	Page	Table	Title	Base Description	Base
●	397	84	QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels. Which of the following statements best describes your awareness or use of this app before today?	Base : All participants	6169
●	403	85	QD6. What features of the Royal Mail smartphone app have you used?	Base : All who use the app	792
●	409	86	QE1_1. Approximately how many of the following have you personally received in the last week through the post? Invitations, greetings cards and postcards / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6169
●	415	87	QE1_2. Approximately how many of the following have you personally received in the last week through the post? Personal letters (e.g. from a friend or relative) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6169
●	421	88	QE1_3. Approximately how many of the following have you personally received in the last week through the post? Letters from organisations that you have a relationship with / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6169
●	427	89	QE1_4. Approximately how many of the following have you personally received in the last week through the post? Bills/ invoices/ statements / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6169
●	433	90	QE1_5. Approximately how many of the following have you personally received in the last week through the post? Smaller parcels - that fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6169
●	439	91	QE1_6. Approximately how many of the following have you personally received in the last week through the post? Larger parcels - that do not fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	6169

	Page	Table	Title	Base Description	Base
●	595	117	QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants	6169
●	601	118	QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants	6169
●	607	119	QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants	6169
●	613	120	QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?	Base : All participants	6169
●	619	121	QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Low cost	Base : Have had to decide on a postal/delivery option in the last month	2494
●	625	122	QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Free delivery	Base : Have had to decide on a postal/delivery option in the last month	2494
●	631	123	QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Inclusion of insurance	Base : Have had to decide on a postal/delivery option in the last month	2494
●	637	124	QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time	Base : Have had to decide on a postal/delivery option in the last month	2494

	Page	Table	Title	Base Description	Base
●	1824	369	QJ_10. Competitive landscape - TNT	Base : All participants	6169
●	1830	371	QJ_12. Competitive landscape - UPS	Base : All participants	6169
●	1836	372	QJ_13. Competitive landscape - UK Mail	Base : All participants	6169
●	1842	374	QJ_15. Competitive landscape - Yodel	Base : All participants	6169
●	1848	375	QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics	Base : All participants	6169
●	1854	376	QJ_97. Competitive landscape - Other Postal Service	Base : All participants	6169
●	1860	377	QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail	Base : Made a complaint about Royal Mail	459
●	1866	378	QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +	Base : Made a complaint about Collect +	136
●	1872	379	QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL	Base : Made a complaint about DHL	132
●	1878	380	QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx	Base : Made a complaint about FedEx	126
●	1884	381	QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri	Base : Made a complaint about Evri	273
	1890	382	QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD	Base : Made a complaint about DPD	140
	1896	383	QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce	Base : Made a complaint about Parcelforce	133
	1902	384	QJ4_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT	Base : Made a complaint about TNT	106
●	1908	385	QJ4_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS	Base : Made a complaint about UPS	121
●	1914	386	QJ4_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail	Base : Made a complaint about UK Mail	130

	Page	Table	Title	Base Description	Base
●	2100	417	QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary	Base : Made a complaint about provider	879
●	2106	418	QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary	Base : Made a complaint about provider	879
●	2112	419	QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Royal Mail	459
●	2118	420	QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Collect +	136
●	2124	421	QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about DHL	132
●	2130	422	QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about FedEx	126
●	2136	423	QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Evri	273
●	2142	424	QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about DPD	140
●	2148	425	QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Parcelforce	133
	2154	426	QJ7_10_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about TNT	106
●	2160	427	QJ7_12_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about UPS	121
●	2166	428	QJ7_13_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about UK Mail	130
●	2172	429	QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Yodel	133
●	2178	430	QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Amazon Delivery Service/ Logistics	195
●	2184	431	QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary	Base : Made a complaint about provider	879

	Page	Table	Title	Base Description	Base
●	2190	432	QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary	Base : Made a complaint about provider	879
●	2196	433	QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary	Base : Made a complaint about provider	879
●	2202	434	QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Royal Mail	459
●	2208	435	QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Collect +	136
●	2214	436	QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about DHL	132
●	2220	437	QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about FedEx	126
●	2226	438	QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Evri	273
●	2232	439	QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about DPD	140
●	2238	440	QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Parcelforce	133
●	2244	441	QJ7_10_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about TNT	106
●	2250	442	QJ7_12_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about UPS	121
●	2256	443	QJ7_13_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about UK Mail	130
●	2262	444	QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Yodel	133
●	2268	445	QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Amazon Delivery Service/ Logistics	195
●	2274	446	QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary	Base : Made a complaint about provider	879

	Page	Table	Title	Base Description	Base
●	2280	447	QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary	Base : Made a complaint about provider	879
●	2286	448	QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary	Base : Made a complaint about provider	879
●	2292	449	QJ8_1. Why didn't you make a complaint to ... - Royal Mail	Base : If did not make a complaint about Royal Mail but had cause to	605
	2298	450	QJ8_6. Why didn't you make a complaint to ... - Evri	Base : If did not make a complaint about Evri but had cause to	128
●	2304	451	QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail	Base : Sent via - Royal Mail	3347
●	2310	452	QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +	Base : Sent via - Collect +	468
●	2316	453	QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL	Base : Sent via - DHL	401
●	2322	454	QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx	Base : Sent via - FedEx	286
●	2328	455	QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri	Base : Sent via - Evri	1196
●	2334	456	QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD	Base : Sent via - DPD	523
●	2340	457	QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce	Base : Sent via - Parcelforce	776
●	2346	458	QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT	Base : Sent via - TNT	179

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4623 75%	933 76%	3690 75%	611 71%	4012 76%c	2161 72%	2452 78%e	457 55%	538 62%g	780 70%gh	625 76%ghi	971 85%ghij	679 89%ghijk	574 92%ghijk	994 59%	1405 72%n	2224 88%no	1253 90%no	4077 78%s	517 57%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5415 88%	1149 93%b	4266 86%	699 81%	4717 89%c	2575 85%	2828 90%e	649 79%	695 80%	948 85%gh	720 88%gh	1067 93%ghij	726 96%ghij	609 97%ghijk	1345 79%	1668 86%n	2402 95%no	1335 96%no	4662 89%s	710 79%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3768 61%	736 60%	3032 61%	685 80%d	3083 58%	1733 58%	2027 65%e	498 60%m	574 66%klm	752 67%gjklm	505 61%m	674 59%m	436 57%	330 53%	1071 63%pq	1258 65%pq	1439 57%	766 55%	3217 62%	518 57%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5179 84%	1035 84%	4144 84%	680 79%	4499 85%c	2497 83%	2670 85%	674 82%	720 82%	945 84%	698 85%	997 87%ghm	643 85%	503 80%	1393 82%	1643 85%	2143 85%	1146 83%	4399 84%	736 81%
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Sent	5279 86%	1040 84%	4238 86%	763 89%d	4516 85%	2503 83%	2765 89%e	609 74%	698 80%g	947 84%gh	704 86%gh	1023 90%ghij	714 94%ghijk	584 93%ghij	1307 77%	1651 85%n	2321 92%no	1298 94%no	4564 88%s	671 74%
NET: Received	5916 96%	1204 98%b	4712 95%	790 92%	5125 97%c	2860 95%	3042 97%e	776 94%	811 93%	1058 94%	793 97%h	1119 98%ghi	739 97%ghi	619 99%ghij	1587 94%	1851 95%	2478 98%no	1358 98%no	5025 96%s	842 93%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4623 75%	876 76%d	1505 77%d	1037 74%	1204 72%	2381 77%f	2241 73%	2661 72%	1914 80%g	393 70%	554 77%i	1146 73%	1210 78%ik	818 77%i	2910 76%i	405 69%	3921 76%o	905 70%	3515 77%q	203 67%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5415 88%	1010 88%	1719 88%	1233 88%	1452 87%	2729 88%	2685 87%	3159 86%	2193 92%g	481 86%	616 86%	1371 87%	1377 89%	951 89%	3364 88%	505 86%	4555 88%	1109 86%	4062 89%qs	244 81%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3768 61%	804 70%bcd	1233 63%d	899 64%d	831 50%	2038 66%f	1729 56%	2437 66%h	1285 54%	258 46%	376 52%	935 59%ij	1062 68%ijkn	764 72%ijkn	2373 62%ij	266 45%	3285 64%o	676 52%	2930 64%q	163 54%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5179 84%	986 85%d	1661 85%d	1161 83%	1370 82%	2647 85%f	2530 82%	3083 84%	2025 85%	425 76%	557 78%	1317 84%ij	1330 86%ij	964 90%ijkln	3205 83%ij	442 75%	4403 85%o	1029 79%	3906 85%q	244 81%
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Sent	5279 86%	1019 88%d	1723 89%cd	1186 85%d	1349 80%	2742 89%f	2535 83%	3148 85%	2066 86%	436 78%	620 86%i	1320 84%i	1384 89%ikn	958 90%ikn	3325 87%i	449 76%	4498 87%o	1034 80%	4009 88%qs	236 78%
NET: Received	5916 96%	1093 95%	1859 96%	1347 97%	1616 96%	2952 95%	2962 96%	3504 95%	2331 97%g	536 96%	681 95%	1511 96%	1478 95%	1033 97%	3670 96%	561 95%	4962 96%	1223 94%	4407 96%q	285 95%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 2

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4623 75%	3911 74%	712 82%a	135 78%	3915 76%g	376 73%	214 72%	118 69%	188 75%	499 74%	388 76%n	356 79%nr	405 75%	466 81%hilnr	563 69%	649 77%n	402 76%	56 81%	320 71%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5415 88%	4639 87%	776 90%	156 90%	4548 88%	451 87%	265 90%	151 89%	220 88%n	581 86%	447 88%n	403 90%n	483 89%n	526 92%inr	654 81%	754 89%n	479 91%n	60 87%	391 87%n
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3768 61%	3193 60%	576 67%a	121 70%a	3159 61%	323 62%	183 62%	102 60%	138 55%	417 62%	311 61%	298 66%hc	325 60%	364 63%h	496 61%	482 57%	328 62%	39 57%	284 63%h
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5179 84%	4443 84%	737 85%	151 88%	4329 83%	450 87%	250 85%	149 87%d	202 80%	571 84%	424 83%	384 86%l	429 79%	495 86%hl	661 81%	716 85%l	448 85%	61 88%	390 87%hln
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Sent	5279 86%	4482 84%	797 92%a	152 88%	4455 86%g	436 84%	249 84%	139 81%	210 84%	578 86%	443 87%	398 89%n	466 86%	518 90%hnor	675 83%	714 85%	452 85%	58 85%	377 84%
NET: Received	5916 96%	5085 96%	831 96%	168 97%	4967 96%	502 97%	284 96%	162 95%	241 96%	645 96%	489 96%	433 97%	527 97%	545 95%	766 94%	804 95%	517 98%n	69 100%	434 97%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 2

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

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service (letters and cards) Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service (parcels) Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4623 75%	1819 76%	1897 84%ac	2620 76%	2699 81%ac	1819 76%	132 68%	632 81%ef	1897 84%i	175 77%	939 88%hi	1781 86%lmnopq	1853 76%mnoq	509 63%oq	379 64%oq	90 38%	3634 81%lmnoq	469 56%o	2040 79%stuvwx	1740 74%	474 70%	245 69%	106 66%	3781 77%stuvx	351 68%	1163 71%	3461 76%y
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5415 88%	2080 87%	2085 92%ac	2990 86%	2996 90%ac	2080 87%	166 86%	706 91%e	2085 92%	208 92%	1022 95%h	1934 94%lmnopq	2164 89%mnoq	639 79%	477 80%	178 75%	4098 91%lmnoq	656 79%	2328 91%stuvwx	2048 86%	569 84%	299 85%	141 88%	4376 89%st	440 86%	1307 80%	4108 90%y
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3768 61%	1489 62%	1428 63%	2180 63%	2119 64%	1489 62%fg	79 41%	426 55%f	1428 63%j	120 53%	592 55%	1365 66%lmnoq	1500 62%moq	452 56%oq	344 58%o	101 42%	2865 64%mnoq	445 53%o	1824 71%stuvwx	1423 60%tuvx	299 44%v	168 48%v	48 30%	3246 66%stuvx	215 42%v	1025 63%	2743 60%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5179 84%	1967 82%	1955 86%ac	2837 82%	2825 85%ac	1967 82%f	138 71%	643 83%f	1955 86%i	179 79%	925 86%i	1770 86%m	2033 84%m	641 79%	511 86%m	205 86%	3803 85%m	717 86%m	2315 90%stuvwx	2028 86%tuvx	458 67%	260 74%v	98 61%	4343 88%stuvx	358 70%	1204 74%	3975 88%y
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	5279 86%	2085 87%	2073 92%ac	3004 87%	2992 90%ac	2085 87%f	145 75%	684 88%f	2073 84%	190 84%	984 92%i	1891 92%lmnopq	2110 87%mnoq	643 79%o	484 81%o	138 58%	4001 89%lmnoq	622 75%o	2290 89%stuvx	2024 85%tvx	543 80%v	288 82%v	112 70%	4314 87%tuvx	400 78%	1377 85%	3901 86%
NET: Received	5916 96%	2277 95%	2207 98%ac	3268 95%	3198 97%ac	2277 95%	187 97%	742 95%	2207 98%	220 97%	1057 99%	2006 97%lm	2330 96%m	757 93%	569 96%	228 96%	4335 96%m	797 96%	2490 97%t	2277 96%t	625 92%	335 95%	153 95%	4767 97%t	488 95%	1473 90%	4442 98%y

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

Table 2

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4623 75%	291 73%	4307 75%	25 61%	1250 73%	3152 76%f	221 69%	4417 76%h	93 58%	46 68%	50 68%	4556 75%h	17 48%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5415 88%	331 82%	5048 88%a	37 89%	1496 88%f	3669 89%f	251 78%	5136 88%h	128 80%	60 87%	69 93%h	5324 88%h	22 62%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3768 61%	196 49%	3551 62%a	21 51%	946 55%	2640 64%df	182 57%	3637 62%hij	79 49%j	25 36%	17 22%	3740 62%hij	11 32%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5179 84%	308 77%	4838 84%a	32 77%	1387 81%f	3554 86%df	239 74%	5004 86%hij	87 54%	35 51%	32 43%	5126 85%hij	22 62%
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Sent	5279 86%	322 80%c	4930 86%ac	27 65%	1412 83%	3603 87%df	264 82%	5038 86%hij	118 73%	50 91%	51 69%	5206 86%hij	21 60%
NET: Received	5916 96%	366 91%	5509 96%a	40 97%	1619 95%f	4003 97%df	294 91%	5608 96%h	146 91%	62 91%	70 95%	5816 96%h	30 84%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	4623 75%	1191 77%.b	1129 73%	1167 75%	1136 74%	418 79%.h	390 75%	383 77%.h	366 70%	373 73%	391 77%.h	379 77%.h	405 76%	383 73%	387 73%	385 76%	365 74%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	5415 88%	1368 89%	1364 89%	1343 87%	1340 87%	478 91%.k	452 88%	437 88%	462 88%	446 88%	456 90%	419 85%	473 89%	451 86%	468 88%	439 87%	433 87%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	3768 61%	913 59%	947 61%	946 61%	962 63%	323 61%	300 58%	290 58%	315 60%	327 64%	305 60%	294 60%	313 59%	339 64%	318 60%	328 65%	316 64%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	5179 84%	1259 82%	1298 84%	1324 85%.a	1298 85%	424 80%	417 81%	417 84%	451 86%	415 82%	432 85%	421 86%	458 86%	445 85%	440 83%	433 85%	425 86%
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Sent	5279 86%	1324 86%	1306 85%	1342 87%	1307 85%	464 89%.hn	440 85%	421 84%	426 81%	437 86%	443 87%.h	429 87%.h	453 85%	460 87%.hn	434 82%	441 87%	432 87%.h
NET: Received	5916 96%	1472 95%	1469 95%	1501 97%	1474 96%	505 96%	492 95%	476 96%	505 96%	474 93%	490 96%	476 97%.i	516 97%.i	509 97%.i	513 96%	484 95%	477 96%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 3

QB2. Are you...?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
A man	3013 49%	575 47%	2438 49%	436 51%	2577 49%	3013 100%f	- -	420 51%m	419 48%	574 51%m	402 49%	564 49%m	366 48%	268 43%	839 49%	975 50%q	1199 47%	634 46%	2508 48%	490 54%r
A woman	3142 51%	658 53%	2485 50%	423 49%	2719 51%	- -	3142 100%e	398 48%	452 52%	544 48%	420 51%	576 50%	394 52%	358 57%gik	850 50%	964 50%	1329 53%	752 54%o	2693 52%s	413 46%
Prefer to use another term (please type here)	14 *	- -	14 *	2 *	12 *	- -	- -	6 1%	2 *	5 *	- -	1 *	- -	- -	8 *p	5 *	1 *	- -	12 *	2 *
Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QB2. Are you...?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
A man	3013 49%	650 56%bd	883 45%	746 54%bd	734 44%	1533 50%	1480 48%	1921 52%h	1045 44%	220 39%	333 46%i	723 46%i	790 51%ik	634 59%ijkln	1847 48%i	229 39%	2614 51%o	581 45%	2309 51%qs	123 41%
A woman	3142 51%	501 43%	1057 54%ac	645 46%	938 56%ac	1559 50%	1582 52%	1761 48%	1341 56%g	339 60%klmn	385 54%m	840 53%lm	761 49%m	434 41%	1986 52%m	357 61%p	2547 49%	709 55%r	2256 49%	177 59%r
Prefer to use another term (please type here)	14 *	2 *	3 *	3 *	6 *	5 *	9 *	5 *	8 *	2 *	* *	8 *	2 *	-	10 *	2 *	10 *	6 *	7 *	* *
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 3

QB2. Are you...?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
A man	3013 49%	2608 49%c	405 47%	72 42%	2535 49%	250 48%	144 49%	83 49%	119 48%	348 51%	237 47%	220 49%	263 48%	266 46%	405 50%	432 51%	244 46%	34 49%	216 48%
A woman	3142 51%	2684 51%	458 53%	100 58%a	2639 51%	265 51%	151 51%	87 51%	131 52%	328 49%	270 53%	228 51%	278 51%	306 53%	404 50%	412 49%	282 53%	35 51%	230 51%
Prefer to use another term (please type here)	14 *	13 *	1 *	1 *	11 *	3 1%	-	-	-	-	1 *	-	3 *	2 *	2 *	-	3 1%	-	3 1%
Prefer not to say	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 3

QB2. Are you...?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
A man	3013 / 49%	1232 / 51%bd	994 / 44%	1765 / 51%bd	1527 / 46%	1232 / 51%g	85 / 44%	340 / 44%	994 / 44%i	74 / 33%	439 / 41%	916 / 44%	1187 / 49%k	461 / 57%klnp	293 / 49%	144 / 61%klnp	2103 / 47%	437 / 53%kp	1169 / 46%	1193 / 50%r	363 / 53%rw	166 / 47%	102 / 64%rsuwx	2363 / 48%	268 / 52%r	783 / 48%	2229 / 49%
A woman	3142 / 51%	1170 / 49%	1258 / 56%ac	1688 / 49%	1777 / 54%ac	1170 / 49%	109 / 56%	435 / 56%e	1258 / 56%	151 / 67%h	628 / 59%	1146 / 56%lmoq	1243 / 51%mc	346 / 43%	298 / 50%mo	92 / 39%	2389 / 53%moq	391 / 47%	1396 / 54%stvx	1166 / 49%v	318 / 47%	186 / 53%v	58 / 36%	2562 / 52%tv	244 / 48%v	839 / 52%	2304 / 51%
Prefer to use another term (please type here)	14 / *	3 / *	8 / *	4 / *	9 / *	3 / *	*	2 / *	8 / *	1 / 1%	4 / *	2 / *	4 / *	4 / *	2 / *	2 / 1%k	6 / *	4 / *	3 / *	8 / *	1 / *	1 / *	-	11 / *	1 / *	6 / *	7 / *
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QB2. Are you...?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
A man	3013 **49%**	199 50%	2799 49%	15 37%	803 47%	2055 50%	156 48%	2829 49%	91 57%	37 54%	36 48%	2957 49%	20 58%
A woman	3142 **51%**	202 50%	2914 51%	26 63%	894 52%	2084 50%	164 51%	2988 51%	70 43%	32 46%	38 52%	3089 51%	15 42%
Prefer to use another term (please type here)	14 *	-	14 *	-	9 1%e	3 *	2 1%e	14 *	-	-	-	14 *	-
Prefer not to say	- -	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QB2. Are you...?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
A man	3013 49%	754 49%	752 49%	757 49%	749 49%	253 48%	258 50%	243 49%	257 49%	246 48%	249 49%	233 47%	257 48%	268 51%	264 50%	247 49%	238 48%
A woman	3142 51%	767 51%	786 51%	788 51%	782 51%	274 52%	259 50%	254 51%	266 51%	261 51%	258 51%	258 53%	273 51%	257 49%	268 50%	258 51%	256 52%
Prefer to use another term (please type here)	14 *	2 *	3 *	5 *	4 *	* *	- -	2 *	1 *	2 *	- -	- -	3 *	2 *	- -	3 1%	1 *
Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 4

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	824 13%	139 11%	684 14%	208 24%d	615 12%	420 14%	398 13%	824 100%hijklm	-	-	-	-	-	-	824 49%opq	-	-	-	569 11%	250 28%r
25-34	873 14%	157 13%	716 15%	200 23%d	672 13%	419 14%	452 14%	-	873 100%gijklm	-	-	-	-	-	873 51%opq	-	-	-	663 13%	203 22%r
35-44	1122 18%	239 19%	883 18%	202 23%d	920 17%	574 19%	544 17%	-	-	1122 100%ghjklm	-	-	-	-	-	1122 58%npq	-	-	877 17%	226 25%r
45-54	822 13%	182 15%	640 13%	84 10%	738 14%c	402 13%	420 13%	-	-	-	822 100%ghiklm	-	-	-	-	822 42%npq	-	-	701 13%	106 12%
55-64	1142 19%	207 17%	935 19%	98 11%	1045 20%c	564 19%	576 18%	-	-	-	-	1142 100%ghijlm	-	-	-	-	1142 45%noq	-	1058 20%s	82 9%
65-74	760 12%	153 12%	607 12%	47 5%	713 13%c	366 12%	394 13%	-	-	-	-	-	760 100%ghijkm	-	-	-	760 30%no	760 55%nop	725 14%s	31 3%
75+	627 10%	155 13%b	471 10%	22 3%	604 11%c	268 9%	358 11%e	-	-	-	-	-	-	627 100%ghijkl	-	-	627 25%no	627 45%nop	619 12%s	7 1%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1696 27%	296 24%	1400 28%a	409 47%d	1287 24%	839 28%	850 27%	824 100%ijklm	873 100%ijklm	-	-	-	-	-	1696 100%opq	-	-	-	1232 24%	453 50%r
NET: 35-54	1944 32%	421 34%	1523 31%	286 33%	1658 31%	975 32%	964 31%	-	-	1122 100%ghklm	822 100%ghiklm	-	-	-	-	1944 100%npq	-	-	1578 30%	332 37%r
NET: 55+	2529 41%	516 42%	2013 41%	166 19%	2362 45%c	1199 40%	1329 42%	-	-	-	-	1142 100%ghij	760 100%ghij	627 100%ghij	-	-	2529 100%no	1387 100%no	2402 46%s	120 13%
NET: 65+	1387 22%	309 25%	1078 22%	69 8%	1318 25%c	634 21%	752 24%e	-	-	-	-	-	760 100%ghijk	627 100%ghijk	-	-	1387 55%no	1387 100%nop	1345 26%s	38 4%
Mean	48.36	49.93b	47.98	38.50	49.96c	47.81	48.97	21.14	29.88g	39.45gh	49.66ghi	59.72ghij	69.07ghijk	78.31ghijkl	25.67	43.75n	67.15no	73.26nop	50.49s	36.34
Std Dev.	18.38	18.53	18.32	15.90	18.25	18.08	18.63	2.31	2.78	2.88	2.97	2.96	2.94	3.38	5.07	5.82	8.15	5.58	18.24	14.24
Std Error	0.23	0.59	0.26	0.55	0.25	0.33	0.33	0.08	0.10	0.09	0.11	0.09	0.10	0.13	0.13	0.13	0.16	0.15	0.25	0.58

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 4

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	824 13%	248 21%bcd	269 14%d	166 12%d	141 8%	517 17%f	307 10%	551 15%h	252 11%	77 14%	88 12%	190 12%	182 12%	154 14%	459 12%	82 14%	669 13%	150 12%	606 13%	67 22%qr
25-34	873 14%	170 15%	265 14%	212 15%	226 13%	435 14%	438 14%	706 19%h	153 6%	64 11%	80 11%	229 16%ij	170 15%	170 16%ij	563 15%	64 11%	762 15%o	211 16%r	612 13%	49 16%
35-44	1122 18%	240 21%bcd	324 17%	274 20%	284 17%	564 18%	558 18%	905 25%h	204 9%	69 12%	116 16%	260 17%	334 21%ijkn	263 25%ijkn	709 18%i	69 12%	1005 19%o	284 22%r	785 17%	52 17%
45-54	822 13%	131 11%	286 15%a	190 14%	215 13%	417 13%	405 13%	664 18%h	150 6%	78 14%	73 10%	167 11%	231 15%jkn	184 17%jkn	471 12%	79 13%	688 13%	172 13%	620 14%	30 10%
55-64	1142 19%	149 13%	388 20%a	281 20%a	324 19%	537 17%	605 20%	676 18%	454 19%	114 20%	127 18%	289 18%	278 18%	198 18%	694 18%	122 21%	939 18%	239 18%	860 19%	43 14%
65-74	760 12%	111 10%	230 12%	159 11%	260 16%abc	340 11%	420 14%e	150 4%	600 25%g	74 13%m	111 16%m	207 13%m	195 13%m	65 6%	514 13%m	76 13%	613 12%	116 9%	610 13%q	34 11%
75+	627 10%	104 9%	182 9%	112 8%	227 14%abc	286 9%	339 11%	36 1%	582 24%g	85 15%lmn	123 17%klmn	205 13%lm	105 7%lm	35 3%	432 11%lm	95 16%p	496 10%	124 10%	478 10%	25 8%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1696 27%	418 36%bcd	534 27%d	378 27%d	367 22%	951 31%f	745 24%	1257 34%h	404 17%	141 25%	168 23%	444 28%	411 26%	324 30%j	1023 27%	146 25%	1431 28%	361 28%	1219 27%	116 38%qr
NET: 35-54	1944 32%	371 32%	611 31%	464 33%	499 30%	981 32%	962 31%	1569 43%h	354 15%	147 26%	189 26%	427 27%	565 36%ijkn	447 42%ijkln	1180 31%k	148 25%	1693 33%o	456 35%rs	1405 31%	82 27%
NET: 55+	2529 41%	365 32%	799 41%a	552 40%a	811 48%abc	1164 38%	1364 44%e	861 23%	1636 68%g	273 49%lmn	361 50%klmn	700 45%lm	578 37%m	298 28%	1640 43%lm	293 50%p	2049 40%	479 37%	1948 43%qs	102 34%
NET: 65+	1387 22%	215 19%	412 21%	271 19%	487 29%abc	627 20%	759 25%e	186 5%	1182 49%g	159 28%lm	234 33%klmn	411 26%lm	300 19%lm	100 9%	945 25%lm	171 29%p	1109 21%	240 18%	1088 24%q	59 20%
Mean	48.36	44.27	48.28a	47.71a	51.76abc	46.78	49.92a	41.87	58.44g	51.38lmn	51.95klmn	49.44lm	47.57m	43.51	49.15lm	51.80p	47.91	47.23s	48.98qs	44.08
Std Dev.	18.38	18.95	18.18	17.56	18.25	18.56	18.05	14.17	19.48	19.62	19.60	18.78	17.07	15.66	18.33	19.80	18.04	17.65	18.46	19.46
Std Error	0.23	0.50	0.42	0.50	0.45	0.32	0.34	0.25	0.37	0.82	0.72	0.48	0.43	0.48	0.30	0.81	0.25	0.48	0.28	1.13

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 4

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	824 13%	741 14%bc	82 10%	15 8%	692 13%	68 13%	40 13%	24 14%	26 10%	104 15%q	56 11%	53 12%	69 13%q	70 12%	134 16%hjpq	123 15%q	58 11%	3 4%	65 14%q
25-34	873 14%	774 15%c	99 11%	13 7%	757 15%	60 12%	34 12%	21 13%	28 11%	105 16%	67 13%	61 13%	89 16%	90 16%	141 17%hqr	105 12%	72 14%	5 7%	55 12%
35-44	1122 18%	993 19%bc	129 15%	20 12%	931 18%	104 20%	52 18%	35 20%	49 20%j	104 15%	69 14%	75 17%	101 19%	106 18%	167 21%j	164 19%j	96 18%	7 10%	97 22%ijq
45-54	822 13%	668 13%	154 18%a	29 17%	679 13%	83 16%	37 13%	23 14%	30 12%	110 16%o	66 13%	65 13%	68 13%	70 12%	111 14%	91 11%	68 13%	21 31%hijklmnop	61 14%
55-64	1142 19%	971 18%	172 20%	38 22%	962 19%	90 17%	58 20%	32 19%	50 20%	114 17%	127 26%iknpr	71 16%	109 20%	114 20%	122 15%	164 19%	90 17%	17 26%n	73 16%
65-74	760 12%	647 12%	113 13%	35 20%ab	634 12%	65 13%	41 14%	19 11%	41 16%in	74 11%	67 13%	61 14%	67 12%	65 11%	80 10%	113 13%	66 12%	9 13%	56 12%
75+	627 10%	512 10%	115 13%a	23 14%	529 10%	49 9%	33 11%	16 9%	26 10%	64 9%	57 11%n	62 14%ln	41 7%	59 10%	57 7%	84 10%	80 15%lnor	7 10%	42 9%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1696 27%	1515 29%bc	181 21%	27 16%	1450 28%	128 25%	74 25%	45 27%	54 22%q	209 31%hjq	123 24%q	113 25%q	158 29%hq	160 28%q	274 34%hjkopqr	228 27%q	129 24%q	7 11%	120 27%q
NET: 35-54	1944 32%	1661 31%	283 33%	49 29%	1611 31%	187 36%df	89 30%	58 34%	79 32%	214 32%	135 27%	141 31%	169 31%	175 31%	277 34%j	256 30%	164 31%	28 41%j	158 35%j
NET: 55+	2529 41%	2129 40%	399 46%a	96 56%ab	2125 41%	204 39%	133 45%	68 40%	117 47%inr	252 37%	251 49%ilmnr	195 43%n	216 40%n	238 42%n	259 32%	360 43%n	236 45%n	33 48%n	171 38%
NET: 65+	1387 22%	1159 22%	228 26%a	58 34%a	1163 22%	114 22%	74 25%	35 21%	66 27%in	138 20%	124 24%n	123 28%iln	107 20%	124 22%	137 17%	196 23%n	146 28%iln	16 23%	98 22%
Mean	48.36	47.86	51.44a	54.34a	48.25	48.82	49.68	48.00	50.79ilnr	47.01	50.87ilnr	50.13in	47.45n	48.63n	44.63	48.46n	50.09iln	54.48ilmnor	47.97n
Std Dev.	18.38	18.42	17.79	17.59	18.39	18.07	18.73	18.32	18.26	18.14	18.30	18.79	17.70	18.48	17.74	18.59	18.84	14.97	18.35
Std Error	0.23	0.29	0.40	0.58	0.32	0.54	0.60	0.66	0.98	0.94	0.97	0.99	0.92	0.97	0.92	0.97	0.99	1.16	0.60

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 4

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

Base : All participants

	Total	Stamp usage — 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards — Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels — Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4662
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	824 / 13%	291 / 12%b	204 / 9%	472 / 14%bd	384 / 12%	291 / 12%	32 / 17%g	73 / 9%	204 / 9%j	18 / 8%	67 / 6%	192 / 9%	320 / 13%k	164 / 20%klp	100 / 17%k	39 / 17%k	512 / 11%k	140 / 17%klp	309 / 12%	359 / 15%rx	94 / 14%	39 / 11%	13 / 8%	668 / 14%	52 / 10%	355 / 22%z	469 / 10%
25-34	873 / 14%	436 / 18%bd	196 / 9%	595 / 17%bd	356 / 11%b	436 / 18%g	25 / 13%	61 / 8%	196 / 9%j	13 / 6%	32 / 3%	214 / 10%	359 / 15%k	139 / 17%kp	114 / 19%klp	40 / 17%k	573 / 13%k	154 / 18%klp	346 / 13%	351 / 15%	109 / 16%v	48 / 13%	13 / 8%	697 / 14%	60 / 12%	339 / 21%z	533 / 12%
35-44	1122 / 18%	517 / 22%bd	325 / 14%	717 / 21%bd	525 / 16%	517 / 22%g	30 / 15%	100 / 13%	325 / 14%j	26 / 12%j	60 / 6%	315 / 15%	489 / 20%k	150 / 19%	105 / 18%	60 / 25%knp	803 / 18%k	166 / 20%k	483 / 19%ux	477 / 20%tuvx	104 / 15%	35 / 10%	19 / 12%	960 / 19%tux	54 / 11%	322 / 20%	800 / 18%
45-54	822 / 13%	336 / 14%	283 / 13%	491 / 14%	437 / 13%	336 / 14%g	34 / 18%g	61 / 8%	283 / 13%j	22 / 10%j	50 / 5%	280 / 14%	326 / 13%	98 / 12%	77 / 13%	37 / 15%	607 / 13%	113 / 14%	345 / 13%	299 / 13%	93 / 14%	59 / 17%	21 / 13%	644 / 13%	80 / 16%	210 / 13%	612 / 13%
55-64	1142 / 19%	415 / 17%	523 / 23%ac	571 / 17%	679 / 20%ac	415 / 17%	31 / 16%	156 / 20%	523 / 23%	58 / 26%	217 / 20%	427 / 21%loc	428 / 18%	147 / 18%	107 / 18%	30 / 13%	855 / 19%o	137 / 16%	505 / 20%s	390 / 16%	125 / 18%	80 / 23%s	39 / 24%s	895 / 18%	119 / 23%sw	218 / 13%	924 / 20%y
65-74	760 / 12%	246 / 10%	370 / 16%ac	359 / 10%	483 / 15%ac	246 / 10%	19 / 10%	174 / 22%ef	370 / 16%	32 / 14%	314 / 29%hi	340 / 16%lmnpq	277 / 11%m	62 / 8%	55 / 9%	25 / 11%	617 / 14%lmnq	81 / 10%	322 / 13%	275 / 12%	83 / 12%	45 / 13%	31 / 19%rsw	596 / 12%	76 / 15%	109 / 7%	651 / 14%y
75+	627 / 10%	162 / 7%	359 / 16%ac	252 / 7%	449 / 14%ac	162 / 7%	23 / 12%e	151 / 19%ef	359 / 16%	55 / 24%h	331 / 31%h	294 / 14%lmnopq	237 / 10%mnoq	50 / 6%	35 / 6%	7 / 3%	531 / 12%lmnoq	42 / 5%	258 / 10%	217 / 9%	74 / 11%	49 / 14%sw	24 / 15%s	476 / 10%	73 / 14%rsw	76 / 5%	551 / 12%y
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1696 / 27%	727 / 30%bd	400 / 18%	1067 / 31%bd	740 / 22%b	727 / 30%bd	57 / 29%g	135 / 17%	400 / 18%j	32 / 14%	99 / 9%	406 / 20%	678 / 28%kp	304 / 37%klp	215 / 36%klp	79 / 33%kp	1084 / 24%k	293 / 35%klp	655 / 25%v	710 / 30%rvx	203 / 30%vx	86 / 24%	26 / 16%	1365 / 28%vx	112 / 22%	694 / 43%z	1002 / 22%
NET: 35-54	1944 / 32%	854 / 36%bd	608 / 27%	1208 / 35%bd	963 / 29%	854 / 36%g	64 / 33%g	161 / 21%	608 / 27%j	49 / 21%j	110 / 10%	595 / 29%	815 / 33%k	248 / 31%	182 / 31%	97 / 41%kmnp	1410 / 31%	279 / 34%	828 / 32%x	776 / 33%x	197 / 29%	94 / 26%	40 / 25%	1604 / 32%x	134 / 26%	531 / 33%	1413 / 31%
NET: 55+	2529 / 41%	823 / 34%	1252 / 55%acd	1182 / 34%	1611 / 49%ac	823 / 34%	73 / 38%	481 / 62%ef	1252 / 55%h	146 / 64%h	862 / 80%hi	1062 / 51%lmnopq	942 / 39%mnoq	259 / 32%	197 / 33%	63 / 26%	2004 / 45%lmnoq	259 / 31%	1085 / 42%s	882 / 37%	281 / 41%	174 / 49%sw	94 / 59%rstw	1967 / 40%	268 / 52%rsw	403 / 25%	2126 / 47%y
NET: 65+	1387 / 22%	408 / 17%	729 / 32%acd	611 / 18%	932 / 28%ac	408 / 17%	42 / 22%	325 / 42%ef	729 / 32%j	87 / 39%	645 / 60%hi	635 / 31%lmnopq	514 / 21%mnoq	112 / 14%	90 / 15%	33 / 14%	1148 / 26%lmnoq	123 / 15%	580 / 23%	492 / 21%	157 / 23%	94 / 27%	55 / 34%rstw	1072 / 22%	149 / 29%rstw	185 / 11%	1202 / 26%y
Mean	48.36	45.89	54.16acd	45.89	51.52ac	45.89	47.62	55.89ef	54.16	57.84h	63.74hi	52.81lmnopq	47.77mnoq	43.49	44.54	42.92	50.09lmnoq	44.07	49.00s	46.78	48.08	52.12rstw	55.35rstw	47.94s	53.12rstw	41.19	50.94y
Std Dev.	18.38	17.13	18.13	17.50	18.59	17.13	19.22	19.02	18.13	18.44	16.75	18.16	18.16	17.71	17.84	16.77	18.33	17.54	18.00	18.34	18.78	18.83	17.95	18.20	18.60	17.14	18.12
Std Error	0.23	0.36	0.38	0.30	0.32	0.36	1.35	0.64	0.38	1.26	0.49	0.40	0.37	0.62	0.74	1.04	0.28	0.61	0.35	0.38	0.74	1.06	1.46	0.26	0.86	0.44	0.27

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 4

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	824 13%	33 8%	782 14%a	8 20%a	262 15%e	474 11%	87 27%de	764 13%	35 22%gjk	13 19%j	3 4%	811 13%	10 27%
25-34	873 14%	56 14%	807 14%	10 23%	205 12%	605 15%d	63 19%d	808 14%j	47 29%gjik	7 10%	3 3%	862 14%j	8 23%
35-44	1122 18%	63 16%	1052 18%	7 17%	248 15%	812 20%d	62 19%	1081 19%j	22 14%j	10 15%j	1 1%	1114 18%j	7 20%
45-54	822 13%	62 15%	756 13%	4 10%	169 10%	611 15%d	42 13%	796 14%h	11 7%	9 12%	4 6%	816 13%	2 6%
55-64	1142 19%	78 19%	1054 18%	10 25%	349 20%f	750 18%	43 14%	1101 19%h	14 8%	12 17%	10 14%	1127 19%h	5 15%
65-74	760 12%	43 11%	717 13%c	*	227 13%f	520 13%f	13 4%	720 12%	12 7%	14 20%h	14 19%h	745 12%	1 3%
75+	627 10%	65 16%b	559 10%	2 6%	247 14%ef	368 9%f	12 4%	560 10%	21 13%	5 7%	39 53%ghik	585 10%	2 6%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1696 27%	90 22%	1589 28%	18 43%a	467 27%	1080 26%	150 47%de	1572 27%j	82 51%gijk	20 29%j	5 7%	1673 28%j	18 50%
NET: 35-54	1944 32%	125 31%	1808 32%	11 27%	417 24%	1424 34%d	103 32%d	1878 32%hj	33 20%	19 28%j	5 7%	1929 32%hj	9 26%
NET: 55+	2529 41%	186 46%	2330 41%	13 31%	822 48%ef	1638 40%f	69 21%	2381 41%h	46 29%	30 44%	63 85%ghik	2457 41%h	8 24%
NET: 65+	1387 22%	108 27%c	1276 22%c	2 6%	473 28%ef	888 21%f	25 8%	1280 22%	33 20%	18 27%	53 71%ghik	1331 22%	3 9%
Mean	48.36	51.97b	48.15	43.18	50.39ef	48.22f	39.32	48.31h	42.22	49.05	69.84ghik	48.16h	39.14
Std Dev.	18.38	18.36	18.36	16.43	19.86	17.62	16.81	18.11	20.53	20.12	16.80	18.23	18.81
Std Error	0.23	0.89	0.24	2.37	0.47	0.28	0.95	0.24	1.77	2.62	2.01	0.23	3.43

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 4

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	824 13%	206 13%	204 13%	207 13%	206 13%	70 13%	67 13%	69 14%	70 13%	77 15%	58 11%	69 14%	66 12%	71 14%	73 13%	76 15%	62 13%
25-34	873 14%	226 15%	234 15%	210 14%	202 13%	81 15%	91 18%gmo	54 11%	76 14%	85 17%g	73 14%	71 14%	79 15%	61 12%	73 14%	59 12%	70 14%
35-44	1122 18%	272 18%	266 17%	292 19%	293 19%	81 15%	90 17%	101 20%	97 19%	77 15%	92 18%	87 18%	105 20%	100 19%	102 19%	103 20%	88 18%
45-54	822 13%	205 13%	232 15%	196 13%	188 12%	81 15%	70 14%	54 11%	84 16%o	65 13%	82 16%o	57 12%	68 13%	71 14%	68 13%	52 10%	69 14%
55-64	1142 19%	286 19%	259 17%	298 19%	300 20%	82 16%	91 18%	113 23%ei	89 17%	78 15%	91 18%	94 19%	105 20%	98 19%	97 18%	106 21%	96 19%
65-74	760 12%	190 12%	190 12%	191 12%	189 12%	66 13%	56 11%	67 14%	68 13%	57 11%	64 13%	64 13%	61 11%	67 13%	64 12%	63 12%	62 13%
75+	627 10%	157 10%	157 10%	156 10%	157 10%	66 12%h	51 10%	40 8%	40 8%	71 14%gh	47 9%	50 10%	48 9%	58 11%	59 11%	49 10%	48 10%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1696 27%	432 28%	438 28%	417 27%	409 27%	151 29%	159 31%	123 25%	145 28%	161 32%g	131 26%	140 29%	145 27%	132 25%	142 27%	134 26%	133 27%
NET: 35-54	1944 32%	478 31%	497 32%	488 31%	481 31%	162 31%	160 31%	155 31%	182 35%	142 28%	174 34%	143 29%	174 33%	171 32%	169 32%	155 31%	157 32%
NET: 55+	2529 41%	633 41%	606 39%	645 42%	645 42%	215 41%	198 38%	220 44%	197 38%	206 40%	203 40%	208 42%	214 40%	224 42%	221 41%	218 43%	206 42%
NET: 65+	1387 22%	347 22%	347 23%	347 22%	345 23%	132 25%	107 21%	108 22%	108 21%	128 25%	111 22%	114 23%	108 20%	125 24%	123 23%	112 22%	111 22%
Mean	48.36	48.25	48.05	48.39	48.76	48.73	47.33	48.71	47.68	47.95	48.52	48.40	47.74	49.04	49.00	48.32	48.96
Std Dev.	18.38	18.41	18.34	18.29	18.48	18.91	18.32	17.95	17.63	19.49	17.89	18.73	17.68	18.48	18.48	18.76	18.22
Std Error	0.23	0.47	0.47	0.47	0.47	0.83	0.80	0.81	0.77	0.86	0.80	0.82	0.78	0.83	0.81	0.84	0.82

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 5

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	252 4%	48 4%	205 4%	69 8%d	183 3%	149 5%f	103 3%	83 10%hijklm	27 3%	61 5%klm	26 3%	25 2%	18 2%	12 2%	110 7%opq	87 4%pq	55 2%	30 2%	197 4%	55 6%r
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	745 12%	213 17%b	532 11%	169 20%d	576 11%	416 14%f	327 10%	163 20%jklm	143 16%klm	178 16%klm	102 12%klm	91 8%m	43 6%	28 4%	305 18%opq	279 14%pq	161 6%	70 5%	548 11%	188 21%r
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1504 24%	304 25%	1200 24%	188 22%	1316 25%	666 22%	838 27%e	198 24%lm	253 29%lm	320 29%lm	279 34%giklm	306 27%lm	92 12%	55 9%	452 27%pq	599 31%npq	453 18%q	148 11%	1217 23%	271 30%r
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1223 20%	208 17%	1015 21%a	213 25%d	1010 19%	635 21%	586 19%	166 20%lm	211 24%lm	271 24%lm	186 23%lm	249 22%lm	93 12%m	48 8%	376 22%pq	457 24%pq	390 15%q	141 10%	1056 20%	158 17%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	753 12%	135 11%	618 13%	108 13%	645 12%	346 11%	404 13%	96 12%lm	142 16%glm	170 15%lm	141 17%glm	151 13%lm	43 6%m	10 2%	238 14%pq	311 16%pq	203 8%q	53 4%	633 12%	116 13%
Housewife / househusband	113 2%	40 3%b	73 1%	11 1%	102 2%	17 1%	96 3%e	10 1%	23 3%l	29 3%l	13 2%	27 2%l	5 1%	7 1%	33 2%q	42 2%q	38 1%	11 1%	91 2%	21 2%
Unemployed	340 6%	75 6%	266 5%	23 3%	318 6%c	182 6%	156 5%	33 4%lm	55 6%lm	74 7%lm	52 6%lm	115 10%ghijlm	8 1%	2 *	89 6%q	126 7%q	125 5%q	10 1%	301 6%	36 4%
Student	78 1%	23 2%	55 1%	19 2%d	59 1%	44 1%	33 1%	70 9%hijklm	8 1%ijkl	-	-	-	-	-	78 5%opq	-	-	-	52 1%	24 3%r
Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retired and living on an occupational pension	750 12%	97 8%	653 13%a	38 4%	712 13%c	407 14%f	340 11%	3 *	7 1%	9 1%	14 2%g	154 13%ghij	285 37%ghijk	279 44%ghijkl	9 1%	24 1%	717 28%no	563 41%nop	724 14%s	22 2%
Retired and living on a state pension	410 7%	89 7%	320 6%	22 3%	388 7%c	151 5%	259 8%e	2 *	3 *	9 1%	9 1%	26 2%ghij	174 23%ghijk	186 30%ghijkl	5 *	18 1%	386 15%no	360 26%nop	393 8%s	14 2%
NET: Retired	1159 19%	186 15%	973 20%a	60 7%	1099 21%c	558 19%	598 19%	5 1%	10 1%	19 2%	23 3%g	179 16%ghij	458 60%ghijk	465 74%ghijkl	15 1%	42 2%n	1103 44%no	923 67%nop	1117 21%s	37 4%
NET: AB	998 16%	261 21%b	737 15%	239 28%d	759 14%	565 19%f	431 14%	245 30%hijklm	170 19%klm	239 21%klm	127 15%klm	116 10%m	61 8%	40 6%	415 24%opq	366 19%pq	216 9%	101 7%	745 14%	243 27%r
NET: C1	1582 26%	327 27%	1254 25%	207 24%	1375 26%	710 24%	871 28%e	269 33%iklm	261 30%lm	320 29%lm	279 34%iklm	306 27%lm	92 12%	55 9%	530 31%pq	599 31%npq	453 18%q	148 11%	1269 24%	294 33%r
NET: C2	1223 20%	208 17%	1015 21%a	213 25%d	1010 19%	635 21%	586 19%	166 20%lm	211 24%lm	271 24%lm	186 23%lm	249 22%lm	93 12%m	48 8%	376 22%pq	457 24%pq	390 15%q	141 10%	1056 20%	158 17%
NET: DE	1206 20%	250 20%	956 19%	142 17%	1064 20%	545 18%	658 21%e	139 17%lm	221 25%glm	273 24%glm	207 25%glm	293 26%glm	55 7%m	19 3%	360 21%pq	480 25%pq	367 14%q	74 5%	1026 20%	172 19%
NET: ABC1	2580 42%	588 48%b	1992 40%	445 52%d	2134 40%	1275 42%	1302 41%	514 62%hijklm	431 49%klm	559 50%klm	406 49%klm	422 37%lm	153 20%	95 15%	945 56%opq	965 50%pq	670 26%q	248 18%	2014 39%	537 59%r
NET: C2DE	2430 39%	459 37%	1971 40%	356 41%	2074 39%	1180 39%	1242 40%	305 37%lm	432 49%glm	544 49%glm	393 48%glm	541 47%glm	149 20%m	67 11%	736 43%pq	937 48%npq	757 30%q	215 16%	2081 40%	331 37%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
		Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	252 / 4%	252 / 22%bcd	-	-	-	252 / 8%f	-	197 / 5%h	49 / 2%	1 / *	16 / 2%i	19 / 1%	54 / 3%ik	134 / 12%ijkln	89 / 2%ik	1 / *	236 / 5%o	41 / 3%	198 / 4%	13 / 4%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	745 / 12%	745 / 66%bcd	-	-	-	745 / 24%f	-	626 / 17%h	111 / 5%	7 / 1%	24 / 3%i	111 / 7%ij	227 / 15%ijkn	288 / 27%ijkln	362 / 9%ik	8 / 1%	698 / 13%o	66 / 5%	642 / 14%q	38 / 13%q
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1504 / 24%	-	1504 / 77%acd	-	-	1504 / 49%f	-	1244 / 34%h	248 / 10%	37 / 7%	111 / 15%i	429 / 27%ij	475 / 31%ij	306 / 29%ij	1015 / 26%ij	37 / 6%	1380 / 27%o	188 / 15%	1259 / 28%qs	56 / 19%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1223 / 20%	-	-	1223 / 88%abd	-	-	1223 / 40%e	952 / 26%h	257 / 11%	33 / 6%	79 / 11%i	336 / 21%ij	407 / 26%ijkn	234 / 22%ij	822 / 21%ij	35 / 6%	1103 / 21%o	195 / 15%	980 / 21%q	48 / 16%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	753 / 12%	-	-	-	753 / 45%abc	-	753 / 25%e	596 / 16%h	149 / 6%	99 / 18%lmn	128 / 18%lmn	254 / 16%lm	147 / 9%m	37 / 3%	528 / 14%lm	101 / 17%p	602 / 12%	217 / 17%r	488 / 11%	49 / 16%r
Housewife / househusband	113 / 2%	-	-	-	113 / 7%abc	-	113 / 4%e	3 / *	107 / 4%g	26 / 5%klmn	41 / 6%klmn	21 / 1%m	13 / 1%m	-	75 / 2%lm	27 / 5%p	78 / 2%	78 / 6%r	25 / 1%	10 / 3%r
Unemployed	340 / 6%	-	-	-	340 / 20%abc	-	340 / 11%e	10 / *	317 / 13%g	167 / 30%klmn	76 / 11%klmn	49 / 3%lm	5 / *	3 / *	130 / 3%lm	172 / 29%p	145 / 3%	252 / 19%rs	57 / 1%	31 / 10%r
Student	78 / 1%	-	78 / 4%acd	-	-	78 / 3%f	-	24 / 1%	49 / 2%g	24 / 4%klmn	10 / 1%	10 / 1%	8 / 1%	7 / 1%	29 / 1%	25 / 4%p	40 / 1%	12 / 1%	54 / 1%	12 / 4%qr
Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retired and living on an occupational pension	750 / 12%	156 / 13%d	361 / 19%acd	170 / 12%d	61 / 4%	517 / 17%f	232 / 8%	23 / 1%	718 / 30%g	42 / 7%	106 / 15%i	257 / 16%ilm	188 / 12%lm	58 / 5%	551 / 14%lm	49 / 8%	642 / 12%o	106 / 8%	621 / 14%qs	23 / 8%
Retired and living on a state pension	410 / 7%	-	-	-	410 / 24%abc	-	410 / 13%e	10 / *	390 / 16%g	126 / 23%klmn	127 / 18%klmn	86 / 6%lm	29 / 2%m	2 / *	242 / 6%lm	134 / 23%p	249 / 5%	142 / 11%r	248 / 5%	20 / 7%
NET: Retired	1159 / 19%	156 / 13%	361 / 19%ac	170 / 12%	471 / 28%abc	517 / 17%	641 / 21%e	33 / 1%	1108 / 46%g	168 / 30%klmn	233 / 32%klmn	343 / 22%lm	217 / 14%m	60 / 6%	793 / 21%lm	182 / 31%p	891 / 17%	247 / 19%	869 / 19%	43 / 14%
NET: AB	998 / 16%	998 / 87%bcd	-	-	-	998 / 32%f	-	823 / 22%h	160 / 7%	7 / 1%	40 / 6%i	130 / 8%i	281 / 18%ijkn	422 / 39%ijkln	451 / 12%ik	9 / 2%	934 / 18%o	107 / 8%	840 / 18%q	51 / 17%q
NET: C1	1582 / 26%	-	1582 / 81%acd	-	-	1582 / 51%f	-	1268 / 34%h	297 / 12%	61 / 11%	121 / 17%i	439 / 28%ij	483 / 31%ijn	313 / 29%ij	1044 / 27%ij	62 / 11%	1420 / 27%o	200 / 15%	1313 / 29%qs	68 / 23%q
NET: C2	1223 / 20%	-	-	1223 / 88%abd	-	-	1223 / 40%e	952 / 26%h	257 / 11%	33 / 6%	79 / 11%i	336 / 21%ij	407 / 26%ijkn	234 / 22%ij	822 / 21%ij	35 / 6%	1103 / 21%o	195 / 15%	980 / 21%q	48 / 16%
NET: DE	1206 / 20%	-	-	-	1206 / 72%abc	-	1206 / 39%e	610 / 17%	572 / 24%g	292 / 52%klmn	245 / 34%klmn	323 / 21%lm	165 / 11%m	40 / 4%	733 / 19%lm	299 / 51%p	825 / 16%	547 / 42%rs	570 / 12%	90 / 30%r
NET: ABC1	2580 / 42%	998 / 87%bcd	1582 / 81%cd	-	-	2580 / 83%f	-	2092 / 57%h	458 / 19%	68 / 12%	161 / 22%i	569 / 36%ij	764 / 49%ijkn	735 / 69%ijkln	1494 / 39%ij	71 / 12%	2353 / 45%o	307 / 24%	2153 / 47%qs	120 / 40%q
NET: C2DE	2430 / 39%	-	-	1223 / 88%abd	1206 / 72%ab	-	2430 / 79%e	1562 / 42%h	829 / 35%	324 / 58%klmn	325 / 45%lm	659 / 42%lm	572 / 37%m	274 / 26%	1555 / 40%lm	334 / 57%p	1928 / 37%	742 / 57%rs	1550 / 34%	138 / 46%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	252 4%	194 4%	59 7%a	12 7%a	195 4%	36 7%d	12 4%	10 6%d	4 2%	23 3%	8 2%	21 5%hj	34 6%hjm	15 3%	39 5%hj	33 4%	18 3%	8 11%hijkmnop	28 6%hjm
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	745 12%	631 12%	115 13%	27 16%	576 11%	93 18%d	51 17%d	26 15%d	22 9%	59 9%	45 9%	38 8%	36 7%	83 14%hijkl	115 14%hijkl	115 14%ikl	62 12%l	11 16%l	82 18%hijklp
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1504 24%	1310 25%c	194 22%c	21 12%	1278 25%	117 23%	71 24%	38 22%	68 27%klp	185 27%klp	127 25%	85 19%	109 20%	155 27%klp	225 28%klpq	221 26%kp	103 20%	11 16%	106 24%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1223 20%	1051 20%	173 20%	27 16%	1080 21%efg	75 15%	45 15%	24 14%	44 18%	111 16%	106 21%r	131 29%hijmnoqr	144 26%himnor	108 19%	158 19%	154 18%	122 23%ir	10 15%	65 14%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	753 12%	671 13%b	82 9%	16 9%	652 13%	50 10%	29 10%	21 13%	35 14%m	101 15%mr	74 15%mr	48 11%	77 14%m	52 9%	92 11%	102 12%	72 14%	7 10%	43 10%
Housewife / househusband	113 2%	104 2%	9 1%	2 1%	100 2%	6 1%	4 2%	3 2%	7 3%k	19 3%	10 2%	4 1%	11 2%	16 3%	11 1%	15 2%	8 2%	1 2%	5 1%
Unemployed	340 6%	307 6%	33 4%	11 6%	295 6%	21 4%	14 5%	10 6%	12 5%	55 8%kor	31 6%	15 3%	35 6%	34 6%	47 6%	33 4%	33 6%	3 5%	18 4%
Student	78 1%	73 1%	5 1%	2 1%	52 1%	16 3%d	7 2%d	3 2%	2 1%	13 2%l	1 *	3 1%	8 2%	3 *	10 1%	6 1%	5 1%	* *	16 4%hijkmnop
Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retired and living on an occupational pension	750 12%	611 12%	139 16%a	35 20%a	613 12%	71 14%	40 14%	26 15%d	37 15%n	78 12%	67 13%n	69 15%n	62 11%	64 11%	63 8%	106 13%n	67 13%n	13 19%n	57 13%n
Retired and living on a state pension	410 7%	354 7%	55 6%	21 12%ab	344 7%	33 6%	22 7%	11 6%	18 7%	30 4%	40 8%	35 8%	28 5%	44 8%	52 6%	59 7%	38 7%	3 5%	29 6%
NET: Retired	1159 19%	965 18%	194 22%a	56 33%ab	958 18%	103 20%	62 21%	36 21%	56 22%n	109 16%	107 21%n	104 23%iln	90 17%	108 19%	115 14%	165 20%	105 20%n	16 24%n	86 19%
NET: AB	998 16%	824 16%	173 20%a	39 22%a	771 15%	129 25%d	63 21%d	36 21%d	26 11%	82 12%	53 10%	59 13%	70 13%	99 17%hj	154 19%hij	148 18%hij	80 15%	19 28%hijklp	110 24%hijkmnop
NET: C1	1582 26%	1383 26%c	199 23%c	23 13%	1330 26%	133 26%	79 27%	41 24%	71 28%klpq	198 29%klpq	128 25%	88 20%	117 21%	158 27%kp	235 29%klpq	226 27%k	109 21%	11 16%	122 27%kp
NET: C2	1223 20%	1051 20%	173 20%	27 16%	1080 21%efg	75 15%	45 15%	24 14%	44 18%	111 16%	106 21%r	131 29%hijmnoqr	144 26%himnor	108 19%	158 19%	154 18%	122 23%ir	10 15%	65 14%
NET: DE	1206 20%	1082 20%b	124 14%	28 16%	1047 20%ef	78 15%	47 16%	34 20%e	54 21%kr	175 26%kmnor	115 23%kr	67 15%	123 23%kr	101 18%	149 18%	150 18%	113 21%kr	12 17%	66 15%
NET: ABC1	2580 42%	2207 42%	373 43%	62 36%	2101 41%	262 50%d	141 48%d	76 45%	97 39%	280 41%k	181 36%	147 33%	187 34%	256 45%jklp	389 48%hjklp	375 44%jklp	189 36%	30 43%	232 52%hijklop
NET: C2DE	2430 39%	2133 40%bc	297 34%	55 32%	2127 41%efg	153 30%	92 31%	58 34%	98 39%r	287 42%r	221 43%or	198 44%mor	267 49%hmnoqr	210 37%r	307 38%r	304 36%r	235 44%mor	22 32%	131 29%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance – letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance – parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	252 4%	122 5%bd	63 3%	177 5%bd	118 4%	122 5%fg	1 *	19 2%	63 3%ij	* *	12 1%	93 5%	96 4%	28 3%	30 5%	6 2%	189 4%	35 4%	125 5%ux	95 4%x	23 3%	6 2%	3 2%	220 4%x	9 2%	102 6%z	150 3%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	745 12%	317 13%b	243 11%	459 13%b	385 12%	317 13%fg	2 1%	33 4%	243 11%ij	2 1%	48 5%i	207 10%	324 13%k	104 13%	76 13%	31 13%	532 12%	106 13%	307 12%t	322 14%t	56 8%	32 9%	24 15%t	629 13%t	56 11%	219 13%	526 12%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1504 24%	585 24%	545 24%	841 24%	802 24%	585 24%fg	14 7%	71 9%	545 24%ij	16 7%	113 11%	448 22%	637 26%k	180 22%	157 26%	77 32%kmp	1085 24%	234 28%km	653 25%	580 24%	147 22%	87 25%	28 18%	1233 25%	116 23%	399 24%	1105 24%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1223 20%	522 22%bd	405 18%	734 21%bd	617 19%	522 22%fg	18 9%	97 12%	405 18%ij	11 5%	90 8%	364 18%o	515 21%ko	175 22%o	139 23%ko	24 10%	879 20%o	163 20%o	485 19%v	486 21%v	153 22%v	79 22%v	16 10%	970 20%v	95 18%v	350 21%	873 19%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	753 12%	309 13%b	227 10%	452 13%b	370 11%	309 13%g	36 19%g	52 7%	227 10%j	30 13%j	63 6%	235 11%	270 11%	119 15%klp	89 15%lp	34 14%	505 11%	124 15%klp	312 12%	273 12%	91 13%	53 15%	17 11%	585 12%	70 14%	239 15%z	514 11%
Housewife / househusband	113 2%	55 2%	30 1%	77 2%	52 2%	55 2%	13 6%e	51 7%e	30 1%	8 3%h	28 3%h	40 2%	42 2%	19 2%	5 1%	6 3%	82 2%	12 1%	50 2%	41 2%	12 2%	4 1%	6 4%	91 2%	10 2%	41 3%	72 2%
Unemployed	340 6%	128 5%	115 5%	174 5%	161 5%	128 5%	55 28%eg	122 16%e	115 5%	64 28%hj	109 10%h	125 6%l	100 4%	60 7%lp	28 5%	26 11%klp	225 5%	55 7%l	133 5%	121 5%	50 7%	18 5%	16 10%rsw	254 5%	34 7%	84 5%	256 6%
Student	78 1%	34 1%d	18 1%	41 1%	24 1%	34 1%	13 6%eg	19 2%	18 1%	5 2%	12 1%	16 1%	31 1%	18 2%knp	3 1%	7 3%knp	47 1%	10 1%	30 1%	32 1%	11 2%	*	3 2%	62 1%	3 1%	36 2%	42 1%
Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retired and living on an occupational pension	750 12%	235 10%	385 17%ac	345 10%	496 15%ac	235 10%	16 8%	224 29%ef	385 17%i	9 9%	371 35%hi	345 17%lmnopq	256 11%	76 9%	51 9%	19 8%	601 13%mnq	71 9%	309 12%	276 12%	85 12%	47 13%	29 18%	585 12%	75 15%	74 5%	675 15%y
Retired and living on a state pension	410 7%	99 4%	231 10%ac	157 5%	289 9%ac	99 4%	27 14%e	89 11%e	231 10%i	70 31%hj	225 21%h	191 9%lmnoq	163 7%mno	32 4%	15 3%	8 3%	353 8%mno	22 3%	165 6%	142 6%	54 8%	27 8%	18 11%rsw	307 6%	46 9%	84 5%	326 7%
NET: Retired	1159 19%	333 14%	616 27%acd	502 15%	785 24%ac	333 14%	43 22%e	313 40%ef	616 27%i	91 40%hj	596 56%hi	535 26%lmnopq	419 17%mno	108 13%	66 11%	27 11%	954 21%mnoq	93 11%	474 18%	418 18%	138 20%	74 21%	47 29%rstw	892 18%	121 24%rsw	158 10%	1001 22%y
NET: AB	998 16%	438 18%bd	305 14%	636 18%bd	503 15%	438 18%fg	3 1%	53 7%f	305 14%j	2 1%	60 6%i	300 15%	420 17%	132 16%	106 18%	36 15%	720 16%	142 17%	432 17%tu	417 18%tu	79 12%	38 11%	27 17%tux	849 17%tux	65 13%	322 20%z	676 15%
NET: C1	1582 26%	619 26%	563 25%	883 26%	826 25%	619 26%fg	27 14%	89 11%	563 25%ij	20 9%	125 12%	464 22%	668 27%k	198 24%	160 27%	84 35%klmp	1132 25%	244 29%kp	683 27%	612 26%	158 23%	88 25%	31 19%	1295 26%	119 23%	435 27%	1147 25%
NET: C2	1223 20%	522 22%bd	405 18%	734 21%bd	617 19%	522 22%fg	18 9%	97 12%	405 18%j	11 5%	90 8%	364 18%o	515 21%ko	175 22%o	139 23%ko	24 10%	879 20%o	163 20%o	485 19%v	486 21%v	153 22%v	79 22%v	16 10%	970 20%v	95 18%v	350 21%	873 19%
NET: DE	1206 20%	492 20%bd	372 16%	703 20%bd	583 18%	492 20%	104 54%eg	225 29%e	372 16%	102 45%hj	200 19%	400 19%	412 17%	198 24%klp	123 21%	67 28%klp	812 18%	190 23%klp	495 19%	435 18%	153 22%	75 21%	39 25%	930 19%	114 22%	364 22%z	843 19%
NET: ABC1	2580 42%	1057 44%bd	868 38%	1518 44%bd	1329 40%	1057 44%fg	29 15%	142 18%	868 38%ij	23 10%	185 17%	764 37%	1089 45%kp	330 41%	266 45%k	120 50%kmp	1853 41%k	386 46%kp	1115 43%tux	1029 43%tux	237 35%	126 36%	58 36%	2144 43%tux	184 36%	757 46%z	1823 40%
NET: C2DE	2430 39%	1013 42%bd	776 34%	1437 42%bd	1200 36%	1013 42%	121 63%eg	322 41%	776 34%j	113 50%hj	290 27%	764 37%	928 38%	373 46%klp	262 44%klp	91 38%	1691 38%	353 42%kp	980 38%	921 39%	305 45%rsw	153 43%	55 35%	1901 39%	209 41%	714 44%z	1716 38%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	252 4%	12 3%	239 4%	1 2%	65 4%	171 4%	16 5%	249 4%	1 *	1 2%	-	251 4%	1 4%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	745 12%	31 8%	709 12%a	5 12%	153 9%	557 13%d	35 11%	704 12%j	30 19%g	5 8%	* *	740 12%j	5 15%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1504 24%	87 22%	1408 25%	8 20%	303 18%	1124 27%d	77 24%d	1458 25%hj	23 14%	14 20%	5 7%	1495 25%hj	5 13%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1223 20%	65 16%	1150 20%	9 20%	272 16%	890 21%d	61 19%	1138 20%	52 32%gk	15 21%	13 18%	1205 20%	6 16%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	753 12%	41 10%	708 12%	5 11%	190 11%	505 12%	58 18%de	709 12%	23 15%	11 17%	4 5%	744 12%	6 16%
Housewife / househusband	113 2%	13 3%	99 2%	1 2%	51 3%e	50 1%	11 4%e	105 2%	7 4%	* 1%	1 1%	112 2%	* *
Unemployed	340 6%	45 11%b	286 5%	10 24%ab	209 12%ef	110 3%	22 7%e	308 5%	8 5%	8 12%	9 12%gk	324 5%	7 20%
Student	78 1%	3 1%	75 1%	* *	20 1%	40 1%	18 6%de	71 1%	3 2%	* *	1 2%	74 1%	3 8%
Retired	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Retired and living on an occupational pension	750 12%	52 13%c	698 12%c	- -	247 14%ef	488 12%f	15 5%	716 12%h	5 3%	10 15%h	16 21%h	732 12%h	2 7%
Retired and living on a state pension	410 7%	52 13%b	355 6%	3 7%	195 11%ef	208 5%	7 2%	371 6%	9 5%	4 5%	26 34%ghij	384 6%	* 1%
NET: Retired	1159 19%	103 26%bc	1053 18%	3 7%	441 26%ef	696 17%f	22 7%	1087 18%h	14 9%	14 20%	41 56%ghik	1115 18%h	3 8%
NET: AB	998 16%	44 11%	948 17%a	6 14%	219 13%	727 18%d	52 16%	953 16%j	31 19%j	6 9%j	* *	991 16%j	7 19%
NET: C1	1582 26%	90 23%	1483 26%	9 21%	323 19%	1164 28%d	95 30%d	1529 26%hj	25 16%	14 20%	6 8%	1568 26%hj	8 21%
NET: C2	1223 20%	65 16%	1150 20%	9 20%	272 16%	890 21%d	61 19%	1138 20%	52 32%gk	15 21%	13 18%	1205 20%	6 16%
NET: DE	1206 20%	99 25%b	1092 19%	15 37%b	451 26%e	665 16%	91 28%e	1122 19%	38 24%	20 29%	14 19%	1180 19%	13 36%
NET: ABC1	2580 42%	134 33%	2431 42%a	15 35%	542 32%	1891 46%d	147 46%d	2483 43%j	56 35%j	20 30%j	6 8%	2559 42%j	14 41%
NET: C2DE	2430 39%	164 41%	2242 39%	24 58%b	723 42%e	1555 38%	152 47%e	2261 39%	90 56%gij	34 50%	27 36%	2385 39%	18 52%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	252 / 4%	66 / 4%	53 / 3%	69 / 4%	65 / 4%	27 / 5%p	16 / 3%	22 / 4%	24 / 5%	13 / 3%	15 / 3%	25 / 5%p	26 / 5%p	18 / 3%	33 / 6%lp	23 / 4%	9 / 2%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	745 / 12%	199 / 13%	174 / 11%	210 / 14%d	162 / 11%	60 / 11%n	66 / 13%n	73 / 15%n	61 / 12%n	55 / 11%n	58 / 12%n	67 / 14%n	80 / 15%n	64 / 12%n	33 / 6%	74 / 15%n	55 / 11%n
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1504 / 24%	391 / 25%	377 / 24%	378 / 24%	359 / 23%	122 / 23%	152 / 29%k	116 / 23%	134 / 26%	122 / 24%	121 / 24%	103 / 21%	148 / 28%k	127 / 24%	121 / 23%	117 / 23%	121 / 24%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1223 / 20%	285 / 18%	341 / 22%a	301 / 19%	297 / 19%	101 / 19%	85 / 16%	99 / 20%	110 / 21%	121 / 24%fko	110 / 22%	83 / 17%	103 / 19%	114 / 22%	114 / 21%	87 / 17%	96 / 19%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	753 / 12%	185 / 12%	179 / 12%	173 / 11%	215 / 14%	71 / 13%l	69 / 13%l	45 / 9%	66 / 13%	51 / 10%	62 / 12%	67 / 14%l	45 / 8%	61 / 12%	75 / 14%gl	74 / 15%gl	67 / 13%l
Housewife / househusband	113 / 2%	22 / 1%	28 / 2%	35 / 2%	28 / 2%	6 / 1%	11 / 2%	5 / 1%	9 / 2%	11 / 2%	8 / 2%	8 / 2%	15 / 3%	13 / 2%	14 / 3%	10 / 2%	4 / 1%
Unemployed	340 / 6%	89 / 6%	86 / 6%	63 / 4%	103 / 7%c	26 / 5%	30 / 6%	33 / 7%	20 / 4%	29 / 6%	37 / 7%l	21 / 4%	18 / 3%	24 / 5%	36 / 7%	30 / 6%	37 / 7%hl
Student	78 / 1%	19 / 1%	25 / 2%	16 / 1%	17 / 1%	7 / 1%	5 / 1%	7 / 1%	8 / 2%	10 / 2%k	8 / 1%	1 / *	7 / 1%	8 / 2%	10 / 2%	5 / 1%	3 / 1%
Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Retired and living on an occupational pension	750 / 12%	186 / 12%	181 / 12%	198 / 13%	184 / 12%	68 / 13%	51 / 10%	67 / 13%	61 / 12%	63 / 12%	58 / 11%	82 / 17%flmo	58 / 11%	58 / 11%	66 / 12%	46 / 9%	73 / 15%o
Retired and living on a state pension	410 / 7%	101 / 7%	97 / 6%	106 / 7%	105 / 7%	39 / 7%	31 / 6%	31 / 6%	33 / 6%	33 / 7%	30 / 6%	34 / 7%	33 / 6%	40 / 8%	32 / 6%	42 / 8%	31 / 6%
NET: Retired	1159 / 19%	287 / 19%	278 / 18%	305 / 20%	290 / 19%	107 / 20%	82 / 16%	98 / 20%	94 / 18%	96 / 19%	88 / 17%	117 / 24%fij	90 / 17%	98 / 19%	98 / 18%	88 / 17%	104 / 21%
NET: AB	998 / 16%	265 / 17%	227 / 15%	279 / 18%	227 / 15%	88 / 17%	82 / 16%	95 / 19%np	85 / 16%	68 / 13%	74 / 15%	92 / 19%n	106 / 20%inp	82 / 16%	65 / 12%	97 / 19%np	65 / 13%
NET: C1	1582 / 26%	410 / 27%	402 / 26%	394 / 25%	376 / 24%	129 / 24%	158 / 30%k	123 / 25%	142 / 27%	132 / 26%	129 / 25%	104 / 21%	155 / 29%k	135 / 26%	131 / 25%	121 / 24%	123 / 25%
NET: C2	1223 / 20%	285 / 18%	341 / 22%a	301 / 19%	297 / 19%	101 / 19%	85 / 16%	99 / 20%	110 / 21%	121 / 24%fko	110 / 22%	83 / 17%	103 / 19%	114 / 22%	114 / 21%	87 / 17%	96 / 19%
NET: DE	1206 / 20%	297 / 19%	293 / 19%	271 / 17%	346 / 23%c	104 / 20%	110 / 21%l	83 / 17%	94 / 18%	92 / 18%	107 / 21%l	96 / 19%	77 / 15%	98 / 19%	124 / 23%gl	113 / 22%l	108 / 22%l
NET: ABC1	2580 / 42%	675 / 44%d	629 / 41%	673 / 43%	602 / 39%	217 / 41%	240 / 46%np	218 / 44%	227 / 43%	200 / 39%	203 / 40%	195 / 40%	261 / 49%eijknp	217 / 41%	196 / 37%	218 / 43%	188 / 38%
NET: C2DE	2430 / 39%	581 / 38%	634 / 41%	572 / 37%	643 / 42%c	204 / 39%	195 / 38%	182 / 37%	204 / 39%	213 / 42%l	217 / 43%l	179 / 36%	181 / 34%	212 / 40%	238 / 45%gbl	201 / 40%	204 / 41%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

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

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	910	87	823	49	861	573	335	4	4	16	15	184	368	319	8	31	871	687	886	17
Weighted Base	750	97*	653	38**	712	407	340	3**	7**	9**	14**	154	285	279	9**	24**	717	563	724	22**
Effective Base	519	61	459	26	492	326	202	3	4	9	10	108	202	184	6	19	495	386	503	14
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	42 / 6%	6 / 6%	36 / 5%	* / 1%	42 / 6%	18 / 4%	24 / 7%	1 / 46%	-	-	* / 1%	8 / 5%	14 / 5%	19 / 7%	1 / 13%	* / 1%	41 / 6%	32 / 6%	41 / 6%	1 / 5%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	113 / 15%	20 / 21%	93 / 14%	8 / 21%	105 / 15%	67 / 16%	47 / 14%	1 / 51%	-	1 / 12%	3 / 23%	25 / 17%	36 / 13%	46 / 17%	1 / 14%	4 / 19%	108 / 15%	82 / 15%	109 / 15%	5 / 20%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	359 / 48%	34 / 35%	325 / 50%a	18 / 47%	342 / 48%	173 / 43%	185 / 54%e	* / 3%	4 / 56%	4 / 48%	5 / 37%	82 / 53%	137 / 48%	127 / 45%	4 / 42%	10 / 41%	346 / 48%	264 / 47%	349 / 48%	9 / 41%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170 / 23%	24 / 25%	146 / 22%	10 / 25%	161 / 23%	111 / 27%f	58 / 17%	-	1 / 18%	3 / 31%	4 / 25%	33 / 21%	66 / 23%	64 / 23%	1 / 13%	7 / 28%	162 / 23%	130 / 23%	167 / 23%	1 / 6%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	55 / 7%	10 / 11%	45 / 7%	2 / 6%	53 / 7%	36 / 9%	19 / 6%	-	2 / 26%	1 / 9%	-	5 / 3%	30 / 10%k	18 / 7%	2 / 19%	1 / 3%	53 / 7%	48 / 9%	49 / 7%	6 / 27%
Housewife / househusband	4 / 1%	1 / 1%	4 / 1%	-	4 / 1%	1 / *	4 / 1%	-	-	-	-	*	1 / *	4 / 1%	-	-	4 / 1%	4 / 1%	4 / 1%	-
Unemployed	2 / *	-	2 / *	-	2 / *	2 / *	*	-	-	-	-	1 / *	1 / *	*	-	-	2 / *	1 / *	2 / *	-
Student	2 / *	-	2 / *	-	2 / *	-	2 / 1%	-	-	-	2 / 14%	-	-	-	-	2 / 8%	-	-	2 / *	-
Prefer not to say	1 / *	1 / 1%b	-	-	1 / *	-	1 / *	-	-	-	-	-	-	1 / *	-	-	1 / *	1 / *	1 / *	-
NET: Retired	* / -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	156 / 21%	27 / 28%	129 / 20%	8 / 22%	147 / 21%	85 / 21%	71 / 21%	3 / 97%	-	1 / 12%	4 / 25%	34 / 22%	50 / 18%	65 / 23%	3 / 27%	5 / 20%	148 / 21%	115 / 20%	150 / 21%	6 / 26%
NET: C1	361 / 48%	34 / 35%	327 / 50%a	18 / 47%	344 / 48%	173 / 43%	187 / 55%e	* / 3%	4 / 56%	4 / 48%	7 / 50%	82 / 53%	137 / 48%	127 / 45%	4 / 42%	12 / 49%	346 / 48%	264 / 47%	351 / 48%	9 / 41%
NET: C2	170 / 23%	24 / 25%	146 / 22%	10 / 25%	161 / 23%	111 / 27%f	58 / 17%	-	1 / 18%	3 / 31%	4 / 25%	33 / 21%	66 / 23%	64 / 23%	1 / 13%	7 / 28%	162 / 23%	130 / 23%	167 / 23%	1 / 6%
NET: DE	61 / 8%	11 / 11%	50 / 8%	2 / 6%	59 / 8%	38 / 9%	23 / 7%	-	2 / 26%	1 / 9%	-	5 / 4%	31 / 11%k	22 / 8%	2 / 19%	1 / 3%	59 / 8%	53 / 9%	55 / 8%	6 / 27%
NET: ABC1	517 / 69%	61 / 63%	456 / 70%	26 / 69%	491 / 69%	258 / 63%	257 / 76%e	3 / 100%	4 / 56%	6 / 60%	11 / 75%	115 / 66%	187 / 66%	191 / 69%	6 / 68%	16 / 69%	494 / 69%	379 / 67%	501 / 69%	15 / 67%
NET: C2DE	232 / 31%	35 / 36%	197 / 30%	12 / 31%	220 / 31%	149 / 37%f	81 / 24%	-	3 / 44%	4 / 40%	4 / 25%	38 / 25%	97 / 34%	86 / 31%	3 / 32%	7 / 31%	221 / 31%	183 / 33%	222 / 31%	7 / 33%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

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

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	910	332	352	162	63	684	225	19	882	44	116	296	256	100	668	49	801	128	761	21
Weighted Base	750	156	361	170	61*	517	232	23**	718	42**	106*	257	188	58*	551	49*	642	106*	621	23**
Effective Base	519	132	232	118	42	358	159	12	502	27	71	186	132	42	389	31	453	76	430	13
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	42 6%	42 27%bcd	-	-	-	42 8%f	-	2 7%	40 6%	1 1%	4 4%	6 2%	9 5%	16 28%jkln	19 3%	3 6%	37 6%	7 7%	32 5%	3 15%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	113 15%	113 73%bcd	-	-	-	113 22%f	-	* 1%	112 16%	4 10%	7 7%	30 12%	45 24%jkn	13 22%j	83 15%	4 9%	103 16%	19 18%	92 15%	2 8%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	359 48%	-	359 99%acd	-	-	359 70%f	-	12 52%	345 48%	18 42%	56 53%m	124 48%m	100 53%m	18 30%	280 51%m	18 36%	309 48%	44 41%	308 50%	8 35%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170 23%	-	-	170 100%abd	-	-	170 74%e	9 39%	158 22%	10 24%	18 17%	73 28%l	29 15%	11 20%	120 22%	14 29%	139 22%	24 23%	140 23%	6 27%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	55 7%	-	-	-	55 90%abc	-	55 24%e	-	55 8%	7 16%	20 19%klmn	22 9%l	3 2%	-	45 8%l	7 14%	48 8%	8 7%	44 7%	3 15%
Housewife / househusband	4 1%	-	-	-	4 7%abc	-	4 2%e	-	4 1%	-	-	2 1%	*	-	2 *	-	4 1%	*	4 1%	-
Unemployed	2 *	-	-	-	2 3%b	-	2 1%	-	2 *	1 1%	-	*	1 *	-	1 *	1 1%	1 *	1 1%	1 *	-
Student	2 *	-	2 1%	-	-	2 *	-	-	-	2 5%	-	-	-	-	-	2 4%p	-	2 2%r	-	-
Prefer not to say	1 *	-	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-	1 *	1 1%r	-	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	156 21%	156 100%bcd	-	-	-	156 30%f	-	2 8%	152 21%	5 11%	12 11%	36 14%	54 29%jkn	29 50%jkln	102 18%	7 15%	140 22%	26 25%	124 20%	5 23%
NET: C1	361 48%	-	361 100%acd	-	-	361 70%f	-	12 52%	345 48%	20 47%	56 53%m	124 48%m	100 53%m	18 30%	280 51%m	20 41%	309 48%	46 43%	308 50%	8 35%
NET: C2	170 23%	-	-	170 100%abd	-	-	170 74%e	9 39%	158 22%	10 24%	18 17%	73 28%l	29 15%	11 20%	120 22%	14 29%	139 22%	24 23%	140 23%	6 27%
NET: DE	61 8%	-	-	-	61 100%abc	-	61 26%e	-	61 8%	7 18%	20 19%klmn	25 10%lm	4 2%	-	49 9%lm	7 15%	53 8%	9 8%	49 8%	3 15%
NET: ABC1	517 69%	156 100%cd	361 100%cd	-	-	517 100%f	-	14 61%	498 69%	24 58%	67 64%	160 62%	155 82%jkn	47 80%k	382 69%	27 55%	449 70%	72 68%	432 70%	13 58%
NET: C2DE	232 31%	-	-	170 100%ab	61 100%ab	-	232 100%e	9 39%	218 30%	17 42%	38 36%l	97 38%lm	34 18%	11 20%	169 31%l	22 45%	192 30%	33 31%	189 30%	10 42%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

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

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	910	547	363	197	443	184	172	111	56	48	53	60	47	44	34	53	48	41	143
Weighted Base	750	611	139*	35*	613	71*	40*	26*	37*	78*	67*	69*	62*	64*	63*	106*	67*	13**	57*
Effective Base	519	419	99	49	384	67	86	58	52	45	48	55	44	40	32	51	44	14	53
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	42 6%	32 5%	10 7%	5 15%a	23 4%	11 15%d	6 14%d	2 9%d	- -	- -	4 6%	2 3%	1 2%	2 4%	1 2%	8 7%	5 8%	1 7%	10 17%hiklmn
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	113 15%	92 15%	21 15%	11 31%ab	71 12%	18 26%d	17 43%de	7 26%d	6 16%i	3 4%	7 11%	6 9%	10 16%	6 10%	5 8%	17 16%	11 16%i	4 33%	14 24%ik
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	359 48%	293 48%c	66 48%c	9 26%	311 51%ef	25 36%	10 24%	13 52%f	14 37%	50 64%hijpr	27 40%	41 60%hr	31 50%	34 53%	38 59%h	50 47%	28 41%	3 21%	22 39%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170 23%	138 23%	33 24%	9 26%	150 24%fg	15 21%	4 9%	2 9%	13 35%or	19 24%	25 37%or	13 20%	14 22%	19 29%	13 21%	17 16%	17 25%	5 35%	10 17%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	55 7%	48 8%	8 6%	1 2%	50 8%	2 2%	4 9%e	* 1%	4 11%r	7 9%	4 6%	4 6%	7 11%	3 5%	4 6%	12 11%	5 7%	1 4%	1 2%
Housewife / househusband	4 1%	4 1%	*	*	4 1%	1 1%	*	-	-	-	-	-	-	-	-	2 2%	2 2%	-	1 1%
Unemployed	2 *	2 *	*	-	2 *	-	*	-	1 2%	-	-	1 1%	-	-	-	-	-	-	-
Student	2 *	2 *	-	-	2 *	-	-	-	-	-	-	-	-	-	2 3%	-	-	-	-
Prefer not to say	1 *	1 *	-	-	1 *	-	-	-	-	-	-	1 2%	-	-	-	-	-	-	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	156 21%	124 20%	32 23%	16 46%ab	94 15%	29 41%d	23 57%deg	9 37%d	6 16%i	3 4%	11 17%i	8 12%	11 17%i	8 13%	6 10%	25 23%i	16 24%i	5 40%	24 41%hijklmn
NET: C1	361 48%	295 48%c	66 48%c	9 26%	313 51%ef	25 36%	10 24%	13 52%f	14 37%	50 64%hijpr	27 40%	41 60%hr	31 50%	34 53%	39 63%hr	50 47%	28 41%	3 21%	22 39%
NET: C2	170 23%	138 23%	33 24%	9 26%	150 24%fg	15 21%	4 9%	2 9%	13 35%or	19 24%	25 37%or	13 20%	14 22%	19 29%	13 21%	17 16%	17 25%	5 35%	10 17%
NET: DE	61 8%	53 9%	8 6%	1 2%	55 9%	2 3%	4 10%g	* 1%	5 12%	7 9%	4 6%	5 7%	7 11%	3 5%	4 6%	14 13%	7 10%	1 4%	2 3%
NET: ABC1	517 69%	419 69%	98 71%	26 72%	407 66%	54 76%	33 81%d	23 89%d	20 53%	53 67%	38 57%	49 71%h	41 67%	42 66%	46 73%	75 70%	44 65%	8 61%	46 80%hj
NET: C2DE	232 31%	191 31%	41 29%	10 28%	205 33%fg	17 24%	7 19%	3 11%	18 47%kr	26 33%	29 43%r	18 27%	20 33%	22 34%	17 27%	31 30%	23 35%	5 39%	11 20%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

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

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	910	270	468	416	614	270	11	261	468	24	456	412	316	102	54	24	728	78	402	326	98	53	27	728	80	83	827
Weighted Base	750	235	385	345	496	235	16**	224	385	21**	371	345	256	76*	51*	19**	601	71*	309	276	85*	47*	29**	585	75*	74*	675
Effective Base	519	153	270	232	349	153	8	149	270	15	261	232	179	59	33	15	411	48	217	193	57	31	19	410	49	52	467
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	42 6%	12 5%	21 5%	19 6%	28 6%	12 5%	- -	12 5%	21 5%	2 11%	19 5%	20 6%	15 6%	3 4%	2 4%	1 6%	36 6%	3 5%	21 7%	15 5%	3 3%	2 5%	1 4%	36 6%	3 4%	3 4%	39 6%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	113 15%	36 15%	60 16%	50 14%	73 15%	36 15%	1 9%	36 16%	60 16%	1 6%	60 16%	47 14%	47 18%	12 16%	6 12%	2 8%	94 16%	8 11%	48 15%	43 16%	9 10%	7 14%	6 20%	91 16%	13 17%	14 19%	100 15%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	359 48%	110 47%	189 49%	165 48%	244 49%	110 47%	7 43%	107 48%	189 49%	8 39%	182 49%	159 46%	126 49%	38 50%	24 47%	12 63%	285 48%	36 51%	142 46%	129 47%	44 52%	31 68%rsw	12 43%	271 46%	44 58%	31 42%	328 49%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170 23%	58 25%	81 21%	84 24%	107 22%	58 25%	5 29%	50 22%	81 21%	6 30%	76 20%	82 24%	51 20%	18 24%	14 26%	3 17%	133 22%	17 24%	74 24%ux	61 22%u	25 29%ux	3 7%	5 17%	135 23%ux	8 10%	19 26%	151 22%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	55 7%	20 8%	31 8%	23 7%	35 7%	20 8%	3 19%	20 9%	31 8%	3 14%	31 8%	29 8%	16 6%	5 7%	3 6%	1 6%	46 8%	4 6%	20 6%	24 9%	4 5%	2 5%	4 16%	44 8%	7 9%	5 7%	50 7%
Housewife / househusband	4 1%	-	3 1%	* *	4 1%	-	-	-	3 1%	-	3 1%	4 1%	1 *	* *	-	-	4 1%	-	4 1%	1 *	* *	-	-	4 1%	-	-	4 1%
Unemployed	2 *	-	* *	1 *	1 *	-	-	-	* *	-	* *	1 *	-	-	1 2%	-	1 *	1 1%	1 *	-	-	1 2%	-	1 *	1 1%	* *	2 *
Student	2 *	-	-	2 1%	2 *	-	-	-	-	-	-	2 1%	-	-	-	-	2 *	-	-	2 1%	-	-	-	2 *	-	2 3%z	-
Prefer not to say	1 *	-	-	1 *	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	1 *	-	-	1 *
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	156 21%	48 20%	81 21%	69 20%	101 20%	48 20%	1 9%	47 21%	81 21%	4 18%	79 21%	67 20%	62 24%	15 19%	8 16%	3 15%	130 22%	11 15%	69 22%	58 21%	12 14%	9 19%	7 24%	127 22%	16 21%	17 22%	139 21%
NET: C1	361 48%	110 47%	189 49%	167 48%	246 50%	110 47%	7 43%	107 48%	189 49%	8 39%	182 49%	161 47%	126 49%	38 50%	24 47%	12 63%	287 48%	36 51%	142 46%	131 47%	44 52%	31 68%rsw	12 43%	273 47%	44 58%	33 44%	328 49%
NET: C2	170 23%	58 25%	81 21%	84 24%	107 22%	58 25%	5 29%	50 22%	81 21%	6 30%	76 20%	82 24%	51 20%	18 24%	14 26%	3 17%	133 22%	17 24%	74 24%ux	61 22%u	25 29%ux	3 7%	5 17%	135 23%ux	8 10%	19 26%	151 22%
NET: DE	61 8%	20 8%	34 9%	25 7%	40 8%	20 8%	3 19%	20 9%	34 9%	3 14%	34 9%	34 10%	17 7%	5 7%	4 8%	1 6%	51 8%	5 7%	24 8%	25 9%	4 5%	3 7%	4 16%	49 8%	8 10%	6 8%	56 8%
NET: ABC1	517 69%	158 67%	270 70%	235 68%	347 70%	158 67%	8 52%	154 69%	270 70%	12 57%	261 70%	229 66%	188 74%	52 69%	32 63%	15 77%	417 69%	47 67%	210 68%	189 68%	55 66%	40 87%rstw	19 68%	399 68%	60 79%	49 67%	467 69%
NET: C2DE	232 31%	77 33%	116 30%	109 31%	147 30%	77 33%	8 48%	70 31%	116 30%	9 43%	110 30%	116 34%	68 26%	23 31%	18 34%	4 23%	184 31%	22 31%	99 32%u	86 31%u	29 34%u	6 13%	9 32%	185 32%u	15 21%	25 33%	207 31%

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

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

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

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	910	62	848	-	291	598	21	879	6	8	15	893	2
Weighted Base	750	52*	698	-**	247	488	15**	716	5**	10**	16**	732	2**
Effective Base	519	39	480	-	174	333	12	497	4	6	11	506	2
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	42 6%	4 7%	38 5%	-	9 4%	32 7%	1 7%	40 6%	1 20%	-	1 6%	41 6%	-
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	113 15%	6 12%	107 15%	-	49 20%e	63 13%	1 7%	109 15%	-	2 23%	2 12%	111 15%	1 31%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	359 48%	23 45%	336 48%	-	111 45%	242 50%	6 40%	350 49%	2 32%	3 31%	5 32%	354 48%	-
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170 23%	15 29%	155 22%	-	55 22%	111 23%	4 25%	159 22%	2 48%	4 40%	3 20%	165 23%	2 69%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	55 7%	3 7%	52 7%	-	17 7%	35 7%	3 21%	50 7%	-	-	5 31%	50 7%	-
Housewife / househusband	4 1%	-	4 1%	-	1 *	4 1%	-	4 1%	-	1 6%	-	4 1%	-
Unemployed	2 *	-	2 *	-	2 1%	-	-	2 *	-	-	-	2 *	-
Student	2 *	-	2 *	-	2 1%	-	-	2 *	-	-	-	2 *	-
Prefer not to say	1 *	-	1 *	-	1 1%	-	-	1 *	-	-	-	1 *	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	156 21%	10 20%	145 21%	-	58 24%	95 20%	2 14%	149 21%	1 20%	2 23%	3 17%	152 21%	1 31%
NET: C1	361 48%	23 45%	338 48%	-	113 46%	242 50%	6 40%	352 49%	2 32%	3 31%	5 32%	356 49%	-
NET: C2	170 23%	15 29%	155 22%	-	55 22%	111 23%	4 25%	159 22%	2 48%	4 40%	3 20%	165 23%	2 69%
NET: DE	61 8%	3 7%	58 8%	-	19 8%	39 8%	3 21%	56 8%	-	1 6%	5 31%	56 8%	-
NET: ABC1	517 69%	33 65%	483 69%	-	171 69%	338 69%	8 54%	500 70%	3 52%	6 54%	8 49%	508 69%	1 31%
NET: C2DE	232 31%	18 35%	213 31%	-	74 30%	150 31%	7 46%	215 30%	2 48%	5 46%	8 51%	222 30%	2 69%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 6

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

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

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	910	227	222	231	230	77	73	77	70	78	74	90	80	61	76	64	90
Weighted Base	750	186	181	198	184	68*	51*	67*	61*	63*	58*	82*	58*	58*	66*	46*	73*
Effective Base	519	136	130	132	122	48	42	47	40	48	42	52	38	41	42	32	48
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	42 / 6%	7 / 4%	12 / 6%	15 / 8%	8 / 4%	2 / 4%	1 / 2%	3 / 5%	1 / 2%	8 / 13%	3 / 5%	7 / 8%	7 / 13%	1 / 2%	3 / 4%	1 / 2%	5 / 6%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	113 / 15%	29 / 15%	30 / 17%	30 / 15%	25 / 13%	5 / 8%	11 / 21%n	12 / 18%	8 / 13%	12 / 20%	10 / 17%	7 / 9%	11 / 20%	11 / 19%	4 / 6%	6 / 14%	14 / 20%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	359 / 48%	87 / 47%	87 / 48%	102 / 51%	84 / 45%	35 / 51%o	24 / 48%	28 / 42%	37 / 60%io	24 / 38%	26 / 46%	45 / 55%o	25 / 44%	31 / 54%o	42 / 64%giop	12 / 27%	29 / 41%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	170 / 23%	44 / 24%	40 / 22%	34 / 17%	52 / 28%c	20 / 29%	12 / 23%	13 / 19%	12 / 20%	17 / 27%	11 / 19%	15 / 19%	8 / 14%	10 / 18%	10 / 15%	25 / 54%efghijklmnp	18 / 25%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	55 / 7%	16 / 8%	10 / 6%	14 / 7%	16 / 9%	6 / 8%	3 / 6%	7 / 11%	3 / 5%	2 / 3%	5 / 9%	8 / 10%	4 / 6%	2 / 3%	7 / 11%	2 / 4%	7 / 9%
Housewife / househusband	4 / 1%	2 / 1%	1 / *	2 / 1%	-	-	-	2 / 3%	-	1 / 1%	*	-	2 / 3%	-	-	-	-
Unemployed	2 / *	1 / *	-	1 / *	-	-	-	1 / 1%	-	-	-	-	*	1 / 1%	-	-	-
Student	2 / *	-	2 / 1%	-	-	-	-	-	-	-	2 / 3%	-	-	-	-	-	-
Prefer not to say	1 / *	-	-	1 / 1%	-	-	-	-	-	-	-	-	-	1 / 2%	-	-	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	156 / 21%	36 / 19%	42 / 23%	45 / 23%	33 / 18%	8 / 11%	12 / 24%	16 / 23%	9 / 15%	20 / 32%en	13 / 22%	14 / 17%	19 / 33%en	13 / 22%	7 / 11%	7 / 15%	19 / 26%
NET: C1	361 / 48%	87 / 47%	89 / 49%	102 / 51%	84 / 45%	35 / 51%o	24 / 48%	28 / 42%	37 / 60%io	24 / 38%	28 / 49%	45 / 55%o	25 / 44%	31 / 54%o	42 / 64%giop	12 / 27%	29 / 41%
NET: C2	170 / 23%	44 / 24%	40 / 22%	34 / 17%	52 / 28%c	20 / 29%	12 / 23%	13 / 19%	12 / 20%	17 / 27%	11 / 19%	15 / 19%	8 / 14%	10 / 18%	10 / 15%	25 / 54%efghijklmnp	18 / 25%
NET: DE	61 / 8%	19 / 10%	11 / 6%	16 / 8%	16 / 9%	6 / 8%	3 / 6%	10 / 15%	3 / 5%	2 / 4%	6 / 10%	8 / 10%	5 / 9%	3 / 4%	7 / 11%	2 / 4%	7 / 9%
NET: ABC1	517 / 69%	123 / 66%	131 / 72%	147 / 74%	116 / 63%	42 / 63%	37 / 71%o	44 / 66%o	46 / 75%o	44 / 70%o	44 / 71%o	59 / 72%o	44 / 77%o	44 / 76%o	49 / 74%o	19 / 42%	48 / 66%o
NET: C2DE	232 / 31%	63 / 34%	51 / 28%	50 / 25%	68 / 37%c	25 / 37%	15 / 29%	23 / 34%	15 / 25%	19 / 30%	17 / 29%	23 / 28%	14 / 23%	13 / 22%	17 / 26%	27 / 58%fghijklmnp	24 / 34%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	294 5%	54 4%	241 5%	69 8%d	225 4%	167 6%f	127 4%	84 10%hijklm	27 3%	61 5%k	26 3%	33 3%	32 4%	31 5%	112 7%op	87 4%	96 4%	63 5%	238 5%	56 6%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	859 14%	234 19%b	625 13%	178 21%d	681 13%	482 16%f	374 12%	164 20%jklm	143 16%kl	179 16%kl	105 13%	116 10%	79 10%	74 12%	306 18%opq	284 15%pq	269 11%	152 11%	657 13%	193 21%r
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1864 30%	338 27%	1525 31%	206 24%	1658 31%c	839 28%	1022 33%e	198 24%	257 29%	324 29%	284 35%gi	388 34%gi	230 30%g	182 29%	456 27%	609 31%n	799 32%n	412 30%	1567 30%	280 31%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1394 23%	232 19%	1162 24%a	223 26%	1171 22%	746 25%f	645 21%	166 20%	212 24%m	274 24%m	190 23%	281 25%m	159 21%	112 18%	378 22%	464 24%q	552 22%	271 20%	1222 23%s	160 18%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	808 13%	146 12%	663 13%	111 13%	698 13%	382 13%	423 13%	96 12%m	144 17%glm	171 15%lm	141 17%glm	156 14%lm	72 10%m	28 4%	240 14%pq	312 16%pq	256 10%q	100 7%	682 13%	122 13%
Housewife / househusband	118 2%	41 3%b	77 2%	11 1%	106 2%	18 1%	100 3%e	10 1%	23 3%l	29 3%l	13 2%	27 2%l	5 1%	10 2%	33 2%	42 2%	42 2%	16 1%	96 2%	21 2%
Unemployed	342 6%	75 6%	267 5%	23 3%	319 6%c	184 6%	156 5%	33 4%l	55 6%l	74 7%lm	52 6%lm	116 10%ghijlm	9 1%	2 *	89 6%q	126 7%q	127 5%q	11 1%	303 6%	36 4%
Student	80 1%	23 2%	57 1%	19 2%d	61 1%	44 1%	35 1%	70 9%hijklm	8 1%ikl	-	2 *	-	-	-	78 5%pq	2 *	-	-	54 1%	24 3%r
Prefer not to say	411 7%	90 7%	320 6%	22 3%	389 7%c	151 5%	260 8%e	2 *	3 *	9 1%	9 1%	26 2%ghi	174 23%ghijk	188 30%ghijkl	5 *	18 1%	387 15%no	362 26%nop	395 8%s	14 2%
NET: Retired	410 7%	89 7%	320 6%	22 3%	388 7%c	151 5%	259 8%e	2 *	3 *	9 1%	9 1%	26 2%ghi	174 23%ghijk	186 30%ghijkl	5 *	18 1%	386 15%no	360 26%nop	393 8%s	14 2%
NET: AB	1153 19%	288 23%b	866 18%	247 29%d	907 17%	650 22%f	501 16%	248 30%hijklm	170 19%kl	240 21%jkl	131 16%	149 13%	111 15%	104 17%	418 25%opq	371 19%pq	365 14%	215 16%	894 17%	249 27%r
NET: C1	1943 32%	361 29%	1582 32%	225 26%	1719 32%c	883 29%	1057 34%e	269 33%	265 30%	324 29%	286 35%i	388 34%i	230 30%	182 29%	534 31%	611 31%	799 32%	412 30%	1620 31%	304 34%
NET: C2	1394 23%	232 19%	1162 24%a	223 26%	1171 22%	746 25%f	645 21%	166 20%	212 24%m	274 24%m	190 23%	281 25%m	159 21%	112 18%	378 22%	464 24%q	552 22%	271 20%	1222 23%s	160 18%
NET: DE	1268 21%	261 21%	1006 20%	145 17%	1123 21%c	583 19%	679 22%	139 17%m	223 26%glm	274 24%glm	207 25%glm	298 26%glm	87 11%m	41 6%	362 21%q	481 25%q	425 17%q	127 9%	1081 21%	178 20%
NET: ABC1	3097 50%	649 53%	2448 50%	472 55%d	2625 49%	1533 51%	1559 50%	517 63%hijklm	435 50%	564 50%	417 50%	537 47%	340 45%	286 46%	951 56%opq	981 50%pq	1164 46%	627 45%	2514 48%	552 61%r
NET: C2DE	2661 43%	493 40%	2168 44%	367 43%	2294 43%	1329 44%	1324 42%	305 37%m	435 50%glm	548 49%glm	396 48%glm	579 51%glm	246 32%m	152 24%	739 44%pq	944 49%npq	978 38%q	398 29%	2303 44%s	338 37%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 7

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

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
		Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	294 / 5%	294 / 26%bcd	-	-	-	294 / 10%f	-	199 / 6%h	90 / 4%	1 / *	20 / 3%i	25 / 2%i	63 / 4%ik	150 / 14%ijkln	108 / 3%ik	4 / 1%	273 / 5%o	48 / 4%	230 / 5%	17 / 6%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	859 / 14%	859 / 74%bcd	-	-	-	859 / 28%f	-	626 / 17%h	223 / 9%	11 / 2%	32 / 4%	140 / 9%ij	273 / 18%ijkn	301 / 28%ijkln	444 / 12%ik	13 / 2%	801 / 15%o	85 / 7%	734 / 16%q	40 / 13%q
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1864 / 30%	-	1864 / 96%acd	-	-	1864 / 60%f	-	1256 / 34%h	594 / 25%	54 / 10%	167 / 23%i	553 / 35%ijm	575 / 37%ijm	324 / 30%ij	1295 / 34%ij	54 / 9%	1688 / 33%o	232 / 18%	1567 / 34%qs	65 / 21%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1394 / 23%	-	-	1394 / 100%abd	-	-	1394 / 45%e	961 / 26%h	415 / 17%	43 / 8%	98 / 14%i	409 / 26%ij	436 / 28%ijmn	245 / 23%ij	942 / 25%ij	49 / 8%	1241 / 24%o	219 / 17%	1120 / 24%qs	54 / 18%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	808 / 13%	-	-	-	808 / 48%abc	-	808 / 26%e	596 / 16%h	203 / 8%	106 / 19%lm	147 / 21%lmn	276 / 18%lm	150 / 10%m	37 / 3%	573 / 15%lm	107 / 18%p	650 / 13%	224 / 17%r	531 / 12%	52 / 17%r
Housewife / househusband	118 / 2%	-	-	-	118 / 7%abc	-	118 / 4%e	3 / *	111 / 5%g	26 / 5%klmn	41 / 6%klmn	23 / 1%m	13 / 1%m	-	77 / 2%lm	27 / 5%p	82 / 2%	78 / 6%r	30 / 1%	10 / 3%r
Unemployed	342 / 6%	-	-	-	342 / 20%abc	-	342 / 11%e	10 / *	318 / 13%g	168 / 30%jklmn	76 / 11%klmn	49 / 3%lm	6 / *	3 / *	131 / 3%lm	172 / 29%p	146 / 3%	253 / 19%rs	58 / 1%	31 / 10%r
Student	80 / 1%	-	80 / 4%acd	-	-	80 / 3%f	-	24 / 1%	49 / 2%g	26 / 5%klmn	10 / 1%	10 / 1%	8 / 1%	7 / 1%	29 / 1%	27 / 5%p	40 / 1%	14 / 1%	54 / 1%	12 / 4%qr
Prefer not to say	411 / 7%	-	-	-	410 / 24%abc	-	410 / 13%e	*	391 / 16%g	126 / 23%klmn	127 / 18%klmn	86 / 6%lm	29 / 2%m	2 / *	242 / 6%lm	134 / 23%p	250 / 5%	143 / 11%r	248 / 5%	20 / 7%
NET: Retired	410 / 7%	-	-	-	410 / 24%abc	-	410 / 13%e	10 / *	390 / 16%g	126 / 23%klmn	127 / 18%klmn	86 / 6%lm	29 / 2%m	2 / *	242 / 6%lm	134 / 23%p	249 / 5%	142 / 11%r	248 / 5%	20 / 7%
NET: AB	1153 / 19%	1153 / 100%bcd	-	-	-	1153 / 37%f	-	825 / 22%h	313 / 13%	12 / 2%	52 / 7%i	165 / 11%ij	336 / 22%ijkn	451 / 42%ijkln	552 / 14%ij	16 / 3%	1074 / 21%o	133 / 10%	964 / 21%q	57 / 19%q
NET: C1	1943 / 32%	-	1943 / 100%acd	-	-	1943 / 63%f	-	1280 / 35%h	643 / 27%	80 / 14%	177 / 25%i	563 / 38%ijm	583 / 38%ijm	330 / 31%ij	1324 / 34%ij	81 / 14%	1728 / 33%o	246 / 19%	1621 / 35%qs	77 / 25%q
NET: C2	1394 / 23%	-	-	1394 / 100%abd	-	-	1394 / 45%e	961 / 26%h	415 / 17%	43 / 8%	98 / 14%i	409 / 26%ij	436 / 28%ijmn	245 / 23%ij	942 / 25%ij	49 / 8%	1241 / 24%o	219 / 17%	1120 / 24%qs	54 / 18%
NET: DE	1268 / 21%	-	-	-	1268 / 76%abc	-	1268 / 41%e	610 / 17%	633 / 26%g	299 / 53%klmn	265 / 37%klmn	347 / 22%lm	170 / 11%m	40 / 4%	782 / 20%lm	307 / 52%p	879 / 17%	555 / 43%rs	619 / 14%	93 / 31%r
NET: ABC1	3097 / 50%	1153 / 100%cd	1943 / 100%cd	-	-	3097 / 100%f	-	2106 / 57%h	955 / 40%	93 / 17%	228 / 32%i	729 / 46%ij	919 / 59%ijkn	781 / 73%ijkln	1876 / 49%ij	98 / 17%	2802 / 54%o	379 / 29%	2585 / 57%qs	133 / 44%q
NET: C2DE	2661 / 43%	-	-	1394 / 100%abd	1268 / 76%ab	-	2661 / 87%e	1571 / 43%	1048 / 44%	342 / 61%jklmn	363 / 51%lmn	756 / 48%lm	605 / 39%m	286 / 27%	1724 / 45%lm	356 / 61%p	2120 / 41%	775 / 60%rs	1739 / 38%	148 / 49%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	294 5%	225 4%	69 8%a	17 10%a	218 4%	46 9%d	18 6%	18 7%d	4 2%	23 3%	12 2%	23 5%hj	35 6%hjm	18 3%	40 9%h	40 5%h	23 4%h	9 13%hijkmnop	38 8%hijmnop
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	859 14%	723 14%	136 16%	38 22%ab	647 12%	111 21%d	68 23%d	33 19%d	28 11%	62 9%	53 10%	44 10%	45 8%	89 16%ijkl	120 15%ikl	132 16%ijkl	73 14%l	16 23%hijkl	95 21%hijmnop
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1864 30%	1603 30%c	261 30%c	31 18%	1589 31%	142 27%	81 28%	51 30%	82 33%lpq	235 35%lpcj	153 30%	126 28%	139 26%	189 33%lpq	263 32%lpq	271 32%p	131 25%	14 20%	128 29%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1394 23%	1188 22%	205 24%	36 21%	1229 24%efg	90 17%	49 16%	26 15%	57 23%r	130 19%	131 26%ir	144 32%himnor	157 29%imnor	127 22%	171 21%	172 20%	139 26%ir	15 22%	75 17%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	808 13%	719 14%b	90 10%	16 9%	702 14%e	52 10%	33 11%	22 13%	39 15%mr	108 16%mr	78 15%mr	52 12%	84 15%mr	55 10%	95 12%	114 14%	77 15%m	7 11%	44 10%
Housewife / househusband	118 2%	108 2%	9 1%	2 1%	103 2%	7 1%	5 2%	3 2%	7 3%k	19 3%	10 2%	4 1%	11 2%	16 3%	11 1%	17 2%	10 2%	1 2%	5 1%
Unemployed	342 6%	308 6%	34 4%	11 6%	297 6%	21 4%	14 5%	10 6%	13 5%	55 8%kor	31 6%	16 4%	35 6%	34 6%	47 6%	33 4%	33 6%	3 5%	18 4%
Student	80 1%	75 1%	5 1%	2 1%	54 1%	16 3%d	7 2%d	3 2%	2 1%	13 2%l	1 *	3 1%	8 2%	3 *	12 1%	6 1%	5 1%	* *	16 4%hijkmnop
Prefer not to say	411 7%	356 7%	55 6%	21 12%ab	346 7%	33 6%	22 7%	11 6%	18 7%	30 4%	40 8%	36 8%i	28 5%	44 8%	52 6%	59 7%	38 7%	3 5%	29 6%
NET: Retired	410 7%	354 7%	55 6%	21 12%ab	344 7%	33 6%	22 7%	11 6%	18 7%	30 4%	40 8%	35 8%	28 5%	44 8%	52 6%	59 7%	38 7%	3 5%	29 6%
NET: AB	1153 19%	948 18%	205 24%c	55 32%ab	865 17%	157 30%d	86 29%d	45 26%d	32 13%	85 13%	64 13%	67 15%	81 15%	107 19%hij	160 20%hij	173 20%hij	96 18%j	24 35%hijkmnop	133 30%hijklmnop
NET: C1	1943 32%	1678 32%c	266 31%c	33 19%	1643 32%	158 31%	88 30%	54 32%	85 34%pq	248 37%klpq	155 30%	129 29%	147 27%	191 33%pq	275 34%pq	277 33%pq	136 26%	14 20%	144 32%q
NET: C2	1394 23%	1188 22%	205 24%	36 21%	1229 24%efg	90 17%	49 16%	26 15%	57 23%r	130 19%	131 26%ir	144 32%himnor	157 29%imnor	127 22%	171 21%	172 20%	139 26%ir	15 22%	75 17%
NET: DE	1268 21%	1136 21%b	132 15%	29 17%	1102 21%ef	80 15%	51 17%	35 20%e	58 23%kr	182 27%kmnor	119 23%kr	72 16%	130 24%kr	105 18%	153 19%	164 19%	120 23%kr	12 18%	68 15%
NET: ABC1	3097 50%	2626 49%	471 55%a	87 51%	2508 48%	316 61%d	174 59%d	99 58%d	117 47%	333 49%	219 43%	197 44%	228 42%	298 52%jklp	435 54%jklp	449 53%jklp	233 44%	38 55%hijkl	277 62%hijklmnop
NET: C2DE	2661 43%	2324 44%b	337 39%	65 37%	2331 45%efg	170 33%	100 34%	61 36%	115 46%r	312 46%r	250 49%mnor	216 48%mnor	287 53%mnor	232 40%r	324 40%r	336 40%r	259 49%mnor	27 40%	143 32%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	294 **5%**	134 6%b	83 4%	196 6%b	146 4%	134 6%f	1 *	31 4%f	83 4%	3 1%	31 3%	113 5%	111 5%	31 4%	32 5%	7 3%	224 5%	39 5%	146 6%ux	110 5%	26 4%	8 2%	4 2%	256 5%x	12 2%	105 6%z	189 4%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	859 **14%**	353 15%	303 13%	508 15%	458 14%	353 15%fg	4 2%	69 9%f	303 13%ij	4 2%	108 10%i	254 12%	372 15%k	116 14%	82 14%	32 14%	626 14%	114 14%	355 14%t	365 15%t	65 9%	39 11%	30 19%t	720 15%t	69 13%	233 14%	626 14%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1864 **30%**	694 29%	734 32%ac	1006 29%	1046 32%	694 29%fg	21 11%	177 23%f	734 32%ij	24 11%	295 28%i	607 29%	763 31%	217 27%	181 31%	89 37%km	1370 30%	271 33%m	795 31%	709 30%	191 28%	119 34%	41 26%	1503 30%	160 31%	430 26%	1434 32%y
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1394 **23%**	579 24%	486 21%	818 24%	724 22%	579 24%fg	22 11%	147 19%f	486 21%i	17 7%	166 15%i	446 22%o	566 23%o	193 24%o	153 26%o	27 11%	1012 22%o	180 22%o	559 22%v	547 23%v	178 26%v	82 23%v	21 13%	1105 22%v	103 20%	369 23%	1024 23%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	808 **13%**	329 14%	258 11%	474 14%b	404 12%	329 14%g	39 20%eg	72 9%	258 11%	33 14%	94 9%	264 13%	287 12%	125 15%lp	92 16%	36 15%	551 12%	128 15%l	332 13%	297 13%	95 14%	55 15%	22 14%	630 13%	77 15%	244 15%z	564 12%
Housewife / househusband	118 **2%**	55 2%	33 1%	79 2%	57 2%	55 2%	13 6%e	51 7%h	33 1%	8 3%	31 3%h	44 2%	43 2%	19 2%	5 1%	6 2%	87 2%	12 1%	54 2%	41 2%	12 2%	4 1%	6 4%	95 2%	10 2%	41 3%	77 2%
Unemployed	342 **6%**	128 5%	115 5%	174 5%	161 5%	128 5%	55 28%eg	122 16%e	115 5%	64 28%hj	109 10%h	126 6%l	100 4%	60 7%lp	29 5%	26 11%klnp	226 5%	56 7%l	133 5%	121 5%	50 7%	19 5%	16 10%rsw	255 5%	35 7%	84 5%	258 6%
Student	80 **1%**	34 1%	18 1%	43 1%	26 1%	34 1%	13 7%e	19 2%	18 1%	2 1%	12 1%	18 1%	18 1%	18 2%knp	3 1%	7 3%knp	49 1%	10 1%	30 1%	34 1%	11 2%	* *	3 2%	64 1%	5 1%	38 2%z	42 1%
Prefer not to say	411 **7%**	99 4%	231 10%ac	158 5%	290 9%ac	99 4%	27 14%e	89 11%e	231 10%hj	70 31%hj	225 21%i	191 9%lmnoq	163 7%mnq	32 4%	16 3%	8 3%	353 8%mnoq	24 3%	165 6%	143 6%	54 8%	27 8%	18 11%rsw	308 6%	46 9%	84 5%	327 7%y
NET: Retired	410 **7%**	99 4%	231 10%ac	157 5%	289 9%ac	99 4%	27 14%e	89 11%e	231 10%hj	70 31%hj	225 21%i	191 9%lmnoq	163 7%mnq	32 4%	15 2%	8 3%	353 8%mnoq	22 3%	165 6%	142 6%	54 8%	27 8%	18 11%rsw	307 6%	46 9%	84 5%	326 7%y
NET: AB	1153 **19%**	486 20%b	386 17%	704 20%b	604 18%	486 20%fg	6 3%	100 13%f	386 17%j	6 3%	140 13%i	367 18%	483 20%	147 18%	114 19%	39 16%	850 19%	153 18%	500 19%tu	475 20%tu	91 13%	47 13%	34 21%t	975 20%t	81 16%	338 21%	815 18%
NET: C1	1943 **32%**	729 30%	752 33%	1049 30%	1072 32%	729 30%fg	33 17%	196 25%	752 33%ij	29 13%	307 29%i	625 30%	794 33%	236 29%	185 31%	96 40%kmnp	1420 32%	281 34%	825 32%	743 31%	202 30%	119 34%	43 27%	1568 32%	163 32%	468 29%	1476 32%y
NET: C2	1394 **23%**	579 24%	486 21%	818 24%	724 22%	579 24%fg	22 11%	147 19%f	486 21%i	17 7%	166 15%i	446 22%o	566 23%o	193 24%o	153 26%o	27 11%	1012 22%o	180 22%o	559 22%v	547 23%v	178 26%v	82 23%v	21 13%	1105 22%v	103 20%	369 23%	1024 23%
NET: DE	1268 **21%**	511 21%b	406 18%	727 21%b	622 19%	511 21%	107 55%eg	245 32%e	406 18%	105 46%hj	234 22%h	434 21%l	429 18%	203 25%lp	127 21%	68 29%klp	863 19%	195 23%lp	520 20%	460 19%	157 23%	78 22%	44 27%	980 20%	122 24%	369 23%	898 20%
NET: ABC1	3097 **50%**	1215 51%	1138 50%	1754 51%	1676 51%	1215 51%fg	35 19%	296 38%f	1138 50%ij	35 15%	447 42%i	993 48%	1277 52%km	382 47%	298 50%	135 57%km	2270 50%	433 52%	1325 52%t	1218 51%t	293 43%	166 47%	77 48%	2543 52%t	244 47%	806 49%	2291 50%
NET: C2DE	2661 **43%**	1091 45%bd	892 39%	1546 45%bd	1347 41%	1091 45%	129 67%eg	392 50%e	892 39%	122 54%hj	400 37%	880 43%	995 41%	396 49%klp	279 47%l	95 40%	1875 42%	375 45%	1078 42%	1007 43%	335 49%rsw	160 45%	65 40%	2085 42%	224 44%	739 45%	1923 42%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 7

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use home elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	294 / 5%	16 / 4%	278 / 5%	1 / 2%	75 / 4%	202 / 5%	18 / 5%	289 / 5%	2 / 1%	1 / 2%	1 / 1%	292 / 5%	1 / 4%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	859 / 14%	38 / 9%	816 / 14%a	5 / 12%	202 / 12%	620 / 15%d	36 / 11%	813 / 14%j	30 / 19%j	8 / 11%	2 / 3%	851 / 14%j	6 / 17%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1864 / 30%	111 / 28%	1745 / 30%	8 / 20%	414 / 24%	1366 / 33%df	83 / 26%	1808 / 31%hj	24 / 15%	17 / 25%	10 / 13%	1849 / 31%hj	5 / 13%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1394 / 23%	80 / 20%	1305 / 23%	9 / 20%	327 / 19%	1001 / 24%d	65 / 20%	1297 / 22%	54 / 34%gk	19 / 27%	16 / 22%	1370 / 23%	7 / 20%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	808 / 13%	44 / 11%	759 / 13%	5 / 11%	207 / 12%	540 / 13%	61 / 19%de	759 / 13%	23 / 15%	11 / 17%	8 / 11%	794 / 13%	6 / 16%
Housewife / househusband	118 / 2%	13 / 3%	103 / 2%	1 / 2%	52 / 3%e	54 / 1%	11 / 4%e	109 / 2%	7 / 4%	1 / 1%	1 / 1%	116 / 2%	* / *
Unemployed	342 / 6%	45 / 11%b	288 / 5%	10 / 24%ab	210 / 12%ef	110 / 3%	22 / 7%e	310 / 5%	8 / 5%	8 / 12%gk	9 / 12%gk	326 / 5%	7 / 20%
Student	80 / 1%	3 / 1%	77 / 1%	* / 1%	22 / 1%	40 / 1%	18 / 6%de	73 / 1%	3 / 2%	* / *	1 / 2%	76 / 1%	3 / 8%
Prefer not to say	411 / 7%	52 / 13%b	356 / 6%	3 / 7%	196 / 11%ef	208 / 5%	7 / 2%	372 / 6%	9 / 6%	4 / 5%	26 / 34%ghik	385 / 6%	* / 1%
NET: Retired	410 / 7%	52 / 13%b	355 / 6%	3 / 7%	195 / 11%ef	208 / 5%	7 / 2%	371 / 6%	9 / 6%	4 / 5%	26 / 34%ghik	384 / 6%	* / 1%
NET: AB	1153 / 19%	54 / 13%	1094 / 19%a	6 / 14%	277 / 16%	823 / 20%d	54 / 17%	1102 / 19%j	32 / 20%j	9 / 13%	3 / 4%	1143 / 19%j	8 / 21%
NET: C1	1943 / 32%	114 / 28%	1821 / 32%	9 / 21%	436 / 26%	1406 / 34%d	102 / 32%	1881 / 32%hj	27 / 17%	17 / 25%	11 / 15%	1925 / 32%hj	8 / 21%
NET: C2	1394 / 23%	80 / 20%	1305 / 23%	9 / 20%	327 / 19%	1001 / 24%d	65 / 20%	1297 / 22%	54 / 34%gk	19 / 27%	16 / 22%	1370 / 23%	7 / 20%
NET: DE	1268 / 21%	102 / 26%b	1150 / 20%	15 / 37%b	470 / 28%e	704 / 17%	94 / 29%e	1178 / 20%	38 / 24%	20 / 30%	19 / 25%	1237 / 20%	13 / 36%
NET: ABC1	3097 / 50%	167 / 42%	2915 / 51%a	15 / 35%	713 / 42%	2229 / 54%d	155 / 48%	2983 / 51%hj	59 / 37%j	26 / 38%j	14 / 19%	3068 / 51%hj	15 / 43%
NET: C2DE	2661 / 43%	182 / 45%	2456 / 43%	24 / 58%	797 / 47%e	1705 / 41%	159 / 49%e	2476 / 42%	92 / 57%gk	39 / 57%	35 / 47%	2607 / 43%	20 / 56%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 7

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	294 5%	73 5%	64 4%	84 5%	73 5%	30 6%	17 3%	26 5%	25 5%	21 4%	18 4%	32 6%p	33 6%p	20 4%	35 7%p	23 5%	14 3%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	859 14%	228 15%	204 13%	240 15%d	187 12%	66 12%n	77 15%n	85 17%n	69 13%n	67 13%n	68 13%n	74 15%n	91 17%n	75 14%n	37 7%	81 16%n	69 14%n
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1864 30%	478 31%	464 30%	480 31%	442 29%	157 30%	177 34%o	144 29%	170 33%	145 29%	148 29%	148 30%	174 33%o	158 30%	163 31%	129 25%	150 30%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1394 23%	329 21%	381 25%	334 22%	349 23%	121 23%	96 19%	112 23%	122 23%	138 27%fk	121 24%	98 20%	111 21%	124 24%	124 23%	112 22%	113 23%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	808 13%	201 13%	189 12%	187 12%	231 15%	77 15%l	72 14%	52 10%	69 13%	53 10%	68 13%	75 15%l	49 9%	63 12%	82 15%l	76 15%l	73 15%l
Housewife / househusband	118 2%	24 2%	29 2%	37 2%	28 2%	6 1%	11 2%	7 1%	9 2%	12 2%	8 2%	8 2%	16 3%	13 2%	14 3%	10 2%	4 1%
Unemployed	342 6%	90 6%	86 6%	64 4%	103 7%c	26 5%	30 6%	34 7%l	20 4%	29 6%	37 7%l	21 4%	18 3%	25 5%	36 7%	30 6%	37 7%hl
Student	80 1%	19 1%	27 2%	16 1%	17 1%	7 1%	5 1%	7 1%	8 2%	10 2%k	10 2%k	1 *	7 1%	8 2%	10 2%	5 1%	3 1%
Prefer not to say	411 7%	101 7%	97 6%	108 7%	105 7%	39 7%	31 6%	31 6%	33 6%	33 7%	30 6%	34 7%	33 6%	41 8%	32 6%	42 8%	31 6%
NET: Retired	410 7%	101 7%	97 6%	106 7%	105 7%	39 7%	31 6%	31 6%	33 6%	33 7%	30 6%	34 7%	33 6%	40 8%	32 6%	42 8%	31 6%
NET: AB	1153 19%	301 19%	269 17%	325 21%d	260 17%	96 18%	94 18%	111 22%n	94 18%	89 17%	87 17%	106 22%n	125 23%jnp	94 18%	72 14%	104 21%n	83 17%
NET: C1	1943 32%	497 32%	491 32%	496 32%	459 30%	164 31%	182 35%o	151 30%	178 34%o	155 31%	157 31%	149 30%	181 34%o	166 32%	173 32%	134 26%	153 31%
NET: C2	1394 23%	329 21%	381 25%	334 22%	349 23%	121 23%	96 19%	112 23%	122 23%	138 27%fk	121 24%	98 20%	111 21%	124 24%	124 23%	112 22%	113 23%
NET: DE	1268 21%	315 20%	303 20%	287 19%	362 24%bc	109 21%	113 22%l	93 19%	97 19%	94 19%	112 22%l	104 21%	83 16%	101 19%	132 25%l	115 23%l	115 23%l
NET: ABC1	3097 50%	797 52%d	760 49%	821 53%d	719 47%	259 49%	276 53%	262 53%	272 52%	244 48%	244 48%	255 52%	305 57%eijmnop	261 50%	245 46%	238 47%	236 48%
NET: C2DE	2661 43%	644 42%	685 44%	621 40%	711 46%ac	230 44%	209 41%	205 41%	219 42%	232 46%l	234 46%l	202 41%	194 37%	225 43%	255 48%l	227 45%l	228 46%l

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QB6. Where do you live?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
North East	250 4%	54 4%	196 4%	27 3%	223 4%	119 4%	131 4%	26 3%	28 3%	49 4%	30 4%	50 4%	41 5%	26 4%	54 3%	79 4%	117 5%	66 5%	232 4%s	18 2%
North West	676 11%	128 10%	547 11%	83 10%	592 11%	348 12%	328 10%	104 13%	105 12%	104 9%	110 13%i	114 10%	74 10%	64 10%	209 12%	214 11%	252 10%	138 10%	586 11%	81 9%
Yorkshire/Humberside	509 8%	96 10%	413 8%	57 7%	452 9%	237 8%	270 9%	56 7%	67 8%	69 6%	66 8%	127 11%ghi	67 9%	57 9%	123 7%	135 7%	251 10%no	124 9%	452 9%s	55 6%
East Midlands	449 7%	88 7%	361 7%	80 9%	368 7%	220 7%	228 7%	53 6%	61 7%	75 7%	65 8%	71 6%	61 8%	62 10%k	113 7%	141 7%	195 8%	123 9%	389 7%	55 6%
West Midlands	544 9%	105 9%	439 9%	89 10%	455 9%	263 9%	278 9%	69 8%	89 10%m	101 9%	68 8%	109 10%	67 9%	41 6%	158 9%	169 9%	216 9%	107 8%	438 8%	101 11%r
East Anglia/East of England	574 9%	113 9%	460 9%	74 9%	499 9%	266 9%	306 10%	70 9%	90 10%	106 9%	70 8%	114 10%	65 9%	59 9%	160 9%	175 9%	238 9%	124 9%	494 9%	73 8%
London/Greater London	811 13%	166 13%	645 13%	132 15%	679 13%	405 13%	404 13%	134 16%klm	141 16%klm	167 15%klm	111 13%m	122 11%	80 11%	57 9%	274 16%pq	277 14%pq	259 10%	137 10%	488 9%	309 34%r
South East	844 14%	170 14%	674 14%	124 14%	721 14%	432 14%	412 13%	123 15%	105 12%	164 15%	91 11%	164 14%	113 15%	84 13%	228 13%	256 13%	360 14%	196 14%	710 14%	129 14%
South West	529 9%	103 8%	426 9%	77 9%	453 9%	244 8%	282 9%	58 7%	72 8%	96 9%	68 8%	90 8%	66 9%	80 13%ghijk	129 8%	164 8%	236 9%	146 11%n	501 10%s	27 3%
Highlands & Islands of Scotland	69 1%	- -	69 1%a	8 1%	61 1%	34 1%	35 1%	3 *	5 1%	7 1%	21 3%ghi	17 2%g	9 1%	7 1%	7 *	28 1%n	33 1%n	16 1%	67 1%s	2 *
Rest of Scotland	449 7%	117 8%b	332 7%	50 6%	399 8%	216 7%	230 7%	65 8%	55 6%	97 9%	61 7%	61 6%	56 7%	42 7%	120 7%	158 8%	171 7%	98 7%	415 8%s	32 3%
Wales	295 5%	58 5%	237 5%	42 5%	254 5%	144 5%	151 5%	40 5%	34 4%	52 5%	37 4%	58 5%	41 5%	33 5%	74 4%	89 5%	133 5%	74 5%	278 5%s	16 2%
Northern Ireland	171 3%	33 3%	138 3%	18 2%	152 3%	83 3%	87 3%	24 3%	21 2%	35 3%	23 3%	32 3%	19 3%	16 3%	45 3%	58 3%	68 3%	35 3%	163 3%s	7 1%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	5185 84%	1025 83%	4160 84%	743 86%	4442 84%	2535 84%	2639 84%	692 84%	757 87%	931 83%	679 83%	962 84%	634 83%	529 84%	1450 85%	1611 83%	2125 84%	1163 84%	4290 82%	848 94%r
NET: Scotland	518 8%	117 9%	401 8%	58 7%	460 9%	250 8%	265 8%	68 8%	60 7%	104 9%	83 10%	90 8%	65 9%	49 8%	128 8%	187 10%	204 8%	114 8%	481 9%s	34 4%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 8

QB6. Where do you live?

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 (i)	£11,500-£17,499 (j)	£17,500-£29,999 (k)	£30,000-£49,999 (l)	£50,000+ (m)	£11,500-£49,999 (n)	Income - Combined Under £11,500 (o)	Over £11,500 (p)	State benefits Receive (q)	Don't receive (r)	Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
North East	250 4%	32 3%	85 4%	57 4%	77 5%	117 4%	133 4%	139 4%	107 4%	23 4%	35 5%m	75 5%m	64 4%	24 2%	174 5%m	24 4%	208 4%	52 4%	186 4%	13 4%
North West	676 11%	85 7%	248 13%ac	130 9%	213 13%ac	333 11%	343 11%	395 11%	266 11%	74 13%m	81 11%	178 11%	154 10%	92 9%	413 11%	76 13%	521 10%	140 11%	474 10%	62 20%qr
Yorkshire/Humberside	509 8%	64 6%	155 8%a	131 9%	159 9%a	219 7%	290 9%e	292 8%	210 9%	42 7%	74 10%m	140 9%	141 9%	72 7%	355 9%	44 8%	445 9%	113 9%	381 8%	15 5%
East Midlands	449 7%	67 6%	129 7%	144 10%abd	106 6%	197 6%	251 8%e	267 7%	178 7%	45 8%	63 9%	99 6%	121 8%	84 8%	283 7%	45 8%	388 8%	73 6%	366 8%qs	9 3%
West Midlands	544 9%	81 7%	147 8%	157 11%ab	158 9%	228 7%	316 10%e	306 8%	229 10%	49 9%m	52 7%	155 10%m	144 9%m	50 5%	352 9%m	52 9%	432 8%	149 11%r	365 8%	30 10%
East Anglia/East of England	574 9%	107 9%	191 10%	127 9%	148 9%	298 10%	275 9%	341 9%	226 9%	55 10%	61 8%	134 9%	148 9%	119 11%	342 9%	59 10%	476 9%	130 10%	424 9%	20 7%
London/Greater London	811 13%	160 14%	275 14%	171 12%	205 12%	435 14%	376 12%	558 15%h	243 10%	78 14%	83 12%	192 12%	192 12%	189 18%jkln	467 12%	81 14%	704 14%	156 12%	617 13%	38 13%
South East	844 14%	173 15%	277 14%	172 12%	223 13%	449 15%	395 13%	510 14%	324 14%	58 10%	89 12%	219 14%	218 14%	167 16%i	527 14%	60 10%	742 14%o	173 13%	645 14%s	26 9%
South West	529 9%	96 8%	136 7%	139 10%b	158 9%b	233 8%	297 10%e	288 8%	229 10%	52 9%	67 9%	148 9%	131 8%	82 8%	346 9%	60 10%	443 9%	117 9%	378 8%	34 11%
Highlands & Islands of Scotland	69 1%	24 2%bcd	14 1%	15 1%	16 1%	38 1%	31 1%	37 1%	30 1%	5 1%	6 1%	24 2%	16 1%	16 1%	46 1%	5 1%	62 1%	13 1%	53 1%	3 1%
Rest of Scotland	449 7%	133 12%bcd	144 7%	75 5%	97 6%	277 9%f	172 6%	273 7%	170 7%	31 5%	50 7%	97 6%	114 7%	92 9%	261 7%	31 5%	372 7%	76 6%	346 8%	27 9%
Wales	295 5%	86 7%bcd	88 5%	49 3%	73 4%	174 6%f	121 4%	176 5%	115 5%	36 6%	31 4%	70 4%	74 5%	51 5%	175 5%	36 6%	243 5%	65 5%	217 5%	13 4%
Northern Ireland	171 3%	45 4%c	54 3%	26 2%	46 3%	99 3%	72 2%	103 3%	67 3%	13 2%	26 4%	41 3%	35 2%	30 3%	102 3%	14 2%	135 3%	39 3%	121 3%	11 4%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	5185 84%	865 75%	1643 85%a	1229 88%ab	1446 86%a	2508 81%	2676 87%e	3097 84%	2012 84%	477 85%	605 84%	1340 85%	1314 85%	879 82%	3259 85%	501 85%	4360 84%	1103 85%	3836 84%	246 82%
NET: Scotland	518 8%	157 14%bcd	158 8%	90 6%	113 7%	316 10%f	202 7%	311 8%	200 8%	35 6%	56 8%	120 8%	130 8%	108 10%i	306 8%	35 6%	434 8%	89 7%	399 9%	30 10%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 8

QB6. Where do you live?

Base : All participants

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
North East	250 4%	224 4%	26 3%	3 2%	250 5%efg	-	-	-	250 100%hijklmnopqr	-	-	-	-	-	-	-	-	-	-
North West	676 11%	615 12%bc	61 7%c	2 1%	676 13%efg	-	-	-	-	676 100%hijklmnopqr	-	-	-	-	-	-	-	-	-
Yorkshire/Humberside	509 8%	465 9%b	44 5%	10 6%	509 10%efg	-	-	-	-	-	509 100%hiklmnopqr	-	-	-	-	-	-	-	-
East Midlands	449 7%	368 7%	81 9%c	3 2%	449 9%efg	-	-	-	-	-	-	449 100%hijlmnopqr	-	-	-	-	-	-	-
West Midlands	544 9%	466 9%	77 9%	10 6%	544 10%efg	-	-	-	-	-	-	-	544 100%hijkmnopqr	-	-	-	-	-	-
East Anglia/East of England	574 9%	447 8%c	126 15%ac	7 4%	574 11%efg	-	-	-	-	-	-	-	-	574 100%hijklnopqr	-	-	-	-	-
London/Greater London	811 13%	811 16%bc	-	-	811 16%efg	-	-	-	-	-	-	-	-	-	811 100%hijklmopqr	-	-	-	-
South East	844 14%	711 13%c	134 15%c	6 3%	844 16%efg	-	-	-	-	-	-	-	-	-	-	844 100%hijklmnpqr	-	-	-
South West	529 9%	424 8%	105 12%a	21 12%a	529 10%efg	-	-	-	-	-	-	-	-	-	-	-	529 100%hijklmnoqr	-	-
Highlands & Islands of Scotland	69 1%	52 1%	17 2%a	16 9%ab	-	69 13%dfg	-	-	-	-	-	-	-	-	-	-	-	69 100%hijklmnopr	-
Rest of Scotland	449 7%	379 7%	70 8%	38 22%ab	-	449 87%dfg	-	-	-	-	-	-	-	-	-	-	-	-	449 100%hijklmnopq
Wales	295 5%	225 4%	70 8%a	30 18%ab	-	-	295 100%deg	-	-	-	-	-	-	-	-	-	-	-	-
Northern Ireland	171 3%	119 2%	52 6%a	27 16%ab	-	-	-	171 100%def	-	-	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	5185 84%	4531 86%bc	654 76%c	62 36%	5185 100%efg	-	-	-	250 100%qr	676 100%qr	509 100%qr	449 100%qr	544 100%qr	574 100%qr	811 100%qr	844 100%qr	529 100%qr	-	-
NET: Scotland	518 8%	431 8%	87 10%	54 31%ab	-	518 100%dfg	-	-	-	-	-	-	-	-	-	-	-	69 100%hijklmnop	449 100%hijklmnop

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QB6. Where do you live?

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
North East	250 / 4%	96 / 4%	93 / 4%	141 / 4%	138 / 4%	96 / 4%	8 / 4%	40 / 5%	93 / 4%	10 / 4%	48 / 4%	93 / 5%	98 / 4%	28 / 3%	21 / 4%	8 / 3%	191 / 4%	28 / 3%	107 / 4%	87 / 4%	28 / 4%	16 / 5%	10 / 6%	195 / 4%	26 / 5%	58 / 4%	192 / 4%
North West	676 / 11%	277 / 12%	244 / 11%	382 / 11%	348 / 11%	277 / 12%	26 / 14%	100 / 13%	244 / 11%	30 / 13%	121 / 11%	238 / 12%n	269 / 11%n	94 / 12%n	43 / 7%	30 / 13%n	507 / 11%n	73 / 9%	296 / 12%	257 / 11%	68 / 10%	33 / 9%	18 / 11%	553 / 11%	51 / 10%	205 / 13%	471 / 10%
Yorkshire/Humberside	509 / 8%	197 / 8%	191 / 8%	277 / 8%	270 / 8%	197 / 8%	11 / 6%	68 / 9%	191 / 8%	20 / 9%	95 / 9%	150 / 7%	198 / 8%	68 / 8%	53 / 9%	39 / 16%klmnp	348 / 8%	92 / 11%klp	208 / 8%	182 / 8%	59 / 9%	34 / 10%	23 / 14%rsw	390 / 8%	57 / 11%	132 / 8%	377 / 8%
East Midlands	449 / 7%	178 / 7%	169 / 7%	256 / 7%	246 / 7%	178 / 7%	10 / 5%	60 / 8%	169 / 7%	18 / 8%	77 / 7%	147 / 7%	180 / 7%	55 / 7%	55 / 9%	11 / 5%	327 / 7%	66 / 8%	177 / 7%	173 / 7%	50 / 7%	38 / 11%t	9 / 6%	350 / 7%	47 / 9%	107 / 7%	342 / 8%
West Midlands	544 / 9%	241 / 10%	193 / 9%	324 / 9%	276 / 8%	241 / 10%	21 / 11%	78 / 10%	193 / 9%	14 / 6%	98 / 9%	208 / 10%q	212 / 9%	59 / 7%	41 / 7%	16 / 7%	420 / 9%	58 / 7%	216 / 8%t	236 / 10%t	36 / 5%	36 / 10%t	13 / 8%	452 / 9%t	50 / 10%t	160 / 10%	383 / 8%
East Anglia/East of England	574 / 9%	192 / 8%	244 / 11%ac	295 / 9%	347 / 10%ac	192 / 8%	19 / 10%	55 / 7%	244 / 11%	30 / 13%	125 / 12%	184 / 9%	243 / 10%	74 / 9%	49 / 8%	22 / 9%	427 / 9%	71 / 9%	234 / 9%	235 / 10%	67 / 10%	26 / 7%	10 / 6%	469 / 9%	35 / 7%	151 / 9%	423 / 9%
London/Greater London	811 / 13%	365 / 15%bd	228 / 10%	515 / 15%bd	377 / 11%	365 / 15%g	26 / 13%	79 / 10%	228 / 10%	31 / 14%j	88 / 8%	231 / 11%	359 / 15%k	115 / 14%	80 / 14%	22 / 9%	591 / 13%	103 / 12%	309 / 12%v	332 / 14%v	116 / 17%rvwx	43 / 12%	9 / 5%	640 / 13%v	52 / 10%	252 / 15%z	559 / 12%
South East	844 / 14%	315 / 13%	326 / 14%	457 / 13%	468 / 14%	315 / 13%	24 / 12%	97 / 13%	326 / 14%	18 / 8%	153 / 14%i	305 / 15%	310 / 13%	113 / 14%	90 / 15%	24 / 10%	615 / 14%	114 / 14%	374 / 15%	308 / 13%	88 / 13%	51 / 15%	21 / 13%	682 / 14%	72 / 14%	222 / 14%	622 / 14%
South West	529 / 9%	190 / 8%	220 / 10%	274 / 8%	303 / 9%	190 / 8%	20 / 10%	77 / 10%	220 / 10%	25 / 11%	110 / 10%	194 / 9%	180 / 7%	70 / 9%	56 / 9%	24 / 10%	374 / 8%	79 / 10%	222 / 9%	191 / 8%	57 / 8%	28 / 8%	23 / 14%sw	413 / 8%	51 / 10%	111 / 7%	419 / 9%y
Highlands & Islands of Scotland	69 / 1%	28 / 1%	26 / 1%	39 / 1%	38 / 1%	28 / 1%	2 / 1%	13 / 2%	26 / 1%	2 / 1%	15 / 1%	29 / 1%	24 / 1%	7 / 1%	7 / 1%	2 / 1%	53 / 1%	8 / 1%	29 / 1%	35 / 1%	3 / *	2 / 1%	* / -	64 / 1%	2 / *	11 / 1%	58 / 1%
Rest of Scotland	449 / 7%	155 / 6%	163 / 7%	244 / 7%	252 / 8%	155 / 6%	9 / 5%	54 / 7%	163 / 7%	12 / 5%	71 / 7%	145 / 7%	183 / 8%	56 / 7%	49 / 8%	14 / 6%	328 / 7%	63 / 8%	190 / 7%	160 / 7%	58 / 8%	26 / 7%	10 / 7%	351 / 7%	37 / 7%	114 / 7%	335 / 7%
Wales	295 / 5%	106 / 4%	113 / 5%	158 / 5%	165 / 5%	106 / 4%	12 / 6%	33 / 4%	113 / 5%	12 / 5%	50 / 5%	92 / 4%	115 / 5%	40 / 5%	28 / 5%	17 / 7%	207 / 5%	46 / 6%	134 / 5%	108 / 5%	30 / 4%	10 / 3%	12 / 7%	242 / 5%	22 / 4%	66 / 4%	229 / 5%
Northern Ireland	171 / 3%	65 / 3%	52 / 2%	96 / 3%	83 / 3%	65 / 3%	5 / 3%	24 / 3%	52 / 2%	4 / 2%	21 / 2%	45 / 2%	65 / 3%	30 / 4%	21 / 3%	9 / 4%	110 / 2%	30 / 4%	72 / 3%	64 / 3%	22 / 3%	9 / 3%	3 / 2%	136 / 3%	12 / 2%	40 / 2%	130 / 3%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	5185 / 84%	2051 / 85%	1906 / 84%	2919 / 84%	2774 / 84%	2051 / 85%	165 / 85%	654 / 84%	1906 / 84%	196 / 86%	915 / 85%	1752 / 85%	2048 / 84%	677 / 83%	489 / 82%	196 / 82%	3800 / 84%	685 / 82%	2143 / 83%	2000 / 84%	568 / 83%	306 / 87%	135 / 84%	4143 / 84%	441 / 86%	1397 / 86%	3788 / 83%
NET: Scotland	518 / 8%	183 / 8%	190 / 8%	283 / 8%	290 / 9%	183 / 8%	11 / 6%	67 / 9%	190 / 8%	14 / 6%	85 / 8%	174 / 8%	207 / 9%	63 / 8%	55 / 9%	16 / 7%	381 / 8%	71 / 9%	219 / 9%	195 / 8%	61 / 9%	28 / 8%	11 / 7%	414 / 8%	39 / 8%	124 / 8%	394 / 9%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 8

QB6. Where do you live?

Base : All participants

	Total	Housebound Housebound (a)	Housebound Not Housebound (b)	Housebound Prefer not to say (c)	Disability Disabled (d)	Disability Not Disabled (e)	Disability Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Internet access Have internet at home but don't use (h)	Internet access Don't have internet at home but use elsewhere (i)	Internet access Don't have access to the internet (j)	Internet access NET: Have access to the internet (k)	Internet access Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
North East	250 4%	18 4%	230 4%	3 8%	65 4%	175 4%	11 3%	240 4%	2 1%	5 7%	3 5%	246 4%	1 2%
North West	676 11%	44 11%	625 11%	6 15%	174 10%	458 11%	44 14%	624 11%	31 19%gjk	8 12%	2 3%	664 11%	9 27%
Yorkshire/Humberside	509 8%	31 8%	476 8%	2 5%	133 8%	357 9%	18 6%	480 8%	13 8%	5 7%	9 12%	498 8%	2 5%
East Midlands	449 7%	34 8%	412 7%	3 6%	116 7%	316 8%	17 5%	430 7%	10 6%	5 8%	3 4%	444 7%	2 4%
West Midlands	544 9%	27 7%	514 9%	3 8%	176 10%e	328 8%	39 12%e	512 9%	16 10%	3 4%	10 13%	531 9%	3 8%
East Anglia/East of England	574 9%	37 9%	531 9%	5 12%	157 9%	388 9%	29 9%	554 9%	13 8%	2 2%	6 8%	568 9%	-
London/Greater London	811 13%	43 11%	761 13%	7 16%	182 11%	582 14%d	47 15%	775 13%	15 10%	7 11%	8 11%	798 13%	5 15%
South East	844 14%	69 17%	773 14%	2 5%	223 13%	595 14%f	27 8%	788 14%	26 16%	17 25%gjk	7 9%	831 14%	6 18%
South West	529 9%	28 7%	498 9%	3 8%	176 10%e	318 8%	36 11%	505 9%	9 6%	4 6%	10 13%	518 9%	1 4%
Highlands & Islands of Scotland	69 1%	4 1%	65 1%	*	26 2%	40 1%	3 1%	66 1%	2 1%	-	-	67 1%	2 5%
Rest of Scotland	449 7%	37 9%	410 7%	2 5%	138 8%	282 7%	29 9%	415 7%	13 8%	8 12%	9 12%	436 7%	4 10%
Wales	295 5%	18 4%	275 5%	2 5%	95 6%	184 4%	15 5%	276 5%	10 6%	3 4%	6 8%	289 5%	* 1%
Northern Ireland	171 3%	12 3%	156 3%	3 6%	46 3%	118 3%	7 2%	166 3%	2 1%	1 2%	2 2%	168 3%	* 1%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	5185 84%	331 83%	4820 84%	35 83%	1400 82%	3517 85%d	267 83%	4907 84%	135 84%	56 82%	58 77%	5098 84%	29 83%
NET: Scotland	518 8%	40 10%	475 8%	2 5%	164 10%	322 8%	32 10%	481 8%	14 9%	8 12%	9 12%	504 8%	5 15%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 8

QB6. Where do you live?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
North East	250 4%	63 4%	63 4%	63 4%	62 4%	21 4%	20 4%	21 4%	20 4%	20 4%	22 4%	22 4%	21 4%	20 4%	20 4%	22 4%	20 4%
North West	676 11%	169 11%	169 11%	170 11%	168 11%	53 10%	65 13%	51 10%	60 11%	52 10%	57 11%	53 11%	50 9%	67 13%	61 12%	51 10%	55 11%
Yorkshire/Humberside	509 8%	127 8%	127 8%	128 8%	126 8%	41 8%	44 8%	42 8%	45 9%	41 8%	41 8%	41 8%	39 7%	48 9%	43 8%	42 8%	42 9%
East Midlands	449 7%	112 7%	112 7%	113 7%	112 7%	41 8%	35 7%	36 7%	39 7%	35 7%	38 7%	36 7%	42 8%	35 7%	39 7%	36 7%	37 7%
West Midlands	544 9%	136 9%	136 9%	137 9%	135 9%	49 9%	43 8%	44 9%	47 9%	44 9%	45 9%	43 9%	46 9%	48 9%	48 9%	43 8%	44 9%
East Anglia/East of England	574 9%	143 9%	143 9%	144 9%	143 9%	50 9%	50 10%	44 9%	49 9%	45 9%	49 10%	48 9%	50 9%	47 9%	54 10%	43 8%	46 9%
London/Greater London	811 13%	203 13%	203 13%	204 13%	202 13%	70 13%	68 13%	65 13%	70 13%	68 13%	65 13%	58 12%	79 15%	68 13%	65 12%	73 14%	64 13%
South East	844 14%	212 14%	211 14%	211 14%	210 14%	70 13%	71 14%	71 14%	76 14%	68 13%	67 13%	67 14%	70 13%	74 14%	73 14%	70 14%	68 14%
South West	529 9%	132 9%	132 9%	133 9%	132 9%	49 9%	41 8%	42 9%	41 8%	49 10%	42 8%	39 8%	45 9%	49 9%	51 10%	38 7%	43 9%
Highlands & Islands of Scotland	69 1%	18 1%	17 1%	18 1%	15 1%	3 1%	7 1%	8 2%	6 1%	5 1%	6 1%	9 2%	3 1%	6 1%	7 1%	4 1%	4 1%
Rest of Scotland	449 7%	111 7%	112 7%	112 7%	114 7%	40 7%	37 7%	34 7%	32 6%	42 8%	38 7%	40 8%	43 8%	29 5%	33 6%	43 9%	37 8%
Wales	295 5%	74 5%	74 5%	74 5%	73 5%	27 5%	22 4%	25 5%	23 5%	27 5%	24 5%	23 5%	29 5%	22 4%	25 5%	27 5%	21 4%
Northern Ireland	171 3%	43 3%	43 3%	43 3%	42 3%	14 3%	14 3%	14 3%	16 3%	13 3%	14 3%	13 3%	16 3%	13 3%	14 3%	14 3%	15 3%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	5185 84%	1297 84%	1295 84%	1303 84%	1290 84%	444 84%	436 84%	416 84%	448 85%	422 83%	426 84%	406 83%	441 83%	456 87%	454 85%	418 82%	419 84%
NET: Scotland	518 8%	130 8%	129 8%	130 8%	129 8%	43 8%	45 9%	42 8%	39 7%	47 9%	44 9%	49 10%	46 9%	35 7%	40 7%	48 9%	41 8%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All Participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Large City (population: more than 500,000)	996 16%	195 16%	801 16%	141 16%	855 16%	488 16%	505 16%	165 20%klm	177 20%klm	204 18%klm	130 16%m	153 13%	99 13%	68 11%	341 20%pq	334 17%pq	320 13%	167 12%	624 12%	354 39%r
Smaller City or Large town (population: 100,000 - 500,000)	1175 19%	196 16%	978 20%a	202 23%d	973 18%	608 20%	563 18%	207 25%iklm	195 22%klm	211 19%m	165 20%m	191 17%m	130 17%m	76 12%	402 24%opq	376 19%pq	397 16%	206 15%	923 18%	242 27%r
Medium town (population: 15,000 - 99,999)	2000 32%	464 38%b	1536 31%	253 29%	1748 33%	975 32%	1020 32%	239 29%	266 30%	395 35%gj	239 29%	388 34%	258 34%	216 34%	505 30%	634 33%	861 34%n	473 34%n	1775 34%s	217 24%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	934 15%	210 17%	723 15%	117 14%	817 15%	432 14%	501 16%	111 13%	123 14%	157 14%	108 13%	183 16%	128 17%	122 20%ghij	234 14%	265 14%	434 17%no	251 18%no	882 17%s	46 5%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	200 3%	32 3%	169 3%	20 2%	180 3%	105 3%	95 3%	19 2%	13 1%	25 2%	26 3%	55 5%ghi	33 4%hi	29 5%hi	32 2%	51 3%	117 5%no	82 4%no	191 4%s	6 1%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	691 11%	128 10%	563 11%	100 12%	591 11%	332 11%	358 11%	68 8%	86 10%	109 10%	125 15%ghil	133 12%g	79 10%	91 15%ghl	154 9%	234 12%n	303 12%n	170 12%n	651 12%s	37 4%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	173 3%	7 1%	166 3%a	28 3%	145 3%	72 2%	100 3%	15 2%	13 1%	20 2%	29 4%h	38 3%	35 8%ghi	23 4%h	27 2%	49 3%	96 4%n	58 4%no	167 3%s	3 *
Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Urban	5305 86%	1098 89%b	4207 85%	734 85%	4572 86%	2608 87%	2684 85%	741 90%jklm	774 89%jm	993 89%jm	668 81%	971 85%	647 85%	512 82%	1515 89%opq	1661 85%	2129 84%	1159 84%	4395 84%	865 96%r
NET Rural including Remote	864 14%	134 11%	729 15%b	127 15%	736 14%	405 13%	458 15%	82 10%	99 11%	129 11%	154 19%ghi	172 15%g	113 15%g	115 18%ghi	181 11%	283 15%n	399 16%n	228 16%n	818 16%s	40 4%
NET Rural excluding Remote	691 11%	128 10%	563 11%	100 12%	591 11%	332 11%	358 11%	68 8%	86 10%	109 10%	125 16%ghil	133 12%g	79 10%	91 15%ghl	154 9%	234 12%n	303 12%n	170 12%n	651 12%s	37 4%
NET Remote Rural	173 3%	7 1%	166 3%a	28 3%	145 3%	72 2%	100 3%	15 2%	13 1%	20 2%	29 4%h	38 3%	35 5%ghi	23 4%h	27 2%	49 3%	96 4%n	58 4%n	167 3%s	3 *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 9

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

Base : All Participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
				Social Grade		**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Large City (population: more than 500,000)	996 16%	191 17%	344 18%	206 15%	255 15%	535 17%	461 15%	673 18%h	307 13%	94 17%	113 16%	232 15%	239 15%	208 19%kln	583 15%	97 17%	842 16%	189 15%	756 17%	51 17%
Smaller City or Large town (population: 100,000 - 500,000)	1175 19%	218 19%	369 19%	245 18%	343 20%	586 19%	588 19%	743 20%h	419 18%	123 22%m	157 22%m	290 18%	304 20%	171 16%	752 20%m	128 22%	970 19%	272 21%	843 18%	60 20%
Medium town (population: 15,000 - 99,999)	2000 32%	331 29%	630 32%	465 33%	572 34%a	962 31%	1037 34%	1157 31%	820 34%	181 32%	220 31%	550 35%	492 32%	334 31%	1262 33%	197 33%	1683 33%	468 36%r	1437 31%	95 32%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	934 15%	175 15%	277 14%	216 16%	265 16%	452 15%	481 16%	529 14%	391 16%	83 15%	113 16%	234 15%	250 16%	145 14%	596 16%	84 14%	772 15%	174 13%	706 15%	54 18%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	200 3%	33 3%	57 3%	56 4%	54 3%	90 3%	110 4%	97 3%	101 4%g	21 4%	26 4%	58 4%	34 2%	32 3%	119 3%	22 4%	163 3%	48 4%	141 3%	11 4%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	691 11%	150 13%d	233 12%d	169 12%d	138 8%	384 12%f	307 10%	407 11%	275 12%	37 7%	70 10%	168 11%i	185 12%i	153 14%ijkn	422 11%i	37 6%	604 12%o	112 9%	559 12%qs	19 6%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	173 3%	55 5%bcd	33 2%	36 3%	50 3%b	87 3%	85 3%	82 2%	81 3%g	23 4%	20 3%	39 2%	49 3%	27 2%	108 3%	23 4%	138 3%	33 3%	130 3%	9 3%
Prefer not to say	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	5305 86%	948 82%	1678 86%a	1188 85%	1490 89%ac	2626 85%	2678 87%e	3198 87%	2038 85%	501 89%lm	629 88%	1364 87%m	1319 85%	889 83%	3312 86%	527 90%p	4430 86%	1151 89%r	3882 85%	272 91%r
NET Rural including Remote	864 14%	205 18%bc	266 14%	205 15%d	188 11%	471 15%f	393 13%	489 13%	357 15%	60 11%	89 12%	207 13%	234 15%i	179 17%ik	531 14%	60 10%	742 14%o	146 11%	690 15%qs	28 9%
NET Rural excluding Remote	691 11%	150 13%d	233 12%d	169 12%d	138 8%	384 12%f	307 10%	407 11%	275 12%	37 7%	70 10%	168 11%i	185 12%i	153 14%ijkn	422 11%i	37 6%	604 12%o	112 9%	559 12%qs	19 6%
NET Remote Rural	173 3%	55 5%bcd	33 2%	36 3%	50 3%b	87 3%	85 3%	82 2%	81 3%g	23 4%	20 3%	39 2%	49 3%	27 2%	108 3%	23 4%	138 3%	33 3%	130 3%	9 3%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 9

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

Base : All Participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	171	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Large City (population: more than 500,000)	996 16%	996 19%bc	-	-	943 18%efg	50 10%fg	2 1%	1 1%	1 1%	44 7%hkmop	20 4%hkmo	1 *	89 16%hijkmopqr	-	772 95%hijklmopqr	5 1%	10 2%km	2 2%km	48 11%hijkmopq
Smaller City or Large town (population: 100,000 - 500,000)	1175 19%	1175 22%bc	-	-	1016 20%ef	81 16%	43 15%	35 20%ef	52 21%n	132 20%n	160 31%hikmnoqr	99 22%nr	145 27%inoqr	117 20%n	18 2%	161 19%n	132 25%nqr	9 13%n	72 16%n
Medium town (population: 15,000 - 99,999)	2000 32%	2000 38%bc	-	-	1795 35%efg	93 18%	62 21%	50 30%ef	119 48%jklmnpqr	351 52%jklmnpqr	161 32%npr	170 38%npqr	176 32%npqr	211 37%npqr	12 1%	438 52%jklmnpqr	156 29%nqr	4 6%n	88 20%nq
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	934 15%	934 18%bc	-	-	692 13%	123 24%dg	102 34%deg	17 10%	49 19%ilno	81 12%n	119 23%ilnop	92 21%ilno	50 9%n	108 18%ilno	8 1%	97 11%n	88 17%ilno	9 13%n	114 28%ilmnopq
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	200 3%	200 4%bc	-	-	86 2%	84 16%dfg	16 5%d	14 8%d	3 1%	6 1%	5 1%	6 1%	7 1%	11 2%n	2 *	10 1%	37 7%hijkmno	28 41%hijklmnopr	56 12%hijklmnop
Rural area (population: less than 2,000) less than 10 miles from a large settlement	691 11%	-	691 80%ac	-	592 11%e	34 7%	40 13%e	25 15%de	23 9%nq	59 9%n	33 7%n	78 17%hijnqr	67 12%jnqr	120 21%hijlnoqr	-	128 15%hijnqr	84 16%hijnqr	1 2%n	33 7%n
Rural area (population: less than 2,000) more than 10 miles from a large settlement	173 3%	-	173 20%a	173 100%ab	62 1%	54 10%d	30 10%d	27 16%def	3 1%n	2 *	10 2%in	3 1%	10 2%in	7 1%n	-	6 1%	21 4%hikmno	16 23%hijklmnopr	38 8%hijklmnop
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	5305 86%	5305 100%bc	-	-	4531 87%efg	431 83%fg	225 76%g	119 69%	224 90%kmopqr	615 91%klmopqr	465 91%klmopqr	368 82%	466 86%mpq	447 78%	811 100%hijklmopqr	711 84%m	424 80%	52 75%	379 84%m
NET Rural including Remote	864 14%	-	864 100%ac	173 100%a	654 13%	87 17%d	70 24%de	52 31%def	26 10%n	61 9%n	44 9%n	81 18%hijn	77 14%ijn	126 22%hijlnqr	-	134 16%hijn	105 20%hijln	17 25%hijln	70 16%hijn
NET Rural excluding Remote	691 11%	-	691 80%ac	-	592 11%e	34 7%	40 13%e	25 15%de	23 9%nq	59 9%n	33 7%n	78 17%hijnqr	67 12%jnqr	120 21%hijlnoqr	-	128 15%hijnqr	84 16%hijnqr	1 2%n	33 7%n
NET Remote Rural	173 3%	-	173 20%a	173 100%ab	62 1%	54 10%d	30 10%d	27 16%def	3 1%n	2 *	10 2%in	3 1%	10 2%in	7 1%n	-	6 1%	21 4%hikmno	16 23%hijklmnopr	38 8%hijklmnop

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 9

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

Base : All Participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Large City (population: more than 500,000)	996 16%	449 19%bd	275 12%	628 18%bd	454 14%	449 19%g	33 17%	100 13%	275 12%	35 15%	113 11%	300 15%	425 17%k	134 17%	101 17%	31 13%	725 16%	131 16%	379 15%	417 18%r	128 19%rx	50 14%	17 11%	796 16%	67 13%	323 20%z	673 15%
Smaller City or Large town (population: 100,000 - 500,000)	1175 19%	511 21%bd	378 17%	706 20%bd	572 17%	511 21%	43 22%	153 20%	378 17%	45 20%	166 16%	379 18%	450 18%	180 22%p	107 18%	52 22%	829 18%	159 19%	484 19%	450 19%	128 19%	64 18%	33 21%	935 19%	97 19%	347 21%z	828 18%
Medium town (population: 15,000 - 99,999)	2000 32%	753 31%	732 32%	1102 32%	1081 33%	753 31%	62 32%	260 33%	732 32%	73 32%	353 33%	698 34%	753 31%	282 35%	185 31%	78 33%	1452 32%	263 32%	841 33%	768 32%	225 33%	116 33%	40 25%	1609 33%	156 30%	485 30%	1516 33%y
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	934 15%	338 14%	392 17%ac	482 14%	537 16%c	338 14%	23 12%	127 16%	392 17%	38 17%	195 18%	289 14%	393 16%	108 13%	100 17%	40 17%	681 15%	140 17%	388 15%	350 15%	97 14%	62 18%	32 20%	738 15%	94 18%	240 15%	694 15%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	200 3%	69 3%	95 4%c	113 3%	121 4%	69 3%	9 5%	39 5%e	95 4%	10 4%	47 4%	85 4%l	65 3%	25 3%	17 3%	7 3%	151 3%	24 3%	98 4%	62 3%	24 4%	12 3%	5 3%	159 3%	17 3%	55 3%	146 3%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	691 11%	227 9%	313 14%ac	354 10%	439 13%ac	227 9%	17 9%	77 10%	313 14%i	16 7%	153 14%i	249 12%m	279 11%m	60 7%	69 12%m	27 11%	528 12%m	96 12%m	296 12%	258 11%	62 9%	44 13%	29 18%rstw	554 11%	74 14%t	140 9%	551 12%y
Rural area (population: less than 2,000) more than 10 miles from a large settlement	173 3%	57 2%	75 3%	92 3%	110 3%	57 2%	6 3%	21 3%	75 3%	10 4%	44 4%	62 3%	70 3%	22 3%	15 3%	3 1%	132 3%	18 2%	82 3%	63 3%	18 3%	5 1%	3 3%	145 3%	9 2%	39 2%	134 3%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	5305 86%	2120 88%bd	1873 83%	3012 87%bd	2765 83%	2120 88%	170 88%	679 87%	1873 83%	201 89%j	874 82%	1752 85%	2086 86%	729 90%klp	509 86%	208 87%	3838 85%	717 86%	2190 85%	2047 86%v	602 88%v	304 86%	127 79%	4237 86%	431 84%	1449 89%z	3856 85%
NET Rural including Remote	864 14%	284 12%	388 17%ac	445 13%	549 17%ac	284 12%	23 12%	99 13%	388 17%	26 11%	197 18%i	311 15%m	349 14%m	81 10%	84 14%	30 13%	660 15%m	114 14%	378 15%	321 14%	79 12%	49 14%	34 21%st	699 14%	83 16%	179 11%	684 15%y
NET Rural excluding Remote	691 11%	227 9%	313 14%ac	354 10%	439 13%ac	227 9%	17 9%	77 10%	313 14%i	16 7%	153 14%i	249 12%m	279 11%m	60 7%	69 12%m	27 11%	528 12%m	96 12%m	296 12%	258 11%	62 9%	44 13%	29 18%rstw	554 11%	74 14%t	140 9%	551 12%y
NET Remote Rural	173 3%	57 2%	75 3%	92 3%	110 3%	57 2%	6 3%	21 3%	75 3%	10 4%	44 4%	62 3%	70 3%	22 3%	15 3%	3 1%	132 3%	18 2%	82 3%	63 3%	18 3%	5 1%	4 3%	145 3%	9 2%	39 2%	134 3%

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

<u>*Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)*</u>

Table 9

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

Base : All Participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Large City (population: more than 500,000)	996 16%	55 14%	931 16%	11 25%	241 14%	688 17%	67 21%d	947 16%	20 13%	9 14%	14 19%	977 16%	5 15%
Smaller City or Large town (population: 100,000 - 500,000)	1175 19%	73 18%	1088 19%	13 32%	307 18%	802 19%	66 20%	1106 19%	33 21%	22 32%gjk	6 8%	1161 19%k	7 21%
Medium town (population: 15,000 - 99,999)	2000 32%	149 37%	1841 32%	10 25%	548 32%	1356 33%	97 30%	1879 32%	59 36%	25 36%	28 38%	1962 32%	10 28%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	934 15%	58 15%	870 15%	5 13%	279 16%	598 14%	57 18%	877 15%	31 19%	10 15%	11 15%	918 15%	4 13%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	200 3%	12 3%	187 3%	1 2%	70 4%	122 3%	9 3%	187 3%	3 2%	-	6 7%	190 3%	5 14%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	691 11%	45 11%	645 11%	1 2%	204 12%f	464 11%	22 7%	669 11%	13 8%	2 3%	7 9%	684 11%	1 1%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	173 3%	8 2%	164 3%	1 1%	57 3%	112 3%	4 1%	165 3%	2 1%	*	3 4%	168 3%	3 7%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	5305 86%	347 87%	4918 86%	40 97%	1445 85%	3565 86%	295 92%de	4996 86%	146 91%	66 97%gjk	65 87%	5208 86%	32 91%
NET Rural including Remote	864 14%	53 13%	809 14%	1 3%	261 15%f	576 14%f	26 8%	834 14%i	15 9%	2 3%	9 13%	851 14%i	3 9%
NET Rural excluding Remote	691 11%	45 11%	645 11%	1 2%	204 12%f	464 11%	22 7%	669 11%	13 8%	2 3%	7 9%	684 11%	1 1%
NET Remote Rural	173 3%	8 2%	164 3%	1 1%	57 3%	112 3%	4 1%	165 3%	2 1%	*	3 4%	168 3%	3 7%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 9

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

Base : All Participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Large City (population: more than 500,000)	996 16%	250 16%	239 16%	253 16%	254 17%	78 15%	84 16%	87 18%	80 15%	78 15%	81 16%	77 16%	88 17%	87 17%	73 14%	93 18%	89 18%
Smaller City or Large town (population: 100,000 - 500,000)	1175 19%	320 21%b	260 17%	323 21%b	272 18%	118 22%j	95 18%	107 21%j	88 17%	98 19%	74 15%	92 19%	113 21%j	117 22%j	100 19%	83 16%	89 18%
Medium town (population: 15,000 - 99,999)	2000 32%	487 32%	529 34%	485 31%	499 33%	141 27%	176 34%e	170 34%e	213 41%eijklmno	161 32%	155 31%	161 33%	165 31%	160 30%	172 32%	158 31%	169 34%e
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	934 15%	234 15%	233 15%	225 15%	242 16%	96 18%hkmp	71 14%	67 13%	53 10%	77 15%	103 20%fghkmp	61 12%	99 19%hkmp	65 12%	104 20%fghkmp	78 15%	61 12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	200 3%	35 2%	64 4%a	50 3%	52 3%	15 3%	7 1%	14 3%	20 4%	28 5%fi	17 3%	18 4%f	11 2%	21 4%f	16 3%	16 3%	20 4%f
Rural area (population: less than 2,000) less than 10 miles from a large settlement	691 11%	181 12%	167 11%	173 11%	169 11%	65 12%l	72 14%gl	44 9%	55 11%	54 11%	58 11%	71 15%gl	38 7%	64 12%l	55 10%	63 12%l	51 10%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	173 3%	35 2%	49 3%	42 3%	46 3%	14 3%	12 2%	9 2%	16 3%	13 2%	20 4%	11 2%	19 4%	13 2%	13 2%	17 3%	16 3%
Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Urban	5305 86%	1326 86%	1325 86%	1335 86%	1320 86%	449 85%	433 84%	444 89%fk	453 86%	442 87%	430 85%	409 83%	476 89%fk	450 85%	464 87%	428 84%	428 86%
NET Rural including Remote	864 14%	217 14%	216 14%	215 14%	215 14%	79 15%	84 16%gl	54 11%	71 14%	67 13%	78 15%	82 17%gl	57 11%	77 15%	68 13%	80 16%	68 14%
NET Rural excluding Remote	691 11%	181 12%	167 11%	173 11%	169 11%	65 12%l	72 14%gl	44 9%	55 11%	54 11%	58 11%	71 15%gl	38 7%	64 12%l	55 10%	63 12%l	51 10%
NET Remote Rural	173 3%	35 2%	49 3%	42 3%	46 3%	14 3%	12 2%	9 2%	16 3%	13 2%	20 4%	11 2%	19 4%	13 2%	13 2%	17 3%	16 3%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I am unable to leave home without help	401 6%	106 9%b	295 6%	75 9%d	326 6%	199 7%	202 6%	33 4%	56 6%	63 6%	62 8%g	78 7%q	43 6%	65 10%ghikl	90 5%	125 6%	186 7%n	108 8%n	360 7%s	39 4%
I am able to leave home without help	5727 93%	1127 91%	4600 93%	776 90%	4951 93%c	2799 93%	2914 93%	782 95%m	807 92%	1052 94%m	756 92%	1054 92%	717 94%m	559 89%	1589 94%	1808 93%	2330 92%	1276 92%	4820 92%	858 95%
I prefer not to answer	42 1%	* *	41 1%a	10 1%	32 1%	15 1%	26 1%	8 1%l	10 1%l	7 1%	4 1%	10 1%l	* *	2 *	18 1%q	11 1%	13 1%	2 *	32 1%	8 1%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I am unable to leave home without help	401 6%	54 5%	114 6%	80 6%	154 9%abc	167 5%	233 8%e	177 5%	213 9%g	60 11%lmn	72 10%lmn	124 8%lm	71 5%	39 4%	267 7%lm	63 11%p	315 6%	179 14%rs	200 4%	22 7%
I am able to leave home without help	5727 93%	1094 95%d	1821 94%d	1305 94%d	1505 90%	2915 94%f	2810 92%	3491 95%h	2161 90%	495 88%	641 89%	1432 91%	1478 95%ijkn	1027 96%ijkn	3551 92%ij	518 88%	4828 93%o	1104 85%	4355 95%qs	267 89%
I prefer not to answer	42 1%	6 1%	9 *	9 1%	18 1%	15 *	27 1%	19 1%	21 1%	6 1%	5 1%	15 1%	5 *	4 *	25 1%	7 1%	29 1%	13 1%r	17 *	11 4%qr

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

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I am unable to leave home without help	401 6%	347 7%	53 6%	8 5%	331 6%	40 8%	18 6%	12 7%	18 7%	44 7%	31 6%	34 8%	27 5%	37 7%	43 5%	69 8%	28 5%	4 5%	37 8%
I am able to leave home without help	5727 93%	4918 93%	809 94%	164 95%	4820 93%	475 92%	275 93%	156 92%	230 92%	625 93%	476 94%	412 92%	514 95%	531 93%	761 94%	773 92%	498 94%	65 94%	410 91%
I prefer not to answer	42 1%	40 1%	1 *	1 *	35 1%	2 *	2 1%	3 1%de	3 1%	6 1%	2 *	3 1%	3 1%	5 1%	7 1%	2 *	3 1%	* *	2 *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I am unable to leave home without help	401 6%	174 7%	130 6%	242 7%	198 6%	174 7%	24 12%e	73 9%	130 6%	20 9%	82 8%	135 7%	173 7%	48 6%	29 5%	15 6%	308 7%	44 5%	175 7%	148 6%	48 7%	15 4%	14 9%	323 7%	29 6%	144 9%	257 6%
I am able to leave home without help	5727 93%	2213 92%	2120 94%	3190 92%	3096 93%	2213 92%f	168 87%	696 89%	2120 94%	204 90%	984 92%	1911 93%	2249 92%	755 93%	561 94%	223 94%	4160 93%	784 94%	2376 93%	2203 93%	628 92%	337 95%	146 91%	4579 93%	483 94%	1465 90%	4261 94%y
I prefer not to answer	42 1%	17 1%	10 *	26 1%	19 1%	17 1%	2 1%	9 1%	10 *	2 1%	5 *	17 1%	13 1%	8 1%	3 1%	* *	30 1%	3 *	18 1%	17 1%	5 1%	1 *	* *	34 1%	1 *	20 1%z	22 *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I am unable to leave home without help	401 / 6%	401 / 100%bc	-	-	284 / 17%ef	104 / 3%	13 / 4%	345 / 6%	24 / 15%gk	7 / 10%	20 / 27%gk	376 / 6%	5 / 14%
I am able to leave home without help	5727 / 93%	-	5727 / 100%ac	-	1398 / 82%	4030 / 97%df	300 / 93%d	5451 / 93%hj	134 / 83%	60 / 88%j	53 / 71%	5645 / 93%hj	28 / 81%
I prefer not to answer	42 / 1%	-	-	42 / 100%ab	24 / 1%e	8 / *	10 / 3%e	34 / 1%	3 / 2%	1 / 1%	1 / 2%	38 / 1%	2 / 5%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I am unable to leave home without help	401 6%	107 7%	123 8%c	82 5%	88 6%	26 5%	42 8%o	39 8%o	36 7%	47 9%elmo	39 8%o	27 6%	28 5%	27 5%	35 7%	18 4%	35 7%
I am able to leave home without help	5727 93%	1422 92%	1414 92%	1451 94%	1440 94%	498 94%	472 91%	452 91%	487 93%	461 91%	466 92%	457 93%	497 93%	496 94%	496 93%	484 95%fg	460 93%
I prefer not to answer	42 1%	14 1%	4 *	17 1%b	7 *	4 1%	3 1%	7 1%	2 *	1 *	2 *	6 1%	7 1%	3 1%	1 *	5 1%	1 *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 25

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	1545 25%	370 30%b	1175 24%	153 18%	1392 26%c	690 23%	851 27%e	132 16%	136 16%	245 22%gh	217 26%gh	340 30%ghi	234 31%ghi	241 38%ghijkl	268 16%	462 24%n	814 32%no	474 34%no	1318 25%	215 24%
Phone call	667 11%	160 13%b	507 10%	118 14%d	549 10%	345 11%	323 10%	98 12%	122 14%jkl	135 12%	70 9%	101 9%	75 10%	67 11%	220 13%p	205 11%	243 10%	142 10%	551 11%	114 13%
Text message	537 9%	63 5%	474 10%a	120 14%d	417 8%	251 8%	283 9%	130 16%ijklm	131 15%ijklm	95 8%klm	69 8%klm	63 5%	29 4%	21 3%	261 15%opq	163 8%pq	113 4%	50 4%	426 8%	106 12%r
Email	2986 48%	569 46%	2417 49%	412 48%	2574 48%	1488 49%	1491 47%	386 47%	402 46%	569 51%m	412 50%	563 49%	379 50%	275 44%	789 46%	980 50%	1217 48%	654 47%	2544 49%	416 46%
Social media (e.g. Facebook, Twitter, etc)	46 1%	2 *	44 1%a	13 2%d	33 1%	29 1%	18 1%	15 2%jklm	13 2%klm	11 1%k	4 *	1 *	2 *	-	29 2%opq	15 1%pq	3 *	2 *	33 1%	14 2%r
Video calling (e.g. Skype, FaceTime, etc)	26 *	1 *	26 1%	12 1%d	14 *	13 *	13 *	4 *	11 1%klm	5 *	4 1%	3 *	*	-	15 1%pq	9 *	3 *	*	21 *	5 1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	66 1%	2 *	64 1%a	9 1%	57 1%	41 1%	26 1%	12 1%klm	21 2%klm	14 1%km	10 1%m	4 *	5 1%	-	33 2%pq	24 1%pq	9 *	5 *	53 1%	14 2%
Other	111 2%	41 3%b	70 1%	9 1%	102 2%	61 2%	50 2%	10 1%	15 2%	15 1%	15 2%	24 2%	16 2%	14 2%	26 2%	31 2%	54 2%	30 2%	107 2%s	3 *
No preference	154 2%	12 1%	142 3%a	9 1%	145 3%c	79 3%	75 2%	19 2%	20 2%	29 3%	21 3%	43 4%m	16 2%	7 1%	38 2%	50 3%	65 3%	23 2%	142 3%s	8 1%
Don't know/ doesn't apply to me	31 *	13 1%b	18 *	5 1%	26 *	18 1%	13 *	17 2%hijklm	1 *	3 *	1 *	1 *	4 *	2 *	19 1%op	4 *	8 *	6 *	18 *	11 1%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 25

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	1545 25%	260 23%	468 24%	341 24%	476 28%ab	728 24%	817 27%e	806 22%	722 30%g	164 29%lmn	199 28%lm	378 24%	344 22%	212 20%	920 24%m	180 31%p	1230 24%	374 29%r	1090 24%	81 27%
Phone call	667 11%	132 11%	172 9%	130 9%	233 14%bc	304 10%	364 12%e	410 11%	245 10%	65 12%	96 13%m	179 11%m	162 10%	84 8%	437 11%m	68 12%	554 11%	185 14%rs	456 10%	26 9%
Text message	537 9%	106 9%	177 9%	118 8%	137 8%	283 9%	254 8%	370 10%h	163 7%	44 8%	66 9%	157 10%	137 9%	95 9%	360 9%	45 8%	464 9%	134 10%	380 8%	23 8%
Email	2986 48%	575 50%d	1001 52%d	701 50%d	707 42%	1576 51%f	1408 46%	1828 50%	1121 47%	221 39%	318 44%	765 49%i	805 52%ij	586 55%ijkn	1888 49%i	227 39%	2588 50%o	504 39%	2352 51%qs	130 43%
Social media (e.g. Facebook, Twitter, etc)	46 1%	18 2%bd	9 *	11 1%	8 *	28 1%	19 1%	38 1%h	6 *	6 1%j	* *	10 1%	19 1%j	9 1%	29 1%	6 1%	38 1%	12 1%	32 1%	2 1%
Video calling (e.g. Skype, FaceTime, etc)	26 *	8 1%	5 *	10 1%	3 *	13 *	13 *	23 1%h	3 *	1 *	4 1%	9 1%	7 *	3 *	21 1%	1 *	25 *	8 1%	18 *	- -
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	66 1%	20 2%	19 1%	9 1%	19 1%	38 1%	28 1%	47 1%	17 1%	5 1%	10 1%	11 1%	15 1%	22 2%kn	36 1%	5 1%	59 1%	14 1%	47 1%	5 2%
Other	111 2%	14 1%	37 2%	30 2%	29 2%	51 2%	60 2%	61 2%	48 2%	16 3%	7 1%	36 2%	26 2%	17 2%	69 2%	17 3%	88 2%	31 2%	68 1%	12 4%r
No preference	154 2%	14 1%	50 3%a	35 3%	55 3%a	63 2%	90 3%	91 2%	55 2%	30 5%jkln	14 2%	24 2%	38 2%	34 3%k	76 2%	30 5%p	112 2%	30 2%	109 2%	15 5%qr
Don't know/ doesn't apply to me	31 *	6 *	7 *	8 1%	10 1%	13 *	18 1%	12 *	14 1%	8 1%kln	3 *	1 *	2 *	6 1%	6 *	8 1%p	14 *	4 *	20 *	7 2%qr

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	1545 25%	1330 25%	215 25%	39 22%	1294 25%g	143 28%g	73 25%	35 21%	73 29%n	169 25%	130 26%	110 24%	152 28%n	156 27%n	162 20%	218 26%	124 23%	16 23%	127 28%n
Phone call	667 11%	555 10%	112 13%	28 16%a	538 10%	55 11%	30 10%	45 26%def	21 8%	77 11%	60 12%	42 9%	70 13%	59 10%	75 9%	79 9%	56 11%	5 7%	50 11%
Text message	537 9%	479 9%	58 7%	15 9%	462 9%	38 7%	23 8%	14 8%	24 10%	61 9%	39 8%	42 9%	44 8%	47 8%	85 10%	77 9%	44 8%	3 4%	35 8%
Email	2986 48%	2565 48%	420 49%	84 49%	2522 49%g	253 49%g	145 49%g	65 38%	109 43%	300 44%	242 48%	228 51%l	235 43%	280 49%	439 54%hilr	425 50%	263 50%	42 61%hilr	211 47%
Social media (e.g. Facebook, Twitter, etc)	46 1%	42 1%	4 1%	1 *	39 1%	2 *	4 1%	1 1%	2 1%	4 1%	5 1%	4 1%	2 *	5 1%	11 1%	4 *	2 *	-	2 1%
Video calling (e.g. Skype, FaceTime, etc)	26 *	21 *	5 1%	1 *	23 *	1 *	1 *	1 1%	1 *	4 1%	1 *	1 *	8 2%mor	-	6 1%	-	1 *	*	1 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	66 1%	54 1%	12 1%	1 1%	58 1%	5 1%	2 1%	1 1%	4 1%	8 1%	6 1%	4 1%	7 1%	11 2%	6 1%	9 1%	4 1%	*	4 1%
Other	111 2%	93 2%	17 2%	3 2%	89 2%	9 2%	8 3%	4 3%	3 1%	21 3%mn	12 2%mn	12 3%mn	10 2%m	2 *	5 1%	18 2%m	6 1%	* 1%	9 2%m
No preference	154 2%	137 3%	17 2%	2 1%	135 3%	11 2%	6 2%	3 2%	11 4%knor	25 4%k	11 2%	5 1%	15 3%	12 2%	13 2%	13 2%	29 6%jkmnor	2 3%	8 2%
Don't know/ doesn't apply to me	31 *	29 1%	2 *	* *	25 *	1 *	3 1%e	1 1%	3 1%jlop	7 1%	1 *	1 *	-	2 *	9 1%	2 *	-	-	1 *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 25

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

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance (letters/cards): Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance (parcels): Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	1545 25%	516 21%	671 30%ac	807 23%	962 29%ac	516 21%	56 29%	214 28%e	671 30%	82 36%	358 33%	658 32%lmnopq	613 25%mnoq	150 18%	91 15%	28 12%	1271 28%lmnoq	120 14%	685 27%t	575 24%	139 20%	97 28%t	41 26%	1261 26%t	138 27%t	352 22%	1193 26%y
Phone call	667 11%	295 12%bd	209 9%	406 12%bd	321 10%	295 12%	19 10%	91 12%	209 9%	24 11%	95 9%	208 10%	249 10%	106 13%p	70 12%	34 14%	456 10%	104 13%	255 10%	273 12%	84 12%	30 8%	22 14%	528 11%	52 10%	253 16%z	414 9%
Text message	537 9%	248 10%bd	135 6%	349 10%bd	236 7%	248 10%	20 10%	58 7%	135 6%	12 5%	52 5%	168 8%	209 9%	85 10%	47 8%	23 10%	378 8%	70 8%	215 8%	218 9%	56 8%	31 9%	15 9%	432 9%	46 9%	225 14%z	312 7%
Email	2986 48%	1172 49%	1114 49%	1631 47%	1574 47%	1172 49%f	68 35%	366 47%f	1114 49%	95 42%	513 48%	895 43%	1198 49%k	399 49%k	350 59%klmp	128 54%k	2094 47%	478 57%klmp	1252 49%v	1163 49%v	321 47%	169 48%	61 38%	2415 49%v	230 45%	651 40%	2335 51%y
Social media (e.g. Facebook, Twitter, etc)	46 1%	19 1%	8 *	38 1%b	27 1%	19 1%g	2 1%g	* *	8 *	-	5 *	15 1%	24 1%	5 1%	3 *	-	39 1%	3 *	15 1%	14 1%	15 2%rsw	* *	1 1%	29 1%	2 *	27 2%z	20 *
Video calling (e.g. Skype, FaceTime, etc)	26 *	17 1%bd	1 *	24 1%bd	8 *	17 1%	1 1%	2 *	1 *	-	* *	9 *	8 *	5 1%	4 1%	-	17 *	4 1%	7 *	10 *	5 1%	4 1%	-	17 *	4 1%	21 1%z	5 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	66 1%	22 1%	23 1%	43 1%	44 1%	22 1%	1 1%	6 1%	23 1%	1 *	7 1%	22 1%	27 1%	10 1%	7 1%	* *	49 1%	8 1%	29 1%	18 1%	14 2%rsw	4 1%	-	48 1%	4 1%	33 2%z	33 1%
Other	111 2%	46 2%	42 2%	59 2%	55 2%	46 2%	11 6%e	20 3%	42 2%	2 1%	13 1%	37 2%	39 2%	14 2%	11 2%	10 4%lp	76 2%	21 3%	47 2%	35 1%	11 2%	10 3%	9 5%rstw	81 2%	19 4%rsw	20 1%	91 2%
No preference	154 2%	61 2%	45 2%	90 3%	75 2%	61 3%	12 6%e	18 2%	45 2%	7 3%	25 2%	39 2%	65 3%	27 3%n	7 1%	14 6%klnpq	104 2%	21 3%	57 2%	50 2%	28 4%rsw	9 3%	9 6%rsw	107 2%	18 3%	41 3%	113 2%
Don't know/ doesn't apply to me	31 *	8 *	11 *	10 *	12 *	8 *	4 2%eg	2 *	11 *	3 2%	5 *	12 1%l	2 *	11 1%lp	2 *	1 *	14 *	3 *	7 *	12 1%	8 1%rw	-	2 1%	19 *	2 *	6 *	25 1%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 25

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

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	1545 25%	104 26%	1428 25%	13 31%	475 28%e	991 24%	79 24%	1429 25%	44 27%	21 31%	48 65%ghik	1494 25%	3 7%
Phone call	667 11%	58 15%b	603 11%	6 15%	211 12%e	419 10%	37 12%	607 10%	26 16%	18 26%gk	11 14%	652 11%	5 15%
Text message	537 9%	34 8%	495 9%	8 19%b	162 10%	347 8%	27 8%	507 9%	19 12%	2 3%	5 7%	528 9%	4 10%
Email	2986 48%	165 41%	2809 49%ac	12 28%	740 43%	2118 51%df	129 40%	2907 50%hij	43 26%j	19 27%j	6 8%	2969 49%hij	11 32%
Social media (e.g. Facebook, Twitter, etc)	46 1%	4 1%	41 1%	2 4%b	7 *	30 1%	10 3%de	39 1%	6 3%gk	2 2%	-	46 1%	-
Video calling (e.g. Skype, FaceTime, etc)	26 *	3 1%	23 *	-	12 1%	13 *	2 1%	18 *	5 3%gk	3 4%gk	-	26 *	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	66 1%	6 2%	60 1%	* 1%	23 1%	39 1%	4 1%	50 1%	11 7%gk	2 2%	1 2%	62 1%	3 9%
Other	111 2%	9 2%	101 2%	-	35 2%	72 2%	4 1%	98 2%	4 3%	3 4%	3 4%	105 2%	3 10%
No preference	154 2%	15 4%	139 2%	-	33 2%	97 2%	24 7%de	149 3%	-	-	-	149 2%	4 12%
Don't know/ doesn't apply to me	31 *	2 1%	28 *	1 2%	8 *	16 *	7 2%de	26 *	3 2%g	-	1 1%	29 *	2 5%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	1545 25%	382 25%	398 26%	377 24%	387 25%	106 20%	152 29%eh	124 25%	109 21%	159 31%ehm	131 26%	120 24%	133 25%	124 23%	131 25%	130 26%	126 25%
Phone call	667 11%	150 10%	141 9%	178 11%	199 13%ab	50 9%	50 10%	50 10%	42 8%	51 10%	49 10%	43 9%	66 12%	69 13%h	63 12%	67 13%h	69 14%hk
Text message	537 9%	166 11%cd	153 10%cd	112 7%	105 7%	61 11%kn	58 11%kn	47 10%n	52 10%n	50 10%n	52 10%n	32 6%	38 7%	43 8%	27 5%	37 7%	42 8%
Email	2986 48%	750 49%	720 47%	772 50%	744 48%	283 54%fi	225 44%	242 48%	261 50%	216 42%	243 48%	257 52%fi	255 48%	261 50%	262 49%	247 49%	235 47%
Social media (e.g. Facebook, Twitter, etc)	46 1%	13 1%	8 *	15 1%	11 1%	7 1%	3 1%	2 *	4 1%	* *	3 1%	6 1%	4 1%	5 1%	7 1%	1 *	3 1%
Video calling (e.g. Skype, FaceTime, etc)	26 *	11 1%	9 1%	4 *	3 *	2 *	3 1%	6 1%	2 *	4 1%	3 1%	* *	3 1%	-	2 *	* *	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	66 1%	10 1%	20 1%	19 1%	17 1%	3 1%	5 1%	3 1%	12 2%o	5 1%	3 1%	11 2%o	5 1%	3 1%	8 2%	1 *	8 2%
Other	111 2%	24 2%	35 2%	24 2%	27 2%	9 2%	6 1%	9 2%	20 4%fjmp	11 2%	4 1%	11 2%	10 2%	4 1%	9 2%	13 3%	5 1%
No preference	154 2%	36 2%	43 3%	36 2%	38 2%	7 1%	15 3%	15 3%	18 3%	12 2%	13 3%	9 2%	14 3%	13 2%	20 4%e	10 2%	9 2%
Don't know/ doesn't apply to me	31 *	1 *	13 1%a	13 1%a	4 *	* *	-	1 *	5 1%	2 *	6 1%f	3 1%	5 1%	5 1%	2 *	1 *	* *

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	1357 22%	361 29%b	996 20%	170 20%	1187 22%	656 22%	699 22%	149 18%	212 24%g	247 22%	172 21%	268 23%n	148 19%	161 26%gl	361 21%	419 22%	577 23%	309 22%	1124 22%	219 24%
Phone call	573 9%	149 12%b	424 9%	115 13%d	458 9%	312 10%f	260 8%	100 12%jkm	111 13%jkm	106 9%k	64 8%	72 6%	76 10%k	44 7%	211 12%opq	170 9%	192 8%	120 9%	447 9%	122 13%r
Text message	370 6%	49 4%	321 6%a	102 12%d	268 5%	183 6%	187 6%	116 14%hijklm	79 9%ijklm	57 5%km	44 5%km	29 3%	30 4%	15 2%	195 11%opq	101 5%q	74 3%	45 3%	277 5%	90 10%r
Email	3497 57%	602 49%	2895 59%a	421 49%	3076 58%c	1658 55%	1829 58%e	360 44%	409 47%	649 58%gh	505 61%gh	719 63%gh	472 62%gh	382 61%gh	768 45%	1155 59%n	1574 62%n	854 62%n	3046 58%s	425 47%
Social media (e.g. Facebook, Twitter, etc)	36 1%	1 *	35 1%	13 1%d	23 *	19 1%	17 1%	6 1%	11 1%lm	7 1%	5 1%	6 1%	-	*	18 1%pq	12 1%q	6 *	*	32 1%	4 *
Video calling (e.g. Skype, FaceTime, etc)	19 *	-	19 *	9 1%d	10 *	7 *	11 *	3 *	10 1%iklm	3 *	1 *	1 *	-	-	14 1%opq	4 *	1 *	-	15 *	4 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	53 1%	3 *	50 1%a	12 1%	41 1%	28 1%	25 1%	10 1%	12 1%	15 1%	6 1%	5 *	3 *	2 *	23 1%pq	20 1%p	10 *	6 *	46 1%	7 1%
Other	28 *	12 1%b	16 *	2 *	25 *	20 1%	8 *	2 *	7 1%	2 *	5 1%	3 *	3 *	6 1%	8 1%	7 *	12 *	9 1%	28 1%	-
No preference	134 2%	14 1%	121 2%a	6 1%	128 2%c	78 3%	56 2%	16 2%	16 2%	24 2%	17 2%	32 3%	20 3%	9 1%	32 2%	41 2%	61 2%	29 2%	122 2%	9 1%
Don't know/ doesn't apply to me	102 2%	41 3%b	61 1%	11 1%	91 2%	52 2%	49 2%	61 7%hijklm	6 1%	11 1%	4 *	7 1%	7 1%	7 1%	66 4%opq	14 1%	22 1%	15 1%	75 1%	24 3%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 26

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	1357 22%	234 20%	377 19%	304 22%	441 26%abc	611 20%	746 24%e	794 22%	551 23%	147 26%lmn	164 23%l	347 22%l	283 18%	209 20%	794 21%	160 27%p	1084 21%	293 23%	979 21%	85 29%r
Phone call	573 9%	119 10%b	145 7%	123 9%	185 11%b	265 9%	308 10%	345 9%	216 9%	59 10%m	83 12%m	159 10%m	130 8%	70 7%	372 10%m	64 11%	472 9%	164 13%r	373 8%	35 12%
Text message	370 6%	88 8%c	113 6%	70 5%	100 6%	200 6%	170 6%	257 7%h	111 5%	45 8%	36 5%	92 6%	101 7%	66 6%	230 6%	47 8%	300 6%	98 8%r	247 5%	25 8%
Email	3497 57%	631 55%	1204 62%ad	817 59%d	844 50%	1835 59%f	1661 54%	2077 56%	1368 57%	252 45%	404 56%i	902 57%i	962 62%ijk	651 61%i	2267 59%i	257 44%	3037 59%o	651 50%	2717 59%qs	129 43%
Social media (e.g. Facebook, Twitter, etc)	36 1%	10 1%	11 1%	7 *	8 *	21 1%	15 *	24 1%	10 *	7 1%	6 1%	9 1%	7 *	6 1%	21 1%	7 1%	27 1%	15 1%r	19 *	2 1%
Video calling (e.g. Skype, FaceTime, etc)	19 *	3 *	4 *	6 *	6 *	7 *	12 *	16 *	2 *	3 1%	2 *	6 *	4 *	3 *	13 *	3 1%	16 *	4 *	15 *	- -
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	53 1%	21 2%cd	16 1%	8 1%	9 1%	37 1%f	17 1%	39 1%	14 1%	4 1%	10 1%	10 1%	9 1%	17 2%	29 1%	4 1%	47 1%	14 1%	36 1%	4 1%
Other	28 *	5 *	13 1%	5 *	5 *	18 1%	10 *	18 *	9 *	5 1%j	* *	4 *	7 *	9 1%	11 *	5 1%	20 *	2 *	20 *	6 2%qr
No preference	134 2%	25 2%	31 2%	30 2%	48 3%b	56 2%	78 3%	74 2%	58 2%	23 4%jkn	8 1%	25 2%	39 3%	25 2%	72 2%	24 4%p	103 2%	33 3%	97 2%	4 1%
Don't know/ doesn't apply to me	102 2%	18 2%	30 2%	23 2%	31 2%	48 2%	55 2%	42 1%	55 2%g	16 3%jkln	5 1%	17 1%	10 1%	13 1%	33 1%	16 3%p	66 1%	22 2%	70 2%	10 3%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	1357 22%	1164 22%	193 22%	35 20%	1150 22%	111 21%	61 21%	35 21%	54 22%	146 22%	115 23%	92 21%	132 24%p	135 24%p	203 25%p	182 22%	91 17%	16 24%	95 21%
Phone call	573 9%	493 9%	79 9%	24 14%ab	468 9%	37 7%	28 9%	39 23%def	18 7%	66 10%	48 9%	41 9%	49 10%	49 9%	74 9%	69 8%	52 10%	4 6%	33 7%
Text message	370 6%	319 6%	51 6%	6 3%	327 6%e	20 4%	14 5%	9 5%	14 6%	50 7%	37 7%	25 6%	32 6%	38 7%	65 8%r	41 5%	25 5%	1 2%	19 4%
Email	3497 57%	3002 57%	495 57%	99 57%	2929 56%g	317 61%dg	177 60%g	75 44%	144 57%	368 54%	279 55%	267 59%n	297 55%	324 56%	417 51%	511 61%n	322 61%	42 61%	275 61%n
Social media (e.g. Facebook, Twitter, etc)	36 1%	30 1%	6 1%	1 *	28 1%	4 1%	2 1%	2 1%	1 1%o	8 1%o	4 1%	3 1%	3 *	1 *	4 *	- -	4 1%	2 2%mo	3 1%
Video calling (e.g. Skype, FaceTime, etc)	19 *	14 *	5 1%	2 1%a	16 *	1 *	1 *	* *	1 *	3 *	1 *	3 1%	3 1%	2 *	2 *	- -	2 *	- -	1 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	53 1%	48 1%	5 1%	1 *	44 1%	6 1%	2 1%	2 1%	4 2%	4 1%	5 1%	3 1%	4 1%	7 1%	7 1%	4 1%	7 1%	* *	6 1%
Other	28 *	19 *	9 1%a	1 *	23 *	2 *	2 1%	1 *	2 1%	8 1%	3 1%	- -	- -	- -	2 *	7 1%	1 *	* *	1 *
No preference	134 2%	123 2%	11 1%	3 2%	112 2%	15 3%	5 2%	3 2%	6 2%	11 2%	9 2%	7 2%	12 2%	18 3%	15 2%	13 2%	21 4%io	3 4%	12 3%
Don't know/ doesn't apply to me	102 2%	93 2%	10 1%	2 1%	88 2%	5 1%	4 1%	6 3%def	7 3%mp	14 2%m	9 1%m	9 2%m	7 1%m	- -	22 3%m	17 2%m	4 1%	- -	5 1%m

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	1357 22%	535 22%	491 22%	797 23%	754 23%	535 22%	53 28%	169 22%	491 22%	62 27%	247 23%	565 27%lmnopq	524 22%noq	144 18%	85 14%	34 14%	1089 24%lmnoq	119 14%	632 25%st	499 21%	114 17%	71 20%	35 22%	1131 23%t	107 21%	347 21%	1010 22%
Phone call	573 9%	240 10%b	173 8%	345 10%b	278 8%	240 10%	21 11%	79 10%	173 8%	22 10%	84 8%	207 10%	203 8%	82 10%	53 9%	26 11%	409 9%	79 10%	204 8%	234 10%	79 12%r	29 8%	19 12%	438 9%	48 9%	229 14%z	344 8%
Text message	370 6%	171 7%bd	95 4%	233 7%bd	157 5%	171 7%	18 9%	45 6%	95 4%	8 4%	32 3%	99 5%	150 6%	57 7%	43 7%	18 8%	249 6%	62 7%k	148 6%	143 6%	42 6%	21 6%	13 8%	290 6%	34 7%	171 11%z	199 4%
Email	3497 57%	1328 55%	1387 61%ac	1879 54%	1938 58%c	1328 55%f	76 39%	442 57%f	1387 61%i	116 51%	647 60%i	1084 53%	1438 59%k	449 55%	381 64%kmp	131 55%	2522 56%k	512 62%k	1458 57%	1359 57%	371 54%	213 60%	80 50%	2817 57%	292 57%	751 46%	2746 60%y
Social media (e.g. Facebook, Twitter, etc)	36 1%	14 1%	11 *	24 1%	22 1%	14 1%	4 2%	5 1%	11 *	2 1%	4 *	13 1%	10 *	10 1%lp	*	*	23 1%	3 *	5 *	20 1%r	10 2%rsw	-	1 1%	24 *	1 *	24 1%z	12 *
Video calling (e.g. Skype, FaceTime, etc)	19 *	4 *	5 *	14 1%	15 1%	4 *	- -	2 *	5 *	1 *	- -	9 *	6 *	4 1%	- -	- -	14 *	- -	5 *	6 *	5 1%	2 1%	- -	12 *	2 *	17 1%z	2 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	53 1%	24 1%	16 1%	37 1%	29 1%	24 1%	4 2%	4 1%	16 1%	1 *	6 1%	17 1%	26 1%	6 1%	3 *	1 1%	43 1%	4 *	25 1%	13 1%	12 2%sw	1 *	2 1%	37 1%	3 1%	29 2%z	24 1%
Other	28 *	9 *	13 1%	13 *	17 1%	9 *	2 1%	2 *	13 1%	- -	5 *	6 *	11 *	3 *	- -	3 *	6 2%klmp	17 *	8 1%k	16 1%	6 *	3 *	2 1%	2 2%	22 *	3 1%	8 *	20 *
No preference	134 2%	51 2%	38 2%	79 2%	66 2%	51 2%	10 5%e	18 2%	38 2%	9 4%	26 2%	32 2%	49 2%	34 4%klnp	8 *	11 4%klnp	80 2%	19 2%	37 1%	49 2%	30 4%rsw	10 3%	5 3%	87 2%	15 3%	35 2%	99 2%
Don't know/ doesn't apply to me	102 2%	29 1%	30 1%	36 1%	38 1%	29 1%	5 3%	11 1%	30 1%	7 3%	20 2%	32 2%	20 1%	22 3%lp	16 3%lp	10 4%klp	51 1%	26 3%klp	40 2%	38 2%	14 2%	4 1%	4 2%	77 2%	8 2%	18 1%	85 2%

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

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	1357 22%	101 25%	1243 22%	13 32%	411 24%e	858 21%	88 27%e	1244 21%	37 23%	23 33%	49 66%ghik	1304 22%	4 13%
Phone call	573 9%	39 10%	524 9%	10 24%ab	166 10%	374 9%	33 10%	503 9%	39 24%gk	17 24%gk	8 11%	559 9%	5 15%
Text message	370 6%	36 9%b	329 6%	5 13%	147 9%e	198 5%	25 8%	338 6%	25 16%gijk	2 3%	3 4%	365 6%	2 5%
Email	3497 57%	200 50%c	3285 57%ac	12 28%	870 51%f	2496 60%df	131 41%	3412 59%hij	38 24%	20 29%	12 16%	3471 57%hij	15 41%
Social media (e.g. Facebook, Twitter, etc)	36 1%	4 1%	31 1%	* *	15 1%	17 *	4 1%e	29 *	5 3%gk	2 2%	* *	36 1%	-
Video calling (e.g. Skype, FaceTime, etc)	19 *	2 1%	16 *	-	8 *e	6 *	5 2%e	11 *	5 3%gk	3 4%gk	-	19 *	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	53 1%	6 1%	47 1%	-	19 1%	31 1%	3 1%	46 1%	3 2%	3 5%gk	-	51 1%	2 5%
Other	28 *	2 1%	26 *	* *	4 *	19 *	5 2%de	28 *	-	-	-	28 *	-
No preference	134 2%	5 1%	129 2%	-	44 3%	74 2%	17 5%de	123 2%	5 3%	-	2 2%	128 2%	4 12%
Don't know/ doesn't apply to me	102 2%	5 1%	97 2%	1 2%	21 1%	71 2%	11 3%d	95 2%	3 2%	-	1 1%	98 2%	3 10%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	1357 22%	313 20%	350 23%	335 22%	360 23%	97 18%	111 22%	104 21%	108 21%	123 24%	119 23%	115 23%	103 19%	117 22%	131 25%	126 25%e	103 21%
Phone call	573 9%	148 10%	121 8%	134 9%	170 11%b	42 8%	60 12%j	45 9%	45 9%	44 9%	32 6%	39 8%	55 10%	39 7%	61 11%j	45 9%	63 13%ijm
Text message	370 6%	105 7%	89 6%	85 6%	91 6%	39 7%	32 6%	34 7%	29 5%	30 6%	30 6%	21 4%	30 6%	34 7%	35 7%	29 6%	27 5%
Email	3497 57%	899 58%d	884 57%	892 58%	821 53%	327 62%ln	291 56%	281 56%	310 59%n	277 54%	298 59%n	278 57%	310 58%n	304 58%n	262 49%	282 56%	277 56%
Social media (e.g. Facebook, Twitter, etc)	36 1%	9 1%	12 1%	10 1%	5 *	4 1%	2 *	3 1%	5 1%	5 1%	3 1%	3 1%	2 *	4 1%	2 *	1 *	1 *
Video calling (e.g. Skype, FaceTime, etc)	19 *	5 *	4 *	2 *	7 *	3 1%	1 *	1 *	1 *	2 *	1 *	2 *	-	-	3 *	3 1%	2 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	53 1%	14 1%	10 1%	15 1%	14 1%	5 1%	4 1%	5 1%	8 2%io	*	2 *	7 1%i	4 1%	4 1%	11 2%ijo	*	3 1%
Other	28 *	7 *	6 *	5 *	9 1%	3 1%	3 1%	*	2 *	3 1%	1 *	1 *	4 1%	1 *	2 *	8 1%gp	*
No preference	134 2%	28 2%	43 3%	34 2%	30 2%	4 1%	8 1%	16 3%e	9 2%	18 4%eo	15 3%e	12 2%	10 2%	11 2%	12 2%	5 1%	13 3%
Don't know/ doesn't apply to me	102 2%	15 1%	22 1%	38 2%a	28 2%	3 1%	4 1%	8 2%	7 1%	8 2%	7 1%	13 3%e	14 3%e	12 2%	13 2%	8 2%	7 1%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	2182 35%	486 39%b	1696 34%	250 29%	1932 36%c	1013 34%	1164 37%e	205 25%	254 29%	381 34%g	308 37%gh	453 40%ghi	297 39%gh	284 45%ghij	459 27%	689 35%n	1034 41%no	580 42%no	1842 35%	323 36%
Phone call	600 10%	160 13%b	440 9%	107 12%d	493 9%	303 10%	297 9%	78 9%k	120 14%gjk	118 11%k	59 7%	68 6%	86 11%jk	71 11%jk	198 12%p	178 9%	224 9%	157 11%	507 10%	91 10%
Text message	309 5%	40 3%	269 5%a	87 10%d	222 4%	148 5%	160 5%	88 11%ijklm	63 7%jklm	59 5%km	33 4%m	34 3%	22 3%	9 1%	151 9%opq	92 5%pq	66 3%	32 2%	210 4%	96 11%r
Email	2707 44%	486 39%	2221 45%a	375 44%	2332 44%	1342 45%	1359 43%	348 42%	372 43%	507 45%m	376 46%m	548 48%gm	322 42%	233 37%	721 42%	883 45%q	1103 44%	554 40%	2345 45%s	338 37%
Social media (e.g. Facebook, Twitter, etc)	40 1%	-	40 1%a	14 2%d	26 *	24 1%	16 1%	13 2%klm	12 1%klm	9 1%kl	6 1%k	-	-	-	25 1%pq	15 1%pq	-	-	30 1%	10 1%
Video calling (e.g. Skype, FaceTime, etc)	17 *	-	17 *	6 1%d	11 *	13 *	4 *	2 *	10 1%ijklm	4 *	1 *	-	-	-	12 1%pq	5 *p	-	-	14 *	3 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	38 1%	1 *	37 1%a	6 1%	32 1%	17 1%	21 1%	9 1%k	9 1%k	7 1%	6 1%	1 *	3 *	2 *	18 1%p	13 1%	7 *	5 *	31 1%	7 1%
Other	43 1%	14 1%	30 1%	*	43 1%	29 1%	15 *	7 1%	6 1%	5 *	6 1%	10 1%	3 *	6 1%	13 1%	11 1%	19 1%	9 1%	39 1%	4 *
No preference	128 2%	8 1%	120 2%a	8 1%	119 2%	71 2%	57 2%	19 2%	16 2%	25 2%	21 3%	18 2%	18 2%	11 2%	35 2%	45 2%	47 2%	30 2%	117 2%	9 1%
Don't know/ doesn't apply to me	105 2%	38 3%b	67 1%	7 1%	98 2%	54 2%	51 2%	53 6%hijklm	10 1%	6 1%	6 1%	9 1%	9 1%	11 2%	64 4%opq	12 1%	29 1%	20 1%	77 1%	24 3%

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

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	2182 35%	398 35%	692 36%	476 34%	614 37%	1091 35%	1090 35%	1233 33%	924 39%g	206 37%	238 33%	560 36%	535 34%	360 34%	1334 35%	221 38%	1797 35%	446 34%	1619 35%	117 39%
Phone call	600 10%	106 9%	140 7%	137 10%b	217 13%abc	246 8%	354 12%e	354 10%	236 10%	66 12%lm	101 14%lmn	183 12%lm	122 8%m	50 5%	406 11%lm	69 12%	493 10%	202 16%rs	379 8%	18 6%
Text message	309 5%	66 6%	93 5%	62 4%	89 5%	158 5%	151 5%	220 6%h	83 3%	42 7%km	40 6%	72 5%	85 5%	46 4%	197 5%	42 7%p	247 5%	76 6%	212 5%	21 7%
Email	2707 44%	502 44%	914 47%d	636 46%d	655 39%	1416 46%f	1291 42%	1671 45%h	1002 42%	188 34%	308 43%i	688 44%i	735 47%i	533 50%ijkn	1732 45%i	194 33%	2363 46%o	476 37%	2121 46%qs	110 37%
Social media (e.g. Facebook, Twitter, etc)	40 1%	19 2%bcd	11 1%	7 *	3 *	30 1%f	10 *	37 1%h	1 *	5 1%	2 *	9 1%	11 1%	11 1%	22 1%	5 1%	33 1%	12 1%	25 1%	3 1%
Video calling (e.g. Skype, FaceTime, etc)	17 *	2 *	3 *	8 1%	5 *	4 *	13 *	13 *	4 *	-	2 *	6 *	4 *	4 *	13 *	-	17 *	11 1%r	6 *	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	38 1%	17 1%bcd	8 *	8 1%	6 *	24 1%	14 *	27 1%	12 *	1 *	5 1%	10 1%	4 *	17 2%ln	18 *	1 *	36 1%	8 1%	27 1%	3 1%
Other	43 1%	11 1%	12 1%	7 1%	12 1%	24 1%	20 1%	24 1%	16 1%	10 2%jkn	*	7 *	12 1%	13 1%j	19 *	10 2%p	32 1%	10 1%	29 1%	4 1%
No preference	128 2%	15 1%	42 2%	29 2%	43 3%	56 2%	71 2%	71 2%	55 2%	25 4%jkln	14 2%	23 1%	35 2%	24 2%	71 2%	25 4%p	96 2%	28 2%	91 2%	9 3%
Don't know/ doesn't apply to me	105 2%	18 2%	28 1%	24 2%	34 2%	46 2%	58 2%	38 1%	61 3%g	19 3%jklmn	7 1%	13 1%	11 1%	10 1%	31 1%	20 3%p	58 1%	26 2%	64 1%	15 5%qr

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

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	2182 35%	1869 35%	313 36%	62 36%	1840 35%g	194 37%g	96 32%	52 31%	94 38%	234 35%	171 34%	169 38%	189 35%	221 38%	272 33%	307 36%	185 35%	29 42%	165 37%
Phone call	600 10%	523 10%	77 9%	14 8%	485 9%	47 9%	33 11%	34 20%def	21 9%	49 7%	54 11%	39 9%	57 10%	58 10%	81 10%	67 8%	58 11%	3 5%	44 10%
Text message	309 5%	273 5%	37 4%	10 6%	268 5%	19 4%	14 5%	9 5%	16 6%	47 7%p	35 7%p	18 4%	22 4%	25 4%	41 5%	46 5%	18 3%	1 1%	19 4%
Email	2707 44%	2325 44%	382 44%	79 46%	2280 44%g	232 45%g	135 46%g	59 35%	101 40%	301 45%	211 42%	196 44%	246 45%	237 41%	368 45%	387 46%	232 44%	34 50%	198 44%
Social media (e.g. Facebook, Twitter, etc)	40 1%	30 1%	10 1%	2 1%	36 1%	2 *	1 *	1 1%	-	4 1%	7 1%	4 1%	3 1%	2 *	9 1%	5 1%	2 *	-	2 *
Video calling (e.g. Skype, FaceTime, etc)	17 *	17 *	* *	* *	15 *	2 *	* *	* *	-	-	-	3 1%	-	5 1%	2 *	-	4 1%	-	2 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	38 1%	27 1%	11 1%	* *	31 1%	4 1%	1 *	1 1%	3 1%i	-	4 1%	2 1%	7 1%i	6 1%i	5 1%	2 *	3 1%	* *	4 1%i
Other	43 1%	30 1%	13 2%a	1 *	36 1%	4 1%	2 1%	1 *	1 1%	10 2%o	3 1%	3 1%	-	3 1%	2 *	12 1%l	2 *	* *	4 1%
No preference	128 2%	114 2%	14 2%	4 1%	111 2%	8 1%	5 2%	4 2%	8 3%n	14 2%	10 2%	8 2%	14 3%	16 3%	9 1%	13 2%	20 4%n	1 1%	7 2%
Don't know/ doesn't apply to me	105 2%	98 2%	7 1%	2 1%	82 2%	6 1%	7 2%	9 5%def	6 3%mo	14 2%m	12 2%m	6 1%	6 1%	2 *	21 3%m	7 1%	5 1%	1 1%	6 1%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 27

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	2182 35%	848 35%	860 38%	1219 35%	1230 37%	848 35%	76 39%	296 38%	860 38%	88 39%	437 41%	879 43%lmnoq	898 37%mnoq	216 27%o	142 24%	41 17%	1777 40%mnoq	183 22%	1020 40%stux	829 35%tux	177 26%	98 28%	49 31%	1850 37%tux	147 29%	483 30%	1699 37%y
Phone call	600 10%	263 11%bd	188 8%	364 11%bd	289 9%	263 11%	27 14%	92 12%	188 8%	26 12%	89 8%	211 10%	206 8%	99 12%lp	55 9%	27 11%	417 9%	82 10%	230 9%	242 10%	70 10%	24 7%	27 17%rsuw	473 10%	51 10%	233 14%z	367 8%
Text message	309 5%	143 6%bd	76 3%	208 6%bd	141 4%	143 6%g	18 9%g	26 3%	76 3%	11 5%	31 3%	87 4%	118 5%	48 6%	35 6%	15 6%	205 5%	50 6%	123 5%	116 5%	31 5%	23 6%	12 7%	239 5%	35 7%	151 9%z	158 3%
Email	2707 44%	1026 43%	1040 46%c	1459 42%	1473 44%	1026 43%f	50 26%	322 41%f	1040 46%i	83 37%	463 43%	776 38%	1089 45%kp	381 47%kp	329 55%klmp	122 51%kp	1865 41%k	451 54%klmp	1072 42%	1068 45%	310 45%	184 52%rvw	61 38%	2140 43%	245 48%	641 39%	2066 46%y
Social media (e.g. Facebook, Twitter, etc)	40 1%	14 1%	9 *	30 1%	24 1%	14 1%	* *	* *	9 *	* *	* *	12 1%	18 1%	4 *	* *	5 2%kmnp	31 1%	5 1%	* *	12 1%	18 3%rswx	3 1%	- -	19 *	3 1%	27 2%z	13 *
Video calling (e.g. Skype, FaceTime, etc)	17 *	9 *	2 *	15 *	8 *	9 *	- -	* *	2 *	- -	1 *	8 *	5 *	1 *	2 *	1 1%	13 *	3 *	6 *	5 *	6 1%sw	1 *	* *	10 *	1 *	15 1%z	2 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	38 1%	12 *	8 *	28 1%	25 1%	12 *	1 *	3 *	8 *	- -	3 *	14 1%	13 1%	6 1%	5 1%	* *	27 1%	5 1%	15 1%	10 *	11 2%rsw	2 *	- -	25 1%	2 *	16 1%	22 *
Other	43 1%	10 *	20 1%	18 1%	27 1%	10 *	7 3%en	8 1%	20 1%	1 *	5 1%	15 1%	18 1%	4 1%	2 *	4 2%	33 1%	6 1%	19 1%	9 *	6 1%	3 1%	5 3%rsw	28 1%	9 2%sw	14 1%	30 1%
No preference	128 2%	43 2%	42 2%	66 2%	65 2%	43 2%	8 4%g	11 1%	42 2%	10 5%h	30 3%	33 2%	44 2%	26 3%kp	12 2%	12 5%klp	77 2%	24 3%	41 2%	40 2%	27 4%rsw	11 3%	5 3%	81 2%	15 3%	25 2%	102 2%
Don't know/ doesn't apply to me	105 2%	35 1%b	15 1%	51 1%b	31 1%	35 1%	7 3%	18 2%	15 1%	7 3%h	11 1%	28 1%	24 1%	27 3%klp	11 2%	11 5%klp	53 1%	22 3%lp	35 1%	36 2%	24 4%rsw	6 2%	1 1%	70 1%	7 1%	24 1%	81 2%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	2182 35%	151 38%	2011 35%	20 47%	622 36%	1444 35%	116 36%	2066 35%h	40 25%	19 28%	50 67%ghik	2126 35%h	6 17%
Phone call	600 10%	53 13%	543 9%	4 10%	201 12%e	368 9%	31 10%	541 9%	34 21%gk	17 25%gk	8 10%	592 10%	* *
Text message	309 5%	18 4%	287 5%	4 9%	109 6%e	172 4%	28 9%e	282 5%	16 10%gk	4 6%	4 5%	302 5%	4 10%
Email	2707 44%	160 40%c	2539 44%c	8 20%	664 39%	1932 47%df	112 35%	2618 45%hij	51 31%j	18 27%	9 12%	2687 44%hij	11 32%
Social media (e.g. Facebook, Twitter, etc)	40 1%	- -	40 1%	- -	7 *	28 1%	5 1%	33 1%	4 3%gk	2 2%	- -	38 1%	1 4%
Video calling (e.g. Skype, FaceTime, etc)	17 *	* *	15 *	2 4%ab	11 1%e	5 *	* *	12 *	4 3%gk	- -	- -	17 *	- -
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	38 1%	2 1%	36 1%	- -	16 1%	22 1%	* *	36 1%	* *	* *	- -	36 1%	2 5%
Other	43 1%	6 2%	37 1%	* *	14 1%	26 1%	3 1%	35 1%	5 3%gk	3 5%gk	* 1%	43 1%	- -
No preference	128 2%	5 1%	122 2%	* *	35 2%	80 2%	13 4%e	116 2%	3 2%	3 5%	- -	122 2%	6 18%
Don't know/ doesn't apply to me	105 2%	5 1%	96 2%	4 9%ab	27 2%	64 2%	13 4%de	91 2%	3 2%	2 2%	4 5%	96 2%	5 14%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 27

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	2182 35%	525 34%	536 35%	550 35%	571 37%	169 32%	180 35%	176 35%	172 33%	176 35%	188 37%	168 34%	190 36%	192 36%	205 39%	199 39%	167 34%
Phone call	600 10%	149 10%	140 9%	144 9%	167 11%	50 9%	53 10%	46 9%	46 9%	48 9%	45 9%	52 11%	49 9%	43 8%	58 11%	48 9%	62 12%
Text message	309 5%	99 6%cd	84 5%	64 4%	62 4%	33 6%	34 7%lo	32 6%l	30 6%	29 6%	24 5%	17 3%	16 3%	32 6%	25 5%	16 3%	21 4%
Email	2707 44%	681 44%	686 45%	691 45%	648 42%	245 48%n	222 43%	214 43%	249 48%n	218 43%	219 43%	221 45%	244 46%	226 43%	205 39%	219 43%	224 45%
Social media (e.g. Facebook, Twitter, etc)	40 1%	14 1%	7 *	8 *	12 1%	1 *	6 1%l	6 1%lo	1 *	4 1%	2 *	4 1%	-	4 1%	6 1%	-	6 1%
Video calling (e.g. Skype, FaceTime, etc)	17 *	6 *	2 *	6 *	3 *	3 1%	4 1%	-	-	2 *	-	4 1%	2 *	1 *	3 1%	-	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	38 1%	7 *	9 1%	14 1%	8 1%	4 1%	1 *	2 *	3 1%	2 *	4 1%	6 1%	4 1%	4 1%	4 1%	3 1%	1 *
Other	43 1%	9 1%	8 1%	9 1%	17 1%	5 1%	2 *	2 *	4 1%	3 1%	1 *	-	6 1%	3 *	6 1%	10 2%jk	2 *
No preference	128 2%	27 2%	38 2%	35 2%	27 2%	10 2%	7 1%	10 2%	7 1%	15 3%	16 3%	13 3%	13 2%	9 2%	14 3%	7 1%	6 1%
Don't know/ doesn't apply to me	105 2%	25 2%	31 2%	28 2%	19 1%	8 1%	7 1%	10 2%	11 2%	12 2%	8 2%	6 1%	8 1%	14 3%	6 1%	6 1%	7 1%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 28

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	945 15%	240 19%b	705 14%	119 14%	825 16%	444 15%	500 16%	93 11%	132 15%	209 19%glm	146 18%g	175 15%g	103 14%	87 14%	225 13%	355 18%npq	365 14%	190 14%	775 15%	163 18%
Phone call	2313 37%	551 45%b	1762 36%	295 34%	2018 38%	1069 35%	1240 39%e	258 31%	293 34%	344 31%	298 36%i	455 40%ghi	341 45%ghij	325 52%ghijkl	551 32%	642 33%	1120 44%no	666 48%no	2020 39%s	284 31%
Text message	1071 17%	154 12%	917 19%a	180 21%d	891 17%	470 16%	594 19%e	189 23%ijklm	166 19%m	173 15%	146 16%	180 16%	130 17%	87 14%	355 21%opq	319 16%	397 16%	217 16%	912 17%	147 16%
Email	1426 23%	238 19%	1188 24%a	208 24%	1218 23%	795 26%f	630 20%	211 26%klm	221 25%klm	301 27%klm	180 22%	275 24%lm	136 18%	102 16%	432 25%pq	481 25%pq	513 20%	239 17%	1151 22%	261 29%r
Social media (e.g. Facebook, Twitter, etc)	43 1%	2 *	41 1%	11 1%	32 1%	31 1%f	12 *	15 2%klm	9 1%klm	10 1%kl	8 1%kl	1 *	-	-	24 1%pq	18 1%pq	1 *	-	34 1%	9 1%
Video calling (e.g. Skype, FaceTime, etc)	50 1%	-	50 1%a	16 2%d	34 1%	24 1%	23 1%	9 1%kl	14 2%klm	13 1%klm	10 1%klm	3 *	*	*	23 1%pq	24 1%pq	3 *	1 *	34 1%	14 2%r
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	71 1%	2 *	69 1%a	12 1%	58 1%	37 1%	34 1%	18 2%jk	10 1%	23 2%jk	4 *	4 *	8 1%	4 1%	28 2%p	27 1%p	16 1%	12 1%	59 1%	11 1%
Other	82 1%	28 2%b	53 1%	2 *	79 1%c	47 2%	34 1%	4 *	15 2%g	12 1%	4 1%	15 1%	20 3%gij	11 2%	19 1%	16 1%	46 2%o	31 2%o	80 2%s	1 *
No preference	137 2%	9 1%	128 3%a	11 1%	125 2%	77 3%	60 2%	15 2%	10 1%	32 3%h	19 2%	33 3%h	21 3%	7 1%	25 1%	51 3%	61 2%	28 2%	124 2%	10 1%
Don't know/ doesn't apply to me	33 1%	9 1%	24 *	6 1%	27 1%	18 1%	15 *	13 2%hikl	3 *	5 *	7 1%	2 *	*	3 *	16 1%p	12 1%	5 *	3 *	24 *	4 *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 28

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	945 15%	199 17%c	278 14%	189 14%	278 17%	477 15%	468 15%	588 16%	345 14%	89 16%	101 14%	243 15%	243 16%	158 15%	587 15%	94 16%	782 15%	181 14%	714 16%	51 17%
Phone call	2313 37%	388 34%	707 36%	552 40%a	665 40%a	1095 35%	1217 40%e	1272 34%	1013 42%g	220 39%m	298 42%m	585 37%m	569 37%	342 32%	1452 38%m	236 40%	1910 37%	527 41%r	1675 37%	111 37%
Text message	1071 17%	185 16%	345 18%	236 17%	306 18%	529 17%	541 18%	648 18%	406 17%	104 19%	131 18%	279 18%	268 17%	197 18%	678 18%	108 18%	908 18%	253 20%r	758 17%	60 20%
Email	1426 23%	306 26%d	490 25%d	320 23%d	310 18%	796 26%f	630 21%	931 25%h	475 20%	100 18%	132 18%	363 23%lj	364 23%ij	307 29%ijkln	859 22%	102 17%	1232 24%o	235 18%	1136 25%qs	55 18%
Social media (e.g. Facebook, Twitter, etc)	43 1%	13 1%	10 1%	12 1%	7 *	23 1%	20 1%	37 1%h	4 *	2 *	7 1%m	13 1%m	19 1%m	1 *	39 1%m	2 *	39 1%	10 1%	30 1%	3 1%
Video calling (e.g. Skype, FaceTime, etc)	50 1%	12 1%	11 1%	16 1%	11 1%	23 1%	27 1%	41 1%h	9 *	2 *	6 1%	10 1%	25 2%k	7 1%	41 1%	2 *	48 1%	16 1%	33 1%	*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	71 1%	22 2%d	20 1%	16 1%	12 1%	42 1%	28 1%	46 1%	25 1%	5 1%	9 1%	23 1%	17 1%	14 1%	49 1%	5 1%	65 1%	20 2%	50 1%	1
Other	82 1%	10 1%	25 1%	14 1%	32 2%	35 1%	46 2%	32 1%	47 2%g	14 3%ln	9 1%	26 2%l	10 1%	14 1%	45 1%	14 2%p	60 1%	20 2%	54 1%	7 2%
No preference	137 2%	17 2%	43 2%	30 2%	46 3%	60 2%	77 2%	77 2%	58 2%	19 3%k	22 3%k	23 1%	38 2%	23 2%	82 2%	19 3%	108 2%	29 2%	101 2%	7 2%
Don't know/ doesn't apply to me	33 1%	2 *	14 1%	8 1%	9 1%	16 1%	17 1%	17 *	13 1%	7 1%ln	5 1%	6 *	2 *	6 1%	13 *	7 1%p	20 *	6 1%	21 *	5 2%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	945 15%	815 15%	130 15%	30 17%	813 16%	67 13%	42 14%	22 13%	50 20%lijr	90 13%	58 11%	71 16%	82 15%	96 17%j	158 20%lijr	133 16%	74 14%	10 15%	57 13%
Phone call	2313 37%	1950 37%	363 42%a	90 52%ab	1821 35%	258 50%d	136 46%d	97 57%def	94 37%n	256 38%n	190 37%n	164 37%n	240 44%kmno	187 33%	227 28%	265 31%	200 38%n	39 56%hijkmnop	219 49%hijkmnop
Text message	1071 17%	944 18%c	127 15%	18 10%	973 19%efg	42 8%	38 13%e	18 11%	47 19%qr	133 20%qr	125 25%lnopqr	83 19%qr	93 17%qr	109 19%qr	146 18%qr	153 18%qr	83 16%qr	3 5%	39 9%
Email	1426 23%	1238 23%c	188 22%	27 16%	1230 24%fg	112 22%g	57 19%	26 15%	46 18%	142 21%	103 20%	101 23%	103 19%	134 23%	238 29%hijklr	238 28%hijlr	125 24%	15 22%	98 22%
Social media (e.g. Facebook, Twitter, etc)	43 1%	35 1%	8 1%	* *	36 1%	6 1%	1 *	1 1%	-	8 1%o	8 2%hmo	6 1%mo	2 *	-	5 1%	-	7 1%mo	1 1%mo	5 1%mo
Video calling (e.g. Skype, FaceTime, etc)	50 1%	44 1%	6 1%	3 1%	43 1%	3 1%	3 1%	* *	1 1%	6 1%	1 *	4 1%	1 *	9 2%	11 1%	5 1%	4 1%	-	3 1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	71 1%	57 1%	14 2%	1 *	60 1%	7 1%	2 1%	2 1%	3 1%	5 1%	9 2%	8 2%	4 1%	10 2%	8 1%	11 2%	2 *	* *	7 2%
Other	82 1%	71 1%	10 1%	2 1%	66 1%	12 2%	3 1%	1 1%	2 1%n	13 2%n	5 1%n	2 1%	3 1%	7 1%n	-	26 3%hkln	8 1%n	1 1%n	11 2%kln
No preference	137 2%	123 2%	13 2%	2 1%	117 2%	9 2%	9 3%	2 1%	6 3%	14 2%	9 2%	6 1%	14 3%	19 3%	19 2%	14 2%	13 4%kno	-	9 2%
Don't know/ doesn't apply to me	33 1%	28 1%	5 1%	1 *	26 1%	1 *	5 2%de	1 *	1 *	8 1%o	1 *	3 1%	2 *	3 *	5 1%	-	4 1%	* *	1 *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	945 15%	384 16%	349 15%	548 16%	512 15%	384 16%	34 18%	101 13%	349 15%	30 13%	156 15%	378 18%mnoq	392 16%noq	103 13%nq	46 8%	19 8%	770 17%mnoq	65 8%	438 17%t	359 15%t	70 10%	48 14%	25 15%	797 16%t	73 14%	235 14%	710 16%
Phone call	2313 37%	904 38%	855 38%	1304 38%	1255 38%	904 38%	74 38%	340 44%e	855 38%	103 45%	457 43%h	811 39%o	910 37%	293 36%	219 37%	73 31%	1721 38%	292 35%	974 38%	898 38%	242 36%	122 35%	63 39%	1872 38%	185 36%	581 36%	1732 38%
Text message	1071 17%	449 19%d	371 16%	608 18%	530 16%	449 19%	41 21%	146 19%	371 16%	36 16%	169 16%	368 18%	405 17%	137 17%	105 18%	53 22%	773 17%	157 19%	483 19%t	399 17%	96 14%	65 19%	23 14%	882 18%	88 17%	298 18%	773 17%
Email	1426 23%	531 22%	538 24%	772 22%	779 24%	531 22%fg	25 13%	136 17%	538 24%	42 18%	225 21%	365 18%	586 24%kp	208 26%kp	187 32%klp	72 30%kp	952 21%k	260 31%klmp	526 20%	585 25%r	179 26%r	90 25%	33 21%	1111 22%	123 24%	384 24%	1042 23%
Social media (e.g. Facebook, Twitter, etc)	43 1%	16 1%	12 1%	31 1%	27 1%	16 1%	*	4 1%	12 1%	-	-	19 1%l	8 *	9 1%l	3 1%	4 2%l	27 1%	8 1%	12 *	8 *	16 2%rsw	4 1%	3 2%sw	19 *	7 1%rsw	27 2%z	16 *
Video calling (e.g. Skype, FaceTime, etc)	50 1%	18 1%	12 1%	37 1%	31 1%	18 1%	*	4 1%	12 1%	-	3 *	12 1%	30 1%m	2 *	5 1%	1 *	42 1%	6 1%	14 1%	21 1%	9 1%	5 1%	2 1%	34 1%	6 1%	34 2%z	15 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	71 1%	22 1%	24 1%	35 1%	37 1%	22 1%	3 1%	10 1%	24 1%	1 *	7 1%	20 1%	24 1%	13 2%	10 2%	1 *	44 1%	11 1%	29 1%	24 1%	9 1%	5 1%	3 2%	53 1%	8 2%	23 1%	48 1%
Other	82 1%	25 1%	40 2%	37 1%	52 2%	25 1%	8 4%e	16 2%	40 2%	3 1%	22 2%	36 2%	24 1%	13 2%	8 1%	2 1%	59 1%	10 1%	39 2%s	18 1%	20 3%sw	5 1%	*	56 1%	5 1%	17 1%	65 1%
No preference	137 2%	48 2%	48 2%	73 2%	73 2%	48 2%	6 3%	18 2%	48 2%	8 4%	27 3%	43 2%	49 2%	22 3%	10 2%	11 4%lp	92 2%	21 2%	46 2%	45 2%	29 4%rsw	8 2%	8 5%rsw	91 2%	15 3%	24 1%	112 2%
Don't know/ doesn't apply to me	33 1%	7 *	11 1%	12 *	16 *	7 *	4 2%	1 *	11 1%	4 2%	5 *	11 1%	7 *	11 1%lnp	*	2 1%	18 *	2 *	8 *	12 1%	10 1%rsw	1 *	1 *	20 *	2 *	7 *	26 1%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 28

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

Base : All participants

	Total	Housebound Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disability Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	945 15%	81 20%b	854 15%	9 22%	257 15%	632 15%	56 17%	888 15%	22 14%	15 22%	20 27%gk	925 15%	* 1%
Phone call	2313 37%	158 40%	2138 37%	17 41%	695 41%ef	1529 37%f	89 28%	2168 37%	67 42%	25 37%	45 61%ghik	2261 37%	7 20%
Text message	1071 17%	43 11%	1023 18%a	5 12%	313 18%	701 17%	57 18%	1035 18%hj	15 9%	8 12%	4 5%	1058 17%hj	9 25%
Email	1426 23%	89 22%	1332 23%	5 11%	338 20%	1015 25%d	72 23%	1376 24%j	28 17%	9 14%	5 7%	1413 23%j	8 23%
Social media (e.g. Facebook, Twitter, etc)	43 1%	6 1%	36 1%	2 4%b	13 1%	27 1%	4 1%	29 *	7 4%gk	7 11%gk	-	43 1%	-
Video calling (e.g. Skype, FaceTime, etc)	50 1%	3 1%	45 1%	2 4%	8 *	27 1%	14 4%de	39 1%	11 7%gk	-	-	50 1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	71 1%	6 1%	65 1%	-	25 1%	44 1%	2 1%	65 1%	3 2%	-	-	69 1%	2 5%
Other	82 1%	7 2%	75 1%	-	19 1%	57 1%	6 2%	73 1%	5 3%	2 4%	-	80 1%	1 4%
No preference	137 2%	7 2%	129 2%	-	30 2%	93 2%	13 4%d	132 2%	-	*	-	132 2%	4 12%
Don't know/ doesn't apply to me	33 1%	* *	30 1%	3 6%ab	7 *	17 *	9 3%de	26 *	3 2%	-	1 1%	29 *	3 10%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 28

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

Base : All participants

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	945 15%	236 15%	206 13%	255 16%	247 16%	73 14%	88 17%	75 15%	81 16%	64 13%	61 12%	87 18%j	85 16%	83 16%	84 16%	90 18%j	73 15%
Phone call	2313 37%	539 35%	586 38%	622 40%a	566 37%	189 36%	186 36%	164 33%	189 36%	205 40%	192 38%	193 39%	234 44%efghio	195 37%	198 37%	181 36%	186 38%
Text message	1071 17%	290 19%	267 17%	247 16%	267 17%	106 20%ko	100 19%k	85 17%	87 17%	83 16%	97 19%k	61 13%	80 15%	106 20%k	99 19%k	72 14%	97 19%k
Email	1426 23%	364 24%	373 24%	324 21%	365 24%	115 22%	114 22%	135 27%lm	128 24%	118 23%	127 25%	116 24%	102 19%	106 20%	118 22%	132 26%l	114 23%
Social media (e.g. Facebook, Twitter, etc)	43 1%	15 1%d	12 1%	12 1%	3 *	11 2%flno	2 *	2 *	3 1%	4 1%	6 1%	6 1%lo	-	6 1%	1 *	-	2 *
Video calling (e.g. Skype, FaceTime, etc)	50 1%	14 1%	15 1%	13 1%	8 1%	7 1%	5 1%	2 *	4 1%	10 2%gj	1 *	4 1%	4 1%	5 1%	3 1%	2 *	3 1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	71 1%	12 1%	23 1%	23 2%	13 1%	3 *	4 1%	5 1%	10 2%p	6 1%	7 1%	10 2%p	5 1%	9 2%	7 1%	4 1%	1 *
Other	82 1%	28 2%c	20 1%	11 1%	23 2%	14 3%k	6 1%	7 1%k	9 2%k	6 1%	4 1%	*	6 1%	5 1%	5 1%	10 2%k	8 2%k
No preference	137 2%	36 2%	31 2%	32 2%	38 2%	8 2%	11 2%	17 3%	11 2%	9 2%	11 2%	10 2%	13 2%	9 2%	16 3%	12 2%	9 2%
Don't know/ doesn't apply to me	33 1%	10 1%	7 *	11 1%	5 *	2 *	2 *	6 1%n	1 *	4 1%	3 1%	3 1%	4 1%	4 1%	*	3 1%	2 *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 30

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	830 13%	200 16%b	630 13%	92 11%	739 14%c	366 12%	464 15%e	95 12%	103 12%	137 12%	103 12%	175 15%	101 13%	117 19%ghijl	198 12%	239 12%	394 16%no	219 16%no	706 14%	112 12%
Phone call	941 15%	250 20%b	691 14%	159 19%d	782 15%	484 16%	455 14%	138 17%jk	154 18%jk	163 14%	90 11%	142 12%	127 17%jk	127 20%ijk	292 17%o	253 13%	396 16%	254 18%o	752 14%	186 21%r
Text message	776 13%	102 8%	674 14%a	150 17%d	626 12%	359 12%	411 13%	170 21%hijklm	126 14%lm	122 11%	99 12%	128 11%	77 10%	53 8%	297 18%opq	221 11%	258 10%	130 9%	608 12%	160 18%r
Email	3135 51%	588 48%	2546 52%	389 45%	2746 52%c	1543 51%	1587 51%	326 40%	401 46%g	605 54%ghm	458 56%ghm	628 55%ghm	419 55%ghm	297 47%g	727 43%	1063 55%n	1344 53%n	717 52%n	2735 52%s	377 42%
Social media (e.g. Facebook, Twitter, etc)	52 1%	6 *	47 1%	13 2%	39 1%	33 1%	19 1%	15 2%klm	17 2%jklm	8 1%k	8 1%k	*	2 *	2 *	33 2%opq	16 1%p	4 *	4 *	41 1%	10 1%
Video calling (e.g. Skype, FaceTime, etc)	19 *	2 *	18 *	11 1%d	9 *	11 *	8 *	2 *	4 *	6 1%	3 *	5 *	-	-	5 *	9 *q	5 *	-	16 *	3 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	77 1%	3 *	75 2%a	22 3%d	56 1%	41 1%	37 1%	26 3%jklm	16 2%kl	20 2%kl	7 1%	3 *	3 *	2 *	42 2%pq	27 1%pq	8 *	5 *	59 1%	18 2%
Other	30 *	10 1%	20 *	3 *	27 1%	21 1%	9 *	3 *	12 1%ik	3 *	3 *	3 *	4 *	2 *	15 1%	6 *	9 *	6 *	28 1%	1 *
No preference	143 2%	9 1%	133 3%a	8 1%	135 3%c	69 2%	73 2%	13 2%	18 2%	32 2%	25 3%	25 2%	18 2%	17 3%	31 2%	52 3%	60 2%	35 3%	131 3%s	8 1%
Don't know/ doesn't apply to me	165 3%	64 5%b	101 2%	14 2%	151 3%	85 3%	80 3%	35 4%lm	21 2%	32 3%	26 3%	33 3%	10 1%	8 1%	56 3%pq	58 3%q	51 2%	17 1%	135 3%	28 3%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	830 13%	126 11%	238 12%	187 13%	280 17%abc	364 12%	467 15%e	459 12%	364 15%g	103 18%klmn	128 18%klmn	200 13%	177 11%	110 10%	505 13%	112 19%p	644 12%	203 16%r	576 13%	52 17%
Phone call	941 15%	187 16%b	247 13%	215 15%	292 17%b	434 14%	507 17%e	554 15%	375 16%	111 20%klmn	107 15%	238 15%m	233 15%m	123 11%	578 15%m	120 20%p	763 15%	221 17%	677 15%	42 14%
Text message	776 13%	158 14%	243 13%	156 11%	218 13%	401 13%	375 12%	488 13%	278 12%	80 14%	97 14%	209 13%	179 12%	138 13%	485 13%	82 14%	639 12%	195 15%r	540 12%	41 14%
Email	3135 51%	588 51%d	1065 55%d	726 52%d	755 45%	1652 53%f	1481 48%	1883 51%	1207 50%	200 36%	337 47%i	813 52%i	847 55%ij	624 58%ijkn	1997 52%i	204 35%	2746 53%o	554 43%	2458 54%qs	122 41%
Social media (e.g. Facebook, Twitter, etc)	52 1%	14 1%	17 1%	8 1%	13 1%	31 1%	21 1%	36 1%	14 1%	10 2%m	4 1%	18 1%	14 1%	3 *	37 1%	10 2%	40 1%	15 1%	35 1%	2 1%
Video calling (e.g. Skype, FaceTime, etc)	19 1%b	8 1%b	1 *	7 1%	3 *	9 *	10 *	16 1%	4 *	3 *	3 *	4 *	2 *	8 1%	9 *	3 *	17 *	10 1%r	10 *	- -
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	77 1%	22 2%d	21 1%	24 2%d	11 1%	42 1%	35 1%	59 2%h	18 1%	6 1%	10 1%	19 1%	22 1%	15 1%	52 1%	6 1%	69 1%	27 2%r	45 1%	5 2%
Other	30 1%	6 1%	10 *	6 *	9 1%	15 *	15 *	14 *	13 1%	5 1%	* *	7 *	6 *	4 *	13 *	6 1%	19 *	3 *	16 *	11 4%qr
No preference	143 2%	16 1%	54 3%a	24 2%	49 3%a	69 2%	73 2%	80 2%	61 3%	22 4%km	16 2%	29 2%	40 3%	19 2%	85 2%	23 4%p	113 2%	32 2%	106 2%	5 2%
Don't know/ doesn't apply to me	165 3%	30 3%	48 2%	40 3%	47 3%	78 3%	87 3%	98 3%	60 2%	23 4%n	15 2%	34 2%	34 2%	25 2%	82 2%	23 4%	123 2%	37 3%	109 2%	19 6%qr

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

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	830 13%	682 13%	149 17%a	25 15%	706 14%	69 13%	35 12%	20 12%	32 13%	101 15%	65 13%	55 12%	76 14%	86 15%	96 12%	123 15%	72 14%	8 11%	62 14%
Phone call	941 15%	814 15%	126 15%	28 16%	769 15%	73 14%	49 17%	50 29%def	35 14%	98 15%	89 17%oq	67 15%	92 17%oq	92 16%o	135 17%oq	87 10%	75 14%	5 7%	68 15%o
Text message	776 13%	692 13%b	84 10%	25 14%	653 13%	66 13%	35 12%	22 13%	44 18%jkmnpr	91 13%	59 12%	47 11%	77 14%	65 11%	95 12%	121 14%	55 10%	12 18%	54 12%
Email	3135 51%	2692 51%	443 51%	84 49%	2647 51%g	267 52%g	155 53%g	65 38%	111 45%	322 48%	246 48%	252 56%hi	265 49%	286 50%	420 52%	469 56%hi	275 52%	41 59%h	227 50%
Social media (e.g. Facebook, Twitter, etc)	52 1%	43 1%	9 1%	1 1%	47 1%	2 *	3 1%	1 1%	2 1%	8 1%	6 1%	3 1%	5 1%	8 1%	8 1%	5 1%	3 1%	-	2
Video calling (e.g. Skype, FaceTime, etc)	19 *	17 *	2 *	2 1%a	16 *	3 1%	* *	1	-	4 1%	-	1 *	-	-	7 1%	-	5 1%o	2 2%hjklmo	2
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	77 1%	64 1%	13 2%	3 2%	61 1%	11 2%	3 1%	2 1%	5 2%	6 1%	9 2%	4 *	6 1%	8 1%	12 1%	6 1%	6 1%	* *	11 2%o
Other	30 1%	27 1%	4 *	-	25 *	3 1%	2 1%	1 1%	2 1%	5 1%	1 *	3 1%	-	-	3 *	2 *	9 2%jlmo	-	3 1%
No preference	143 2%	126 2%	16 2%	2 1%	124 2%	11 2%	5 2%	3 2%	11 4%gjn	17 2%	9 2%	10 2%	12 2%	17 3%	12 1%	18 2%	19 4%	* *	10 2%
Don't know/ doesn't apply to me	165 3%	148 3%	17 2%	3 2%	138 3%	12 2%	9 3%	6 3%	9 4%	24 4%	26 5%klmop	7 2%	12 2%	12 2%	25 3%	14 2%	10 2%	2 2%	11 2%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	830 13%	299 12%	329 15%	463 15%	493 15%a	299 12%	38 19%e	107 14%	329 15%	42 18%	174 16%	360 17%lmnoq	316 13%noq	92 11%oq	46 8%	14 6%	676 15%mnoq	60 7%	393 15%st	299 13%	65 10%	45 13%	27 17%t	692 14%t	72 14%	236 15%	594 13%
Phone call	941 15%	376 16%	318 14%	563 16%	505 15%	376 16%	39 20%	118 15%	318 14%	51 23%hj	157 15%	310 15%	396 16%nq	129 16%	70 12%	33 14%	706 16%	104 12%	363 14%	397 17%ru	109 16%u	36 10%	29 18%	760 15%u	65 13%	323 20%z	618 14%
Text message	776 13%	326 14%b	235 10%	473 14%bd	381 11%	326 14%	34 17%	99 13%	235 10%	23 10%	105 10%	285 14%	286 12%	99 12%	69 12%	33 14%	571 13%	102 12%	347 14%	300 13%	70 10%	39 11%	17 11%	646 13%	56 11%	260 16%z	516 11%
Email	3135 51%	1211 50%	1244 55%acd	1667 48%	1700 51%c	1211 50%f	55 29%	385 50%f	1244 55%i	91 40%	579 54%i	968 47%	1262 52%k	410 51%	364 61%klmnop	121 51%	2230 50%	485 58%klmp	1307 51%	1209 51%	340 50%	196 56%v	67 42%	2516 51%	264 51%	641 39%	2494 55%y
Social media (e.g. Facebook, Twitter, etc)	52 1%	21 1%	11 *	38 1%b	28 1%	21 1%	3 2%	9 1%	11 *	2 1%	3 *	18 1%	15 1%	14 2%lp	5 1%	* *	33 1%	6 1%	13 1%	14 1%	19 3%rsw	4 1%	1 1%	27 1%	5 1%	30 2%z	22 *
Video calling (e.g. Skype, FaceTime, etc)	19 *	11 *	7 *	13 *	8 *	11 *	3 1%g	* *	7 *	- -	4 *	4 *	15 1%	* *	* *	- -	19 *	* *	11 *	6 *	3 *	- -	* *	17 *	* *	14 1%z	6 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	77 1%	24 1%	18 1%	53 2%b	47 1%	24 1%	1 1%	6 1%	18 1%	1 1%	5 1%	26 1%	29 1%	7 1%	10 2%	6 2%	55 1%	16 2%	30 1%	17 1%	22 3%rsw	8 2%s	* *	47 1%	8 2%	42 3%z	36 1%
Other	30 *	10 *	11 1%	15 *	17 1%	10 *	2 1%	2 *	11 1%	- -	6 1%	8 *	7 *	5 1%	4 1%	5 2%klp	15 *	9 1%lp	12 *	8 *	2 *	6 2%rstw	2 1%	20 *	8 2%rsw	9 1%	21 *
No preference	143 2%	64 3%	43 2%	86 2%	65 2%	64 3%	9 4%	28 4%	43 2%	9 4%	25 2%	33 2%	60 2%	21 3%	14 2%	12 5%kp	94 2%	26 3%	46 2%	58 2%	24 4%f	8 2%	5 3%	103 2%	13 3%	36 2%	107 2%
Don't know/ doesn't apply to me	165 3%	63 3%	45 2%	87 3%	69 2%	63 3%	11 6%e	25 3%	45 2%	7 3%	14 1%	51 2%	48 2%	35 4%klp	12 2%	14 6%klnq	99 2%	26 3%	47 2%	61 3%	28 4%rsw	11 3%	13 8%rsw	108 2%	24 5%rw	38 2%	127 3%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	830 13%	70 17%b	747 13%	13 32%b	290 17%e	492 12%	48 15%	737 13%	39 24%gk	18 26%gk	36 49%ghij	794 13%	-
Phone call	941 15%	66 17%	865 15%	9 22%	261 15%	635 15%	45 14%	866 15%	39 24%gk	9 14%	19 26%gk	914 15%	7 20%
Text message	776 13%	39 10%	728 13%	9 22%e	247 14%e	472 11%	58 17%e	732 13%	21 13%	13 19%	5 6%	766 13%	5 15%
Email	3135 51%	192 48%c	2936 51%c	6 16%	762 45%f	2253 54%df	120 37%	3067 53%hij	38 24%j	18 18%	12 8%	3117 51%hij	12 33%
Social media (e.g. Facebook, Twitter, etc)	52 1%	8 2%b	44 1%	-	21 1%e	25 1%	6 2%e	40 1%	9 5%gk	4 6%gk	-	52 1%	-
Video calling (e.g. Skype, FaceTime, etc)	19 *	3 1%	16 *	-	7 *	11 *	1 *	18 *	2 1%	-	-	19 *	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	77 1%	4 1%	72 1%	1 1%	30 2%	42 1%	5 2%	72 1%	3 2%	-	-	76 1%	2 5%
Other	30 *	1 *	29 1%	1 2%	3 *	20 *	7 2%de	22 *	3 2%	2 3%gk	1 1%	27 *	3 8%
No preference	143 2%	10 2%	133 2%	* 1%	38 2%	91 2%	14 4%e	131 2%	4 2%	4 7%	-	140 2%	3 8%
Don't know/ doesn't apply to me	165 3%	8 2%	155 3%	2 5%	45 3%	101 2%	19 6%de	145 2%	4 2%	5 7%gk	8 10%ghk	154 3%	4 10%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 30

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	830 13%	230 15%b	179 12%	212 14%	210 14%	69 13%	99 19%eghijlmp	61 12%	61 12%	56 11%	62 12%	76 15%	66 12%	70 13%	75 14%	75 15%	59 12%
Phone call	941 15%	229 15%	233 15%	228 15%	250 16%	77 15%	89 17%	63 13%	73 14%	90 18%	71 14%	71 14%	86 16%	72 14%	84 16%	82 16%	84 17%
Text message	776 13%	218 14%d	215 14%d	180 12%	164 11%	78 15%ko	72 14%ko	68 14%o	66 13%o	67 13%o	82 16%ko	43 9%	63 12%	74 14%ko	62 12%	39 8%	62 13%o
Email	3135 51%	771 50%	780 51%	796 51%	787 51%	272 51%	229 44%	270 54%f	272 52%	248 49%	260 51%	258 53%f	265 50%	274 52%	254 48%	271 53%f	262 53%f
Social media (e.g. Facebook, Twitter, etc)	52 1%	9 1%	13 1%	19 1%	11 1%	4 1%	4 1%	2 *	9 2%	1 *	4 1%	4 1%	11 2%gl	3 1%	4 1%	2 *	5 1%
Video calling (e.g. Skype, FaceTime, etc)	19 *	1 *	8 1%a	3 *	8 1%a	* *	-	* *	4 1%	3 1%	1 *	2 *	-	1 *	8 1%eflop	* *	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	77 1%	19 1%	18 1%	21 1%	19 1%	5 1%	5 1%	8 2%	6 1%	5 1%	7 1%	9 2%	8 2%	4 1%	13 3%p	5 1%	1 *
Other	30 *	10 1%	10 1%	4 *	6 *	6 1%	4 1%	1 *	8 1%jmp	2 *	-	2 *	2 *	-	3 1%	3 1%	* *
No preference	143 2%	30 2%	38 2%	42 3%	33 2%	8 2%	7 1%	14 3%	8 2%	17 3%	12 2%	16 3%	13 2%	12 2%	16 3%	8 1%	9 2%
Don't know/ doesn't apply to me	165 3%	27 2%	47 3%	44 3%	47 3%	9 2%	7 1%	11 2%	19 4%	19 4%	9 2%	11 2%	18 3%	15 3%	13 2%	22 4%f	12 2%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 31

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	831 13%	201 16%b	630 13%	125 14%	707 13%	372 12%	459 15%e	117 14%	132 15%	136 12%	115 14%	156 14%	87 11%	89 14%	249 15%	251 13%	332 13%	176 13%	697 13%	118 13%
Phone call	556 9%	150 12%b	406 8%	98 11%d	459 9%	288 10%	267 8%	82 10%k	89 10%k	122 11%jk	61 7%	70 6%	72 9%k	60 10%k	171 10%	183 9%	202 8%	132 10%	442 8%	113 12%r
Text message	393 6%	68 6%	325 7%	90 10%d	303 6%	194 6%	197 6%	110 13%ijklm	92 11%ijklm	74 7%klm	46 6%kl	30 3%	19 3%	22 3%	202 12%opq	120 6%pq	71 3%	41 3%	281 5%	109 12%r
Email	3278 53%	642 52%	2637 53%	437 51%	2841 54%	1614 54%	1659 53%	381 46%	453 52%	650 58%ghlm	478 58%ghlm	643 56%gm	387 51%	287 46%	833 49%	1128 58%npq	1317 52%	674 49%	2795 54%	463 51%
Social media (e.g. Facebook, Twitter, etc)	47 1%	-	47 1%a	18 2%d	29 1%	27 1%	20 1%	13 2%klm	14 2%klm	9 1%k	10 1%km	*	1	-	27 2%pq	18 1%pq	2 *	1 *	38 1%	8 1%
Video calling (e.g. Skype, FaceTime, etc)	14 *	-	14 *	4 *	10 *	8 *	7 *	3 *	7 1%	1 *	1 *	2 *	-	-	10 1%pc	2 *	2 *	-	12 *	2 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	61 1%	3 *	58 1%a	16 2%d	44 1%	33 1%	26 1%	13 2%k	19 2%klm	13 1%	7 1%	4 *	3 *	2 *	32 2%pq	20 1%p	9 *	5 *	47 1%	12 1%
Other	14 *	5 *	9 *	*	14 *	10 *	4 *	1 *	6 1%k	3 *	*	*	2 *	2 *	7 *	3 *	4 *	4 *	12 *	2 *
No preference	154 2%	12 1%	142 3%a	15 2%	139 3%	74 2%	80 3%	17 2%	18 2%	28 3%	19 2%	35 3%	15 2%	21 3%	35 2%	48 2%	71 3%	36 3%	141 3%	13 1%
Don't know/ doesn't apply to me	821 13%	152 12%	669 14%	58 7%	763 14%c	393 13%	424 13%	87 11%h	44 5%	86 8%	86 10%h	201 18%ghij	173 23%ghijk	145 23%ghijk	131 8%	171 9%	519 21%no	318 23%no	746 14%s	64 7%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 31

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	831 13%	147 13%	236 12%	186 13%	262 16%b	383 12%	448 15%e	499 14%	324 14%	94 17%klmn	113 16%l	198 13%	184 12%	130 12%	496 13%	97 16%p	656 13%	222 17%r	559 12%	51 17%
Phone call	556 9%	112 10%b	137 7%	118 8%	189 11%bc	249 8%	308 10%e	337 9%	203 8%	62 11%lm	84 12%lm	151 10%m	112 7%	71 7%	347 9%	64 11%	451 9%	152 12%r	369 8%	35 12%
Text message	393 6%	94 8%d	117 6%	86 6%	96 6%	210 7%	183 6%	281 8%h	108 4%	35 6%	48 7%	98 6%	94 6%	83 8%	240 6%	36 6%	330 6%	84 7%	284 6%	24 8%
Email	3278 53%	636 55%d	1093 56%d	805 58%d	742 44%	1729 56%f	1548 50%	2103 57%h	1136 47%	192 34%	308 43%i	839 53%ij	940 61%ijkn	668 63%ijkn	2087 64%ij	198 34%	2881 56%o	568 44%	2569 56%qs	141 47%
Social media (e.g. Facebook, Twitter, etc)	47 1%	12 1%	10 1%	10 1%	15 1%	22 1%	25 1%	34 1%	10 *	4 1%	6 1%	16 1%m	18 1%m	1 *	40 1%m	4 1%	41 1%	15 1%	28 1%	3 1%
Video calling (e.g. Skype, FaceTime, etc)	14 *	3 *	5 *	2 *	4	8 *	6 *	13 *	1 *	3	1	4	4 *	1	9 *	3	10 *	7 1%r	6	1
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	61 1%	15 1%	17 1%	16 1%	13 1%	32 1%	29 1%	39 1%	21 1%	6 1%	5 1%	11 1%	16 1%	19 2%kn	32 1%	6 1%	53 1%	16 1%	39 1%	5 2%
Other	14 *	3 *	5 *	2 *	4	8 *	6 *	6 *	7 *	5 1%ln	* *	3 *	-	3	3	5 1%p	7 *	1 *	7 *	5 2%qr
No preference	154 2%	25 2%	43 2%	27 2%	59 3%c	68 2%	86 3%	88 2%	65 3%	16 3%	22 3%	34 2%	50 3%	24 2%	106 3%	17 3%	133 3%	34 3%	116 3%	4 1%
Don't know/ doesn't apply to me	821 13%	106 9%	282 14%ac	140 10%	292 17%ac	388 13%	433 14%	287 8%	520 22%g	145 26%jklmn	131 18%klmn	218 14%lm	135 9%	68 6%	484 13%lm	159 27%p	610 12%	197 15%	593 13%	31 10%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	831 13%	716 13%	116 13%	21 12%	705 14%	67 13%	39 13%	20 12%	33 13%	101 15%	70 14%	66 15%	88 16%n	81 14%	86 11%	118 14%	63 12%	7 10%	60 13%
Phone call	556 9%	491 9%	65 8%	16 9%	446 9%	43 8%	27 9%	40 24%def	20 8%	61 9%	40 8%	31 7%	43 8%	38 7%	90 11%m	72 9%	52 10%	3 5%	40 9%
Text message	393 6%	342 6%	51 6%	8 5%	340 7%	24 5%	20 7%	9 5%	23 9%kopr	57 8%kr	35 7%	16 4%	41 8%kr	32 6%	71 9%kopr	40 5%	25 5%	6 8%	19 4%
Email	3278 53%	2815 53%	463 54%	80 46%	2734 53%g	307 59%dg	162 55%g	75 44%	125 50%	326 48%	263 52%	252 56%i	283 52%	311 54%	420 52%	491 58%hip	262 49%	45 65%hinp	262 58%hip
Social media (e.g. Facebook, Twitter, etc)	47 1%	32 1%	15 2%a	6 4%a	40 1%	4 1%	2 1%	1 1%	2 1%	9 1%	7 1%	3 1%	5 1%	6 1%	5 1%	3 *	1 *	* *	4 1%
Video calling (e.g. Skype, FaceTime, etc)	14 *	14 *	* *	* *	11 *	1 *	2 1%	- -	1 *	2 *	3 1%	- -	- -	2 *	- -	3 *	1 *	- -	1 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	61 1%	55 1%	5 1%	1 *	50 1%	4 1%	3 1%	3 2%d	4 1%io	2 *	5 1%	4 1%	4 1%	6 1%	15 2%o	2 *	9 2%io	* *	4 1%
Other	14 *	10 *	4 1%	* *	12 *	* *	1 *	1 *	- -	4 1%	1 *	1 *	- -	2 *	- -	2 *	2 *	* *	- -
No preference	154 2%	131 2%	23 3%	1 1%	134 3%	12 2%	4 1%	3 2%	9 4%o	16 2%	16 3%	10 2%	15 3%	9 2%	16 2%	12 1%	31 6%klmnor	* *	12 3%
Don't know/ doesn't apply to me	821 13%	699 13%	122 14%	39 22%ab	712 14%	55 11%	35 12%	18 11%	33 13%	99 15%	69 14%	66 15%	65 12%	86 15%	110 14%	102 12%	82 16%r	8 11%	48 11%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 31

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

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	831 13%	333 14%	279 12%	508 15%b	453 14%	333 14%	36 18%	111 14%	279 12%	36 16%	141 13%	335 16%lmnq	329 14%nq	94 12%n	40 7%	27 11%	664 15%nq	67 8%	376 15%t	321 14%	68 10%	40 11%	22 14%t	698 14%t	62 12%	248 15%	584 13%
Phone call	556 9%	256 11%bc	147 7%	368 11%bd	259 8%	256 11%	28 15%	82 11%	147 7%	19 8%	68 6%	178 9%	241 10%q	81 10%	43 7%	14 6%	419 9%	57 7%	201 8%	243 10%ru	74 11%	20 6%	15 9%	444 9%	35 7%	219 13%z	337 7%
Text message	393 6%	198 8%bd	107 5%	250 7%bd	160 5%	198 8%	20 10%	45 6%	107 5%	7 3%	34 3%	117 6%	156 6%	59 7%	43 7%	15 6%	273 6%	58 7%	169 7%	145 6%	33 5%	26 7%	15 10%	314 6%	42 8%	165 10%z	227 5%
Email	3278 53%	1296 54%	1220 54%	1841 53%	1765 53%	1296 54%fg	53 27%	381 49%f	1220 54%ij	72 32%	498 46%i	1014 49%	1329 55%k	432 53%	368 62%klmop	124 52%	2343 52%	492 59%kp	1366 53%v	1299 55%vx	356 52%v	183 52%v	60 37%	2664 54%vx	242 47%	761 47%	2517 55%y
Social media (e.g. Facebook, Twitter, etc)	47 1%	16 1%	7 *	40 1%b	31 1%b	16 1%	* *	5 1%	7 *	2 1%	1 *	11 1%	16 1%	13 2%kp	7 1%	- -	27 1%	7 1%	13 1%	13 1%	16 2%rsw	5 1%	- -	26 1%	5 1%	35 2%z	12 *
Video calling (e.g. Skype, FaceTime, etc)	14 *	6 *	2 *	11 *	7 *	6 *	8	- -	14 *	- -	- -	4 *	8 *	* *	1 *	1 1%	12 *	2 *	1 *	7 *	* *	3 1%rw	1 *	8 *	4 1%rw	10 1%z	4 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	61 1%	26 1%	14 1%	44 1%	33 1%	26 1%	3 2%	8 1%	14 1%	1 *	7 1%	22 1%	23 1%	9 1%	5 1%	1 *	45 1%	7 1%	26 1%	16 1%	15 2%sw	3 1%	1 *	42 1%	4 1%	30 2%z	30 1%
Other	14 *	7 *	2 *	10 *	6 *	7 *	3 2%en	2 *	2 *	* *	2 *	3 *	5 *	1 *	1 *	3 1%klp	9 *	4 *	6 *	7 *	- -	1 *	- -	13 *	1 *	3 *	11 *
No preference	154 2%	71 3%	44 2%	96 3%	70 2%	71 3%	8 4%	31 4%	44 2%	6 3%	24 2%	32 2%	71 3%k	26 3%k	15 2%	9 4%k	102 2%	24 3%	54 2%	59 3%	27 4%rsw	7 2%	5 3%	114 2%	12 2%	34 2%	120 3%
Don't know/ doesn't apply to me	821 13%	196 8%	437 19%acd	289 8%	531 16%ac	196 8%	43 22%eg	113 15%e	437 19%	83 37%hj	296 28%h	346 17%lmnq	258 11%	96 12%	71 12%	43 18%lm	604 13%l	114 14%	356 14%s	258 11%	91 13%	64 18%rsw	42 26%rstw	614 12%	106 21%rstw	124 8%	697 15%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 31

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	831 13%	80 20%b	740 13%	11 26%b	266 16%e	506 12%	59 18%e	754 13%	33 20%gk	13 20%	28 38%ghk	800 13%	3 8%
Phone call	556 9%	46 12%	501 9%	9 21%b	169 10%	341 8%	46 14%e	482 8%	38 24%gk	19 28%gk	11 15%	540 9%	6 16%
Text message	393 6%	19 5%	371 6%	2 6%	125 7%	248 6%	20 6%	364 6%	18 11%g	5 8%	2 3%	387 6%	3 9%
Email	3278 53%	188 47%	3075 54%a	15 37%	774 45%	2373 57%df	132 41%	3200 55%hij	41 26%	15 21%	6 8%	3255 54%hij	16 47%
Social media (e.g. Facebook, Twitter, etc)	47 1%	7 2%	40 1%	-	23 1%e	15 *	8 3%e	31 1%	13 8%gk	2 2%	3%g	45 1%	-
Video calling (e.g. Skype, FaceTime, etc)	14 *	* *	14 *	-	6 *	7 *	1 *	9 *	5 3%gk	-	-	14 *	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	61 1%	4 1%	56 1%	* 1%	23 1%	34 1%	3 1%	55 1%	2 2%	2 2%	-	59 1%	2 5%
Other	14 *	* *	14 *	-	1 *	11 *	3 1%d	13 *	1 1%	-	-	14 *	-
No preference	154 2%	7 2%	147 3%	-	57 3%e	87 2%	10 3%	147 3%	* *	2 3%	1 2%	150 2%	3 8%
Don't know/ doesn't apply to me	821 13%	49 12%	768 13%	4 9%	262 15%e	519 13%	40 12%	775 13%h	9 5%	11 17%h	23 31%ghk	795 13%h	3 7%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	831 13%	228 15%	188 12%	194 13%	222 14%	72 14%	87 17%hljp	68 14%	54 10%	73 14%	61 12%	64 13%	57 11%	74 14%	80 15%	87 17%hljp	54 11%
Phone call	556 9%	147 10%	129 8%	130 8%	149 10%	45 9%	54 11%	47 10%	46 9%	39 8%	44 9%	49 10%	41 8%	40 8%	50 9%	36 7%	63 13%iilmo
Text message	393 6%	107 7%	104 7%	79 5%	103 7%	33 6%	41 8%k	33 7%k	46 9%k	26 5%	32 6%	16 3%	29 6%	33 6%	33 6%	31 6%	39 8%k
Email	3278 53%	805 52%	831 54%	839 54%	803 52%	286 54%	250 48%	269 54%	271 52%	283 56%	277 55%	265 54%	294 55%	280 53%	275 52%	278 55%	250 51%
Social media (e.g. Facebook, Twitter, etc)	47 1%	7 *	22 1%ac	8 1%	9 1%	2 *	2 *	3 1%	7 1%	6 1%	10 2%e	1 *	4 1%	3 1%	4 1%	3 1%	2 *
Video calling (e.g. Skype, FaceTime, etc)	14 *	5 *	2 *	-	7 *c	1 *	3 1%	1 *	1 *	-	1 *	-	-	-	4 1%	*	3 1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	61 1%	10 1%	13 1%	23 2%	15 1%	3 1%	4 1%	2 *	7 1%	4 1%	2 *	8 2%	10 2%	5 1%	10 2%	3 1%	1 *
Other	14 *	5 *	2 *	*	6 *	3 1%	2 *	*	2 *	*	-	-	*	-	-	5 1%	1 *
No preference	154 2%	33 2%	48 3%	41 3%	32 2%	12 2%	9 2%	12 2%	9 2%	19 4%	19 4%	13 3%	13 2%	15 3%	15 3%	8 2%	9 2%
Don't know/ doesn't apply to me	821 13%	196 13%	201 13%	235 15%	188 12%	71 13%	63 12%	62 12%	81 15%	59 12%	62 12%	75 15%	85 16%	76 14%	61 11%	56 11%	71 14%

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

Table 32

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	818 13%	176 14%	642 13%	104 12%	715 13%	376 12%	440 14%	110 13%	117 13%	141 13%	101 12%	161 14%	93 12%	96 15%	227 13%	241 12%	350 14%	189 14%	688 13%	120 13%
Phone call	655 11%	164 13%b	491 10%	111 13%	544 10%	321 11%	333 11%	89 11%	117 13%jk	132 12%	72 9%	104 9%	84 11%	58 9%	206 12%p	203 10%	245 10%	142 10%	529 10%	123 14%r
Text message	467 8%	69 6%	398 8%a	108 12%d	359 7%	208 7%	256 8%	130 16%hijklm	90 10%ijklm	75 7%	50 6%	60 5%	31 4%	31 5%	220 13%opq	125 6%	122 5%	62 4%	342 7%	119 13%r
Email	3734 61%	702 57%	3032 61%a	467 54%	3267 62%c	1847 61%	1880 60%	388 47%	481 55%g	684 61%gh	547 67%gh	746 65%gh	508 67%ghi	380 61%g	869 51%	1230 63%n	1634 65%n	888 64%n	3239 62%s	472 52%
Social media (e.g. Facebook, Twitter, etc)	58 1%	-	58 1%a	24 3%d	34 1%	41 1%f	17 1%	15 2%jklm	18 2%jklm	21 2%jklm	3 *	1 *	-	-	33 2%pq	24 1%pq	1 *	-	41 1%	17 2%r
Video calling (e.g. Skype, FaceTime, etc)	18 *	2 *	17 *	8 1%d	11 *	9 *	9 *	7 1%	2 *	3 *	2 *	2 *	2 *	-	9 1%	5 *	5 *	2 *	15 *	3 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	62 1%	1 *	61 1%a	13 2%	49 1%	36 1%	25 1%	16 2%klm	15 2%klm	17 2%kl	8 1%	5 *	1 *	2 *	30 2%pq	25 1%pq	7 *	2 *	53 1%	9 1%
Other	25 *	7 1%	17 *	6 1%	18 *	17 1%	7 *	2 *	7 1%	5 *	2 *	2 *	4 *	2 *	9 1%	8 *	8 *	6 *	18 *	7 1%
No preference	146 2%	11 1%	135 3%a	10 1%	136 3%	70 2%	77 2%	22 3%	17 2%	23 2%	22 3%	30 3%	11 1%	22 4%l	39 2%	45 2%	62 2%	33 2%	128 2%	15 2%
Don't know/ doesn't apply to me	185 3%	99 8%b	86 2%	11 1%	175 3%c	86 3%	98 3%	46 6%hijk	8 1%	21 2%	16 2%	31 3%h	27 4%h	36 8%hijk	54 3%	37 2%	94 4%o	63 5%o	160 3%	21 2%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 32

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	818 13%	134 12%	230 12%	183 13%	271 16%ab	364 12%	454 15%e	474 13%	335 14%	91 16%lm	98 14%	224 14%lm	171 11%	112 10%	494 13%	99 17%p	642 12%	185 14%	588 13%	45 15%
Phone call	655 11%	121 10%	178 9%	138 10%	219 13%bc	299 10%	356 12%	397 11%	249 10%	77 14%lm	85 12%m	187 12%lm	140 9%	76 7%	412 11%m	78 13%	520 10%	184 14%r	434 9%	37 12%
Text message	467 8%	110 10%bc	127 7%	89 6%	141 8%	237 8%	230 7%	311 8%h	151 6%	50 9%	61 8%	116 7%	118 8%	80 7%	295 8%	51 9%	391 8%	115 9%	317 7%	36 12%r
Email	3734 61%	700 61%d	1253 64%d	891 64%d	888 53%	1954 63%f	1779 58%	2249 61%	1435 60%	258 46%	404 56%i	958 61%i	1025 66%ijkn	728 68%ijkn	2388 62%ij	263 45%	3255 63%o	669 52%	2921 64%qs	143 48%
Social media (e.g. Facebook, Twitter, etc)	58 1%	17 1%d	23 1%	10 1%	8 *	40 1%f	18 1%	44 1%h	10 *	6 1%	3 *	12 1%	25 2%	9 1%	40 1%	6 1%	49 1%	20 2%r	32 1%	6 2%
Video calling (e.g. Skype, FaceTime, etc)	18 *	8 1%bd	1 *	8 1%bd	1 *	10 *	8 *	15 *	3 *	*	3 *	5 *	2 *	8 1%	10 *	*	18 *	7 1%	11 *	- -
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	62 1%	19 2%cd	22 1%	11 1%	10 1%	41 1%f	21 1%	48 1%h	14 1%	5 1%	8 1%	11 1%	17 1%	17 2%	36 1%	7 1%	55 1%	12 1%	46 1%	4 1%
Other	25 1%	6 1%	4 *	6 *	8 *	11 *	14 *	12 *	10 *	4 1%	*	5 *	4 *	5 *	9 *	4 1%	17 *	7 1%	11 *	7 2%qr
No preference	146 2%	21 2%	52 3%	25 2%	48 3%	73 2%	74 2%	79 2%	65 3%	22 4%k	22 3%	28 2%	37 2%	22 2%	87 2%	22 4%	119 2%	37 3%	102 2%	7 2%
Don't know/ doesn't apply to me	185 3%	15 1%	53 3%a	33 2%	84 5%abc	68 2%	117 4%e	57 2%	122 5%g	47 8%jklmn	33 5%klmn	26 2%	15 1%	12 1%	73 2%	56 10%p	106 2%	61 5%r	110 2%	14 5%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 32

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	818 13%	710 13%	108 12%	27 16%	695 13%	63 12%	40 14%	21 12%	37 15%	102 15%k	65 13%	45 10%	83 15%kn	84 15%	84 10%	122 14%	73 14%	5 7%	58 13%
Phone call	655 11%	564 11%	91 11%	20 11%	536 10%	50 10%	30 10%	39 23%def	26 10%	62 9%	55 11%	43 10%	64 12%	57 10%	82 10%	83 10%	64 12%	3 4%	48 11%
Text message	467 8%	417 8%	50 6%	7 4%	405 8%	34 7%	18 6%	10 6%	23 9%	55 8%	50 10%	30 7%	53 10%	38 7%	72 9%	53 6%	32 6%	6 9%	28 6%
Email	3734 61%	3177 60%	557 64%	108 62%	3145 61%g	321 62%g	182 62%g	85 50%	142 57%	392 58%	301 59%	290 65%hl	307 57%	359 63%	500 62%	541 64%hl	312 59%	51 75%hijlnpr	270 60%
Social media (e.g. Facebook, Twitter, etc)	58 1%	49 1%	9 1%	1 1%	50 1%	3 1%	2 1%	3 2%e	1 1%	18 3%lnopr	8 2%lo	7 2%o	1 *	6 1%	5 1%	2 *	2 *	*	3 1%
Video calling (e.g. Skype, FaceTime, etc)	18 *	15 *	3 *	*	13 *	2 *	2 1%d	1 1%	1 *	2 *	2 *	3 1%	-	-	4 1%	-	1 *	-	2 *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	62 1%	54 1%	8 1%	1 1%	44 1%	11 2%d	5 2%	2 1%	2 1%	4 1%	1 *	4 1%	8 2%	5 1%	10 1%	4 *	5 1%	2 2%io	9 2%io
Other	25	20 *	4 *	2 1%	22 *	1 *	1 *	*	-	5 1%	2 *	1 *	1 *	1 *	6 1%	2 *	3 1%	-	1 *
No preference	146 2%	136 3%	11 1%	2 1%	128 2%	11 2%	6 2%	2 1%	9 4%	14 2%	9 2%	11 2%	11 2%	13 2%	22 3%	14 2%	24 5%o	1 1%	11 2%
Don't know/ doesn't apply to me	185 3%	162 3%	23 3%	5 3%	148 3%	21 4%	9 3%	8 4%	9 4%	22 3%	14 3%	16 4%	14 3%	10 2%	26 3%	23 3%	14 3%	1 2%	20 4%m

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 32

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

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	818 / 13%	300 / 12%	317 / 14%	460 / 13%	476 / 14%	300 / 12%	39 / 20%e	104 / 13%	317 / 14%	43 / 19%	163 / 15%	334 / 16%mnoq	340 / 14%mnq	83 / 10%n	37 / 6%	20 / 9%	674 / 15%mnoq	58 / 7%	393 / 15%tux	304 / 13%	68 / 10%	34 / 10%	15 / 9%	698 / 14%tx	49 / 10%	247 / 15%z	571 / 13%
Phone call	655 / 11%	290 / 12%bc	201 / 9%	404 / 12%bd	316 / 10%	290 / 12%	36 / 18%e	98 / 13%	201 / 9%	21 / 9%	91 / 8%	207 / 10%	271 / 11%	96 / 12%	54 / 9%	26 / 11%	478 / 11%	80 / 10%	244 / 10%	279 / 12%r	75 / 11%	28 / 8%	25 / 15%u	523 / 11%	53 / 10%	236 / 14%z	419 / 9%
Text message	467 / 8%	216 / 9%bd	130 / 6%	292 / 8%bd	206 / 6%	216 / 9%	20 / 10%	58 / 7%	130 / 6%	8 / 3%	48 / 4%	146 / 7%	182 / 7%	74 / 9%	49 / 8%	13 / 5%	328 / 7%	62 / 7%	201 / 8%	170 / 7%	49 / 7%	32 / 9%	10 / 6%	371 / 8%	43 / 8%	186 / 11%z	281 / 6%
Email	3734 / 61%	1407 / 59%	1474 / 65%ac	2013 / 58%	2080 / 63%ac	1407 / 59%f	66 / 34%	435 / 56%f	1474 / 65%i	119 / 52%	694 / 65%i	1219 / 59%	1481 / 61%	468 / 58%	408 / 69%klmp	145 / 61%	2700 / 60%	553 / 66%klmp	1581 / 62%v	1458 / 62%v	387 / 57%	209 / 59%	82 / 51%	3040 / 62%v	291 / 57%	796 / 49%	2938 / 65%y
Social media (e.g. Facebook, Twitter, etc)	58 / 1%	21 / 1%	18 / 1%	38 / 1%	35 / 1%	21 / 1%	4 / 2%	8 / 1%	18 / 1%j	1 / 1%j	1 / *	18 / 1%	17 / 1%	13 / 2%	3 / *	6 / 2%klp	35 / 1%	8 / 1%	7 / *	18 / 1%r	24 / 3%rsw	4 / 1%r	4 / 2%rsw	25 / 1%	8 / 2%rsw	38 / 2%	20 / *
Video calling (e.g. Skype, FaceTime, etc)	18 / *	6 / *	9 / *	10 / *	13 / *	6 / *	-	-	9 / *	-	3 / *	3 / *	8 / *	6 / 1%k	1 / *	1 / 1%	10 / *	2 / *	4 / *	8 / *	2 / *	-	3 / 2%rsw	11 / *	4 / 1%rsw	13 / 1%z	5 / *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	62 / 1%	28 / 1%	17 / 1%	43 / 1%	32 / 1%	28 / 1%	2 / 1%	4 / 1%	17 / 1%	2 / 1%	5 / *	19 / 1%	27 / 1%	8 / 1%	9 / 1%	* / *	45 / 1%	9 / 1%	22 / 1%	19 / 1%	16 / 2%rsw	5 / 1%	-	42 / 1%	5 / 1%	32 / 2%z	30 / 1%
Other	25 / *	10 / *	4 / *	14 / *	8 / *	10 / *	2 / 1%	2 / *	4 / *	-	4 / *	4 / *	8 / *	3 / *	5 / 1%	4 / 2%klp	12 / *	9 / 1%klp	8 / *	9 / *	3 / *	3 / 1%	2 / 1%	17 / *	5 / 1%	8 / *	17 / *
No preference	146 / 2%	58 / 2%	35 / 2%	90 / 3%b	67 / 2%	58 / 2%	10 / 5%	31 / 4%	35 / 2%	7 / 3%	20 / 2%	35 / 2%	60 / 2%	28 / 3%k	9 / 2%	10 / 4%k	95 / 2%	20 / 2%	48 / 2%	47 / 2%	28 / 4%rsw	11 / 3%	7 / 4%	96 / 2%	18 / 4%	38 / 2%	109 / 2%
Don't know/ doesn't apply to me	185 / 3%	68 / 3%	56 / 2%	94 / 3%	81 / 2%	68 / 3%	16 / 8%e	38 / 5%e	56 / 2%	25 / 11%hj	42 / 4%	77 / 4%l	43 / 2%	31 / 4%l	19 / 3%	12 / 5%l	120 / 3%	31 / 4%l	59 / 2%	55 / 2%	29 / 4%rsw	24 / 7%rsw	13 / 8%rsw	114 / 2%	38 / 7%rsw	34 / 2%	151 / 3%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 32

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	818 13%	68 17%	739 13%	11 26%b	255 15%e	502 12%	61 19%e	755 13%	41 25%gjk	13 19%	8 11%	809 13%	2 5%
Phone call	655 11%	41 10%	604 11%	10 24%ab	189 11%	425 10%	40 13%	604 10%	27 17%gjk	14 20%gj	3 4%	645 11%	7 20%
Text message	467 8%	23 6%	441 8%	4 9%	150 9%	286 7%	31 10%	447 8%	15 9%	1 2%	2 3%	463 8%	2 5%
Email	3734 61%	216 54%c	3506 61%ac	11 27%	934 55%f	2662 64%df	138 43%	3656 63%hij	46 29%j	12 17%	8 10%	3714 61%hij	12 35%
Social media (e.g. Facebook, Twitter, etc)	58 1%	10 2%b	49 1%	-	22 1%	33 1%	4 1%	37 1%	14 8%gjk	6 9%gjk	-	57 1%	2 4%
Video calling (e.g. Skype, FaceTime, etc)	18 *	3 1%	15 *	-	9 1%	9 *	-	13 *	4 2%gk	1 2%g	*	18 *	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	62 1%	4 1%	58 1%	*	19 1%	36 1%	7 2%	59 1%	1 1%	-	-	60 1%	2 5%
Other	25 *	1 *	22 *	2 4%ab	5 *	13 *	7 2%de	20 *	2 1%	1 2%	-	23 *	1 4%
No preference	146 2%	12 3%	135 2%	-	43 3%	81 2%	22 7%de	134 2%	5 3%	-	3 4%	139 2%	4 12%
Don't know/ doesn't apply to me	185 3%	23 6%b	159 3%	4 10%b	80 5%e	94 2%	12 4%	105 2%	6 4%	20 29%ghk	50 68%ghik	132 2%	3 9%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	818 13%	223 14%	184 12%	197 13%	215 14%	61 12%	87 17%e	75 15%	66 13%	60 12%	58 11%	61 12%	57 11%	79 15%	76 14%	76 15%	63 13%
Phone call	655 11%	164 11%	148 10%	153 10%	190 12%	56 11%	55 11%	53 11%	51 10%	46 9%	51 10%	62 13%m	51 10%	40 8%	59 11%	62 12%	69 14%m
Text message	467 8%	140 9%c	112 7%	97 6%	118 8%	45 8%	54 10%hk	42 8%	32 6%	36 7%	44 9%k	23 5%	39 7%	34 7%	46 9%k	34 7%	39 8%
Email	3734 61%	908 59%	954 62%	978 63%d	893 58%	334 63%f	280 54%	294 59%	321 61%	318 62%f	315 62%f	307 62%f	343 65%f	328 62%f	303 57%	303 60%	286 58%
Social media (e.g. Facebook, Twitter, etc)	58 1%	19 1%	14 1%	14 1%	12 1%	6 1%	6 1%	7 1%	5 1%	5 1%	4 1%	6 1%	3 1%	5 1%	3 1%	1 *	7 1%
Video calling (e.g. Skype, FaceTime, etc)	18 *	3 *	7 *	* *	8 1%c	-	2 *	2 *	3 1%	3 1%	-	* *	-	* *	5 1%	3 1%	* *
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	62 1%	17 1%	12 1%	19 1%	16 1%	4 1%	9 2%	3 1%	5 1%	3 *	4 1%	7 1%	8 2%	3 1%	10 2%	3 1%	2 *
Other	25 *	11 1%	6 *	4 *	4 *	5 1%	4 1%	2 *	4 *	2 *	-	* *	-	4 1%	1 *	2 *	-
No preference	146 2%	32 2%	39 3%	44 3%	31 2%	10 2%	8 2%	14 3%	14 3%	13 3%	11 3%	15 3%	15 3%	14 3%	14 3%	6 1%	11 2%
Don't know/ doesn't apply to me	185 3%	25 2%	65 4%a	45 3%	49 3%a	7 1%	11 2%	7 1%	22 4%eg	23 4%eg	20 4%e	11 2%	15 3%	19 4%	15 3%	16 3%	18 4%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 34

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Your bank / building society	1545 25%	370 30%b	1175 24%	153 18%	1392 26%c	690 23%	851 27%e	132 16%	136 16%	245 22%gh	217 26%gh	340 30%ghi	234 31%ghi	241 38%ghijkl	268 16%	462 24%n	814 32%no	474 34%no	1318 25%	215 24%
Your gas / electricity provider	1357 22%	361 29%b	996 20%	170 20%	1187 22%	656 22%	699 22%	149 18%	212 24%g	247 22%	172 21%	268 23%g	148 19%	161 26%gl	361 21%	419 22%	577 23%	309 22%	1124 22%	219 24%
Your local council or tax office	2182 35%	486 39%b	1696 34%	250 29%	1932 36%c	1013 34%	1164 37%e	205 25%	254 29%	381 34%g	308 37%gh	453 40%ghi	297 39%gh	284 45%ghij	459 27%	689 35%n	1034 41%no	580 42%no	1842 35%	323 36%
Your GP / medical or healthcare professional	945 15%	240 19%b	705 14%	119 14%	825 16%	444 15%	500 16%	93 11%	132 15%	209 19%gj	146 18%g	175 15%g	103 14%	87 14%	225 13%	355 18%npq	365 14%	190 14%	775 15%	163 18%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	830 13%	200 16%b	630 13%	92 11%	739 14%c	366 12%	464 15%e	95 12%	103 12%	137 12%	103 12%	175 15%	101 13%	117 19%ghijl	198 12%	239 12%	394 16%no	219 16%no	706 14%	112 12%
Your paid TV provider	831 13%	201 16%b	630 13%	125 14%	707 13%	372 12%	459 15%e	117 14%	132 15%	136 12%	115 14%	156 14%	87 11%	89 14%	249 15%	251 13%	332 13%	176 13%	697 13%	118 13%
Your broadband provider	818 13%	176 14%	642 13%	104 12%	715 13%	376 12%	440 14%	110 13%	117 13%	141 13%	101 12%	161 14%	93 12%	96 15%	227 13%	241 12%	350 14%	189 14%	688 13%	120 13%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	3334 54%	598 49%	2736 55%a	474 55%	2860 54%	1688 56%f	1638 52%	509 62%hijklm	486 56%m	618 55%m	431 52%m	610 53%m	400 53%m	280 45%	995 59%opq	1049 54%q	1290 51%	680 49%	2862 55%s	443 49%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Your bank / building society	1545 25%	260 23%	468 24%	341 24%	476 28%ab	728 24%	817 27%e	806 22%	722 30%g	164 29%lmn	199 28%lm	378 24%	344 22%	212 20%	920 24%m	180 31%p	1230 24%	374 29%r	1090 24%	81 27%
Your gas / electricity provider	1357 22%	234 20%	377 19%	304 22%	441 26%abc	611 20%	746 24%e	794 22%	551 23%	147 26%lmn	164 23%l	347 22%l	283 18%	209 20%	794 21%	160 27%p	1084 21%	293 23%	979 21%	85 28%r
Your local council or tax office	2182 35%	398 35%	692 36%	476 34%	614 37%	1091 35%	1090 35%	1233 33%	924 39%g	206 37%	238 33%	560 36%	535 34%	360 34%	1334 35%	221 38%	1797 35%	446 34%	1619 35%	117 39%
Your GP / medical or healthcare professional	945 15%	199 17%c	278 14%	189 14%	278 17%	477 15%	468 15%	588 16%	345 14%	89 16%	101 14%	243 15%	243 16%	158 15%	587 15%	94 16%	782 15%	181 14%	714 16%	51 17%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	830 13%	126 11%	238 12%	187 13%	280 17%abc	364 12%	467 15%e	459 12%	364 15%g	103 18%klmn	128 18%klmn	200 13%	177 11%	110 10%	505 13%	112 19%p	644 12%	203 16%r	576 13%	52 17%
Your paid TV provider	831 13%	147 13%	236 12%	186 13%	262 16%b	383 12%	448 15%e	499 14%	324 14%	94 17%klmn	113 16%l	198 13%	184 12%	130 12%	496 13%	97 16%p	656 13%	222 17%r	559 12%	51 17%
Your broadband provider	818 13%	134 12%	230 12%	183 13%	271 16%ab	364 12%	454 15%e	474 13%	335 14%	91 16%lm	98 14%	224 14%lm	171 11%	112 10%	494 13%	99 17%p	642 12%	185 14%	588 13%	45 15%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	3334 54%	600 52%	1072 55%	765 55%	898 54%	1671 54%	1663 54%	2020 55%	1254 52%	296 53%	390 54%	879 56%	851 55%	583 55%	2120 55%	302 51%	2834 55%	677 52%	2508 55%	149 50%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 34

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Your bank / building society	1545 25%	1330 25%	215 25%	39 22%	1294 25%g	143 26%g	73 25%	35 21%	73 29%n	169 25%	130 26%	110 24%	152 28%n	156 27%n	162 20%	218 26%	124 23%	16 23%	127 28%n
Your gas / electricity provider	1357 22%	1164 22%	193 22%	35 20%	1150 22%	111 21%	61 21%	35 21%	54 22%	146 22%	115 23%	92 21%	132 24%p	135 24%p	203 25%p	182 22%	91 17%	16 24%	95 21%
Your local council or tax office	2182 35%	1869 35%	313 36%	62 36%	1840 35%g	194 37%g	96 32%	52 31%	94 38%	234 35%	171 34%	169 38%	189 35%	221 38%	272 33%	307 36%	185 35%	29 42%	165 37%
Your GP / medical or healthcare professional	945 15%	815 15%	130 15%	30 17%	813 16%	67 13%	42 14%	22 13%	50 20%ijpr	90 13%	58 11%	71 16%	82 15%	96 17%j	158 20%ijr	133 16%	74 14%	10 15%	57 13%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	830 13%	682 13%	149 17%a	25 15%	706 14%	69 13%	35 12%	20 12%	32 13%	101 15%	65 13%	55 12%	76 14%	86 15%	96 12%	123 15%	72 14%	8 11%	62 14%
Your paid TV provider	831 13%	716 13%	116 13%	21 12%	705 14%	67 13%	39 13%	20 12%	33 13%	101 15%	70 14%	66 15%	88 16%n	81 14%	86 11%	118 14%	63 12%	7 10%	60 13%
Your broadband provider	818 13%	710 13%	108 12%	27 16%	695 13%	63 12%	40 14%	21 12%	37 15%	102 15%k	65 13%	45 10%	83 15%kn	83 15%	84 10%	122 14%	73 14%	5 7%	58 13%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Post from any organisation	3334 54%	2870 54%	464 54%	91 52%	2801 54%	264 51%	167 56%	101 59%de	125 50%	368 55%	288 57%	248 55%	284 52%	286 50%	419 52%	484 57%m	298 56%	36 52%	228 51%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Stamp usage Use 1st class (c)	Stamp usage Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	1st class usage Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	2nd class usage Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Your bank / building society	1545 25%	516 21%	671 30%ac	807 23%	962 29%ac	516 21%	56 29%	214 28%e	671 30%	82 36%	358 33%	658 32%lmnopq	613 25%mnoq	150 18%	91 15%	28 12%	1271 28%lmnoq	120 14%	685 27%t	575 24%	139 20%	97 28%t	41 26%	1261 26%t	138 27%t	352 22%	1193 26%y
Your gas / electricity provider	1357 22%	535 22%	491 22%	797 23%	754 23%	535 22%	53 28%	169 22%	491 22%	62 27%	247 23%	565 27%lmnopq	524 22%noq	144 18%	85 14%	34 14%	1089 24%lmnoq	119 14%	632 25%st	499 21%	114 17%	71 20%	35 22%	1131 23%t	107 21%	347 21%	1010 22%
Your local council or tax office	2182 35%	848 35%	860 38%	1219 35%	1230 37%	848 35%	76 39%	296 38%	860 38%	88 39%	437 41%	879 43%lmnoq	898 37%mnoq	216 27%o	142 24%	41 17%	1777 40%mnoq	183 22%	1020 40%stux	829 35%tux	177 26%	98 28%	49 31%	1850 37%tux	147 29%	483 30%	1699 37%y
Your GP / medical or healthcare professional	945 15%	384 16%	349 15%	548 16%	512 15%	384 16%	34 18%	101 13%	349 15%	30 13%	156 15%	378 18%mnoq	392 16%noq	103 13%nc	46 8%	19 8%	770 17%mnoq	65 8%	438 17%t	359 15%t	70 10%	48 14%	25 15%	797 16%t	73 14%	235 14%	710 16%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	830 13%	299 12%	329 15%	463 13%	493 15%a	299 12%	38 19%e	107 14%	329 15%	42 18%	174 16%	360 17%lmnoq	316 13%noq	92 11%od	46 8%	14 6%	676 15%mnoq	60 7%	393 15%st	299 13%	65 10%	45 13%	27 17%t	692 14%t	72 14%	236 15%	594 13%
Your paid TV provider	831 14%	333 14%	279 12%	508 15%b	453 14%	333 14%	36 18%	111 14%	279 12%	36 16%	141 13%	335 16%lmnq	329 14%nq	94 12%	40 7%	27 11%	664 15%nq	67 8%	376 15%t	321 14%	68 10%	40 11%	22 14%	698 14%t	62 12%	248 15%	584 13%
Your broadband provider	818 13%	300 12%	317 14%	460 13%	476 14%	300 12%	39 20%e	104 13%	317 14%	43 19%	163 15%	334 16%mnoq	340 14%mnq	83 10%o	37 6%	20 9%	674 15%mnoq	58 7%	393 15%tux	304 13%	68 10%	34 10%	15 9%	698 14%tx	49 10%	247 15%z	571 13%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	3334 54%	1279 53%	1194 53%	1833 53%	1748 53%	1279 53%	98 51%	410 53%	1194 53%	111 49%	546 51%	962 47%	1283 53%k	509 63%klp	397 67%klp	168 70%klp	2244 50%	565 68%klp	1283 50%	1289 54%r	436 64%rsw	204 58%r	96 60%	2572 52%	299 58%rw	887 54%	2447 54%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 34

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Your bank / building society	1545 25%	104 26%	1428 25%	13 31%	475 28%e	991 24%	79 24%	1429 25%	44 27%	21 31%	48 65%ghik	1494 25%	3 7%
Your gas / electricity provider	1357 22%	101 25%	1243 22%	13 32%	411 24%e	858 21%	88 27%e	1244 21%	37 23%	23 33%	49 66%ghik	1304 22%	4 13%
Your local council or tax office	2182 35%	151 38%	2011 35%	20 47%	622 36%	1444 35%	116 36%	2066 35%h	40 25%	19 28%	50 67%ghik	2126 35%h	6 17%
Your GP / medical or healthcare professional	945 15%	81 20%b	854 15%	9 22%	257 15%	632 15%	56 17%	888 15%	22 14%	15 22%	20 27%gk	925 15%	* 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	830 13%	70 17%b	747 13%	13 32%b	290 17%e	492 12%	48 15%	737 13%	39 24%gk	18 26%gk	36 49%ghik	794 13%	-
Your paid TV provider	831 13%	80 20%b	740 13%	11 26%b	266 16%e	506 12%	59 18%e	754 13%	33 20%gk	13 20%	28 38%gk	800 13%	3 8%
Your broadband provider	818 13%	68 17%	739 13%	11 26%b	255 15%e	502 12%	61 19%e	755 13%	41 25%gk	13 19%	8 11%	809 13%	2 5%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	3334 54%	206 51%	3110 54%	19 45%	893 52%	2266 55%	175 54%	3158 54%j	87 54%j	39 57%j	22 29%	3284 54%j	28 80%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 34

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Your bank / building society	1545 25%	382 25%	398 26%	377 24%	387 25%	106 20%	152 29%eh	124 25%	109 21%	159 31%ehm	131 26%	120 24%	133 25%	124 23%	131 25%	130 26%	126 25%
Your gas / electricity provider	1357 22%	313 20%	350 23%	335 22%	360 23%	97 18%	111 22%	104 21%	108 21%	123 24%	119 23%	115 23%	103 19%	117 22%	131 25%	126 25%e	103 21%
Your local council or tax office	2182 35%	525 34%	536 35%	550 35%	571 37%	169 32%	180 35%	176 35%	172 33%	176 35%	188 37%	168 34%	190 36%	192 36%	205 39%	199 39%	167 34%
Your GP / medical or healthcare professional	945 15%	236 15%	206 13%	255 16%	247 16%	73 14%	88 17%	75 15%	81 16%	64 13%	61 12%	87 18%j	85 16%	83 16%	84 16%	90 18%j	73 15%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	830 13%	230 15%b	179 12%	212 14%	210 14%	69 13%	99 19%eghijlmp	61 12%	61 12%	56 11%	62 12%	76 15%	66 12%	70 13%	75 14%	75 15%	59 12%
Your paid TV provider	831 13%	228 15%	188 12%	194 13%	222 14%	72 14%	87 17%hlp	68 14%	54 10%	73 14%	61 12%	64 13%	57 11%	74 14%	80 15%	87 17%hlp	54 11%
Your broadband provider	818 13%	223 14%	184 12%	197 13%	215 14%	61 12%	87 17%el	75 15%	66 13%	60 12%	58 11%	61 12%	57 11%	79 15%	76 14%	76 15%	63 13%
Your mobile phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	3334 54%	846 55%	848 55%	829 53%	810 53%	296 56%	272 53%	278 56%	303 58%o	275 54%	270 53%	264 54%	291 55%	274 52%	283 53%	252 50%	275 55%

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

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Your bank / building society	667 11%	160 13%b	507 10%	118 14%d	549 10%	345 11%	323 10%	98 12%	122 14%jkl	135 12%	70 9%	101 9%	75 10%	67 11%	220 13%p	205 11%	243 10%	142 10%	551 11%	114 13%
Your gas / electricity provider	573 9%	149 12%b	424 9%	115 13%d	458 9%	312 10%f	260 8%	100 12%jkm	111 13%jkm	106 9%k	64 8%	72 6%	76 10%k	44 7%	211 12%opq	170 9%	192 8%	120 9%	447 9%	122 13%r
Your local council or tax office	600 10%	160 13%b	440 9%	107 12%d	493 9%	303 10%	297 9%	78 9%k	120 14%gjk	118 11%k	59 7%	68 6%	86 11%jk	71 11%jk	198 12%p	178 9%	224 9%	157 11%	507 10%	91 10%
Your GP / medical or healthcare professional	2313 37%	551 45%b	1762 36%	295 34%	2018 38%	1069 35%	1240 39%e	258 31%	293 34%	344 31%	298 36%i	455 40%ghi	341 45%ghij	325 52%ghijkl	551 32%	642 33%	1120 44%no	666 48%no	2020 39%s	284 31%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	941 15%	250 20%b	691 14%	159 19%d	782 15%	484 16%	455 14%	138 17%jk	154 18%jk	163 14%	90 11%	142 12%	127 17%jk	127 20%ijk	292 17%o	253 13%	396 16%	254 18%no	752 14%	186 21%r
Your paid TV provider	556 9%	150 12%b	406 8%	98 11%d	459 9%	288 10%	267 8%	82 10%k	89 10%k	122 11%jk	61 7%	70 6%	72 9%k	60 10%k	171 10%	183 9%	202 8%	132 10%	442 8%	113 12%r
Your broadband provider	655 11%	164 13%b	491 10%	111 13%	544 10%	321 11%	333 11%	89 11%	117 13%jk	132 12%	72 9%	104 9%	84 11%	58 9%	206 12%p	203 10%	245 10%	142 10%	529 10%	123 14%r
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Phone call from any organisation	3269 53%	622 50%	2648 54%	407 47%	2862 54%c	1624 54%	1637 52%	424 52%m	442 51%m	672 60%ghlm	474 58%hlm	636 56%lm	365 48%m	255 41%	866 51%q	1146 59%npq	1257 50%q	621 45%	2768 53%	460 51%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 35

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Your bank / building society	667 11%	132 11%	172 9%	130 9%	233 14%bc	304 10%	364 12%e	410 11%	245 10%	65 12%	96 13%m	179 11%m	162 10%	84 8%	437 11%m	68 12%	554 11%	185 14%rs	456 10%	26 9%
Your gas / electricity provider	573 9%	119 10%b	145 7%	123 9%	185 11%b	265 9%	308 10%	345 9%	216 9%	59 10%m	83 12%m	159 10%m	130 8%	70 7%	372 10%m	64 11%	472 9%	164 13%r	373 8%	35 12%
Your local council or tax office	600 10%	106 9%	140 7%	137 10%b	217 13%abc	246 8%	354 12%e	354 10%	236 10%	66 12%lm	101 14%lmn	183 12%lm	122 8%m	50 5%	406 11%lm	69 12%	493 10%	202 16%rs	379 8%	18 6%
Your GP / medical or healthcare professional	2313 37%	388 34%	707 36%	552 40%a	665 40%a	1095 35%	1217 40%e	1272 34%	1013 42%g	220 39%m	298 42%m	585 37%m	569 37%	342 32%	1452 38%m	236 40%	1910 37%	527 41%r	1675 37%	111 37%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	941 15%	187 16%b	247 13%	215 15%	292 17%b	434 14%	507 17%e	554 15%	375 16%	111 20%klmn	107 15%	238 15%m	233 15%m	123 11%	578 15%m	120 20%p	763 15%	221 17%	677 15%	42 14%
Your paid TV provider	556 9%	112 10%b	137 7%	118 8%	189 11%bc	249 8%	308 10%e	337 9%	203 8%	62 11%lm	84 12%m	151 10%m	112 7%	71 7%	347 9%	64 11%	451 9%	152 12%r	369 8%	35 12%
Your broadband provider	655 11%	121 10%	178 9%	138 10%	219 13%bc	299 10%	356 12%	397 11%	249 10%	77 14%lm	85 12%m	187 12%lm	140 9%	76 7%	412 11%m	78 13%	520 10%	184 14%r	434 9%	37 12%
Your mobile phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	3269 53%	608 53%	1088 56%cd	706 51%	867 52%	1696 55%f	1573 51%	2019 55%h	1196 50%	278 49%	354 49%	828 53%	822 53%	625 58%ijkln	2004 52%	286 49%	2761 53%	602 46%	2504 55%q	163 54%

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

Table 35

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Your bank / building society	667 11%	555 10%	112 13%	28 16%a	538 10%	55 11%	30 10%	45 26%def	21 8%	77 11%	60 12%	42 9%	70 13%	59 10%	75 9%	79 9%	56 11%	5 7%	50 11%
Your gas / electricity provider	573 9%	493 9%	79 9%	24 14%ab	468 9%	37 7%	28 9%	39 23%def	18 7%	66 10%	48 9%	41 9%	53 10%	49 9%	74 9%	69 8%	52 10%	4 6%	33 7%
Your local council or tax office	600 10%	523 10%	77 9%	14 8%	485 9%	47 9%	33 11%	34 20%def	21 9%	49 7%	54 11%	39 9%	57 10%	58 10%	81 10%	67 8%	58 11%	3 5%	44 10%
Your GP / medical or healthcare professional	2313 37%	1950 37%	363 42%a	90 52%ab	1821 35%	258 50%d	136 46%d	97 57%def	94 37%n	256 38%n	190 37%n	164 37%n	240 44%kmno	187 33%	227 28%	265 31%	200 38%n	39 56%hijkmnop	219 49%hijkmnop
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	941 15%	814 15%	126 15%	28 16%	769 15%	73 14%	49 17%	50 29%def	35 14%	98 15%	89 17%oq	67 15%	92 17%oq	92 16%o	135 17%oq	87 10%	75 14%	5 7%	68 15%o
Your paid TV provider	556 9%	491 9%	65 8%	16 9%	446 9%	43 8%	27 9%	40 24%def	20 8%	61 9%	40 8%	31 7%	43 8%	38 7%	90 11%m	72 9%	52 10%	3 5%	40 9%
Your broadband provider	655 11%	564 11%	91 11%	20 11%	536 10%	50 10%	30 10%	39 23%def	26 10%	62 9%	55 11%	43 10%	64 12%	57 10%	82 10%	83 10%	64 12%	3 4%	48 11%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Phone call from any organisation	3269 53%	2846 54%c	423 49%	71 41%	2847 55%efg	225 44%g	137 47%g	60 35%	136 54%r	354 52%r	266 52%r	242 54%r	258 48%	332 58%lqr	470 58%lqr	501 59%lqr	288 54%r	28 41%	197 44%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 35

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1265	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Your bank / building society	667 / 11%	295 12%bd	209 9%	406 12%bd	321 10%	295 12%	19 10%	91 12%	209 9%	24 11%	95 9%	208 10%	249 10%	106 13%p	70 12%	34 14%	456 10%	104 13%	255 10%	273 12%	84 12%	30 8%	22 14%	528 11%	52 10%	253 16%z	414 9%
Your gas / electricity provider	573 / 9%	240 10%bd	173 8%	345 10%bd	278 8%	240 10%	21 11%	79 10%	173 8%	22 10%	84 8%	207 10%	203 8%	82 10%	53 9%	26 11%	409 9%	79 10%	204 8%	234 10%	79 12%r	29 8%	19 12%	438 9%	48 9%	229 14%z	344 8%
Your local council or tax office	600 / 10%	263 11%bd	188 8%	364 11%bd	289 9%	263 11%	27 14%	92 12%	188 8%	26 12%	89 8%	211 10%	206 8%	99 12%lp	55 9%	27 11%	417 9%	82 10%	230 9%	242 10%	70 10%	24 7%	27 17%rsuw	473 10%	51 10%	233 14%z	367 8%
Your GP / medical or healthcare professional	2313 / 37%	904 38%	855 38%	1304 38%	1255 38%	904 38%	74 38%	340 44%e	855 38%	103 45%	457 43%h	811 39%o	910 37%	293 36%	219 37%	73 31%	1721 38%	292 35%	974 38%	898 38%	242 36%	122 35%	63 39%	1872 38%	185 36%	581 36%	1732 38%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	941 / 15%	376 16%	318 14%	563 16%	505 15%	376 16%	39 20%	118 15%	318 14%	51 23%h	157 15%	310 15%	396 16%nq	129 16%	70 12%	33 14%	706 16%	104 12%	363 14%	397 17%ru	109 16%u	36 10%	29 18%	760 15%u	65 13%	323 20%z	618 14%
Your paid TV provider	556 / 9%	256 11%bd	147 7%	368 11%bd	259 8%	256 11%	28 15%	82 11%	147 7%	19 8%	68 6%	178 9%	241 10%q	81 10%	43 7%	14 6%	419 9%	57 7%	201 8%	243 10%ru	74 11%u	20 6%	15 9%	444 9%	35 7%	219 13%z	337 7%
Your broadband provider	655 / 11%	290 12%bd	201 9%	404 12%bd	316 10%	290 12%	36 18%e	98 13%	201 9%	21 9%	91 8%	207 10%	271 11%	96 12%	54 9%	26 11%	478 11%	80 10%	244 10%	279 12%r	75 11%	28 8%	25 15%u	523 11%	53 10%	236 14%z	419 9%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	3269 / 53%	1233 51%	1234 55%	1776 51%	1776 54%	1233 51%	90 47%	370 48%	1234 55%i	101 45%	547 51%	1045 51%	1294 53%	435 54%	333 56%	144 61%kp	2339 52%	477 57%kp	1352 53%	1247 53%	366 54%	199 56%	86 53%	2598 53%	285 55%	731 45%	2538 56%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Your bank / building society	667 11%	58 15%b	603 11%	6 15%	211 12%e	419 10%	37 12%	607 10%	26 16%	18 26%gk	11 14%	652 11%	5 15%
Your gas / electricity provider	573 9%	39 10%	524 9%	10 24%ab	166 10%	374 9%	33 10%	503 9%	39 24%gk	17 24%gk	8 11%	559 9%	5 15%
Your local council or tax office	600 10%	53 13%	543 9%	4 10%	201 12%e	368 9%	31 10%	541 9%	34 21%gk	17 25%gk	8 10%	592 10%	*
Your GP / medical or healthcare professional	2313 37%	158 40%	2138 37%	17 41%	695 41%ef	1529 37%f	89 28%	2168 37%	67 42%	25 37%	45 61%ghik	2261 37%	7 20%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	941 15%	66 17%	865 15%	9 22%	261 15%	635 15%	45 14%	866 15%	39 24%gk	9 14%	19 26%gk	914 15%	7 20%
Your paid TV provider	556 9%	46 12%	501 9%	9 21%b	169 10%	341 8%	46 14%e	482 8%	38 24%gk	19 28%gk	11 15%	540 9%	6 16%
Your broadband provider	655 11%	41 10%	604 11%	10 24%ab	189 11%	425 10%	40 13%	604 10%	27 17%gjk	14 20%gj	3 4%	645 11%	7 20%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Phone call from any organisation	3269 53%	189 47%	3061 53%	19 46%	825 48%	2250 54%d	195 61%d	3134 54%hj	56 35%	29 43%	28 37%	3219 53%hj	23 65%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Your bank / building society	667 11%	150 10%	141 9%	178 11%	199 13%ab	50 9%	50 10%	50 10%	42 8%	51 10%	49 10%	43 9%	66 12%	69 13%h	63 12%	67 13%h	69 14%hk
Your gas / electricity provider	573 9%	148 10%	121 8%	134 9%	170 11%b	42 8%	60 12%j	45 9%	45 9%	44 9%	32 6%	39 8%	55 10%	39 7%	61 11%j	45 9%	63 13%jm
Your local council or tax office	600 10%	149 10%	140 9%	144 9%	167 11%	50 9%	53 10%	46 9%	46 9%	48 9%	45 9%	52 11%	49 9%	43 8%	58 11%	48 9%	62 12%
Your GP / medical or healthcare professional	2313 37%	539 35%	586 38%	622 40%a	566 37%	189 36%	186 36%	164 33%	189 36%	205 40%	192 38%	193 39%	234 44%efgho	195 37%	198 37%	181 36%	186 38%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	941 15%	229 15%	233 15%	228 15%	250 16%	77 15%	89 17%	63 13%	73 14%	90 18%	71 14%	71 14%	86 16%	72 14%	84 16%	82 16%	84 17%
Your paid TV provider	556 9%	147 10%	129 8%	130 8%	149 10%	45 9%	54 11%	47 10%	46 9%	39 8%	44 9%	49 10%	41 8%	40 8%	50 9%	36 7%	63 13%llmo
Your broadband provider	655 11%	164 11%	148 10%	153 10%	190 12%	56 11%	55 11%	53 11%	51 10%	46 9%	51 10%	62 13%m	51 10%	40 8%	59 11%	62 12%	69 14%m
Your mobile phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	3269 53%	800 52%	836 54%	805 52%	828 54%	268 51%	255 49%	276 55%	285 54%	263 52%	289 57%	262 53%	262 49%	282 54%	281 53%	268 53%	279 56%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Your bank / building society	537 9%	63 5%	474 10%a	120 14%d	417 8%	251 8%	283 9%	130 16%ijklm	131 15%ijklm	95 8%klm	69 8%klm	63 5%	29 4%	21 3%	261 15%opq	163 8%pq	113 4%	50 4%	426 8%	106 12%r
Your gas / electricity provider	370 6%	49 4%	321 6%a	102 12%d	268 5%	183 6%	187 6%	116 14%hijklm	79 9%ijklm	57 5%km	44 5%km	29 3%	30 4%	15 2%	195 11%opq	101 5%pq	74 3%	45 3%	277 5%	90 10%r
Your local council or tax office	309 5%	40 3%	269 5%a	87 10%d	222 4%	148 5%	160 5%	88 11%ijklm	63 7%jklm	59 5%km	33 4%m	34 3%	22 3%	9 1%	151 9%opq	92 5%pq	66 3%	32 2%	210 4%	96 11%r
Your GP / medical or healthcare professional	1071 17%	154 12%	917 19%a	180 21%d	891 17%	470 16%	594 19%e	189 23%ijklm	166 19%m	173 15%	146 18%	180 16%	130 17%	87 14%	355 21%opq	319 16%	397 16%	217 16%	912 17%	147 16%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	776 13%	102 8%	674 14%a	150 17%d	626 12%	359 12%	411 13%	170 21%hijklm	126 14%lm	122 11%	99 12%	128 11%	77 10%	53 8%	297 18%opq	221 11%	258 10%	130 9%	608 12%	160 18%r
Your paid TV provider	383 6%	68 6%	325 7%	90 10%d	303 6%	194 6%	197 6%	110 13%ijklm	92 11%ijklm	74 7%km	46 6%kl	30 3%	19 3%	22 3%	202 12%opq	120 6%pq	71 3%	41 3%	281 5%	109 12%r
Your broadband provider	467 8%	69 6%	398 8%a	108 12%d	359 7%	208 7%	256 8%	130 16%hijklm	90 10%ijklm	75 7%	50 6%	60 5%	31 4%	31 5%	220 13%opq	125 6%	122 5%	62 4%	342 7%	119 13%r
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Text message from any organisation	4143 67%	962 78%b	3180 64%	456 53%	3687 69%c	2035 68%	2103 67%	424 51%	512 59%g	771 69%gh	563 68%gh	850 74%ghij	544 72%gh	479 76%ghij	935 55%	1334 69%n	1873 74%no	1023 74%no	3577 69%s	537 59%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 36

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Your bank / building society	537 9%	106 9%	177 9%	118 8%	137 8%	283 9%	254 8%	370 10%h	163 7%	44 8%	66 9%	157 10%	137 9%	95 9%	360 9%	45 8%	464 9%	134 10%	380 8%	23 8%
Your gas / electricity provider	370 6%	88 8%c	113 6%	70 5%	100 6%	200 6%	170 6%	257 7%h	111 5%	45 8%	36 5%	92 6%	101 7%	66 6%	230 6%	47 8%	300 6%	98 8%r	247 5%	25 8%
Your local council or tax office	309 5%	66 6%	93 5%	62 4%	89 5%	158 5%	151 5%	220 6%h	83 3%	42 7%km	40 6%	72 5%	85 5%	46 4%	197 5%	42 7%p	247 5%	76 6%	212 5%	21 7%
Your GP / medical or healthcare professional	1071 17%	185 16%	345 18%	236 17%	306 18%	529 17%	541 18%	648 18%	406 17%	104 19%	131 18%	279 18%	268 17%	197 18%	678 18%	108 18%	908 18%	253 20%r	758 17%	60 20%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	776 13%	158 14%	243 13%	156 11%	218 13%	401 13%	375 12%	488 13%	278 12%	80 14%	97 14%	209 13%	179 12%	138 13%	485 13%	82 14%	639 12%	195 15%r	540 12%	41 14%
Your paid TV provider	393 6%	94 8%d	117 6%	86 6%	96 6%	210 7%	183 6%	281 8%h	108 4%	35 6%	48 7%	98 6%	94 6%	83 8%	240 6%	36 6%	330 6%	84 7%	284 6%	24 8%
Your broadband provider	467 8%	110 10%bc	127 7%	89 6%	141 8%	237 8%	230 7%	311 8%h	151 6%	50 9%	61 8%	116 7%	118 8%	80 7%	295 8%	51 9%	391 8%	115 9%	317 7%	36 12%r
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Text message from any organisation	4143 67%	733 64%	1339 69%a	944 68%	1126 67%	2072 67%	2070 67%	2400 65%	1679 70%g	374 67%	470 65%	1032 66%	1045 67%	703 66%	2547 66%	394 67%	3459 67%	805 62%	3148 69%q	190 63%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 36

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Your bank / building society	537 9%	479 9%	58 7%	15 9%	462 9%	38 7%	23 8%	14 8%	24 10%	61 9%	39 8%	42 9%	44 8%	47 8%	85 10%	77 9%	44 8%	3 4%	35 8%
Your gas / electricity provider	370 6%	319 6%	51 6%	6 3%	327 6%e	20 4%	14 5%	9 5%	14 6%	50 7%	37 7%	25 6%	32 6%	38 7%	65 8%r	41 5%	25 5%	1 2%	19 4%
Your local council or tax office	309 5%	273 5%	37 4%	10 6%	268 5%	19 4%	14 5%	9 5%	16 6%	47 7%p	35 7%p	18 4%	22 4%	25 4%	41 5%	46 5%	18 3%	1 1%	19 4%
Your GP / medical or healthcare professional	1071 17%	944 18%c	127 15%	18 10%	973 18%efg	42 8%	38 13%e	18 11%	47 19%qr	133 20%qr	125 25%linopqr	83 19%qr	93 17%qr	109 19%qr	146 18%qr	153 18%qr	83 16%qr	3 5%	39 9%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	776 13%	692 13%b	84 10%	25 14%	653 13%	66 13%	35 12%	22 13%	44 18%jkmnpr	91 13%	59 12%	47 11%	77 14%	65 11%	95 12%	121 14%	55 10%	12 18%	54 12%
Your paid TV provider	393 6%	342 6%	51 6%	8 5%	340 7%	24 5%	20 7%	9 5%	23 9%kopr	57 8%kr	35 7%	16 4%	41 8%kr	32 6%	71 9%kopr	40 5%	25 5%	6 8%	19 4%
Your broadband provider	467 8%	417 8%	50 6%	7 4%	405 8%	34 7%	18 6%	10 6%	23 9%	55 8%	50 10%	30 7%	53 10%	38 7%	72 9%	53 6%	32 6%	6 9%	28 6%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Text message from any organisation	4143 67%	3530 67%	613 71%a	126 73%	3414 66%	389 75%d	216 73%d	124 73%d	163 65%	440 65%	316 62%	297 66%	352 65%	376 66%	515 63%	581 69%	374 71%jn	51 75%	337 78%hijklmn

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 36

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

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Your bank / building society	537 9%	248 10%bd	135 6%	349 10%bd	236 7%	248 10%	20 10%	58 7%	135 6%	12 5%	52 5%	168 8%	209 9%	85 10%	47 8%	23 10%	378 8%	70 8%	215 8%	218 9%	56 8%	31 9%	15 9%	432 9%	46 9%	225 14%z	312 7%
Your gas / electricity provider	370 6%	171 7%bd	95 4%	233 7%bd	157 5%	171 7%	18 9%	45 6%	95 4%	8 4%	32 3%	99 5%	150 6%	57 7%	43 7%	18 8%	249 6%	62 7%k	148 6%	143 6%	42 6%	21 6%	13 8%	290 6%	34 7%	171 11%z	199 4%
Your local council or tax office	309 5%	143 6%bd	76 3%	208 6%bd	141 4%	143 6%g	18 9%g	26 3%	76 3%	11 5%	31 3%	87 4%	118 5%	48 6%	35 6%	15 6%	205 5%	50 6%	123 5%	116 5%	31 5%	23 6%	12 7%	239 5%	35 7%	151 9%z	158 3%
Your GP / medical or healthcare professional	1071 17%	449 19%d	371 16%	608 18%	530 16%	449 19%	41 21%	146 19%	371 16%	36 16%	169 16%	368 18%	405 17%	137 17%	105 18%	53 22%	773 17%	157 19%	483 19%t	399 17%	96 14%	65 19%	23 14%	882 18%	88 17%	298 18%	773 17%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	776 13%	326 14%b	235 10%	473 14%bd	381 11%	326 14%	34 17%	99 13%	235 10%	23 10%	105 10%	285 14%	286 12%	99 12%	69 12%	33 14%	571 13%	102 12%	347 14%	300 13%	70 10%	39 11%	17 11%	646 13%	56 11%	260 16%z	516 11%
Your paid TV provider	393 6%	198 8%bd	107 5%	250 7%bd	160 5%	198 8%	20 10%	45 6%	107 5%	7 3%	34 3%	117 6%	156 6%	59 7%	43 7%	15 6%	273 6%	58 7%	169 7%	145 6%	33 5%	26 7%	15 10%	314 6%	42 8%	165 10%z	227 5%
Your broadband provider	467 8%	216 9%bd	130 6%	292 8%bd	206 6%	216 9%	20 10%	58 7%	130 6%	8 3%	48 4%	146 7%	182 7%	74 9%	49 8%	13 5%	328 7%	62 7%	201 8%	170 7%	49 7%	32 9%	10 6%	371 8%	43 8%	186 11%z	281 6%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	4143 67%	1526 63%	1634 72%ac	2213 64%	2321 70%ac	1526 63%	117 61%	511 66%	1634 72%	172 76%	798 74%	1390 67%	1636 67%	533 66%	405 68%	158 66%	3026 67%	564 68%	1697 66%	1587 67%	468 69%	244 69%	118 74%	3284 67%	362 70%	933 57%	3210 71%y

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

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Your bank / building society	537 9%	34 8%	495 9%	8 19%b	162 10%	347 8%	27 8%	507 9%	19 12%	2 3%	5 7%	528 9%	4 10%
Your gas / electricity provider	370 6%	36 9%b	329 6%	5 13%	147 9%e	198 5%	25 8%	338 6%	25 16%gijk	2 3%	3 4%	365 6%	2 5%
Your local council or tax office	309 5%	18 4%	287 5%	4 9%	109 6%e	172 4%	28 9%e	282 5%	16 10%gk	4 6%	4 5%	302 5%	4 10%
Your GP / medical or healthcare professional	1071 17%	43 11%	1023 18%a	5 12%	313 18%	701 17%	57 18%	1035 18%hj	15 9%	8 12%	4 5%	1058 17%hj	9 25%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	776 13%	39 10%	728 13%	9 22%a	247 14%e	472 11%	56 17%e	732 13%	21 13%	13 19%	5 6%	766 13%	5 15%
Your paid TV provider	393 6%	19 5%	371 6%	2 6%	125 7%	248 6%	20 6%	364 6%	18 11%g	5 8%	2 3%	387 6%	3 9%
Your broadband provider	467 8%	23 6%	441 8%	4 9%	150 9%	286 7%	31 10%	447 8%	15 9%	1 2%	2 3%	463 8%	2 5%
Your mobile phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	4143 67%	279 70%	3841 67%	23 54%	1078 63%	2857 69%d	207 64%	3915 67%	95 59%	44 64%	66 89%ghik	4054 67%	22 64%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 36

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Your bank / building society	537 9%	166 11%cd	153 10%cd	112 7%	105 7%	61 11%kn	58 11%kn	47 10%n	52 10%n	50 10%n	52 10%n	32 6%	38 7%	43 8%	27 5%	37 7%	42 8%
Your gas / electricity provider	370 6%	105 7%	89 6%	85 6%	91 6%	39 7%	32 6%	34 7%	29 5%	30 6%	30 6%	21 4%	30 6%	34 7%	35 7%	29 6%	27 5%
Your local council or tax office	309 5%	99 6%cd	84 5%	64 4%	62 4%	33 6%	34 7%lo	32 6%l	30 6%	29 6%	24 5%	17 3%	16 3%	32 6%	25 5%	16 3%	21 4%
Your GP / medical or healthcare professional	1071 17%	290 19%	267 17%	247 16%	267 17%	108 20%ko	100 19%k	85 17%	87 17%	83 16%	97 19%k	61 13%	80 15%	106 20%ko	99 19%k	72 14%	97 19%k
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	776 13%	218 14%d	215 14%d	180 12%	164 11%	78 15%ko	72 14%ko	68 14%ko	66 13%o	67 13%o	82 16%ko	43 9%	63 12%	74 14%ko	62 12%	39 8%	62 13%o
Your paid TV provider	393 6%	107 7%	104 7%	79 5%	103 7%	33 6%	41 8%k	33 7%k	46 9%k	26 5%	32 6%	16 3%	29 6%	33 6%	33 6%	31 6%	39 8%k
Your broadband provider	467 8%	140 9%c	112 7%	97 6%	118 8%	45 8%	54 10%hk	42 8%	32 6%	36 7%	44 9%k	23 5%	39 7%	34 7%	46 9%k	34 7%	39 8%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	4143 67%	988 64%	1017 66%	1084 70%a	1053 69%a	341 65%	317 61%	330 66%	351 67%	341 67%	325 64%	367 75%efghijmn	378 71%f	339 64%	350 66%	367 72%efjm	336 68%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 37

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Your bank / building society	2986 48%	569 46%	2417 49%	412 48%	2574 48%	1488 49%	1491 47%	386 47%	402 46%	569 51%lm	412 50%	563 49%	379 50%	275 44%	789 46%	980 50%	1217 48%	654 47%	2544 49%	416 46%
Your gas / electricity provider	3497 57%	602 49%	2895 59%a	421 49%	3076 58%c	1658 55%	1829 58%e	360 44%	409 47%	649 58%gh	505 61%gh	719 63%gh	472 62%gh	382 61%gh	768 45%	1155 59%n	1574 62%n	854 62%n	3046 58%s	425 47%
Your local council or tax office	2707 44%	486 39%	2221 45%a	375 44%	2332 44%	1342 45%	1359 43%	348 42%	372 43%	507 45%m	376 46%m	548 48%gm	322 42%	233 37%	721 42%	883 45%q	1103 44%	554 40%	2345 45%s	338 37%
Your GP / medical or healthcare professional	1426 23%	238 19%	1188 24%a	208 24%	1218 23%	795 26%f	630 20%	211 26%lm	221 25%lm	301 27%lm	180 22%m	275 24%lm	136 18%	102 16%	432 25%pq	481 25%pq	513 20%	239 17%	1151 22%	261 29%r
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	3135 51%	588 48%	2546 52%	389 45%	2746 52%c	1543 51%	1587 51%	326 40%	401 46%g	605 54%ghm	458 56%ghm	628 55%ghm	419 55%ghm	297 47%g	727 43%	1063 55%n	1344 53%n	717 52%n	2735 52%s	377 42%
Your paid TV provider	3278 53%	642 52%	2637 53%	437 51%	2841 54%	1614 54%	1659 53%	381 46%	453 52%	650 58%ghlm	478 58%ghlm	643 56%gm	387 51%	287 46%	833 49%	1128 58%n	1317 52%	674 49%	2795 54%	463 51%
Your broadband provider	3734 61%	702 57%	3032 61%a	467 54%	3267 62%c	1847 61%	1880 60%	388 47%	481 55%g	684 61%gh	547 67%gh	746 65%gh	508 67%ghi	380 61%g	869 51%	1230 63%n	1634 65%n	888 64%n	3239 62%s	472 52%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Email from any organisation	1342 22%	383 31%b	959 19%	182 21%	1160 22%	640 21%	698 22%	221 27%hijkl	186 21%	244 22%	154 19%	224 20%	155 20%	158 25%jk	407 24%o	397 20%	537 21%	313 23%	1112 21%	215 24%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 37

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

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Your bank / building society	2986 48%	575 50%d	1001 52%d	701 50%d	707 42%	1576 51%f	1408 46%	1828 50%	1121 47%	221 39%	318 44%	765 49%i	805 52%ij	586 55%ijkn	1888 49%i	227 39%	2588 50%o	504 39%	2352 51%qs	130 43%
Your gas / electricity provider	3497 57%	631 55%	1204 62%ad	817 59%d	844 50%	1835 59%f	1661 54%	2077 56%	1368 57%	252 45%	404 56%i	902 57%i	962 62%ijk	651 61%i	2267 59%i	257 44%	3037 59%o	651 50%	2717 59%qs	129 43%
Your local council or tax office	2707 44%	502 44%	914 47%d	636 46%d	655 39%	1416 46%f	1291 42%	1671 45%h	1002 42%	188 34%	308 43%i	688 44%i	735 47%i	533 50%ijkn	1732 45%i	194 33%	2363 46%o	476 37%	2121 46%qs	110 37%
Your GP / medical or healthcare professional	1426 23%	306 26%d	490 25%d	320 23%d	310 18%	796 26%f	630 21%	931 25%h	475 20%	100 18%	132 18%	363 23%ij	364 23%ij	307 29%ijkln	859 22%	102 17%	1232 24%o	235 18%	1136 25%qs	55 18%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	3135 51%	588 51%d	1065 55%d	726 52%d	755 45%	1652 53%f	1481 48%	1883 51%	1207 50%	200 36%	337 47%i	813 52%i	847 55%i	624 58%ijkn	1997 52%i	204 35%	2746 53%o	554 43%	2458 54%qs	122 41%
Your paid TV provider	3278 53%	636 55%d	1093 56%d	805 58%d	742 44%	1729 56%f	1548 50%	2103 57%h	1136 47%	192 34%	308 43%i	839 53%ij	940 61%ijkn	668 63%ijkn	2087 54%ij	198 34%	2881 56%o	568 44%	2569 56%qs	141 47%
Your broadband provider	3734 61%	700 61%d	1253 64%d	891 64%d	888 53%	1954 63%f	1779 58%	2249 61%	1435 60%	258 46%	404 56%i	958 61%i	1025 66%ijk	728 68%ijkn	2388 62%ij	263 45%	3255 63%o	669 52%	2921 64%qs	143 48%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Email from any organisation	1342 22%	225 19%	331 17%	279 20%	506 30%abc	556 18%	785 26%e	727 20%	592 25%g	199 36%jklmn	190 26%klmn	304 19%	272 18%	168 16%	766 20%m	216 37%p	1004 19%	359 28%r	895 20%	87 29%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Your bank / building society	2986 48%	2565 48%	420 49%	84 49%	2522 49%g	253 49%g	146 49%g	65 38%	109 43%	300 44%	242 48%	228 51%l	235 43%	280 49%	439 54%hilr	425 50%	263 50%	42 61%hilr	211 47%
Your gas / electricity provider	3497 57%	3002 57%	495 57%	99 57%	2929 56%g	317 61%dg	177 60%g	75 44%	144 57%	368 54%	279 55%	267 59%n	297 55%	324 56%	417 51%	511 61%n	322 61%n	42 61%	275 61%n
Your local council or tax office	2707 44%	2325 44%	382 44%	79 46%	2280 44%g	232 45%g	135 46%g	59 35%	101 40%	301 45%	211 42%	196 44%	246 45%	237 41%	368 45%	387 46%	232 44%	34 50%	198 44%
Your GP / medical or healthcare professional	1426 23%	1238 23%c	188 22%	27 16%	1230 24%fg	112 22%g	57 19%	26 15%	46 18%	142 21%	103 20%	101 23%	103 19%	134 23%	238 29%hijklr	238 28%hijlr	125 24%	15 22%	98 22%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	3135 51%	2692 51%	443 51%	84 49%	2647 51%g	267 52%g	155 53%g	65 38%	111 45%	322 48%	246 48%	252 56%hil	265 49%	286 50%	420 52%	469 56%hi	275 52%	41 59%h	227 50%
Your paid TV provider	3278 53%	2815 53%	463 54%	80 46%	2734 53%g	307 59%dg	162 55%g	75 44%	125 50%	326 48%	263 52%	252 56%i	283 52%	311 54%	420 52%	491 58%hip	262 49%	45 65%hinp	262 58%hip
Your broadband provider	3734 61%	3177 60%	557 64%	108 62%	3145 61%g	321 62%g	182 62%g	85 50%	142 57%	392 58%	301 59%	290 65%hl	307 57%	359 63%	500 62%	541 64%hl	312 59%	51 75%hijlnpr	270 60%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Email from any organisation	1342 22%	1182 22%	160 19%	32 18%	1123 22%	100 19%	63 21%	56 33%def	61 24%q	171 25%kmnq	113 22%q	82 18%q	136 25%knq	109 19%q	153 19%q	176 21%q	124 23%q	5 8%	94 21%q

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Your bank / building society	2986 48%	1172 49%	1114 49%	1631 47%	1574 47%	1172 49%f	68 35%	366 47%f	1114 49%	95 42%	513 48%	895 43%	1198 49%k	399 49%k	350 59%klmop	128 54%k	2094 47%	478 57%klmp	1252 49%v	1163 49%v	321 47%	169 48%	61 38%	2415 49%v	230 45%	651 40%	2335 51%y
Your gas / electricity provider	3497 57%	1328 55%	1387 61%ac	1879 54%	1938 58%c	1328 55%f	76 39%	442 57%f	1387 61%i	116 51%	647 60%i	1084 53%	1438 59%k	449 55%	381 64%kmg	131 55%	2522 56%k	512 62%kmp	1458 57%	1359 57%	371 54%	213 60%	80 50%	2817 57%	292 57%	751 46%	2746 60%y
Your local council or tax office	2707 44%	1026 43%	1040 46%c	1459 42%	1473 44%	1026 43%f	50 26%	322 41%f	1040 46%i	83 37%	463 43%	776 38%	1089 45%kp	381 47%kp	329 55%klmp	122 51%kp	1865 41%k	451 54%klmp	1072 42%	1068 45%	310 45%	184 52%rvw	61 38%	2140 43%	245 48%	641 39%	2066 46%y
Your GP / medical or healthcare professional	1426 23%	531 22%	538 24%	772 22%	779 24%	531 22%fg	25 13%	136 17%	538 24%	42 18%	225 21%	365 18%	586 24%kp	208 28%kp	187 32%klp	72 30%kp	952 21%k	260 31%klmp	526 20%	585 25%r	179 26%r	90 25%	33 21%	1111 22%	123 24%	384 24%	1042 23%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	3135 51%	1211 50%	1244 55%acd	1667 48%	1700 51%c	1211 50%f	55 29%	385 50%f	1244 55%i	91 40%	579 54%i	968 47%	1262 52%k	410 51%	364 61%klmop	121 51%	2230 50%	485 58%klmp	1307 51%	1209 51%	340 50%	196 56%v	67 42%	2516 51%	264 51%	641 39%	2494 55%y
Your paid TV provider	3278 53%	1296 54%	1220 54%	1841 53%	1765 53%	1296 54%fg	53 27%	381 49%f	1220 54%i	72 32%	498 46%i	1014 49%	1329 55%k	432 53%	368 62%klmop	124 52%	2343 52%	492 59%klmp	1366 53%v	1299 55%vx	356 52%v	183 52%v	60 37%	2664 54%vx	242 47%	761 47%	2517 55%y
Your broadband provider	3734 61%	1407 59%	1474 65%ac	2013 58%	2080 63%ac	1407 59%f	66 34%	435 56%f	1474 65%i	119 52%	694 65%i	1219 59%	1481 61%	468 58%	408 69%klmp	145 61%	2700 60%	553 66%klmp	1581 62%v	1458 62%v	387 57%	209 59%	82 51%	3040 62%v	291 57%	796 49%	2938 65%y
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	1342 22%	519 22%	452 20%	765 22%	698 21%	519 22%	83 43%eg	188 24%	452 20%	75 33%hj	243 23%	503 24%lnq	484 20%n	197 24%lnq	85 14%	62 26%nq	986 22%nq	147 18%	531 21%	500 21%	168 25%	69 19%	59 37%rstuwx	1031 21%	128 25%	408 25%z	934 21%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Your bank / building society	2986 48%	165 41%	2809 49%ac	12 28%	740 43%	2118 51%df	129 40%	2907 50%hij	43 28%j	19 27%j	6 8%	2969 49%hij	11 32%
Your gas / electricity provider	3497 57%	200 50%c	3285 57%ac	12 28%	870 51%f	2496 60%df	131 41%	3412 59%hij	38 24%	20 29%	12 16%	3471 57%hij	15 41%
Your local council or tax office	2707 44%	160 40%c	2539 44%c	8 20%	664 39%	1932 47%df	112 35%	2618 45%hij	51 31%j	18 27%	9 12%	2687 44%hij	11 32%
Your GP / medical or healthcare professional	1426 23%	89 22%	1332 23%	5 11%	338 20%	1015 25%d	72 23%	1376 24%j	28 17%	9 14%	5 7%	1413 23%j	8 23%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	3135 51%	192 48%c	2936 51%c	6 16%	762 45%f	2253 54%df	120 37%	3067 53%hij	38 24%j	12 18%	6 8%	3117 51%hij	12 33%
Your paid TV provider	3278 53%	188 47%	3075 54%ca	15 37%	774 45%	2373 57%df	132 41%	3200 55%hij	41 26%j	15 21%	6 8%	3255 54%hij	16 47%
Your broadband provider	3734 61%	216 54%c	3506 61%ac	11 27%	934 55%f	2662 64%df	138 43%	3656 63%hij	46 29%j	12 17%	8 10%	3714 61%hij	12 35%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	1342 22%	115 29%b	1209 21%	18 44%b	456 27%e	772 19%	114 35%de	1164 20%	63 39%gk	34 50%gk	62 84%ghik	1261 21%	18 52%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Your bank / building society	2986 48%	750 49%	720 47%	772 50%	744 48%	283 54%fi	225 44%	242 48%	261 50%	216 42%	243 48%	257 52%fi	255 48%	261 50%	262 49%	247 49%	235 47%
Your gas / electricity provider	3497 57%	899 58%d	884 57%	892 58%	821 53%	327 62%in	291 56%	281 56%	310 59%n	277 54%	298 59%n	278 57%	310 58%n	304 58%n	262 49%	282 56%	277 56%
Your local council or tax office	2707 44%	681 44%	686 45%	691 45%	648 42%	245 46%n	222 43%	214 43%	249 48%n	218 43%	219 43%	221 45%	244 46%	226 43%	205 39%	219 43%	224 45%
Your GP / medical or healthcare professional	1426 23%	364 24%	373 24%	324 21%	365 24%	115 22%	114 22%	135 27%lm	128 24%	118 23%	127 25%	116 24%	102 19%	106 20%	118 22%	132 26%l	114 23%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	3135 51%	771 50%	780 51%	796 51%	787 51%	272 51%	229 44%	270 54%f	272 52%	248 49%	260 51%	258 53%f	265 50%	274 52%	254 48%	271 53%f	262 53%f
Your paid TV provider	3278 53%	805 52%	831 54%	839 54%	803 52%	286 54%	250 48%	269 54%	271 52%	283 56%	277 55%	265 54%	294 55%	280 53%	275 52%	278 55%	250 51%
Your broadband provider	3734 61%	908 59%	954 62%	978 63%d	893 58%	334 63%f	280 54%	294 59%	321 61%	318 62%f	315 62%f	307 62%f	343 65%f	328 62%f	303 57%	303 60%	286 58%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Email from any organisation	1342 22%	334 22%	352 23%	308 20%	348 23%	101 19%	126 24%	106 21%	115 22%	115 23%	122 24%	94 19%	118 22%	96 18%	133 25%m	105 21%	110 22%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Your bank / building society	46 1%	2 *	44 1%a	13 2%d	33 1%	29 1%	18 1%	15 2%klm	13 2%klm	11 1%k	4 *	1 *	2 *	-	29 2%opq	15 1%pq	3 *	2 *	33 1%	14 2%r
Your gas / electricity provider	36 1%	1 *	35 1%	13 1%d	23 *	19 1%	17 1%	6 1%	11 1%klm	7 1%	5 1%	6 1%	-	*	18 1%pq	12 1%q	6 *	*	32 1%	4 *
Your local council or tax office	40 1%	-	40 1%a	14 2%d	26 *	24 1%	16 1%	13 2%klm	12 1%klm	9 1%kl	6 1%k	-	-	-	25 1%pq	15 1%q	-	-	30 1%	10 1%
Your GP / medical or healthcare professional	43 1%	2 *	41 1%	11 1%	32 1%	31 1%f	12 *	15 2%klm	9 1%klm	10 1%kl	8 1%kl	1	-	-	24 1%pq	18 1%pq	1	-	34 1%	9 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	52 1%	6 *	47 1%	13 2%	39 1%	33 1%	19 1%	15 2%klm	17 2%klm	8 1%k	8 1%k	*	2 *	2 *	33 2%opq	16 1%p	4 *	4 *	41 1%	10 1%
Your paid TV provider	47 1%	-	47 1%a	18 2%d	29 1%	27 1%	20 1%	13 2%klm	14 2%klm	9 1%k	10 1%km	*	1	-	27 2%pq	18 1%pq	2 *	1	38 1%	8 1%
Your broadband provider	58 1%	-	58 1%a	24 3%d	34 1%	41 1%f	17 1%	15 2%jklm	18 2%jklm	21 2%jklm	3 *	1	-	-	33 2%pq	24 1%pq	1	-	41 1%	17 2%r
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	5966 97%	1226 99%b	4740 96%	784 91%	5183 98%c	2887 96%	3065 98%e	771 94%	807 92%	1081 96%gh	795 97%gh	1132 99%ghij	756 99%ghij	625 100%ghij	1578 93%	1876 97%n	2512 99%no	1380 100%no	5065 97%s	851 94%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Your bank / building society	46 1%	18 2%bcd	9 *	11 1%	8 *	28 1%	19 1%	38 1%h	6 *	6 1%j	*	10 1%	19 1%j	9 1%	29 1%	6 1%	38 1%	12 1%	32 1%	2 1%
Your gas / electricity provider	36 1%	10 1%	11 1%	7 *	8 *	21 1%	15 *	24 1%	10 *	7 1%	6 1%	9 1%	7 *	6 1%	21 1%	7 1%	27 1%	15 1%r	19 *	2 1%
Your local council or tax office	40 1%	19 2%bcd	11 1%	7 *	3 *	30 1%f	10 *	37 1%h	1 *	5 1%	2 *	9 1%	11 1%	11 1%	22 1%	5 1%	33 1%	12 1%	25 1%	3 1%
Your GP / medical or healthcare professional	43 1%	13 1%	10 1%	12 1%	7 *	23 1%	20 1%	37 1%h	4 *	* *	7 1%m	13 1%m	19 1%m	* *	39 1%m	2 *	39 1%	10 1%	30 1%	3 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	52 1%	14 1%	17 1%	8 1%	13 1%	31 1%	21 1%	36 1%	14 1%	10 2%m	4 1%	18 1%	14 1%	3 *	37 1%	10 2%	40 1%	15 1%	35 1%	2 1%
Your paid TV provider	47 1%	12 1%	10 1%	10 1%	15 1%	22 1%	25 1%	34 1%	10 *	4 1%	6 1%	16 1%m	18 1%m	* *	40 1%m	4 1%	41 1%	15 1%	28 1%	3 1%
Your broadband provider	58 1%	17 1%d	23 1%	10 1%	8 *	40 1%f	18 1%	44 1%h	10 *	6 1%	3 *	12 1%	25 2%	11 1%	40 1%	6 1%	49 1%	20 2%r	32 1%	6 2%r
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	5966 97%	1084 94%	1894 97%a	1349 97%a	1638 98%a	2978 96%	2987 97%	3527 96%	2356 98%g	542 97%	699 97%	1519 97%	1479 95%	1035 97%	3697 96%	568 97%	4992 97%	1235 95%	4440 97%q	292 97%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 38

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

Base : All participants

	Total	Rurality — Urban (a)	Rurality — Rural including Remote (b)	Rurality — Remote Rural (c)	Nation — England (d)	Nation — Scotland (e)	Nation — Wales (f)	Nation — NI (g)	Region — North East (h)	Region — North West (i)	Region — Yorkshire/Humberside (j)	Region — East Midlands (k)	Region — West Midlands (l)	Region — East Anglia/East of England (m)	Region — London/Greater London (n)	Region — South East (o)	Region — South West (p)	Region — Highlands & Islands of Scotland (q)	Region — Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Your bank / building society	46 / 1%	42 / 1%	4 / 1%	1 / *	39 / 1%	2 / *	4 / 1%	1 / 1%	2 / 1%	4 / 1%	5 / 1%	4 / 1%	2 / *	5 / 1%	11 / 1%	4 / *	2 / *	-	2 / 1%
Your gas / electricity provider	36 / 1%	30 / 1%	6 / 1%	1 / *	28 / 1%	4 / 1%	2 / 1%	2 / 1%	1 / 1%o	8 / 1%o	4 / 1%	3 / 1%	3 / *	1 / *	4 / *	-	4 / 1%	2 / 2%mo	3 / 1%
Your local council or tax office	40 / 1%	30 / 1%	10 / 1%	2 / 1%	36 / 1%	2 / *	1 / *	1 / 1%	-	4 / 1%	7 / 1%	4 / 1%	3 / 1%	2 / *	9 / 1%	5 / 1%	2 / *	-	2 / *
Your GP / medical or healthcare professional	43 / 1%	35 / 1%	8 / 1%	* / *	36 / 1%	6 / 1%	1 / *	1 / 1%	-	8 / 1%o	8 / 2%hmo	6 / 1%mo	2 / *	-	5 / 1%	-	7 / 1%mo	1 / 1%mo	5 / 1%mo
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- / -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	52 / 1%	43 / 1%	9 / 1%	1 / 1%	47 / 1%	2 / *	3 / 1%	1 / 1%	2 / 1%	8 / 1%	6 / 1%	3 / 1%	5 / 1%	8 / 1%	8 / 1%	5 / 1%	3 / 1%	-	2 / *
Your paid TV provider	47 / 1%	32 / 1%	15 / 2%a	6 / 4%a	40 / 1%	4 / 1%	2 / 1%	1 / 1%	2 / 1%	9 / 1%	7 / 1%	3 / 1%	5 / 1%	6 / 1%	5 / 1%	3 / *	1 / *	* / *	4 / 1%
Your broadband provider	58 / 1%	49 / 1%	9 / 1%	1 / 1%	50 / 1%	3 / 1%	2 / 1%	3 / 2%e	1 / 1%	18 / 3%lnopr	8 / 2%lo	7 / 2%o	1 / *	6 / 1%	5 / 1%	2 / *	2 / *	* / *	3 / 1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	5966 / 97%	5145 / 97%bc	821 / 95%	162 / 94%	5016 / 97%	502 / 97%	284 / 96%	164 / 96%	244 / 98%	651 / 96%	482 / 95%	431 / 96%	529 / 97%	557 / 97%	778 / 96%	831 / 98%jkn	513 / 97%	66 / 96%	436 / 97%

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

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Your bank / building society	46 1%	19 1%	8 *	38 1%b	27 1%	19 1%	2 1%g	* *	8 *	- -	5 *	15 1%	24 1%	5 1%	3 *	- -	39 1%	3 *	15 1%	14 1%	15 2%rsw	1 *	1 1%	29 1%	2 *	27 2%z	20 *
Your gas / electricity provider	36 1%	14 1%	11 *	24 1%	22 1%	14 1%	4 2%	5 1%	11 *	2 1%	4 *	13 1%	10 *	10 1%lp	2 *	* *	23 1%	3 *	5 *	20 1%r	10 2%rw	- -	1 *	24 *	1 *	24 1%z	12 *
Your local council or tax office	40 1%	14 1%	9 *	30 1%	24 1%	14 1%	* *	* *	9 *	* *	* *	12 1%	18 1%	4 *	* *	5 2%kmnp	31 1%	5 1%	7 *	12 1%	18 3%rswx	3 1%	- -	19 *	3 1%	27 2%z	13 *
Your GP / medical or healthcare professional	43 1%	16 1%	12 1%	31 1%	27 1%	16 1%	* *	4 1%	12 1%	- -	- -	19 1%l	8 *	9 1%l	3 1%	4 2%l	27 1%	8 1%	12 *	8 *	16 2%rsw	1 1%	3 2%rsw	19 *	7 1%rsw	27 2%z	16 *
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	52 1%	21 1%	11 *	38 1%b	28 1%	21 1%	3 2%	9 1%	11 *	2 1%	3 *	18 1%	15 1%	14 2%lp	5 1%	* *	33 1%	6 1%	13 1%	14 1%	19 3%rsw	4 1%	1 1%	27 1%	5 1%	30 2%z	22 *
Your paid TV provider	47 1%	16 1%	7 *	40 1%b	31 1%	16 1%	* *	5 1%	7 *	2 1%	1 *	11 1%	16 1%	13 2%kp	7 1%	- -	27 1%	7 1%	13 1%	13 1%	16 2%rsw	5 1%	- -	26 1%	5 1%	35 2%z	12 *
Your broadband provider	58 1%	21 1%	18 1%	38 1%	35 1%	21 1%	4 2%	8 1%	18 1%j	2 1%j	1 *	18 1%	17 1%	13 2%	3 *	6 2%lp	35 1%	8 1%	7 *	18 1%r	24 3%rsw	4 1%r	4 2%rw	25 1%	8 2%rw	38 2%z	20 *
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	5966 97%	2312 96%	2216 98%acd	3305 96%	3209 97%c	2312 96%	185 95%	760 98%	2216 98%	224 99%	1060 99%	1992 97%	2362 97%	779 96%	576 97%	232 97%	4353 97%	807 97%	2508 98%t	2295 97%t	635 93%	339 96%	154 96%	4803 97%t	494 96%	1493 92%	4473 99%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 38

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21*
Your bank / building society	46 1%	4 1%	41 1%	2 4%b	7 *	30 1%	10 3%de	39 1%	6 3%gk	2 2%	- -	46 1%	- -
Your gas / electricity provider	36 1%	4 1%	31 1%	* *	15 1%	17 *	4 1%e	29 *	5 3%gk	2 2%	* *	36 1%	- -
Your local council or tax office	40 1%	- -	40 1%	- -	7 *	28 1%	5 1%	33 1%	4 3%gk	2 2%	- -	38 1%	1 4%
Your GP / medical or healthcare professional	43 1%	6 1%	36 1%	2 4%b	13 1%	27 1%	4 1%	29 *	7 4%gk	7 11%gjk	- -	43 1%	- -
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	52 1%	8 2%b	44 1%	- -	21 1%e	25 1%	6 2%e	40 1%	9 5%gk	4 6%gk	- -	52 1%	- -
Your paid TV provider	47 1%	7 2%	40 1%	- -	23 1%e	15 *	8 3%e	31 1%	13 8%gk	1 2%	2 3%g	45 1%	- -
Your broadband provider	58 1%	10 2%b	49 1%	- -	22 1%	33 1%	4 1%	37 1%	14 8%gjk	6 9%gk	- -	57 1%	2 4%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	5966 97%	384 96%	5545 97%	38 92%	1631 96%	4029 97%d	306 95%	5670 97%hi	131 82%	61 89%	72 97%h	5862 97%hi	32 92%

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

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	527	505	521	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Your bank / building society	46 1%	13 1%	8 *	15 1%	11 1%	7 1%	3 1%	2 *	4 1%	*	3 1%	6 1%	4 1%	5 1%	7 1%	1 *	3 1%
Your gas / electricity provider	36 1%	9 1%	12 1%	10 1%	5 *	4 1%	2 *	3 1%	5 1%	5 1%	3 1%	3 1%	2 *	4 1%	2 *	1 *	1 *
Your local council or tax office	40 1%	14 1%	7 *	8 *	12 1%	1 *	6 1%l	6 1%lo	1 *	4 1%	2 *	4 1%	-	4 1%	6 1%	-	6 1%
Your GP / medical or healthcare professional	43 1%	15 1%d	12 1%	12 1%	3 *	11 2%fino	2 *	2 *	3 1%	4 1%	6 1%	6 1%lo	-	6 1%	1 *	-	2 *
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	52 1%	9 1%	13 1%	19 1%	11 1%	4 1%	4 1%	2 *	9 2%	1 *	4 1%	4 1%	11 2%gi	3 1%	4 1%	2 *	5 1%
Your paid TV provider	47 1%	7 *	22 1%ac	8 1%	9 1%	2 *	2 *	3 1%	7 1%	6 1%	10 2%e	1 *	4 1%	3 1%	4 1%	3 1%	2 *
Your broadband provider	58 1%	19 1%	14 1%	14 1%	12 1%	6 1%	6 1%	7 1%	5 1%	5 1%	4 1%	6 1%	3 1%	5 1%	3 1%	1 *	7 1%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	5966 97%	1485 96%	1493 97%	1493 96%	1495 97%	506 96%	502 97%	477 96%	504 96%	493 97%	496 98%	473 96%	510 96%	510 97%	513 96%	500 98%eg	482 97%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Your bank / building society	26 *	1 *	26 1%	12 1%d	14 *	13 *	13 *	4 *	11 1%klm	5 *	4 1%	3 *	* *	-	15 1%pq	9 *	3 *	* *	21 *	5 1%
Your gas / electricity provider	19 *	-	19 1%d	9 1%d	10 *	7 *	11 *	3 *	10 1%klm	3 *	1 *	1 *	-	-	14 1%opq	4 *	1 *	-	15 *	4 *
Your local council or tax office	17 *	-	17 *	6 1%d	11 *	13 *	4 *	2 *	10 1%jklm	4 *	1 *	-	-	-	12 1%pq	5 *	-	-	14 *	3 *
Your GP / medical or healthcare professional	50 1%	-	50 1%a	16 2%d	34 1%	24 1%	23 1%	9 1%kl	14 2%klm	13 1%klm	10 1%klm	3 *	* *	* *	23 1%pq	24 1%pq	3 *	1 *	34 1%	14 2%r
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	19 *	2 *	18 *	11 1%d	9 *	11 *	8 *	2 *	4 *	6 1%	3 *	5 *	-	-	5 *	9 *q	5 *	-	16 *	3 *
Your paid TV provider	14 *	-	14 *	4 *	10 *	8 *	7 *	3 *	7 1%	1 *	1 *	2 *	-	-	10 1%pq	2 *	2 *	-	12 *	2 *
Your broadband provider	18 *	2 *	17 *	8 1%d	11 *	9 *	9 *	7 1%	2 *	3 *	2 *	2 *	2 *	-	9 1%	5 *	5 *	2 *	15 *	3 *
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6032 98%	1230 100%b	4802 97%	810 94%	5222 98%c	2937 97%	3084 98%	797 97%	827 95%	1092 97%h	804 98%h	1130 99%ghi	757 100%ghij	626 100%ghij	1623 96%	1895 98%n	2513 99%no	1384 100%no	5108 98%	874 97%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Your bank / building society	26 *	8 1%	5 *	10 1%	3 *	13 *	13 *	23 1%h	3 *	1 *	4 1%	9 1%	7 *	3 *	21 1%	1 *	25 *	8 1%	18 *	-
Your gas / electricity provider	19 *	3 *	4 *	6 *	6 *	7 *	12 *	16 *	2 *	3 1%	2 *	6 *	4 *	3 *	13 *	3 1%	16 *	4 *	15 *	-
Your local council or tax office	17 *	2 *	3 *	8 *	5 *	4 *	13 *	13 *	4 *	-	2 *	6 *	4 *	4 *	13 *	-	17 *	11 1%r	6 *	-
Your GP / medical or healthcare professional	50 1%	12 1%	11 1%	16 1%	11 1%	23 1%	27 1%	41 1%h	9 *	2 *	6 1%	10 1%	25 2%k	7 1%	41 1%	2 *	48 1%	16 1%	33 1%	*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	19 *	8 1%b	1 *	7 1%	3 *	9 *	10 *	16 *	4 *	3 *	3 *	4 *	2 *	8 1%	9 *	3 *	17 *	10 1%r	10 *	-
Your paid TV provider	14 *	3 *	5 *	2 *	4 *	8 *	6 *	13 *	1 *	3 *	1 *	4 *	4 *	1 *	9 *	3 *	10 *	7 1%r	6 *	1 *
Your broadband provider	18 *	8 1%bd	1 *	8 1%bd	1 *	10 *	8 *	15 *	3 *	* *	3 *	5 *	2 *	8 1%	10 *	* *	18 *	7 1%	11 *	-
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6032 98%	1117 97%	1919 99%ac	1351 97%	1645 98%	3036 98%	2995 98%	3574 97%	2371 99%g	550 98%	697 97%	1538 98%	1513 97%	1040 97%	3748 98%	576 98%	5049 98%	1243 96%	4491 98%q	299 100%q

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Your bank / building society	26 *	21 *	5 1%	1 *	23 *	1 *	1 *	1 1%	1 *	4 1%	1 *	1 *	8 2%mor	-	6 1%	-	1 *	*	1 *
Your gas / electricity provider	19 *	14 *	5 1%	2 1%a	16 *	1 *	1 *	*	1 *	3 *	1 *	3 1%	3 1%	2 *	2 *	-	2 *	-	1 *
Your local council or tax office	17 *	17 *	*	*	15 *	2 *	*	*	-	-	-	3 1%	-	5 1%	2 *	-	4 1%	-	2 *
Your GP / medical or healthcare professional	50 1%	44 1%	6 1%	3 1%	43 1%	3 1%	3 1%	*	1 1%	6 1%	1 *	4 1%	1 *	9 2%	11 1%	5 1%	4 1%	-	3 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	19 *	17 *	2 *	2 1%a	16 *	3 1%	*	1 *	-	4 1%	-	1 *	-	-	7 1%	-	5 1%o	2 2%hjklmo	2 *
Your paid TV provider	14 *	14 *	*	*	11 *	1 *	2 1%	-	1 *	2 *	3 1%	-	-	2 *	-	3 *	1 *	-	1 *
Your broadband provider	18 *	15 *	3 *	*	13 *	2 *	2 1%d	1 1%	1 *	2 *	2 *	3 1%	-	-	4 *	1 *	1 *	-	2 *
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6032 98%	5188 98%	844 98%	165 96%	5069 98%	507 98%	289 98%	168 99%	247 98%	662 98%	501 99%	434 97%	533 98%	560 98%	782 96%	837 99%knp	514 97%	67 97%	440 98%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Your bank / building society	26 *	17 1%bd	1 *	24 1%bd	8 *	17 1%	1 1%	2 *	1 *	-	*	9 *	8 *	5 1%	4 1%	-	17 *	4 1%	7 *	10 *	5 1%	4 1%	-	17 *	4 1%	21 1%z	5 *
Your gas / electricity provider	19 *	4 *	5 *	14 *	15 *	4 *	-	2 *	5 *	-	-	9 *	6 *	4 1%	-	-	14 *	-	5 *	6 *	5 1%	2 1%	-	12 *	2 *	17 1%z	2 *
Your local council or tax office	17 *	9 *	2 *	15 *	8 *	9 *	-	*	2 *	-	1 *	8 *	5 *	1 *	2 *	1 1%	13 *	3 *	6 *	5 *	6 1%sw	1 *	*	10 *	1 *	15 1%z	2 *
Your GP / medical or healthcare professional	50 1%	18 1%	12 1%	37 1%	31 1%	18 1%	*	4 1%	12 1%	-	3 *	12 1%	30 1%m	2 *	5 1%	*	41 1%	6 1%	14 1%	21 1%	9 1%	5 1%	2 1%	34 1%	6 1%	34 2%z	15 *
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	19 *	11 *	7 *	13 *	8 *	11 *	3 1%g	*	7 *	-	4 *	4 *	15 1%	*	*	*	19 *	*	11 *	6 *	3 *	-	*	17 *	*	14 1%z	6 *
Your paid TV provider	14 *	6 *	2 *	11 *	7 *	6 *	-	-	2 *	-	-	4 *	8 *	*	1 *	1 1%	12 *	2 *	1 *	7 *	3 *	3 1%rw	1 *	8 *	4 1%rw	10 1%z	4 *
Your broadband provider	18 *	6 *	9 *	10 *	13 *	6 *	-	-	9 *	-	3 *	3 *	8 *	6 1%k	1 *	1 1%	10 *	2 *	4 *	8 *	2 *	1 *	3 2%rsw	11 *	4 1%rw	13 1%z	5 *
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6032 98%	2339 97%	2231 99%ac	3353 97%	3244 98%	2339 97%	190 98%	769 99%e	2231 99%	227 100%	1062 99%	2020 98%	2373 97%	796 98%	582 98%	233 98%	4393 98%	815 98%	2534 99%stux	2311 98%	656 96%	339 96%	155 97%	4845 98%tux	494 96%	1526 94%	4506 99%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21*
Your bank / building society	26 *	3 1%	23 *	-	12 1%	13 *	2 1%	18 *	5 3%gk	3 4%gk	-	26 *	-
Your gas / electricity provider	19 *	2 1%	16 *	-	8 *	6 *	5 2%e	11 *	5 3%gk	3 4%gk	-	19 *	-
Your local council or tax office	17 *	* *	15 *	2 4%ab	11 1%e	5 *	* *	12 *	4 3%gk	-	-	17 *	-
Your GP / medical or healthcare professional	50 1%	3 1%	45 1%	2 4%	8 *	27 1%	14 4%de	39 1%	11 7%gk	* *	-	50 1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	19 *	3 1%	16 *	-	7 *	11 *	1 *	18 *	2 1%	-	-	19 *	-
Your paid TV provider	14 *	* *	14 *	-	6 *	7 *	1 *	9 *	5 3%gk	-	-	14 *	-
Your broadband provider	18 *	3 1%	15 *	-	9 1%	9 *	-	13 *	4 2%gk	1 2%g	*	18 *	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6032 98%	387 97%	5607 98%c	38 92%	1652 97%f	4078 98%df	303 94%	5724 98%h	134 84%	64 94%	74 100%h	5923 98%h	35 100%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Your bank / building society	26 *	11 1%	9 1%	4 *	3 *	2 *	3 1%	6 1%	2 *	4 1%	3 1%	* *	3 1%	-	2 *	*	-
Your gas / electricity provider	19 *	5 *	4 *	2 *	7 *	3 1%	1 *	1 *	1 *	2 *	1 *	2 *	-	-	3 *	3 1%	2 *
Your local council or tax office	17 *	6 *	2 *	6 *	3 *	3 1%	4 1%	-	-	2 *	-	4 1%	2 *	1 *	3 1%	-	-
Your GP / medical or healthcare professional	50 1%	14 1%	15 1%	13 1%	8 1%	7 1%	5 1%	2 *	4 1%	10 2%gj	1 *	4 1%	4 1%	5 1%	3 1%	2 *	3 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	19 *	1 *	8 1%a	3 *	8 1%a	*	-	*	4 1%	3 1%	1 *	2 *	-	1 *	8 1%efiop	*	-
Your paid TV provider	14 *	5 *	2 *	-	7 *c	1 *	3 1%	1 *	1 *	-	1 *	-	-	-	4 1%	*	3 1%
Your broadband provider	18 *	3 *	7 *	*	8 1%c	-	2 *	2 *	3 1%	3 1%	-	*	-	*	5 1%	3 1%	*
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	6032 98%	1504 97%	1504 98%	1526 98%	1498 98%	513 97%	502 97%	489 98%	510 97%	493 97%	501 99%n	481 98%	525 99%n	519 99%n	510 96%	499 98%	488 99%n

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Your bank / building society	66 1%	2 *	64 1%a	9 1%	57 1%	41 1%	26 1%	12 1%km	21 2%klm	14 1%km	10 1%m	4 *	5 1%	- -	33 2%pq	24 1%pc	9 *	5 *	53 1%	14 2%
Your gas / electricity provider	53 1%	3 *	50 1%a	12 1%	41 1%	28 1%	25 1%	10 1%	12 1%	15 1%	6 1%	5 *	3 *	2 *	23 1%pq	20 1%p	10 *	6 *	46 1%	7 1%
Your local council or tax office	38 1%	1 *	37 1%a	6 1%	32 1%	17 1%	21 1%	9 1%k	9 1%k	7 1%	6 1%	1 *	3 *	2 *	18 1%p	13 1%	7 *	5 *	31 1%	7 1%
Your GP / medical or healthcare professional	71 1%	2 *	69 1%a	12 1%	58 1%	37 1%	34 1%	18 2%jk	10 1%	23 2%jk	4 *	4 *	8 1%	4 1%	28 2%pq	27 1%p	16 1%	12 1%	59 1%	11 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	77 1%	3 *	75 2%a	22 3%d	56 1%	41 1%	37 1%	26 3%jklm	16 2%kl	20 2%kl	7 1%	3 *	3 *	2 *	42 2%pq	27 1%p	8 *	5 *	59 1%	18 2%
Your paid TV provider	61 1%	3 *	58 1%a	16 2%d	44 1%	33 1%	26 1%	13 2%k	19 2%klm	13 1%	7 1%	4 *	3 *	2 *	32 2%pq	20 1%p	9 *	5 *	47 1%	12 1%
Your broadband provider	62 1%	1 *	61 1%a	13 2%	49 1%	36 1%	25 1%	16 2%klm	15 2%klm	17 2%kl	8 1%	5 *	1 *	2 *	30 2%pq	25 1%p	7 *	2 *	53 1%	9 1%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	5932 96%	1226 99%b	4705 95%	795 92%	5137 97%c	2880 96%	3039 97%	757 92%	815 93%	1070 95%g	796 97%gh	1128 99%ghij	748 98%ghi	618 99%ghi	1571 93%	1866 96%n	2494 99%no	1366 99%no	5031 97%s	850 94%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 40

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Your bank / building society	66 1%	20 2%	19 1%	9 1%	19 1%	38 1%	28 1%	47 1%	17 1%	5 1%	10 1%	11 1%	15 1%	22 2%kn	36 1%	5 1%	59 1%	14 1%	47 1%	5 2%
Your gas / electricity provider	53 1%	21 2%cd	16 1%	8 1%	9 1%	37 1%f	17 1%	39 1%	14 1%	4 1%	10 1%	10 1%	9 1%	17 2%	29 1%	4 1%	47 1%	14 1%	36 1%	4 1%
Your local council or tax office	38 1%	17 1%bd	8 *	8 1%	6 *	24 1%	14 *	27 1%	12 *	1 *	5 1%	10 1%	4 *	17 2%ln	18 *	1 *	36 1%	8 1%	27 1%	3 1%
Your GP / medical or healthcare professional	71 1%	22 2%d	20 1%	16 1%	12 1%	42 1%	28 1%	46 1%	25 1%	5 1%	9 1%	23 1%	17 1%	14 1%	49 1%	5 1%	65 1%	20 2%	50 1%	1 *
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	77 1%	22 2%d	21 1%	24 2%d	11 1%	42 1%	35 1%	59 2%h	18 1%	6 1%	10 1%	19 1%	22 1%	15 1%	52 1%	6 1%	69 1%	27 2%r	45 1%	5 2%
Your paid TV provider	61 1%	15 1%	17 1%	16 1%	13 1%	32 1%	29 1%	39 1%	21 1%	6 1%	5 1%	11 1%	16 1%	19 2%kn	32 1%	6 1%	53 1%	16 1%	39 1%	5 2%
Your broadband provider	62 1%	19 2%d	22 1%	11 1%	10 1%	41 1%f	21 1%	48 1%h	14 1%	5 1%	8 1%	11 1%	17 1%	17 2%	36 1%	7 1%	55 1%	12 1%	46 1%	4 1%
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	5932 96%	1084 94%	1879 97%a	1337 96%	1631 97%a	2963 96%	2967 97%	3514 95%	2332 97%g	540 96%	692 96%	1522 97%m	1489 96%	1004 94%	3703 96%m	565 96%	4964 96%	1228 95%	4417 97%q	287 96%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region									
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Your bank / building society	66 1%	54 1%	12 1%	1 1%	58 1%	5 1%	2 1%	1 1%	4 1%	8 1%	6 1%	4 1%	7 1%	11 2%	6 1%	9 1%	4 1%	*	4 1%
Your gas / electricity provider	53 1%	48 1%	5 1%	1 *	44 1%	6 1%	2 1%	2 1%	4 2%	4 1%	5 1%	3 1%	4 1%	7 1%	7 1%	4 1%	7 1%	*	6 1%
Your local council or tax office	38 1%	27 1%	11 1%	*	31 1%	4 1%	1 *	1 1%	3 1%i	-	4 1%	2 1%	4 1%i	7 1%i	5 1%	2 *	3 1%	*	4 1%i
Your GP / medical or healthcare professional	71 1%	57 1%	14 2%	1 1%	60 1%	7 1%	2 1%	2 1%	3 1%	5 1%	9 2%	8 2%	4 1%	10 2%	8 1%	11 *	2 *	*	7 2%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	77 1%	64 1%	13 2%	3 2%	61 1%	11 2%	3 1%	2 1%	5 2%	6 1%	9 2%	4 1%	6 1%	8 1%	12 1%	6 1%	6 1%	*	11 2%o
Your paid TV provider	61 1%	55 1%	5 1%	1 *	50 1%	4 1%	3 1%	3 2%d	4 1%io	2 *	5 1%	4 1%	4 1%	6 1%	15 2%o	2 *	9 2%io	*	4 1%
Your broadband provider	62 1%	54 1%	8 1%	1 1%	44 1%	11 2%d	5 2%	2 1%	2 1%	4 1%	1 *	4 1%	8 2%	5 1%	10 1%	4 *	7 1%	2 2%j	9 2%ijo
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	5932 96%	5104 96%	828 96%	168 97%	4989 96%	492 95%	287 97%	164 96%	241 96%	655 97%	485 95%	433 97%	527 97%	546 95%	765 94%	826 98%hn	511 97%	67 98%	424 95%

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Your bank / building society	66 / 1%	22 / 1%	23 / 1%	43 / 1%	44 / 1%	22 / 1%	1 / 1%	6 / 1%	23 / 1%	1 / *	7 / 1%	22 / 1%	27 / 1%	10 / 1%	7 / 1%	* / *	49 / 1%	8 / 1%	29 / 1%	18 / 1%	14 / 2%s	4 / 1%	- / -	48 / 1%	4 / 1%	33 / 2%z	33 / 1%
Your gas / electricity provider	53 / 1%	24 / 1%	16 / 1%	37 / 1%	29 / 1%	24 / 1%	4 / 2%	4 / 1%	16 / 1%	1 / *	6 / 1%	17 / 1%	26 / 1%	6 / 1%	3 / 1%	1 / *	43 / 1%	4 / *	25 / 1%	13 / 1%	12 / 2%s	1 / *	2 / 1%	37 / 1%	3 / 1%	29 / 2%z	24 / 1%
Your local council or tax office	38 / 1%	12 / *	8 / *	28 / 1%	25 / 1%	12 / *	- / -	3 / 1%	8 / *	- / -	3 / *	14 / 1%	13 / 1%	6 / 1%	5 / 1%	- / -	27 / 1%	5 / 1%	15 / 1%	10 / *	11 / 2%sw	2 / 1%	- / -	25 / 1%	2 / *	16 / 1%	22 / *
Your GP / medical or healthcare professional	71 / 1%	22 / 1%	24 / 1%	35 / 1%	37 / 1%	22 / 1%	3 / 1%	10 / 1%	24 / 1%	1 / *	7 / 1%	20 / 1%	24 / 1%	13 / 2%	10 / 2%	1 / 1%	44 / 1%	11 / 1%	29 / 1%	24 / 1%	9 / 1%	5 / 1%	3 / 2%	53 / 1%	8 / 2%	23 / 1%	48 / 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	77 / 1%	24 / 1%	18 / 1%	53 / 2%b	47 / 1%	24 / 1%	1 / 1%	6 / 1%	18 / 1%	1 / 1%	5 / 1%	26 / 1%	29 / 1%	7 / 1%	10 / 2%	6 / 2%	55 / 1%	16 / 2%	30 / 1%	17 / 1%	22 / 3%rsw	8 / 2%s	* / *	47 / 1%	8 / 2%	42 / 3%z	36 / 1%
Your paid TV provider	61 / 1%	26 / 1%	14 / 1%	44 / 1%	33 / 1%	26 / 1%	3 / 2%	8 / 1%	14 / 1%	1 / *	7 / 1%	22 / 1%	23 / 1%	9 / 1%	5 / 1%	1 / *	45 / 1%	7 / 1%	26 / 1%	16 / 1%	15 / 2%sw	3 / 1%	1 / 1%	42 / 1%	4 / 1%	30 / 2%z	30 / 1%
Your broadband provider	62 / 1%	28 / 1%	17 / 1%	43 / 1%	32 / 1%	28 / 1%	2 / 1%	4 / 1%	17 / 1%	2 / 1%	5 / *	19 / 1%	27 / 1%	8 / 1%	9 / 1%	* / *	45 / 1%	9 / 1%	22 / 1%	19 / 1%	16 / 2%rsw	5 / 1%	- / -	42 / 1%	5 / 1%	32 / 2%z	30 / 1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	5932 / 96%	2316 / 96%	2191 / 97%	3307 / 96%	3183 / 96%	2316 / 96%	185 / 96%	760 / 98%	2191 / 98%	221 / 98%	1049 / 98%	1985 / 96%	2345 / 96%	785 / 97%	560 / 94%	230 / 96%	4330 / 96%	790 / 95%	2479 / 97%	2285 / 97%	643 / 94%	334 / 95%	154 / 96%	4764 / 97%t	488 / 95%	1495 / 92%	4437 / 98%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Your bank / building society	66 / 1%	6 / 2%	60 / 1%	* / 1%	23 / 1%	39 / 1%	4 / 1%	50 / 1%	11 / 7%gk	2 / 2%	1 / 2%	62 / 1%	3 / 9%
Your gas / electricity provider	53 / 1%	6 / 1%	47 / 1%	-	19 / 1%	31 / 1%	3 / 1%	46 / 1%	3 / 2%	3 / 5%gk	-	51 / 1%	2 / 5%
Your local council or tax office	38 / 1%	2 / 1%	36 / 1%	-	16 / 1%	22 / 1%	* / *	36 / 1%	* / *	* / *	-	36 / 1%	2 / 5%
Your GP / medical or healthcare professional	71 / 1%	6 / 1%	65 / 1%	-	25 / 1%	44 / 1%	2 / 1%	65 / 1%	3 / 2%	-	-	69 / 1%	2 / 5%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	77 / 1%	4 / 1%	72 / 1%	1 / 1%	30 / 2%	42 / 1%	5 / 2%	72 / 1%	3 / 2%	-	-	76 / 1%	2 / 5%
Your paid TV provider	61 / 1%	4 / 1%	56 / 1%	* / 1%	23 / 1%	34 / 1%	3 / 1%	55 / 1%	2 / 1%	2 / 2%	-	59 / 1%	2 / 5%
Your broadband provider	62 / 1%	4 / 1%	58 / 1%	* / *	19 / 1%	36 / 1%	7 / 2%	59 / 1%	1 / 1%	-	-	60 / 1%	2 / 5%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	5932 / 96%	385 / 96%	5506 / 96%	41 / 99%	1622 / 95%	4005 / 97%d	305 / 95%	5624 / 96%h	139 / 87%	64 / 93%	73 / 98%h	5827 / 96%h	32 / 91%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 40

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Your bank / building society	66 1%	10 1%	20 1%	19 1%	17 1%	3 1%	5 1%	3 1%	12 2%o	5 1%	3 1%	11 2%o	5 1%	3 1%	8 2%	1	8 2%
Your gas / electricity provider	53 1%	14 1%	10 1%	15 1%	14 1%	5 1%	4 1%	5 1%	8 2%io	*	2 *	7 1%i	4 1%	4 1%	11 2%ijo	*	3 1%
Your local council or tax office	38 1%	7 *	9 1%	14 1%	8 1%	4 1%	1 *	2 *	3 1%	2 *	4 1%	6 1%	4 1%	4 1%	4 1%	3 1%	1 *
Your GP / medical or healthcare professional	71 1%	12 1%	23 1%	23 2%	13 1%	3 *	4 1%	5 1%	10 2%p	6 1%	7 1%	10 2%p	5 1%	9 2%	7 1%	5 1%	1 *
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	77 1%	19 1%	18 1%	21 1%	19 1%	5 1%	5 1%	8 2%	6 1%	5 1%	7 1%	9 2%	8 2%	4 1%	13 3%p	5 1%	1 *
Your paid TV provider	61 1%	10 1%	13 1%	23 2%	15 1%	3 1%	4 1%	2 *	7 1%	4 1%	2 *	8 2%	10 2%	5 1%	10 2%	3 1%	1 *
Your broadband provider	62 1%	17 1%	12 1%	19 1%	16 1%	4 1%	9 2%	3 1%	5 1%	3 *	4 1%	7 1%	8 2%	3 1%	10 2%	3 1%	2 *
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	5932 96%	1487 96%	1480 96%	1489 96%	1475 96%	511 97%	497 96%	479 96%	495 94%	491 96%	495 97%n	467 95%	512 96%	510 97%	501 94%	491 97%	484 98%hn

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 41

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

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Your bank / building society	111 2%	41 3%b	70 1%	9 1%	102 2%	61 2%	50 2%	10 1%	15 2%	16 1%	15 2%	24 2%	16 2%	14 2%	26 2%	31 2%	54 2%	30 2%	107 2%s	3 *
Your gas / electricity provider	28 *	12 1%b	16 *	2 *	25 *	20 1%	8 *	2 *	7 1%	2 *	5 1%	3 *	3 *	6 1%	8 1%	7 *	12 *	9 1%	28 1%	-
Your local council or tax office	43 1%	14 1%	30 1%	*	43 1%	29 1%	15 *	7 1%	6 1%	5 *	6 1%	10 1%	3 *	6 1%	13 1%	11 1%	19 1%	9 1%	39 1%	4
Your GP / medical or healthcare professional	82 1%	28 2%b	53 1%	2 *	79 1%c	47 2%	34 1%	4 *	15 2%g	12 1%	4 1%	15 1%	20 3%gij	11 2%	19 1%	16 1%	46 2%o	31 2%o	80 2%s	1 *
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30 *	10 1%	20 *	3 *	27 1%	21 1%	9 *	3 *	12 1%ilk	3 *	3 *	*	4 *	2 *	15 1%	6 *	9 *	6 *	28 1%	1
Your paid TV provider	14 *	5 *	9 *	*	14 *	10 *	4 *	1 *	6 1%k	3 *	*	*	2 *	2 *	7 *	3 *	4 *	4 *	12 *	2
Your broadband provider	25 *	7 1%	17 *	6 1%	18 *	17 1%	7 *	2 *	7 1%	5 *	2 *	2 *	4 *	2 *	9 1%	8 *	8 *	6 *	18 *	7 1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	5952 96%	1171 95%	4781 97%a	838 97%	5115 96%	2893 96%	3045 97%	800 97%	834 96%	1087 97%	797 97%	1106 97%	724 95%	605 97%	1634 96%	1884 97%	2434 96%	1329 96%	5013 96%	889 98%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Your bank / building society	111 2%	14 1%	37 2%	30 2%	29 2%	51 2%	60 2%	61 2%	48 2%	16 3%	7 1%	36 2%	26 2%	17 2%	69 2%	17 3%	88 2%	31 2%	68 1%	12 4%r
Your gas / electricity provider	28 *	5 *	13 1%	5 *	5 *	18 1%	10 *	18 *	9 *	5 1%j	*	4 *	7 *	9 1%	11 *	5 1%	20 *	2 *	20 *	6 2%qr
Your local council or tax office	43 1%	11 1%	12 1%	7 1%	12 1%	24 1%	20 1%	24 1%	16 1%	10 2%kn	*	7 *	12 1%	13 1%j	19 *	10 2%p	32 1%	10 1%	29 1%	4 1%
Your GP / medical or healthcare professional	82 1%	10 1%	25 1%	14 1%	32 2%	35 1%	46 2%	32 1%	47 2%g	14 3%ln	9 1%	26 2%l	10 1%	14 1%	45 1%	14 2%p	60 1%	20 2%	54 1%	7 2%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30 *	6 1%	10 *	6 *	9 1%	15 *	15 *	14 *	13 1%	5 1%	*	7 *	6 *	4 *	13 *	6 1%	19 *	3 *	16 *	11 4%qr
Your paid TV provider	14 *	3 *	5 *	2 *	4 *	8 *	6 *	6 *	7 *	5 1%ln	*	3 *	-	3 *	3 *	5 1%p	7 *	1 *	7 *	5 2%qr
Your broadband provider	25 *	6 1%	4 *	6 *	8 *	11 *	14 *	12 *	10 *	4 1%	*	5 *	4 *	5 *	9 *	4 1%	17 *	7 1%	11 *	7 2%qr
Your mobile phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	5952 96%	1118 97%	1875 96%	1344 96%	1614 96%	2993 97%	2958 96%	3570 97%	2300 96%	529 94%	705 98%ik	1505 96%	1505 97%i	1040 97%i	3714 97%i	553 94%	5007 97%o	1237 95%	4439 97%qs	277 92%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Your bank / building society	111 2%	93 2%	17 2%	3 2%	89 2%	9 2%	8 3%	4 3%	3 1%	21 3%mn	12 2%mn	12 3%mn	10 2%m	2 *	5 1%	18 2%m	6 1%	* 1%	9 2%m
Your gas / electricity provider	28 *	19 *	9 1%a	1 *	23 *	2 *	2 1%	1 *	2 1%	8 1%	3 1%	-	-	-	2 *	7 1%	1 *	*	1 *
Your local council or tax office	43 1%	30 1%	13 2%a	1 *	36 1%	4 1%	2 1%	1 *	1 1%	10 2%l	3 1%	3 1%	-	3 *	2 *	12 1%l	2 *	*	4 1%
Your GP / medical or healthcare professional	82 1%	71 1%	10 1%	2 1%	66 1%	12 2%	3 1%	1 1%	2 1%n	13 2%n	5 1%n	2 1%	3 *	7 1%n	-	26 3%hkin	8 1%n	1 1%n	11 2%kin
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Your landline/mobile phone provider	30 *	27 1%	4 *	- -	25 *	3 1%	2 1%	1 1%	2 1%	5 1%	1 *	3 1%	-	-	3 *	2 *	9 2%lmo	-	3 1%
Your paid TV provider	14 *	10 *	4 1%	* *	12 *	* *	1 *	1 *	- -	4 1%	1 *	1 *	-	2 *	-	2 *	2 *	*	-
Your broadband provider	25 *	20 *	4 *	2 1%	22 *	1 *	1 *	* *	- -	5 1%	2 *	1 *	1 *	1 *	6 1%	2 *	3 1%	-	1 *
Your mobile phone provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would not be happy to receive Other from any organisation	5952 96%	5116 96%	836 97%	167 96%	5009 97%	496 96%	283 96%	164 96%	243 97%	638 94%	490 96%	429 96%	529 97%	559 97%	798 98%jkr	811 96%	511 97%	68 99%	428 95%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	1st class usage Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	2nd class usage Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Your bank / building society	111 2%	46 2%	42 2%	59 2%	55 2%	46 2%	11 6%e	20 3%	42 2%	2 1%	13 1%	37 2%	39 2%	14 2%	11 2%	10 4%lp	76 2%	21 3%	47 2%	35 1%	11 2%	10 3%	9 5%rstw	81 2%	19 4%rsw	20 1%	91 2%
Your gas / electricity provider	28 *	9 *	13 1%	13 *	17 1%	9 *	2 *	2 *	13 1%	-	5 *	6 *	11 *	3 *	3 *	6 2%klmp	17 *	8 1%k	16 1%	6 *	3 *	2 *	2 1%	22 *	3 1%	8 *	20 *
Your local council or tax office	43 1%	10 *	20 1%	18 1%	27 1%	10 *	7 3%eg	8 1%	20 1%	1 *	5 1%	15 1%	18 1%	4 1%	2 *	4 2%	33 1%	6 1%	19 1%	9 *	6 1%	3 1%	5 3%rsw	28 1%	9 2%sw	14 1%	30 1%
Your GP / medical or healthcare professional	82 1%	25 1%	40 2%	37 1%	52 2%	25 1%	8 4%e	16 2%	40 2%	3 1%	22 2%	36 2%	24 1%	13 2%	8 1%	2 1%	59 1%	10 1%	39 2%s	18 1%	20 3%sw	5 *	* *	56 1%	5 1%	17 1%	65 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30 *	10 *	11 1%	15 *	17 1%	10 *	2 1%	2 *	11 1%	-	6 1%	8 *	7 *	5 1%	4 1%	5 2%klp	15 *	9 1%lp	12 *	8 *	2 *	6 2%rstw	2 1%	20 *	8 2%rsw	9 *	21 *
Your paid TV provider	14 *	7 *	2 *	10 *	6 *	7 *	3 2%eg	2 *	2 *	*	2 *	3 *	5 *	1 *	1 *	3 1%klp	9 *	4 *	6 *	7 *	-	1 *	-	13 *	1 *	3 *	11 *
Your broadband provider	25 *	10 *	4 *	14 *	8 *	10 *	2 1%	2 *	4 *	-	4 *	4 *	8 *	3 *	5 1%	4 2%klp	12 *	9 1%klp	8 *	9 *	3 *	3 1%	2 1%	17 *	5 1%	8 *	17 *
Your mobile phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	5952 96%	2325 97%	2173 96%	3347 97%	3195 96%	2325 97%f	175 90%	746 96%f	2173 96%	221 98%	1031 96%	1986 96%	2362 97%	782 96%	569 96%	225 94%	4349 97%	794 95%	2479 97%uvx	2305 97%uvx	654 96%	330 93%	147 92%	4784 97%uvx	477 93%	1571 96%	4381 96%

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

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Your bank / building society	111 *	9 2%	101 2%	-	35 2%	72 2%	4 1%	98 2%	4 3%	3 4%	3 4%	105 2%	3 10%
Your gas / electricity provider	28 1%	2 1%	26 *	*	4 *	19 *	5 2%de	28 *	-	-	-	28 *	-
Your local council or tax office	43 1%	6 2%	37 1%	*	14 1%	26 1%	3 1%	35 1%	5 3%gk	3 5%gk	* 1%	43 1%	-
Your GP / medical or healthcare professional	82 1%	7 2%	75 1%	-	19 1%	57 1%	6 2%	73 1%	5 3%	2 4%	-	80 1%	1 4%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30 *	1 *	29 1%	1 2%	3 *	20 *	7 2%de	22 *	3 2%	2 3%gk	1 1%	27 *	3 8%
Your paid TV provider	14 *	*	14 *	-	1 *	11 *	3 1%d	13 *	1 1%	-	-	14 *	-
Your broadband provider	25 *	1 *	22 *	2 4%ab	5 *	13 *	7 2%de	20 *	2 1%	1 2%	-	23 *	1 4%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	5952 96%	380 95%	5534 97%	39 93%	1641 96%	4007 97%	304 95%	5646 97%hi	147 92%	58 84%	71 95%	5851 97%hi	30 86%

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Your bank / building society	111 2%	24 2%	35 2%	24 2%	27 2%	9 2%	6 1%	9 2%	20 4%fjmp	11 2%	4 1%	11 2%	10 2%	4 1%	9 2%	13 3%	5 1%
Your gas / electricity provider	28 *	7 *	6 *	5 *	9 1%	3 1%	3 1%	*	2 *	3 1%	1 *	1 *	4 1%	1 *	2 *	8 1%gp	*
Your local council or tax office	43 1%	9 1%	8 1%	9 1%	17 1%	5 1%	2 *	2 *	4 1%	3 1%	1 *	-	6 1%	3 *	6 1%	10 2%jk	*
Your GP / medical or healthcare professional	82 1%	28 2%c	20 1%	11 1%	23 2%	14 3%k	6 1%	7 1%k	9 2%k	6 1%	4 1%	*	6 1%	5 1%	5 1%	10 2%k	8 2%k
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	30 *	10 1%	10 1%	4 *	6 *	6 1%	4 1%	1 *	8 1%jmp	2 *	-	-	2 *	2 *	-	3 1%	3 1%
Your paid TV provider	14 *	5 *	2 *	*	6 *	3 1%	2 *	*	2 *	*	-	*	-	-	-	5 1%	1
Your broadband provider	25 *	11 1%	6 *	4 *	4 *	5 1%	6 1%	2 *	4 1%	2 *	-	*	-	4 1%	1 *	2 *	-
Your mobile phone provider	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	5952 96%	1486 96%	1476 96%	1504 97%	1486 97%	506 96%	501 97%h	479 96%	487 93%	491 96%h	498 98%h	478 97%h	512 96%	513 97%h	515 97%h	490 97%h	481 97%h

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 42

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

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree (5)	2228 36%	536 43%b	1692 34%	326 38%	1903 36%	1085 36%	1133 36%	375 46%jklm	348 40%klm	476 42%klm	324 39%klm	342 30%	199 26%	165 26%	723 43%pq	800 41%pq	705 28%	364 26%	1825 35%	382 42%r
Slightly agree (4)	2035 33%	311 25%	1724 35%a	290 34%	1745 33%	983 33%	1049 33%	245 30%	316 36%gj	330 29%	269 33%	419 37%gim	263 35%	193 31%	561 33%	600 31%	875 35%o	456 33%	1752 34%s	263 29%
Neither agree nor disagree (3)	1045 17%	146 12%	898 18%a	136 16%	909 17%	546 18%	499 16%	133 16%	125 14%	170 15%	143 17%	212 19%h	143 19%	119 19%	258 15%	313 16%	474 19%n	262 19%n	853 16%	183 20%r
Slightly disagree (2)	458 7%	81 7%	377 8%	61 7%	397 7%	225 7%	233 7%	42 5%	56 6%	81 7%	55 7%	88 8%	74 10%g	62 10%g	98 6%	136 7%	224 9%n	136 10%no	422 8%s	34 4%
Strongly disagree (1)	380 6%	155 13%b	225 5%	46 5%	334 6%	159 5%	221 7%e	26 3%	23 3%	59 5%h	31 4%	77 7%ghj	79 10%ghijk	85 14%ghijk	49 3%	90 5%n	241 10%no	164 12%no	344 7%s	36 4%
Don't know	23 *	3 *	20 *	2 *	20 *	15 1%	8 *	3 *	5 1%	5 *	1 *	5 *	1 *	4 1%	8 *	6 *	10 *	5 *	16 *	6 1%
NET Agree	4263 69%	847 69%	3417 69%	615 71%	3648 69%	2068 69%	2182 69%	620 75%klm	663 76%klm	807 72%klm	593 72%klm	761 67%lm	462 61%	357 57%	1283 76%pq	1400 72%pq	1580 62%	819 59%	3577 69%	646 71%
NET Disagree	838 14%	236 19%b	602 12%	107 12%	730 14%	384 13%	454 14%	68 8%	80 9%	141 13%g	85 10%	165 14%ghj	153 20%ghijk	147 23%ghijk	147 9%	226 12%n	465 18%no	300 22%no	766 15%s	70 8%
Mean	3.86	3.81	3.87	3.92	3.85	3.87	3.84	4.10klm	4.05klm	3.97klm	3.98klm	3.76lm	3.56	3.47	4.07opq	3.97pq	3.63q	3.52	3.83	4.03r
Std Dev.	1.17	1.39	1.11	1.14	1.17	1.14	1.19	1.05	1.02	1.16	1.08	1.16	1.26	1.34	1.03	1.13	1.24	1.30	1.19	1.07
Std Error	0.01	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
			Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree	(5)	2228 36%	492 43%cd	747 38%cd	437 31%	551 33%	1239 40%f	988 32%	1446 39%h	762 32%	172 31%	229 32%	532 34%	596 38%ijk	455 43%ijkn	1356 35%	177 30%	1904 37%o	460 35%s	1687 37%s	82 27%
Slightly agree	(4)	2035 33%	376 33%	641 33%	508 36%d	509 30%	1017 33%	1018 33%	1249 34%	757 32%	180 32%	217 30%	544 35%	508 33%	373 35%	1268 33%	185 31%	1724 33%	415 32%	1526 33%	94 31%
Neither agree nor disagree	(3)	1045 17%	148 13%	337 17%a	240 17%a	319 19%a	485 16%	560 18%e	576 16%	440 18%g	105 19%m	128 18%	265 17%	264 17%	150 14%	657 17%	110 19%	855 17%	194 15%	779 17%	72 24%qr
Slightly disagree	(2)	458 7%	86 7%	129 7%	126 9%b	117 7%	215 7%	243 8%	252 7%	199 8%	45 8%	66 9%m	125 8%	128 8%m	59 6%	318 8%m	45 8%	390 8%	99 8%	334 7%	25 8%
Strongly disagree	(1)	380 6%	50 4%	78 4%	80 6%	172 10%abc	128 4%	252 8%e	153 4%	225 9%g	57 10%klmn	72 10%klmn	102 6%lm	50 3%	32 3%	223 6%lm	69 12%p	280 5%	119 9%r	235 5%	26 9%r
Don't know		23 *	1 *	11 1%	2 *	9 1%	12 *	11 *	12 *	11 *	1 *	7 1%m	4 *	8 1%	* *	19 *	1 *	19 *	8 1%	13 *	2 1%
NET Agree		4263 69%	868 75%cd	1388 71%d	945 68%d	1060 63%	2257 73%f	2005 65%	2695 73%h	1519 63%	352 63%	446 62%	1076 68%j	1104 71%ij	828 77%ijkln	2625 68%ij	362 62%	3628 70%o	875 68%s	3212 70%s	176 59%
NET Disagree		838 14%	136 12%	207 11%	206 15%b	289 17%ab	343 11%	495 16%e	405 11%	424 18%g	102 18%lmn	137 19%klmn	227 14%lm	177 11%	91 9%	542 14%lm	114 19%p	670 13%	219 17%r	568 12%	51 17%
Mean		3.86	4.02cd	3.96cd	3.79	3.69	3.98f	3.73	3.97h	3.68	3.65	3.65	3.82ij	3.95ijkn	4.09ijkln	3.84ij	3.61	3.89o	3.77	3.90qs	3.61
Std Dev.		1.17	1.12	1.09	1.15	1.28	1.10	1.22	1.09	1.26	1.27	1.29	1.17	1.08	1.02	1.17	1.31	1.15	1.27	1.13	1.22
Std Error		0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 42

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree	(5)	2228 36%	1924 36%c	304 35%	49 29%	1870 36%	191 37%	107 36%	61 36%	88 35%	198 29%	180 35%	175 39%i	185 34%	186 32%	338 42%illm	329 39%i	190 36%	21 31%	169 38%i
Slightly agree	(4)	2035 33%	1715 32%	320 37%a	65 38%	1710 33%	168 32%	97 33%	60 35%	76 30%	232 34%n	193 38%hnp	153 34%	178 33%	205 36%n	223 28%	288 34%	161 31%	24 34%	144 32%
Neither agree nor disagree	(3)	1045 17%	918 17%	127 15%	28 16%	889 17%	82 16%	49 17%	25 15%	50 20%ko	141 21%jkor	76 15%	64 15%	84 15%	103 18%o	174 21%jklor	105 12%	93 18%	13 19%	68 15%
Slightly disagree	(2)	458 7%	392 7%	65 8%	15 8%	389 8%	33 6%	23 8%	13 7%	24 10%n	58 9%n	33 6%	41 9%n	42 8%	39 7%	39 5%	70 8%	44 8%	6 9%	27 6%
Strongly disagree	(1)	380 6%	335 6%	45 5%	13 8%	308 6%	42 8%	19 6%	11 6%	11 4%	47 7%k	25 5%	15 3%	54 10%hjkno	31 7%k	31 4%	39 6%	37 7%k	5 7%	37 8%hkn
Don't know		23 *	20 *	2 *	2 1%	19 *	3 1%	1 *	1 *	2 1%il	- -	2 *	1 *	- -	1 *	6 1%	2 *	4 1%	- -	3 1%
NET Agree		4263 69%	3639 69%	624 72%	115 66%	3580 69%	358 69%	204 69%	122 71%	164 65%	430 64%	373 73%hi	328 73%hi	363 67%	391 68%	561 69%	617 73%hi	352 66%	45 65%	313 70%
NET Disagree		838 14%	727 14%	111 13%	28 16%	697 13%	75 15%	42 14%	23 14%	35 14%n	104 15%n	58 11%	56 12%	96 18%jn	79 14%n	70 9%	120 14%n	80 15%n	11 16%	65 14%n
Mean		3.86	3.85	3.90	3.72	3.86	3.84	3.85	3.87	3.83	3.71	3.93il	3.96il	3.73	3.80	3.99llmp	3.92il	3.81	3.73	3.85
Std Dev.		1.17	1.18	1.13	1.19	1.16	1.22	1.18	1.17	1.14	1.18	1.10	1.10	1.28	1.17	1.08	1.17	1.21	1.19	1.23
Std Error		0.01	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.09	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 42

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

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	Stamp usage: 2nd class - all/most of the time (b)	Stamp usage: Use 1st class (c)	Stamp usage: Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	1st class usage: Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage: Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	2nd class usage: Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage: Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Reliance letters/cards: Fairly reliant (l)	Reliance letters/cards: Neither reliant nor not reliant (m)	Reliance letters/cards: Not very reliant (n)	Reliance letters/cards: Not at all reliant (o)	Reliance letters/cards: Net reliant (p)	Reliance letters/cards: Net not reliant (q)	Reliance parcels: Very reliant (r)	Reliance parcels: Fairly reliant (s)	Reliance parcels: Neither reliant nor not reliant (t)	Reliance parcels: Not very reliant (u)	Reliance parcels: Not at all reliant (v)	Reliance parcels: Net reliant (w)	Reliance parcels: Net not reliant (x)	Affordability: ANY affordability challenges (y)	Affordability: No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)	2228 / 36%	879 / 37%	766 / 34%	1220 / 35%	1107 / 33%	879 / 37%f	50 / 26%	250 / 32%	766 / 34%j	76 / 34%	295 / 27%	668 / 32%	793 / 33%	249 / 31%	343 / 58%klmp	164 / 69%klmnp	1461 / 32%	507 / 61%klmp	987 / 38%st	792 / 33%	200 / 29%	162 / 46%rstw	73 / 46%stw	1779 / 36%t	236 / 46%rstw	573 / 35%	1656 / 36%
Slightly agree (4)	2035 / 33%	825 / 34%	774 / 34%	1161 / 34%	1110 / 33%	825 / 34%	64 / 33%	239 / 31%	774 / 34%	70 / 31%	372 / 35%	609 / 30%oq	954 / 39%kmnopq	267 / 33%oq	159 / 27%o	37 / 16%	1564 / 35%knoq	197 / 24%o	784 / 31%vx	915 / 39%rtuvwx	197 / 29%	93 / 26%	34 / 21%	1699 / 34%rtuvx	126 / 25%	582 / 36%z	1453 / 32%
Neither agree nor disagree (3)	1045 / 17%	361 / 15%	398 / 18%	575 / 17%	613 / 18%a	361 / 15%	32 / 17%	132 / 17%	398 / 18%	42 / 18%	207 / 19%	372 / 18%noq	405 / 17%noq	204 / 25%klmnopq	44 / 7%	18 / 8%	777 / 17%noq	62 / 7%	412 / 16%	363 / 15%	191 / 28%rsuvwx	50 / 14%	24 / 15%	775 / 16%t	74 / 14%	246 / 15%	798 / 18%
Slightly disagree (2)	458 / 7%	179 / 7%	166 / 7%	277 / 8%	263 / 8%	179 / 7%	21 / 11%	74 / 10%	166 / 7%	13 / 6%	88 / 8%	187 / 9%noq	175 / 7%nq	62 / 8%nq	25 / 4%	9 / 4%	363 / 8%noq	34 / 4%	173 / 7%	194 / 8%	58 / 9%	26 / 7%	5 / 3%	366 / 7%	31 / 6%	126 / 8%	331 / 7%
Strongly disagree (1)	380 / 6%	152 / 6%	150 / 7%	212 / 6%	210 / 6%	152 / 6%	26 / 13%e	77 / 10%e	150 / 7%	24 / 11%	108 / 10%h	223 / 11%lmnopq	102 / 4%	25 / 3%	18 / 3%	9 / 4%	325 / 7%lmnq	27 / 3%	208 / 8%stw	95 / 4%	32 / 5%	21 / 6%	22 / 14%rstuw	303 / 6%s	43 / 8%st	96 / 6%	284 / 6%
Don't know	23 / *	8 / *	6 / *	12 / *	11 / *	8 / *	* / *	5 / 1%	6 / *	1 / *	2 / *	4 / *	5 / *	5 / 1%	1 / *	1 / *	9 / 1%p	6 / 1%p	3 / *	10 / *	3 / *	1 / *	3 / 2%rw	13 / *	3 / 1%	5 / *	18 / *
NET Agree	4263 / 69%	1704 / 71%d	1539 / 68%	2381 / 69%	2217 / 67%	1704 / 71%fg	114 / 59%	489 / 63%	1539 / 68%j	146 / 64%	666 / 62%	1277 / 62%	1747 / 72%kmp	516 / 64%	502 / 85%klmp	201 / 84%klmp	3025 / 67%k	703 / 85%klmp	1771 / 69%t	1707 / 72%t	397 / 58%	255 / 72%t	107 / 67%	3478 / 70%t	362 / 70%t	1155 / 71%	3108 / 68%
NET Disagree	838 / 14%	331 / 14%	316 / 14%	488 / 14%	473 / 14%	331 / 14%	47 / 24%e	151 / 19%e	316 / 14%	38 / 17%	196 / 18%h	410 / 20%lmnopq	277 / 11%nq	86 / 11%	43 / 7%	18 / 8%	688 / 15%lmnoq	61 / 7%	381 / 15%t	288 / 12%	90 / 13%	47 / 13%	27 / 17%	670 / 14%	74 / 14%	223 / 14%	615 / 14%
Mean	3.86	3.88	3.82	3.84	3.80	3.88fg	3.48	3.66	3.82j	3.71	3.62	3.64	3.89kp	3.81k	4.33klmp	4.42klmp	3.77k	4.36klmp	3.85t	3.90t	3.70	3.99t	3.84	3.87t	3.94t	3.87	3.85
Std Dev.	1.17	1.17	1.17	1.17	1.17	1.17	1.34	1.29	1.17	1.29	1.25	1.31	1.07	1.05	0.99	1.04	1.19	1.01	1.23	1.08	1.12	1.20	1.40	1.16	1.27	1.15	1.17
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.09	0.04	0.02	0.09	0.04	0.03	0.02	0.04	0.04	0.07	0.02	0.03	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base		6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base		3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree	(5)	2228 36%	126 32%	2091 37%	11 27%	578 34%	1559 38%df	91 28%	2177 37%hij	21 13%	13 19%	11 15%	2211 36%hij	6 16%
Slightly agree	(4)	2035 33%	128 32%	1893 33%	14 33%	538 32%	1377 33%	121 37%	1970 34%j	46 29%j	14 21%j	2 2%	2030 34%j	3 9%
Neither agree nor disagree	(3)	1045 17%	62 16%	972 17%	10 25%	269 16%	705 17%	70 22%d	964 17%	36 22%j	20 30%glj	6 8%	1020 17%	18 53%
Slightly disagree	(2)	458 7%	34 8%	423 7%	1 2%	140 8%	294 7%	23 7%	415 7%	24 15%gk	10 15%	6 8%	449 7%	3 9%
Strongly disagree	(1)	380 6%	48 12%b	327 6%	5 11%	167 10%ef	197 5%	16 5%	286 5%	33 20%gk	10 15%gk	46 62%ghik	329 5%	5 14%
Don't know		23 *	2 *	20 *	1 2%	13 1%e	9 *	1 *	18 *	1 1%	1 1%	2 3%ghlk	20 *	- -
NET Agree		4263 69%	255 64%	3984 70%a	25 60%	1116 65%	2936 71%d	212 66%	4147 71%hij	67 42%j	27 40%j	13 18%	4241 70%hij	9 25%
NET Disagree		838 14%	82 20%b	750 13%	6 14%	308 18%ef	492 12%	39 12%	701 12%	56 35%gk	20 29%gk	52 70%ghik	778 13%	8 22%
Mean		3.86	3.63	3.88a	3.63	3.72	3.92d	3.78	3.92hij	3.00j	3.15j	1.98	3.89hij	3.05
Std Dev.		1.17	1.33	1.16	1.25	1.28	1.12	1.09	1.12	1.34	1.32	1.51	1.14	1.19
Std Error		0.01	0.06	0.02	0.18	0.03	0.02	0.06	0.01	0.12	0.17	0.18	0.01	0.22

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree (5)	2228 36%	574 37%	539 35%	581 37%	534 35%	221 42%fijnp	170 33%	183 37%	199 38%	166 33%	174 34%	188 38%	193 36%	200 38%	170 32%	208 41%fijnp	156 32%
Slightly agree (4)	2035 33%	462 30%	538 35%a	511 33%	525 34%a	154 29%	166 32%	142 28%	184 35%	172 34%	182 36%g	158 32%	171 32%	182 35%	191 36%g	162 32%	172 35%
Neither agree nor disagree (3)	1045 17%	278 18%	247 16%	263 17%	257 17%	77 14%	109 21%eho	93 19%	76 14%	87 17%	84 17%	87 18%	84 16%	91 17%	99 19%	75 15%	83 17%
Slightly disagree (2)	458 7%	123 8%	128 8%	97 6%	110 7%	38 7%	39 7%	46 9%	35 7%	52 10%mo	41 8%	30 6%	37 7%	30 6%	37 7%	28 5%	46 9%
Strongly disagree (1)	380 6%	97 6%	84 5%	94 6%	104 7%	35 7%	31 6%	31 6%	30 6%	27 5%	27 5%	25 5%	45 9%m	24 5%	33 6%	33 7%	38 8%
Don't know	23 *	8 1%	5 *	5 *	6 *	2 *	3 *	3 1%	* *	5 1%	- -	2 *	2 *	- -	3 1%	1 *	1 *
NET Agree	4263 69%	1036 67%	1077 70%	1091 70%	1059 69%	375 71%	336 65%	325 65%	383 73%fg	338 66%	356 70%	346 71%	364 68%	381 72%f	361 68%	370 73%fn	328 66%
NET Disagree	838 14%	221 14%	212 14%	192 12%	214 14%	74 14%	69 13%	78 16%m	65 12%	80 16%m	67 13%	55 11%	83 16%	54 10%	70 13%	61 12%	83 17%km
Mean	3.86	3.84	3.86	3.90	3.83	3.93p	3.79	3.81	3.93p	3.79	3.86	3.93p	3.81	3.95p	3.81	3.96p	3.74
Std Dev.	1.17	1.19	1.15	1.16	1.18	1.21	1.16	1.21	1.14	1.17	1.13	1.13	1.24	1.09	1.14	1.17	1.21
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree (5)	1909 31%	444 36%b	1465 30%	281 33%	1627 31%	836 28%	1064 34%e	219 27%	278 32%	333 30%	268 33%g	378 33%g	224 29%	209 33%g	497 29%	602 31%	810 32%	433 31%	1663 32%s	231 26%
Slightly agree (4)	1953 32%	309 25%	1645 33%a	313 36%d	1641 31%	988 33%	961 31%	283 34%m	264 30%	385 34%m	263 32%	338 30%	257 34%m	164 26%	547 32%	648 33%	759 30%	421 30%	1637 31%	301 33%
Neither agree nor disagree (3)	1169 19%	216 18%	953 19%	116 13%	1053 20%c	614 20%f	555 18%	143 17%	194 22%gij	194 17%	140 17%	218 19%	157 21%	124 20%	337 20%	333 17%	499 20%	281 20%	959 18%	200 22%
Slightly disagree (2)	648 11%	158 13%b	490 10%	91 11%	557 10%	339 11%	307 10%	109 13%hij	69 8%	117 10%	76 9%	129 11%h	66 9%	83 13%hl	177 10%	193 10%	278 11%	149 11%	546 10%	97 11%
Strongly disagree (1)	447 7%	100 8%	346 7%	53 6%	394 7%	210 7%	237 8%	62 8%	59 7%	82 7%	70 9%	80 7%	54 7%	39 6%	121 7%	152 8%	174 7%	93 7%	379 7%	64 7%
Don't know	43 1%	6 *	37 1%	8 1%	35 1%	25 1%	18 1%	8 1%k	10 1%k	11 1%k	5 1%	* *	1 *	8 1%k	17 1%p	16 1%	10 *	10 1%	28 1%	12 1%
NET Agree	3862 63%	753 61%	3109 63%	594 69%d	3268 62%	1824 61%	2026 64%e	502 61%	542 62%	718 64%	532 65%	715 63%	482 63%	372 59%	1044 62%	1250 64%	1569 62%	854 62%	3300 63%	532 59%
NET Disagree	1095 18%	258 21%b	837 17%	144 17%	951 18%	550 18%	544 17%	171 21%hi	127 15%	199 18%	146 18%	209 18%	120 16%	122 20%	298 18%	345 18%	451 18%	242 17%	926 18%	162 18%
Mean	3.69	3.68	3.69	3.79d	3.67	3.64	3.74e	3.60	3.73	3.69	3.71	3.70	3.70	3.68	3.67	3.70	3.70	3.69	3.71	3.60
Std Dev.	1.22	1.30	1.20	1.19	1.22	1.20	1.24	1.23	1.19	1.21	1.25	1.23	1.19	1.24	1.21	1.23	1.22	1.21	1.22	1.19
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 43

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

Base : All participants

		Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree	(5)	1909 31%	387 34%b	568 29%	420 30%	533 32%	955 31%	953 31%	1132 31%	758 32%	170 30%	222 31%	492 31%	471 30%	343 32%	1185 31%	173 29%	1613 31%	442 34%rs	1393 30%	74 25%
Slightly agree	(4)	1953 32%	386 34%d	631 32%	453 32%	483 29%	1018 33%	936 30%	1196 32%	720 30%	159 28%	240 33%	506 32%	499 32%	346 32%	1244 32%	169 29%	1669 32%	384 30%	1475 32%	95 32%
Neither agree nor disagree	(3)	1169 19%	195 17%	386 20%	253 18%	335 20%	581 19%	588 19%	688 19%	459 19%	119 21%	128 18%	279 18%	306 20%	179 17%	713 19%	128 22%	947 18%	232 18%	854 19%	83 28%qr
Slightly disagree	(2)	648 11%	123 11%	207 11%	151 11%	168 10%	330 11%	319 10%	373 10%	273 11%	46 8%	66 9%	182 12%	183 12%	100 9%	431 11%	48 8%	559 11%	140 11%	485 11%	23 8%
Strongly disagree	(1)	447 7%	55 5%	142 7%a	105 8%a	145 9%a	197 6%	250 8%e	271 7%	167 7%	56 10%kln	56 8%	103 7%	87 6%	96 9%kln	246 6%	59 10%p	356 7%	87 7%	337 7%	23 8%
Don't know		43 1%	7 1%	10 1%	12 1%	14 1%	17 1%	26 1%	26 1%	16 1%	11 2%klmn	6 1%	9 1%	8 *	5 *	23 1%	11 2%p	28 1%	12 1%	29 1%	3 1%
NET Agree		3862 63%	773 67%bd	1199 62%	873 63%	1016 61%	1972 64%	1888 61%	2329 63%	1479 62%	329 59%	461 64%	998 64%	970 62%	689 64%	2429 63%	342 58%	3282 63%o	826 64%s	2867 63%	169 56%
NET Disagree		1095 18%	178 15%	349 18%	256 18%	313 19%	526 17%	569 19%	645 17%	440 18%	102 18%	122 17%	285 18%	270 18%	196 18%	677 18%	107 18%	915 18%	227 18%	822 18%	46 15%
Mean		3.69	3.81bcd	3.66	3.67	3.66	3.72	3.66	3.70	3.69	3.62	3.71	3.71	3.70	3.69	3.70	3.61	3.70	3.74	3.68	3.59
Std Dev.		1.22	1.15	1.21	1.23	1.26	1.19	1.25	1.22	1.23	1.28	1.22	1.21	1.18	1.26	1.20	1.27	1.21	1.23	1.22	1.16
Std Error		0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 43

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree	(5)	1909 31%	1630 31%	278 32%	52 30%	1605 31%	153 30%	100 34%	51 30%	60 24%	195 29%	162 32%h	160 36%hn	169 31%h	174 30%	234 29%	279 33%h	173 33%h	22 33%	131 29%
Slightly agree	(4)	1953 32%	1664 33%	289 33%	67 39%a	1627 31%	176 34%	95 32%	55 32%	84 34%	205 30%	158 31%	151 34%	173 32%	192 33%	226 28%	269 32%	170 32%	32 46%ijlmnopr	144 32%
Neither agree nor disagree	(3)	1169 19%	1020 19%	149 17%	27 16%	1001 19%	92 18%	49 16%	27 16%	53 21%k	154 23%klo	89 18%	68 15%	91 17%	104 18%	205 25%jklmnopr	142 17%	94 18%	9 13%	83 19%
Slightly disagree	(2)	648 11%	560 11%	88 10%	15 9%	548 11%	53 10%	28 10%	19 11%	34 13%q	80 12%q	50 10%	44 10%	52 10%	57 10%	97 12%q	85 10%	48 9%	2 3%	51 11%q
Strongly disagree	(1)	447 7%	388 7%	59 7%	11 7%	367 7%	41 8%	22 7%	18 10%d	16 6%	39 6%	45 9%kn	22 5%	57 10%ikn	42 7%	39 5%	38 8%	4 5%	37 8%
Don't know		43 1%	42 1%	1 *	1 *	37 1%	4 1%	2 1%	*	4 2%o	4 1%	4 1%	2 *	3 1%	7 1%o	7 1%	-	6 1%o	*	3 1%o
NET Agree		3862 63%	3295 62%	567 66%	119 69%	3232 62%	329 63%	195 66%	106 62%	144 58%	399 59%	320 63%	312 69%hilnr	341 63%	366 64%	459 57%	548 65%hn	343 65%n	54 79%hijlmnopr	274 61%
NET Disagree		1095 18%	948 18%	147 17%	26 15%	915 18%	94 18%	50 17%	36 21%d	50 20%q	118 18%	96 19%q	67 15%	109 20%q	96 17%	139 17%	154 18%	86 16%	6 8%	88 20%q
Mean		3.69	3.68	3.74	3.78	3.69	3.68	3.76	3.61	3.56	3.65	3.68	3.96hilnr	3.64	3.71	3.64	3.72	3.75h	3.96hilnr	3.63
Std Dev.		1.22	1.22	1.20	1.17	1.22	1.22	1.23	1.30	1.18	1.18	1.26	1.16	1.30	1.20	1.17	1.25	1.21	1.03	1.25
Std Error		0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.06	0.06	0.07	0.06	0.07	0.06	0.06	0.06	0.06	0.08	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	Stamp usage: 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)	1909 / 31%	757 / 31%	744 / 33%	1055 / 31%	1042 / 31%	757 / 31%	48 / 25%	238 / 31%	744 / 33%	83 / 37%	364 / 34%	841 / 41%lmnopq	650 / 27%m	155 / 19%	201 / 34%lmo	57 / 24%	1491 / 33%lmo	258 / 31%m	1014 / 39%stvwx	597 / 25%t	120 / 18%	131 / 37%stv	36 / 23%	1611 / 33%stv	168 / 33%st	490 / 30%	1418 / 31%
Slightly agree (4)	1953 / 32%	806 / 34%b	680 / 30%	1150 / 33%b	1023 / 31%	806 / 34%	55 / 28%	238 / 31%	680 / 30%	61 / 27%	329 / 31%	562 / 27%	900 / 37%knopq	264 / 33%koq	170 / 29%	53 / 22%	1462 / 33%koq	223 / 27%	723 / 28%v	895 / 38%rtuvwx	207 / 30%vx	95 / 27%v	26 / 16%	1618 / 33%rtvx	121 / 24%	579 / 36%z	1375 / 30%
Neither agree nor disagree (3)	1169 / 19%	457 / 19%	388 / 17%	690 / 20%b	621 / 19%	457 / 19%	50 / 26%	156 / 20%	388 / 17%	41 / 18%	181 / 17%	320 / 16%	464 / 19%kn	240 / 30%klmpq	82 / 14%	53 / 22%kn	784 / 17%	135 / 16%	410 / 16%	431 / 18%	224 / 33%rsuwx	55 / 16%	38 / 24%r	841 / 17%	93 / 18%	265 / 16%	904 / 20%y
Slightly disagree (2)	648 / 11%	239 / 10%	239 / 11%	353 / 10%	354 / 11%	239 / 10%	19 / 10%	95 / 12%	239 / 11%	16 / 7%	109 / 10%	186 / 9%	253 / 10%	95 / 12%	84 / 14%klp	30 / 13%	439 / 10%	114 / 14%klp	228 / 9%	277 / 12%r	74 / 11%	45 / 13%	23 / 15%	506 / 10%	68 / 13%r	171 / 11%	477 / 11%
Strongly disagree (1)	447 / 7%	133 / 6%	193 / 9%ac	192 / 6%	252 / 8%ac	133 / 6%	18 / 9%	48 / 6%	193 / 9%	21 / 9%	78 / 7%	142 / 7%	154 / 6%	49 / 6%	56 / 10%klp	43 / 18%klmnpq	296 / 7%	100 / 12%klmp	180 / 7%	152 / 6%	51 / 7%	26 / 7%	35 / 22%rstuwx	332 / 7%	62 / 12%rstw	114 / 7%	333 / 7%
Don't know	43 / 1%	13 / 1%	16 / 1%	17 / 1%	21 / 1%	13 / 1%	4 / 2%eh	3 / *	16 / 1%	6 / 2%h	10 / 1%	12 / 1%	14 / 1%	7 / 1%	1 / *	2 / 1%	26 / 1%	2 / *	14 / 1%	15 / 1%	5 / 1%	* / *	1 / 1%	28 / 1%	2 / *	10 / 1%	34 / 1%
NET Agree	3862 / 63%	1563 / 65%	1423 / 63%	2205 / 64%	2065 / 62%	1563 / 65%f	103 / 53%	476 / 61%	1423 / 63%	144 / 64%	693 / 65%	1403 / 68%lmnoq	1550 / 64%moq	419 / 52%	371 / 62%mo	110 / 46%	2953 / 66%moq	481 / 58%o	1737 / 66%stvx	1492 / 63%tvx	327 / 48%	226 / 64%tv	63 / 39%	3229 / 65%tvx	289 / 56%tv	1069 / 66%z	2793 / 62%
NET Disagree	1095 / 18%	371 / 15%	432 / 19%ac	545 / 16%	606 / 18%ac	371 / 15%	37 / 19%	142 / 18%	432 / 19%	36 / 16%	187 / 17%	328 / 16%	407 / 17%	144 / 18%	141 / 24%klmp	74 / 31%klmp	735 / 16%	214 / 26%klmp	408 / 16%	429 / 18%	125 / 18%	71 / 20%	59 / 37%rstuwx	838 / 17%	130 / 25%rstw	285 / 17%	810 / 18%
Mean	3.69	3.76	3.69	3.73	3.68	3.76f	3.51	3.68	3.69	3.77	3.75	3.86lmnoq	3.68moq	3.47o	3.63o	3.21	3.76moq	3.51o	3.85stvwx	3.64tv	3.40v	3.74tv	3.03	3.75stvx	3.52v	3.72	3.68
Std Dev.	1.22	1.16	1.27	1.16	1.23	1.16	1.24	1.20	1.27	1.28	1.23	1.24	1.16	1.11	1.33	1.42	1.20	1.37	1.23	1.17	1.13	1.28	1.46	1.21	1.38	1.20	1.23
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.09	0.04	0.03	0.09	0.04	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.07	0.12	0.02	0.06	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree (5)	1909 31%	146 37%b	1751 31%	12 28%	587 34%ef	1242 30%	80 25%	1828 31%	42 26%	15 22%	22 29%	1885 31%	2 6%
Slightly agree (4)	1953 32%	121 30%	1819 32%	13 31%	526 31%	1324 32%	104 32%	1854 32%j	62 39%j	21 31%	11 14%	1937 32%j	6 17%
Neither agree nor disagree (3)	1169 19%	60 15%	1100 19%	9 23%	286 17%	812 20%d	71 22%	1097 19%	22 14%	12 18%	14 18%	1132 19%	24 68%
Slightly disagree (2)	648 11%	39 10%	607 11%	2 5%	168 10%	454 11%	26 8%	602 10%	25 16%	12 18%	9 12%	639 11%	-
Strongly disagree (1)	447 7%	30 8%	412 7%	4 11%	124 7%	286 7%	37 12%de	407 7%	10 6%	8 12%	18 24%ghk	425 7%	3 9%
Don't know	43 1%	4 1%	37 1%	1 3%	15 1%	25 1%	4 1%	42 1%	-	-	1 1%	42 1%	-
NET Agree	3862 63%	268 67%	3570 62%	24 59%	1113 65%f	2566 62%	184 57%	3682 63%j	104 64%j	36 52%	32 44%	3821 63%j	8 23%
NET Disagree	1095 18%	69 17%	1019 18%	6 15%	292 17%	740 18%	63 20%	1009 17%	35 22%	20 30%gk	27 37%gk	1064 18%	3 9%
Mean	3.69	3.79	3.68	3.64	3.76f	3.68	3.51	3.71ij	3.62j	3.32	3.12	3.70ij	3.12
Std Dev.	1.22	1.25	1.22	1.27	1.23	1.21	1.27	1.21	1.21	1.33	1.57	1.21	0.89
Std Error	0.02	0.06	0.02	0.18	0.03	0.02	0.07	0.02	0.10	0.17	0.19	0.02	0.16

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Quarter				Month												
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree	(5)	1909	468	433	484	523	151	166	151	150	132	151	147	166	172	189	180	153
		31%	30%	28%	31%	34%b	29%	32%	30%	29%	26%	30%	30%	31%	33%	36%i	36%i	31%
Slightly agree	(4)	1953	496	515	499	443	179	151	166	163	173	179	162	165	173	158	141	143
		32%	32%	33%cd	32%	29%	34%	29%	33%	31%	34%	35%o	33%	31%	33%	30%	28%	29%
Neither agree nor disagree	(3)	1169	295	317	299	259	87	120	88	114	112	91	93	111	95	103	77	79
		19%	19%	21%d	19%	17%	16%	23%eop	18%	22%o	22%o	18%	19%	21%	18%	19%	15%	16%
Slightly disagree	(2)	648	161	150	152	185	61	45	55	54	49	47	49	51	52	51	63	71
		11%	10%	10%	10%	12%	12%	9%	11%	10%	10%	9%	10%	10%	10%	10%	12%	14%fi
Strongly disagree	(1)	447	111	113	106	117	45	31	34	38	41	34	39	38	29	28	42	47
		7%	7%	7%	7%	8%	9%	6%	7%	7%	8%	7%	8%	7%	5%	5%	8%	10%n
Don't know		43	11	14	9	9	5	3	3	6	2	6	1	1	7	3	4	2
		1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	1%	*
NET Agree		3862	965	948	984	966	330	317	318	313	305	330	309	331	344	348	321	297
		63%	63%	62%	63%	63%	63%	61%	64%	60%	60%	65%	63%	62%	65%	65%	63%	60%
NET Disagree		1095	272	262	258	302	106	76	90	92	90	81	88	89	81	78	106	118
		18%	18%	17%	17%	20%	20%	15%	18%	18%	18%	16%	18%	17%	15%	15%	21%n	24%fijmn
Mean		3.69	3.69	3.66	3.72	3.70	3.63	3.73	3.70	3.64	3.60	3.73	3.67	3.69	3.78p	3.81ip	3.70	3.58
Std Dev.		1.22	1.21	1.20	1.20	1.26	1.25	1.18	1.21	1.21	1.20	1.18	1.22	1.21	1.17	1.17	1.30	1.32
Std Error		0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 44

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree (5)	1184 19%	282 23%b	903 18%	187 22%	997 19%	560 19%	622 20%	186 23%klm	197 23%klm	236 21%klm	157 19%	180 16%	131 17%	98 16%	383 23%pq	393 20%pc	408 16%	229 16%	955 18%	217 24%r
Slightly agree (4)	1915 31%	410 33%	1505 30%	248 29%	1667 31%	989 33%f	920 29%	302 37%klm	287 33%km	383 34%klm	300 37%klm	292 26%	212 28%	139 22%	589 35%pq	684 35%pc	642 25%	350 25%	1573 30%	333 37%r
Neither agree nor disagree (3)	1214 20%	162 13%	1052 21%a	172 20%	1042 20%	612 20%	598 19%	177 21%	187 21%	196 17%	139 17%	245 21%j	136 18%	134 21%	364 21%o	334 17%	516 20%o	271 20%	1025 20%	176 19%
Slightly disagree (2)	1081 18%	234 19%	847 17%	139 16%	942 18%	497 17%	583 19%	100 12%	121 14%	179 16%	135 16%	250 22%ghij	146 19%gh	149 24%ghij	221 13%	314 16%n	545 22%no	295 21%no	954 18%s	119 13%
Strongly disagree (1)	748 12%	142 12%	605 12%	114 13%	633 12%	345 11%	400 13%	52 6%	79 9%	124 11%g	88 11%g	171 15%ghij	130 17%ghij	104 17%ghij	131 8%	213 11%n	404 16%no	233 17%no	687 13%s	51 6%
Don't know	27 *	4 *	24 *	* *	27 1%	9 *	18 1%	6 1%	2 *	4 *	3 *	4 *	5 1%	4 1%	8 *	7 *	12 *	9 1%	19 *	9 1%
NET Agree	3100 50%	691 56%b	2408 49%	435 51%	2664 50%	1549 51%	1542 49%	488 59%klm	484 55%klm	619 55%klm	457 56%klm	472 41%	342 45%m	237 38%	972 57%pq	1076 55%pc	1051 42%	579 42%	2527 48%	550 61%r
NET Disagree	1828 30%	376 30%	1453 29%	253 29%	1575 30%	843 28%	984 31%e	152 18%	200 23%	303 27%g	224 27%g	421 37%ghij	276 36%ghij	252 40%ghij	352 21%	527 27%n	950 38%no	528 38%no	1641 31%s	170 19%
Mean	3.28	3.37b	3.26	3.30	3.28	3.31	3.25	3.58ijklm	3.46klm	3.38klm	3.37klm	3.05	3.09	2.97	3.52opq	3.38pq	3.04	3.03	3.22	3.61r
Std Dev.	1.29	1.33	1.28	1.33	1.29	1.27	1.31	1.15	1.23	1.28	1.26	1.31	1.36	1.32	1.20	1.27	1.33	1.35	1.30	1.15
Std Error	0.02	0.04	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.05	0.05	0.03	0.03	0.03	0.04	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 44

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

Base : All participants

		Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree	(5)	1184 19%	247 21%c	357 18%	229 16%	350 21%c	604 20%	579 19%	737 20%	434 18%	140 25%kln	163 23%kn	258 16%	290 19%	217 20%	711 19%	143 24%p	988 19%	282 22%s	866 19%s	36 12%
Slightly agree	(4)	1915 31%	376 33%d	649 33%d	439 32%d	451 27%	1025 33%f	891 29%	1267 34%h	619 26%	133 24%	187 26%	535 34%ij	490 32%ij	360 34%ij	1212 32%ij	146 25%	1654 32%o	370 29%	1453 32%	92 31%
Neither agree nor disagree	(3)	1214 20%	213 18%	385 20%	264 19%	352 21%	598 19%	616 20%	712 19%	483 20%	102 18%	138 19%	310 20%	311 20%	190 18%	759 20%	106 18%	999 19%	233 18%	903 20%	77 26%qr
Slightly disagree	(2)	1081 18%	190 16%	331 17%	272 20%	287 17%	521 17%	559 18%	579 16%	486 20%g	106 19%	126 18%	274 17%	258 17%	185 17%	658 17%	108 18%	889 17%	229 18%	798 17%	53 18%
Strongly disagree	(1)	748 12%	125 11%	217 11%	181 13%	224 13%	342 11%	406 13%e	381 10%	356 15%g	73 13%	98 14%	188 12%	200 13%	114 11%	487 13%	78 13%	621 12%	178 14%	531 12%	39 13%
Don't know		27 *	2 *	5 *	8 1%	12 1%	7 *	20 1%	10 *	16 1%	7 1%	5 1%	6 *	5 *	3 *	16 *	7 1%	21 *	4 *	21 *	3 1%
NET Agree		3100 50%	623 54%cd	1005 52%	668 48%	802 48%	1628 53%f	1470 48%	2004 54%h	1053 44%	273 49%	350 49%	794 51%	780 50%	577 54%	1923 50%	289 49%	2642 51%	652 50%	2319 51%s	128 43%
NET Disagree		1828 30%	315 27%	548 28%	453 33%ab	512 31%	863 28%	965 31%e	960 26%	842 35%g	179 32%	225 31%	461 29%	458 29%	299 28%	1144 30%	185 32%	1510 29%	407 31%	1329 29%	92 31%
Mean		3.28	3.37c	3.31c	3.19	3.25	3.33f	3.22	3.38h	3.12	3.29	3.27	3.26	3.27	3.36	3.26	3.29	3.29	3.27	3.29	3.11
Std Dev.		1.29	1.28	1.26	1.29	1.33	1.27	1.31	1.25	1.33	1.37	1.36	1.26	1.30	1.27	1.29	1.37	1.29	1.35	1.28	1.22
Std Error		0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.06	0.05	0.03	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 44

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree	(5)	1184 19%	1054 20%bc	130 15%	20 11%	989 19%	94 18%	61 21%	40 23%de	45 18%	113 17%	107 21%kmq	66 15%	98 18%	88 15%	192 24%ikmq	174 21%k	107 20%	7 10%	87 19%
Slightly agree	(4)	1915 31%	1644 31%	271 31%	63 37%	1624 31%f	155 30%	79 27%	57 33%f	76 30%	182 27%	152 30%	143 32%	156 29%	203 35%ip	275 34%i	289 34%i	147 28%	20 29%	134 30%
Neither agree nor disagree	(3)	1214 20%	1042 20%	171 20%	25 14%	1010 19%	102 20%	69 23%d	32 19%	42 17%	149 22%l	116 23%l	87 19%	82 15%	111 19%	171 21%l	159 19%	92 17%	13 18%	90 20%
Slightly disagree	(2)	1081 18%	916 17%	164 19%	25 15%	904 17%g	109 21%g	49 17%g	19 11%	51 21%n	86 17%	86 17%	87 19%n	107 20%n	112 20%n	110 14%	132 16%	102 19%n	21 31%ijkmnopr	88 20%n
Strongly disagree	(1)	748 12%	624 12%	124 14%	40 23%ab	633 12%	56 11%	37 12%	22 13%	34 14%jn	111 16%jmnor	45 9%	63 14%jn	100 18%jmnor	57 10%	56 7%	90 11%	76 14%jn	8 12%	48 11%
Don't know		27 *	25 *	2 *	* *	24 *	2 *	1 *	1 *	1 1%o	5 1%	2 *	3 1%	- -	1 *	7 1%	- -	6 1%o	- -	2 *
NET Agree		3100 50%	2698 51%	402 47%	83 48%	2614 50%	249 48%	140 47%	97 57%def	121 48%	295 44%	260 51%	208 46%	254 47%	291 51%	467 58%hiklpqr	463 55%iklq	254 48%	27 39%	222 49%
NET Disagree		1828 30%	1540 29%	288 33%a	65 37%a	1537 30%g	165 32%g	86 29%	41 24%	86 34%jno	226 33%jno	131 26%	150 33%jno	208 38%jmnor	170 30%n	166 20%	223 26%	178 34%jno	29 42%jmno	136 30%n
Mean		3.28	3.30bc	3.14	2.99	3.28	3.24	3.27	3.43def	3.19	3.11	3.38iklq	3.14	3.08	3.27	3.54hiklmpqr	3.38hiklq	3.20	2.95	3.28l
Std Dev.		1.29	1.29	1.29	1.38	1.29	1.27	1.30	1.31	1.33	1.33	1.24	1.29	1.39	1.22	1.19	1.27	1.35	1.22	1.28
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.07	0.07	0.07	0.07	0.06	0.06	0.07	0.07	0.09	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
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Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)	1184 19%	462 19%	405 18%	649 19%	592 18%	462 19%	44 23%	123 16%	405 18%	61 27%hj	189 18%	372 18%m	394 16%	112 14%	184 31%klmp	116 49%klmnpq	766 17%	300 36%klmp	534 21%s	377 16%	107 16%	91 26%stw	60 38%rstuw	911 18%s	152 29%rstw	362 22%z	823 18%
Slightly agree (4)	1915 31%	760 32%	691 31%	1065 31%	995 30%	760 32%fg	43 22%	199 26%	691 31%j	55 24%	274 26%	452 22%	865 36%kp	298 37%kp	227 38%kp	68 29%	1318 29%k	295 35%kp	663 26%	884 37%rtw	195 29%	117 33%r	50 31%	1547 31%r	167 33%r	531 33%	1384 30%
Neither agree nor disagree (3)	1214 20%	430 18%	433 19%	677 20%	680 21%	430 18%	29 15%	141 18%	433 19%	39 17%	215 20%	327 16%	507 21%knoq	251 31%klmnpq	94 16%	25 11%	834 19%koq	119 14%	435 17%	461 19%v	224 33%rsuvwx	63 18%	17 10%	897 18%v	80 16%	245 15%	896 20%
Slightly disagree (2)	1081 18%	438 18%	421 19%	624 18%	606 18%	438 18%	44 23%	181 23%e	421 19%	38 17%	216 20%	462 22%lmnopq	451 19%mnoq	96 12%o	58 10%	14 6%	913 20%mnoq	72 9%	511 20%tuvx	414 17%uvx	99 14%	41 12%	15 9%	925 19%tuvx	56 11%	245 15%	835 18%y
Strongly disagree (1)	748 12%	301 13%	303 13%	430 12%	431 13%	301 13%	27 14%	125 16%e	303 13%	32 14%	169 16%	440 21%lmnopq	211 9%nq	51 6%	29 5%	12 5%	652 14%lmnoq	41 5%	414 16%stwx	226 10%	49 7%	41 12%	16 10%	639 13%st	57 11%	168 10%	579 13%y
Don't know	27 *	12 *	7 *	14 *	9 *	12 *	6 3%e	9 1%	7 *	1 *	7 1%	10 *	6 *	2 *	1 *	3 1%lp	16 *	5 1%	12 *	6 *	2 *	-	3 2%sw	18 *	3 1%	5 *	22 *
NET Agree	3100 50%	1222 51%	1096 48%	1714 50%	1587 48%	1222 51%g	88 45%	322 41%	1096 48%j	117 52%	463 43%	824 40%	1260 52%kp	410 51%k	411 69%klmp	184 77%klmp	2084 46%k	595 71%klmp	1197 47%	1261 53%rtw	307 45%	208 59%rtw	111 69%rstw	2457 50%r	319 62%rstw	893 55%z	2207 49%
NET Disagree	1828 30%	740 31%	724 32%	1053 30%	1037 31%	740 31%	71 37%	306 39%e	724 32%	70 31%	386 36%	902 44%lmnopq	662 27%mnoq	147 18%oq	87 15%	26 11%	1565 35%lmnoq	113 14%	924 36%stuvwx	640 27%t	147 22%	82 23%	31 19%	1565 32%stuvx	112 22%	413 25%	1415 31%y
Mean	3.28	3.27	3.21	3.26	3.22	3.27g	3.18	3.02	3.21	3.34j	3.09	2.93	3.32kp	3.40kp	3.81klmp	4.12klmnpq	3.14l	3.89klmp	3.15	3.33rw	3.33r	3.50rw	3.79rstw	3.24r	3.59rstw	3.41z	3.23
Std Dev.	1.29	1.31	1.31	1.30	1.30	1.31	1.40	1.34	1.31	1.40	1.34	1.42	1.20	1.07	1.13	1.13	1.32	1.14	1.39	1.21	1.13	1.30	1.32	1.31	1.31	1.27	1.30
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.04	0.03	0.10	0.04	0.03	0.02	0.04	0.05	0.07	0.02	0.04	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree (5)	1184 / 19%	82 / 20%	1098 / 19%	5 / 11%	357 / 21%	773 / 19%	54 / 17%	1140 / 20%h	12 / 8%	14 / 21%h	15 / 20%h	1167 / 19%h	3 / 8%
Slightly agree (4)	1915 / 31%	139 / 35%	1765 / 31%	11 / 27%	472 / 28%	1347 / 33%d	96 / 30%	1833 / 31%	44 / 27%	13 / 19%	17 / 22%	1889 / 31%	9 / 27%
Neither agree nor disagree (3)	1214 / 20%	71 / 18%	1129 / 20%	14 / 33%	323 / 19%	806 / 19%	84 / 26%de	1120 / 19%	49 / 30%gk	18 / 26%	12 / 16%	1187 / 20%	15 / 41%
Slightly disagree (2)	1081 / 18%	54 / 13%	1024 / 18%	3 / 7%	305 / 18%f	738 / 18%f	38 / 12%	1013 / 17%	32 / 20%	16 / 23%	15 / 20%	1061 / 18%	5 / 14%
Strongly disagree (1)	748 / 12%	53 / 13%	686 / 12%	9 / 21%	238 / 14%e	465 / 11%	45 / 14%	698 / 12%	23 / 14%	7 / 11%	16 / 21%	729 / 12%	3 / 9%
Don't know	27 / *	2 / *	25 / *	1 / 2%	11 / 1%	12 / *	5 / 1%e	26 / *	1 / 1%	-	- / 1%	27 / *	-
NET Agree	3100 / 50%	220 / 55%	2863 / 50%	16 / 38%	829 / 49%	2120 / 51%	151 / 47%	2973 / 51%h	56 / 35%	27 / 40%	31 / 42%	3056 / 50%h	12 / 35%
NET Disagree	1828 / 30%	107 / 27%	1709 / 30%	12 / 28%	543 / 32%	1203 / 29%	82 / 26%	1712 / 29%	55 / 34%	23 / 34%	30 / 41%	1790 / 30%	8 / 24%
Mean	3.28	3.35	3.27	2.99	3.24	3.30	3.25	3.29h	2.94	3.16	2.99	3.28h	3.11
Std Dev.	1.29	1.31	1.29	1.30	1.34	1.27	1.27	1.29	1.17	1.30	1.45	1.29	1.07
Std Error	0.02	0.06	0.02	0.18	0.03	0.02	0.07	0.02	0.10	0.17	0.17	0.02	0.19

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 44

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree (5)	1184 19%	306 20%	307 20%	303 20%	268 17%	113 21%	99 19%	94 19%	96 18%	103 20%	108 21%	98 20%	94 18%	112 21%	92 17%	98 19%	79 16%
Slightly agree (4)	1915 31%	486 31%	455 30%	495 32%	479 31%	167 32%	159 31%	160 32%	165 32%	152 30%	138 27%	167 34%	169 32%	158 30%	170 32%	156 31%	154 31%
Neither agree nor disagree (3)	1214 20%	295 19%	298 19%	326 21%	294 19%	111 21%o	99 19%	85 17%	95 18%	105 21%	99 19%	115 23%go	107 20%	104 20%	110 21%	76 15%	108 22%o
Slightly disagree (2)	1081 18%	260 17%	293 19%	261 17%	267 17%	86 16%	87 17%	87 17%	96 18%	96 19%	101 20%k	67 14%	93 18%	100 19%	95 18%	100 20%k	73 15%
Strongly disagree (1)	748 12%	187 12%	182 12%	162 10%	217 14%c	50 10%	70 14%k	67 13%	70 13%	52 10%	60 12%	42 9%	69 13%	51 10%	63 12%	73 14%k	81 16%eikm
Don't know	27 *	8 1%	7 *	3 *	9 1%	* *	3 1%	5 1%	2 *	1 *	3 1%	2 *	- -	1 *	3 1%	4 1%	2 *
NET Agree	3100 50%	792 51%	762 49%	798 51%	748 49%	280 53%	258 50%	254 51%	261 50%	255 50%	246 48%	265 54%	263 49%	270 51%	262 49%	254 50%	233 47%
NET Disagree	1828 30%	447 29%	475 31%	423 27%	484 32%c	136 26%	157 30%k	154 31%k	166 32%k	148 29%k	160 32%k	109 22%	163 31%k	151 29%	157 30%k	173 34%ek	153 31%k
Mean	3.28	3.30	3.27	3.33d	3.21	3.39p	3.25	3.26	3.23	3.31	3.26	3.43hop	3.24	3.34	3.25	3.21	3.16
Std Dev.	1.29	1.30	1.30	1.26	1.31	1.25	1.32	1.32	1.31	1.27	1.32	1.20	1.29	1.27	1.27	1.35	1.32
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.06	0.06	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree (5)	1659 27%	337 27%	1322 27%	245 28%	1414 27%	735 24%	921 29%e	140 17%	169 19%	251 22%g	201 24%g	356 31%ghij	278 37%ghij	263 42%ghijkl	310 18%	451 23%n	898 36%no	542 39%no	1464 28%s	182 20%
Slightly agree (4)	1877 30%	318 26%	1559 32%a	294 34%d	1583 30%	874 29%	997 32%	221 27%	278 32%	326 29%	251 31%	367 32%g	226 30%	207 33%g	499 29%	578 30%	801 32%	434 31%	1639 31%s	216 24%
Neither agree nor disagree (3)	1223 20%	212 17%	1011 20%a	164 19%	1059 20%	669 22%f	554 18%	194 24%klm	199 23%klm	255 23%klm	166 20%m	190 17%	126 17%	92 15%	393 23%pq	421 22%pq	409 16%	219 16%	970 19%	245 27%r
Slightly disagree (2)	788 13%	217 18%b	571 12%	88 10%	700 13%	419 14%f	365 12%	144 17%jklm	137 16%klm	171 15%klm	104 13%m	127 11%m	61 8%	43 7%	281 17%pq	276 14%pq	231 9%	104 7%	629 12%	155 17%r
Strongly disagree (1)	562 9%	136 11%b	426 9%	61 7%	501 9%	287 10%	275 9%	117 14%hiklm	76 9%m	109 10%m	90 11%m	88 8%m	62 8%m	20 3%	193 11%pq	199 10%pq	170 7%	83 6%	462 9%	96 11%
Don't know	60 1%	14 1%	46 1%	9 1%	51 1%	30 1%	30 1%	8 1%	13 1%m	9 1%	10 1%m	14 1%m	6 1%	* *	21 1%	20 1%	20 1%	6 *	48 1%	11 1%
NET Agree	3536 57%	655 53%	2881 58%a	539 63%d	2997 56%	1608 53%	1918 61%e	361 44%	447 51%g	577 51%g	452 55%g	723 63%ghij	505 66%ghij	471 75%ghijkl	808 48%	1029 53%n	1699 67%no	976 70%no	3103 60%s	398 44%
NET Disagree	1350 22%	352 29%b	998 20%	149 17%	1201 23%c	706 23%f	640 20%	261 32%hijklm	213 24%klm	280 25%klm	194 24%klm	215 19%m	123 16%m	63 10%	474 28%pq	474 24%pq	401 16%	186 13%	1091 21%	250 28%r
Mean	3.54	3.41	3.67a	3.67d	3.52	3.45	3.62e	3.15	3.38g	3.39g	3.45g	3.69ghij	3.79ghij	4.04ghijkl	3.27	3.42n	3.81no	3.90no	3.58s	3.26
Std Dev.	1.27	1.35	1.24	1.20	1.28	1.26	1.26	1.30	1.22	1.26	1.29	1.24	1.25	1.07	1.26	1.27	1.21	1.18	1.26	1.26
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.05	0.04	0.04	0.05	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree (5)	1659 27%	309 27%	515 27%	339 24%	495 30%c	824 27%	834 27%	836 23%	803 34%g	156 28%m	224 31%lm	479 30%lm	379 24%	228 21%	1082 28%lm	162 28%	1375 27%	379 29%	1201 26%	79 26%
Slightly agree (4)	1877 30%	356 31%	573 29%	445 32%	503 30%	929 30%	948 31%	1130 31%	718 30%	177 32%	221 31%	493 31%	463 30%	335 31%	1177 31%	181 31%	1568 30%	418 32%	1369 30%	90 30%
Neither agree nor disagree (3)	1223 20%	193 17%	411 21%a	300 21%a	319 19%	605 20%	619 20%	793 21%h	402 17%	111 20%	113 16%	290 18%	355 23%jkn	210 20%	757 20%	122 21%	1025 20%	222 17%	931 20%q	70 23%q
Slightly disagree (2)	788 13%	179 16%bd	227 12%	201 14%d	179 11%	406 13%	380 12%	520 14%h	262 11%	53 9%	90 13%	167 11%	199 13%	178 17%jkln	456 12%	57 10%	686 13%o	160 12%	597 13%	31 10%
Strongly disagree (1)	562 9%	103 9%	201 10%c	98 7%	160 10%c	304 10%	258 8%	362 10%	196 8%	57 10%	63 9%	135 9%	134 9%	111 10%	332 9%	59 10%	468 9%	104 8%	434 9%	24 8%
Don't know	60 1%	13 1%	15 1%	12 1%	20 1%	28 1%	32 1%	46 1%h	14 1%	7 1%	7 1%	9 1%	23 1%k	6 1%	39 1%	7 1%	50 1%	14 1%	40 1%	6 2%
NET Agree	3536 57%	665 58%	1088 56%	784 56%	999 60%	1753 57%	1782 58%	1966 53%	1520 63%g	333 59%m	445 62%lm	972 62%lm	842 54%	563 53%	2259 59%lm	344 59%	2943 57%	797 61%r	2570 56%	169 56%
NET Disagree	1350 22%	282 24%d	428 22%	299 21%	339 20%	710 23%	638 21%	883 24%h	458 19%	110 20%	153 21%	301 19%	333 21%	289 27%ijkln	787 20%	115 20%	1155 22%	264 20%	1031 23%	55 18%
Mean	3.54	3.52	3.51	3.53	3.60	3.51	3.57	3.43	3.70g	3.58m	3.64lm	3.65lm	3.49	3.37	3.58m	3.57	3.53	3.63r	3.51	3.57
Std Dev.	1.27	1.28	1.28	1.21	1.28	1.28	1.25	1.26	1.26	1.27	1.28	1.25	1.24	1.27	1.25	1.27	1.27	1.25	1.27	1.22
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree	(5)	1659 27%	1428 27%	231 27%	50 29%	1383 27%	148 29%	85 29%	42 25%	76 30%kn	182 27%	125 25%	97 22%	173 32%jkn	168 29%k	186 23%	225 27%	150 28%k	24 34%kn	125 28%k
Slightly agree	(4)	1877 30%	1592 30%	285 33%c	42 25%	1572 30%	168 32%	81 28%	56 33%	74 30%	214 32%	149 29%	146 33%	169 31%	184 32%	214 26%	256 30%	165 31%	22 32%	146 33%
Neither agree nor disagree	(3)	1223 20%	1074 20%	149 17%	37 21%	1060 20%ef	80 15%	47 16%	36 21%ef	43 17%	133 20%	104 20%	102 23%lqr	87 16%	116 20%	229 28%hijlmopqr	151 18%	95 18%	8 11%	72 16%
Slightly disagree	(2)	788 13%	667 13%	121 14%	27 16%	659 13%	69 13%	36 12%	23 14%	33 13%	78 12%	68 13%	61 13%	63 12%	60 11%	119 15%	114 13%	63 12%	9 13%	60 13%
Strongly disagree	(1)	562 9%	490 9%	72 8%	13 8%	461 9%	48 9%	40 13%deg	13 7%	21 8%	52 8%	55 11%	42 9%	52 10%	40 7%	56 7%	96 11%n	47 9%	7 10%	42 9%
Don't know		60 1%	54 1%	6 1%	3 2%	50 1%	4 1%	6 2%dg	* *	3 1%l	16 2%klo	8 1%l	1 *	-	6 1%	6 1%	6 1%	2 *	* *	4 1%
NET Agree		3536 57%	3020 57%	516 60%	93 54%	2955 57%	317 61%	166 56%	98 57%	150 60%n	396 59%n	274 54%	243 54%	342 63%jkn	351 61%n	400 49%	481 57%n	316 60%n	46 66%n	271 60%n
NET Disagree		1350 22%	1157 22%	193 22%	40 23%	1120 22%	118 23%	76 26%d	36 21%	54 22%	130 19%	123 24%m	102 23%	115 21%	101 18%	175 22%	209 25%m	110 21%	16 23%	102 23%
Mean		3.54	3.53	3.56	3.53	3.54	3.58	3.47	3.54	3.61	3.60	3.44	3.44	3.64jkn	3.67jkn	3.44	3.48	3.59	3.68	3.57
Std Dev.		1.27	1.27	1.25	1.28	1.26	1.29	1.39	1.21	1.28	1.23	1.30	1.23	1.30	1.21	1.19	1.32	1.27	1.33	1.28
Std Error		0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.07	0.06	0.07	0.06	0.06	0.07	0.07	0.10	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)	1659 27%	632 26%	704 31%ac	904 26%	977 29%ac	632 26%	50 26%	262 34%e	704 31%	72 32%	390 36%h	990 48%lmnopq	494 20%mnoq	93 11%	57 10%	21 9%	1484 33%lmnoq	78 9%	1011 39%stuvwx	462 20%tu	101 15%	48 14%	32 20%	1473 30%stuvx	80 16%	436 27%	1223 27%
Slightly agree (4)	1877 30%	749 31%	736 33%	1061 31%	1048 32%	749 31%	57 30%	234 30%	736 33%	80 35%	349 33%	597 29%noq	912 37%kmnopq	201 25%oq	126 21%o	33 14%	1509 34%kmnoq	159 19%	762 30%uvx	814 34%rtuvx	176 26%	89 25%	30 19%	1576 32%tuvx	119 23%	542 33%z	1335 29%
Neither agree nor disagree (3)	1223 20%	453 19%	398 18%	706 20%b	651 20%	453 19%	41 21%q	107 14%	398 18%	41 18%	169 16%	217 11%	532 22%kp	284 35%klnopq	147 25%kop	38 16%k	749 17%k	185 22%kp	373 15%	522 22%rw	217 32%rsuvwx	75 21%r	26 16%	895 18%r	101 20%r	311 19%	912 20%
Slightly disagree (2)	788 13%	321 13%	251 11%	459 13%	389 12%	321 13%	24 12%	104 13%	251 11%	14 6%	106 10%	126 6%	306 13%k	147 18%klp	161 27%klmop	45 19%klp	433 10%k	206 28%klmp	206 8%	375 16%rw	112 16%rw	70 20%rw	20 13%	581 12%r	90 18%rw	198 12%	590 13%
Strongly disagree (1)	562 9%	218 9%bd	157 7%	290 8%	229 7%	218 9%	20 11%	65 8%	157 7%	16 7%	51 5%	119 6%	171 7%	77 9%kp	94 16%klmp	98 41%klmnpq	290 6%	191 23%klmnp	193 8%	177 7%	68 10%	70 20%rstw	47 29%rstw	370 8%	117 23%rstw	126 8%	436 10%
Don't know	60 1%	31 1%d	13 1%	37 1%	19 1%	31 1%	2 1%	6 1%	13 1%	2 2%	6 1%	14 1%	20 1%	9 1%	8 1%	4 2%	33 1%	12 1%	22 1%	18 1%	7 1%	1 *	6 4%suw	40 1%	7 1%	16 1%	45 1%
NET Agree	3536 57%	1381 57%	1441 64%ac	1965 57%	2025 61%ac	1381 57%	107 55%	496 64%e	1441 64%	152 67%	739 69%h	1587 77%lmnopq	1406 58%mnoq	294 36%oq	183 31%	54 22%	2993 67%lmnoq	237 28%	1774 69%stuvwx	1276 54%tuvx	277 41%	137 39%	62 38%	3050 62%stuvx	199 39%	978 60%z	2558 56%
NET Disagree	1350 22%	539 22%bd	408 18%	749 22%bd	618 19%	539 22%	44 23%	169 22%	408 18%	30 13%	157 15%	246 12%	477 20%kp	224 28%klp	255 43%klmp	142 60%klmnpq	723 16%k	398 48%klmp	399 16%	552 23%rw	179 26%rw	140 40%rstw	67 42%rstw	951 19%r	207 40%rstw	324 20%	1026 23%
Mean	3.54	3.53	3.70ac	3.53	3.65ac	3.53	3.48	3.68e	3.70	3.80	3.86h	4.08lmnopq	3.52mnoq	3.11noq	2.82o	2.29	3.78lmnoq	2.67o	3.86stuvwx	3.43tuvx	3.19uvx	2.93	2.86	3.65stuvx	2.91	3.60	3.52
Std Dev.	1.27	1.27	1.22	1.25	1.21	1.27	1.29	1.29	1.22	1.17	1.16	1.16	1.16	1.13	1.22	1.37	1.19	1.29	1.24	1.19	1.18	1.34	1.54	1.23	1.40	1.22	1.28
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.09	0.04	0.03	0.08	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.04	0.02	0.02	0.05	0.08	0.13	0.02	0.06	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree (5)	1659 27%	127 32%	1519 27%	13 31%	528 31%ef	1065 26%	66 20%	1552 27%	49 31%	24 35%	29 39%	1625 27%	5 14%
Slightly agree (4)	1877 30%	125 31%	1739 30%	14 33%	553 32%	1231 30%	93 29%	1802 31%	36 22%	13 19%	18 24%	1851 31%	8 24%
Neither agree nor disagree (3)	1223 20%	77 19%	1136 20%	10 23%	299 18%	841 20%	84 26%d	1151 20%	34 21%	12 17%	13 18%	1196 20%	13 38%
Slightly disagree (2)	788 13%	38 9%	749 13%	1 3%	162 9%	586 14%d	39 12%	737 13%	26 16%	13 19%	10 13%	776 13%	1 4%
Strongly disagree (1)	562 9%	34 8%	526 9%	2 6%	147 9%	383 9%	33 10%	531 9%	14 9%	6 9%	4 5%	551 9%	7 20%
Don't know	60 1%	* *	58 1%	2 5%ab	17 1%	37 1%	7 2%	58 1%	2 1%	-	-	60 1%	-
NET Agree	3536 57%	252 63%	3257 57%	27 64%	1082 63%ef	2295 55%	159 49%	3354 58%	85 53%	37 54%	47 63%	3475 57%	13 38%
NET Disagree	1350 22%	72 18%	1275 22%	3 8%	309 18%	969 23%d	72 22%	1268 22%	40 25%	19 28%	14 19%	1328 22%	8 24%
Mean	3.54	3.68	3.52	3.85	3.68ef	3.49	3.38	3.54	3.50	3.53	3.78	3.54	3.09
Std Dev.	1.27	1.25	1.27	1.10	1.25	1.27	1.24	1.26	1.32	1.38	1.25	1.27	1.29
Std Error	0.02	0.06	0.02	0.16	0.03	0.02	0.07	0.02	0.11	0.18	0.15	0.02	0.24

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree	(5)	1659 27%	400 26%	391 25%	420 27%	448 29%	124 23%	145 28%	131 26%	131 25%	134 26%	126 25%	141 29%	130 24%	149 28%	151 28%	153 30%	144 29%
Slightly agree	(4)	1877 30%	538 35%bcd	437 28%	441 28%	460 30%	212 40%fhijkmop	162 31%	164 33%km	149 29%	138 27%	150 30%	125 25%	181 34%kmo	135 26%	184 35%kmo	135 27%	142 29%
Neither agree nor disagree	(3)	1223 20%	265 17%	337 22%a	337 22%a	284 19%	73 14%	98 19%	94 19%	116 22%e	113 22%e	107 21%e	108 22%e	120 23%ep	109 21%e	96 18%	109 21%e	80 16%
Slightly disagree	(2)	788 13%	197 13%	199 13%	218 14%	174 11%	70 13%	68 13%	59 12%	71 13%	60 12%	68 13%	70 14%	68 13%	80 15%kn	52 10%	53 10%	69 14%
Strongly disagree	(1)	562 9%	131 8%	162 11%c	118 8%	151 10%	44 8%	40 8%	47 9%	47 9%	62 12%l	53 10%l	38 8%	31 6%	49 9%	45 8%	47 9%	60 12%l
Don't know		60 1%	12 1%	15 1%	15 1%	18 1%	5 1%	5 1%	3 1%	10 2%	2 *	3 1%	8 2%	2 *	5 1%	5 1%	11 2%	2 *
NET Agree		3536 57%	938 61%bcd	828 54%	862 56%	908 59%b	336 64%hijkm	307 59%	295 59%	280 53%	272 53%	276 54%	266 54%	311 58%	284 54%	335 63%hijkm	288 57%	285 58%
NET Disagree		1350 22%	327 21%	361 23%	336 22%	325 21%	114 22%	108 21%	106 21%	117 22%	122 24%	121 24%	109 22%	99 19%	128 24%	97 18%	100 20%	129 26%ln
Mean		3.54	3.57b	3.46	3.54	3.58b	3.58	3.59	3.55	3.48	3.44	3.45	3.54	3.59	3.49	3.65ij	3.59	3.49
Std Dev.		1.27	1.24	1.29	1.24	1.29	1.22	1.24	1.26	1.26	1.32	1.29	1.27	1.16	1.30	1.23	1.28	1.36
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.05	0.06	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 46

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree (5)	843 14%	179 14%	664 13%	114 13%	728 14%	351 12%	492 16%e	88 11%	117 13%	141 13%	142 17%gik	149 13%	116 15%g	90 14%	205 12%	283 15%	355 14%	206 15%	730 14%	104 12%
Slightly agree (4)	1747 28%	315 26%	1433 29%	278 32%d	1470 28%	838 28%	908 29%	230 28%	266 30%	313 28%	270 33%km	293 26%	210 28%	166 27%	496 29%	582 30%p	669 26%	376 27%	1495 29%	246 27%
Neither agree nor disagree (3)	1023 17%	163 13%	861 17%a	135 16%	889 17%	567 19%f	455 14%	161 20%jl	180 21%jkl	192 17%	114 14%	179 16%	100 13%	98 16%	341 20%opq	305 16%	377 15%	198 14%	836 16%	174 19%
Slightly disagree (2)	1411 23%	347 28%b	1064 22%	136 16%	1275 24%c	692 23%	715 23%	176 21%	160 18%	267 24%h	167 20%	285 25%h	198 26%hj	158 26%h	336 20%	434 22%	641 25%n	356 26%n	1205 23%	194 21%
Strongly disagree (1)	1114 18%	226 18%	888 18%	192 22%d	921 17%	548 18%	558 18%	157 19%	145 17%	205 18%	126 15%	234 20%j	136 18%	112 18%	302 18%	330 17%	481 19%	248 18%	932 18%	171 19%
Don't know	30 *	4 *	27 1%	6 1%	25 *	17 1%	13 *	11 1%kl	4 *	5 *	4 1%	3 *	1 *	2 *	16 1%pq	9 *	6 *	3 *	15 *	16 2%r
NET Agree	2590 42%	493 40%	2097 42%	392 46%	2198 41%	1189 39%	1401 45%e	318 39%	383 44%	453 40%	412 50%ghiklm	442 39%	325 43%	257 41%	701 41%	865 45%p	1024 40%	582 42%	2224 43%	350 39%
NET Disagree	2525 41%	573 47%b	1951 40%	328 38%	2197 41%	1240 41%	1273 41%	333 40%	305 35%	472 42%h	292 36%	518 45%hj	334 44%hj	270 43%hj	638 38%	764 39%	1122 44%no	604 44%n	2137 41%	364 40%
Mean	2.97	2.90	2.98	2.98	2.96	2.92	3.02e	2.90	3.06k	2.93	3.17giklm	2.86	2.96	2.94	2.98	3.03p	2.91	2.95	2.98	2.91
Std Dev.	1.34	1.36	1.33	1.39	1.33	1.31	1.36	1.30	1.30	1.32	1.35	1.35	1.36	1.35	1.30	1.34	1.36	1.36	1.34	1.31
Std Error	0.02	0.04	0.02	0.05	0.02	0.02	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.05	0.03	0.03	0.03	0.04	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 46

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

Base : All participants

		Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree	(5)	843 14%	148 13%	267 14%	167 14%	261 16%c	415 13%	428 14%	498 13%	333 14%	68 12%	120 17%i	225 14%	181 12%	157 15%	526 14%	69 12%	714 14%	173 13%	632 14%	38 12%
Slightly agree	(4)	1747 28%	352 31%d	569 29%	393 28%	433 26%	921 30%	826 27%	1095 30%h	637 27%	148 26%	194 27%	432 28%	456 29%	347 33%ikn	1082 28%	152 26%	1489 29%	354 27%s	1334 29%s	60 20%
Neither agree nor disagree	(3)	1023 17%	160 14%	307 16%	258 19%a	299 18%a	466 15%	557 18%e	634 17%	368 15%	103 18%m	130 18%m	274 17%m	254 16%m	133 12%	658 17%m	110 19%	833 16%	214 16%	746 16%	63 21%
Slightly disagree	(2)	1411 23%	268 23%	465 24%d	336 24%d	340 20%	734 24%	676 22%	806 22%	589 25%g	113 20%	158 22%	380 24%	362 23%	217 20%	900 23%	119 20%	1193 23%	283 22%	1052 23%	76 25%
Strongly disagree	(1)	1114 18%	222 19%	327 17%	234 17%	331 20%	549 18%	565 18%	639 17%	456 19%	122 22%jkn	111 15%	255 16%	295 19%	212 20%	661 17%	130 22%p	925 18%	260 20%	795 17%	58 19%
Don't know		30 *	3 *	9 *	4 *	14 1%	12 *	18 1%	15 *	12 1%	7 1%kmn	5 1%	5 *	6 *	2 *	16 *	7 1%p	18 *	12 1%r	13 *	5 2%r
NET Agree		2590 42%	500 43%	836 43%	560 40%	694 41%	1336 43%	1254 41%	1592 43%	970 40%	216 38%	314 44%	658 42%	637 41%	504 47%ikln	1608 42%	221 38%	2203 43%	527 41%s	1966 43%s	98 32%
NET Disagree		2525 41%	490 42%	792 41%	571 41%	670 40%	1282 41%	1241 40%	1446 39%	1045 44%g	235 42%	269 37%	635 40%	657 42%	429 40%	1561 41%	249 42%	2117 41%	543 42%	1848 40%	134 45%
Mean		2.97	2.95	2.99	2.94	2.97	2.97	2.96	3.00	2.92	2.87	3.08il	3.00	2.91	3.02	2.98	2.84	2.98	2.92	2.99	2.81
Std Dev.		1.34	1.35	1.33	1.30	1.37	1.34	1.34	1.33	1.35	1.35	1.34	1.32	1.32	1.38	1.33	1.35	1.34	1.36	1.33	1.31
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.08

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 46

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree	(5)	843 14%	718 14%	125 15%	17 10%	709 14%	65 12%	36 12%	34 20%def	43 17%	82 12%	70 14%	73 16%	67 12%	70 12%	115 14%	123 15%	66 13%	10 15%	55 12%
Slightly agree	(4)	1747 28%	1508 28%	239 28%	55 32%	1493 29%f	140 27%	71 24%	43 25%	64 25%	176 26%	165 32%h	121 27%	152 28%	188 33%hp	219 27%	272 32%	137 26%	17 25%	123 27%
Neither agree nor disagree	(3)	1023 17%	894 17%	129 15%	28 16%	859 17%	75 15%	57 19%e	33 19%e	32 13%	142 21%hjmor	76 15%	74 17%	88 16%	86 15%	140 17%	122 14%	98 18%h	12 17%	64 14%
Slightly disagree	(2)	1411 23%	1201 23%	210 24%	39 22%	1175 23%g	134 26%g	73 25%g	29 17%	65 26%	142 21%	114 22%	105 23%	118 22%	125 22%	205 25%	182 22%	120 23%	22 32%	112 25%
Strongly disagree	(1)	1114 18%	955 18%	159 18%	34 20%	927 18%	100 19%	56 19%	31 18%	47 19%	132 20%	79 16%	73 16%	117 22%j	103 18%	130 16%	143 17%	103 20%	8 12%	92 21%
Don't know		30 *	30 1%	1 *	1 *	24 *	4 1%	2 1%	1 1%	1 *	2 *	4 1%	3 1%	1 *	3 *	3 *	3 *	2 *	* *	3 1%
NET Agree		2590 42%	2226 42%	365 42%	72 41%	2201 42%f	205 40%	107 36%	77 45%f	106 42%	258 38%	235 46%ip	194 43%	218 40%	258 45%	333 41%	395 47%ip	203 38%	27 40%	178 40%
NET Disagree		2525 41%	2156 41%	369 43%	73 42%	2102 41%g	234 45%dg	129 44%g	60 35%	112 45%	274 40%	194 40%	177 40%	236 43%	227 40%	335 41%	325 38%	223 42%	30 43%	204 46%jo
Mean		2.97	2.97	2.96	2.89	2.98	2.87	2.86	3.12def	2.96	2.90	3.06r	3.04	2.87	3.00	2.98	3.06r	2.89	3.00	2.86
Std Dev.		1.34	1.33	1.36	1.31	1.34	1.34	1.32	1.39	1.40	1.32	1.32	1.35	1.36	1.33	1.32	1.34	1.33	1.28	1.35
Std Error		0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.10	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)	843 14%	367 15%	306 14%	499 14%	438 13%	367 15%	21 11%	129 17%	306 14%	28 13%	147 14%	329 16%lm	314 13%m	70 9%	90 15%lm	33 14%	643 14%m	123 15%lm	362 14%	281 12%	86 13%	64 18%sw	42 26%rstw	643 13%	106 21%rstw	286 18%z	557 12%
Slightly agree (4)	1747 28%	682 28%	662 29%	1002 29%	982 30%	682 28%	41 21%	188 24%	662 29%	72 32%	320 30%	526 26%o	798 33%klmnopq	226 28%o	158 27%o	34 14%	1324 29%koq	192 23%o	621 24%	784 33%rtw	186 27%	105 30%	45 28%	1405 28%f	150 29%	557 34%z	1191 26%
Neither agree nor disagree (3)	1023 17%	401 17%b	309 14%	595 17%b	503 15%	401 17%	40 21%	124 16%	309 14%	41 18%	138 13%	227 11%	409 17%kp	264 33%klmnopq	82 14%	39 16%	636 14%k	121 15%k	338 13%	422 18%rsw	193 28%rsuvwx	49 14%	17 11%	760 15%r	66 13%	279 17%	745 16%
Slightly disagree (2)	1411 23%	536 22%	560 25%	780 23%	804 24%	536 22%	44 23%	193 25%	560 25%	42 19%	268 25%	503 24%o	566 23%o	163 20%	144 24%o	32 13%	1069 24%o	176 21%o	616 24%v	544 23%	148 22%	75 21%	23 15%	1160 23%v	99 19%	286 18%	1125 25%y
Strongly disagree (1)	1114 18%	408 17%	417 18%	571 17%	579 17%	408 17%	45 23%	141 18%	417 18%	42 19%	198 18%	476 23%lmp	341 14%m	82 10%	117 20%klmnpq	92 39%klmnpq	817 18%lm	210 25%lmp	624 24%stuvwx	328 14%t	67 10%	58 16%t	29 18%t	952 19%st	87 17%t	212 13%	902 20%y
Don't know	30 *	10 *	7 *	10 *	7 *	10 *	2 1%	3 *	7 *	1 *	2 *	2 *	6 *	6 1%kp	2 *	8 3%klmnp	8 *	10 1%klp	7 *	9 *	1 *	2 1%	4 2%rstw	16 *	6 1%rw	9 1%	21 *
NET Agree	2590 42%	1049 44%	967 43%	1501 43%	1419 43%	1049 44%f	62 32%	317 41%	967 43%	100 44%	466 44%	855 41%o	1112 46%kmoq	296 37%	248 42%o	67 28%	1967 44%moq	315 38%o	983 38%	1065 45%rw	272 40%	169 48%r	87 54%rtw	2048 41%r	256 50%rtw	843 52%z	1747 38%
NET Disagree	2525 41%	944 39%	976 43%ac	1351 39%	1383 42%	944 39%	89 46%	333 43%	976 43%	84 37%	465 43%	979 47%o	908 37%m	245 30%	261 44%lm	124 52%lmp	1887 42%lm	386 46%lm	1240 48%stuvwx	872 37%	215 32%	133 38%	52 33%	2112 43%stvx	186 36%	498 31%	2027 45%y
Mean	2.97	3.03	2.95	3.02	2.97	3.03f	2.74	2.96	2.95	3.01	2.95	2.87o	3.07kopq	3.05koq	2.93o	2.50	2.98koq	2.81o	2.80	3.06rw	3.11rw	3.12rw	3.30rw	2.92r	3.18rw	3.26z	2.86
Std Dev.	1.34	1.34	1.35	1.33	1.33	1.34	1.33	1.37	1.35	1.33	1.36	1.43	1.28	1.11	1.38	1.49	1.35	1.43	1.41	1.26	1.18	1.38	1.47	1.35	1.41	1.30	1.34
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.09	0.05	0.03	0.09	0.04	0.03	0.03	0.04	0.06	0.09	0.02	0.05	0.03	0.03	0.05	0.08	0.12	0.02	0.07	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 46

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree (5)	843 14%	71 18%b	766 13%	5 12%	249 15%	562 14%	32 10%	799 14%	26 16%	4 6%	9 13%	829 14%	5 13%
Slightly agree (4)	1747 28%	120 30%	1614 28%	13 32%	447 26%	1196 29%	105 33%	1665 29%	38 23%	17 25%	22 30%	1720 28%	6 16%
Neither agree nor disagree (3)	1023 17%	60 15%	949 17%	15 36%ab	285 17%	654 16%	85 26%de	933 16%	38 24%g	20 29%gk	16 21%	992 16%	16 45%
Slightly disagree (2)	1411 23%	83 21%	1326 23%c	3 7%	369 22%f	1001 24%f	41 13%	1348 23%	32 20%	13 20%	15 21%	1393 23%	2 6%
Strongly disagree (1)	1114 18%	64 16%	1045 18%	5 11%	343 20%e	715 17%	55 17%	1058 18%	25 16%	14 21%	11 15%	1098 18%	5 14%
Don't know	30 *	2 1%	27 *	1 2%	13 1%	14 *	3 1%	27 *	2 1%	- -	1 1%	28 *	2 4%
NET Agree	2590 42%	192 48%	2380 42%	18 44%	695 41%	1758 42%	137 43%	2464 42%	64 40%	21 30%	32 43%	2548 42%	10 30%
NET Disagree	2525 41%	147 37%c	2370 41%c	8 18%	712 42%f	1716 41%f	97 30%	2407 41%	57 35%	28 40%	26 35%	2491 41%	7 21%
Mean	2.97	3.13b	2.95	3.27	2.93	2.97	3.05	2.97	3.05	2.75	3.05	2.96	3.08
Std Dev.	1.34	1.36	1.34	1.15	1.37	1.33	1.25	1.34	1.32	1.21	1.28	1.34	1.20
Std Error	0.02	0.07	0.02	0.16	0.03	0.02	0.07	0.02	0.11	0.16	0.15	0.02	0.22

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Quarter				Month												
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree	(5)	843 14%	217 14%	209 14%	217 14%	200 13%	92 17%gp	68 13%	56 11%	78 15%p	61 12%	70 14%	87 18%glp	67 13%	64 12%	85 16%p	69 14%	45 9%
Slightly agree	(4)	1747 28%	457 30%	423 27%	447 29%	420 27%	141 27%	167 32%no	149 30%	143 27%	136 27%	144 28%	132 27%	148 28%	168 32%o	134 25%	123 24%	164 33%no
Neither agree nor disagree	(3)	1023 17%	283 18%c	271 18%	232 15%	238 15%	95 18%	99 19%m	90 18%	101 19%m	96 19%m	73 14%	82 17%	82 15%	67 13%	92 17%	72 14%	74 15%
Slightly disagree	(2)	1411 23%	317 21%	357 23%	364 23%	374 24%a	109 21%	95 18%	113 23%	112 21%	119 23%	125 25%	104 21%	131 25%	128 24%	121 23%	127 25%f	126 25%f
Strongly disagree	(1)	1114 18%	262 17%	275 18%	282 18%	295 19%	89 17%	85 16%	87 18%	89 17%	93 18%	93 18%	83 17%	101 19%	98 19%	96 18%	112 22%	87 18%
Don't know		30 *	7 *	7 *	7 *	9 1%	1 *	3 1%	3 1%	1 *	4 1%	2 *	4 1%	3 1%	1 *	5 1%	4 1%	* *
NET Agree		2590 42%	674 44%	632 41%	665 43%	620 40%	233 44%	235 45%	205 41%	221 42%	197 39%	214 42%	219 45%	214 40%	232 44%	219 41%	192 38%	208 42%
NET Disagree		2525 41%	579 37%	631 41%	646 42%	669 44%a	198 38%	180 35%	200 40%	201 38%	212 42%	218 43%f	187 38%	233 44%f	227 43%f	217 41%	239 47%efhk	213 43%f
Mean		2.97	3.03d	2.96	2.97	2.91	3.07o	3.07o	2.95	3.02	2.91	2.95	3.07o	2.90	2.94	2.98	2.82	2.90
Std Dev.		1.34	1.32	1.33	1.35	1.34	1.36	1.30	1.30	1.33	1.31	1.35	1.37	1.34	1.34	1.36	1.38	1.28
Std Error		0.02	0.03	0.03	0.03	0.03	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 47

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

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI	Online	Sell online	Don't sell online	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White	NET EMG
			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree	(5)	1638 27%	279 23%	1359 28%a	221 26%	1417 27%	699 23%	934 30%e	151 18%	181 21%	250 22%	244 30%ghi	358 31%ghi	244 32%ghi	210 33%ghi	332 20%	495 25%n	811 32%no	453 33%no	1431 27%s	202 22%
Slightly agree	(4)	2138 35%	357 29%	1781 36%a	327 38%	1810 34%	1012 34%	1121 36%	317 39%iklm	347 40%iklm	370 33%	291 35%	376 33%	247 33%	189 30%	664 39%opq	661 34%	812 32%	436 31%	1819 35%	295 33%
Neither agree nor disagree	(3)	1214 20%	238 19%	976 20%	141 16%	1073 20%c	687 23%f	523 17%	180 22%jm	181 21%	268 24%jklm	135 16%	208 18%	140 18%	102 16%	361 21%pq	404 21%p	450 18%	241 17%	991 19%	208 23%r
Slightly disagree	(2)	696 11%	217 18%b	479 10%	92 11%	604 11%	344 11%	352 11%	87 11%	90 10%	147 13%	93 11%	122 11%	73 10%	85 14%	177 10%	240 12%	280 11%	158 11%	580 11%	112 12%
Strongly disagree	(1)	442 7%	137 11%b	305 6%	77 9%	365 7%	252 8%f	190 6%	80 10%jk	65 7%	79 7%	49 6%	75 7%	55 7%	40 6%	144 9%	128 7%	170 7%	95 7%	366 7%	73 8%
Don't know		41 1%	4 *	37 1%	3 *	38 1%	18 1%	23 1%	9 1%	8 1%	7 1%	10 1%k	2 *	2 *	2 *	18 1%pq	17 1%p	6 *	4 *	25 *	16 2%r
NET Agree		3775 61%	636 52%	3139 64%a	548 64%	3227 61%	1711 57%	2055 65%e	468 57%	528 61%	620 55%	536 65%gi	735 64%gi	491 65%gi	398 64%gi	996 59%	1155 59%	1624 64%no	889 64%no	3250 62%s	497 55%
NET Disagree		1139 18%	354 29%b	785 16%	169 20%	970 18%	597 20%f	541 17%	166 20%	155 18%	226 20%	141 17%	197 17%	128 17%	125 20%	321 19%	368 19%	450 18%	253 18%	947 18%	184 20%
Mean		3.63	3.35	3.70a	3.61	3.63	3.52	3.72e	3.46	3.57	3.51	3.73ghi	3.72ghi	3.73ghi	3.71gi	3.51	3.60	3.72no	3.72no	3.65s	3.50
Std Dev.		1.20	1.31	1.16	1.23	1.19	1.21	1.18	1.19	1.15	1.18	1.18	1.20	1.21	1.24	1.17	1.18	1.21	1.22	1.19	1.20
Std Error		0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 47

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

Base : All participants

		Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree	(5)	1638 27%	295 26%	510 26%	327 23%	505 30%abc	805 26%	832 27%	923 25%	693 29%g	174 31%lm	194 27%	425 27%	389 25%	269 25%	1008 26%	183 31%p	1331 26%	346 27%	1224 27%	67 22%
Slightly agree	(4)	2138 35%	375 32%	702 36%d	534 38%ad	527 31%	1077 35%	1061 35%	1348 37%h	754 31%	172 31%	246 34%	577 37%i	543 35%	374 35%	1367 36%	181 31%	1832 35%	428 33%	1602 35%	107 36%
Neither agree nor disagree	(3)	1214 20%	224 19%	366 19%	290 21%	334 20%	590 19%	624 20%	722 20%	481 20%	110 20%	130 18%	294 19%	307 20%	230 21%	732 19%	113 19%	1005 19%	234 18%	915 20%	66 22%
Slightly disagree	(2)	696 11%	139 12%	235 12%d	165 12%	157 9%	374 12%	323 11%	414 11%	268 11%	52 9%	91 13%	173 11%	182 12%	110 10%	446 12%	52 9%	598 12%	166 13%	490 11%	41 13%
Strongly disagree	(1)	442 7%	118 10%bc	118 6%	72 5%	134 8%c	236 8%	206 7%	261 7%	179 7%	49 9%	47 7%	96 6%	117 8%	84 8%	260 7%	54 9%	370 7%	110 9%s	320 7%	12 4%
Don't know		41 1%	4 *	12 1%	5 *	20 1%ac	16 1%	25 1%	20 1%	19 1%	3 1%	10 1%m	7 *	13 1%m	1 *	30 1%	4 1%	35 1%	12 1%	21 *	8 3%r
NET Agree		3775 61%	669 58%	1212 62%	861 62%	1031 61%	1881 61%	1893 62%	2271 62%	1447 60%	346 62%	440 61%	1002 64%	933 60%	644 60%	2375 62%	364 62%	3163 61%	774 60%	2827 62%	175 58%
NET Disagree		1139 18%	256 22%bcd	353 18%	237 17%	292 17%	610 20%	529 17%	675 18%	447 19%	101 18%	138 19%	269 17%	300 19%	195 18%	707 18%	106 18%	969 19%	277 21%r	810 18%	52 17%
Mean		3.63	3.51	3.65a	3.63a	3.67a	3.60	3.65	3.62	3.64	3.66	3.63	3.68	3.59	3.59	3.63	3.66	3.61	3.57	3.64	3.61
Std Dev.		1.20	1.27	1.17	1.12	1.23	1.21	1.18	1.18	1.22	1.25	1.20	1.16	1.20	1.19	1.19	1.26	1.19	1.25	1.19	1.10
Std Error		0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 47

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree	(5)	1638 27%	1401 26%	237 27%	49 29%	1380 27%	123 24%	78 26%	58 34%def	67 27%	177 26%	141 28%	125 28%	143 26%	155 27%	186 23%	240 28%	147 28%	13 19%	110 24%
Slightly agree	(4)	2138 35%	1788 34%	350 41%ac	54 31%	1820 35%fg	175 34%	91 31%	52 30%	75 30%	214 32%	167 33%	163 36%	203 37%h	218 38%h	271 33%	320 38%h	190 36%	28 41%	147 33%
Neither agree nor disagree	(3)	1214 20%	1090 21%b	124 14%	32 18%	991 19%	126 24%def	64 22%	33 19%	56 22%i	147 22%	84 17%	91 20%	89 16%	114 20%	174 21%	141 17%	95 18%	18 26%	108 24%llop
Slightly disagree	(2)	696 11%	601 11%	95 11%	21 12%	587 11%	58 11%	36 12%	15 9%	33 13%	73 11%	67 13%	52 12%	50 9%	50 9%	115 14%klm	91 11%	56 11%	7 10%	51 11%
Strongly disagree	(1)	442 7%	385 7%	58 7%	16 9%	373 7%	31 6%	25 9%	12 7%	17 7%k	59 9%k	47 9%k	15 3%	56 10%kopr	37 7%	58 7%k	32 6%	3 4%	28 6%
Don't know		41 1%	41 1%	* *	* *	34 1%	5 1%	2 1%	1 1%	3 1%n	6 1%	2 *	2 1%	4 1%	-	7 1%	2 *	8 2%mo	-	5 1%m
NET Agree		3775 61%	3189 60%	587 68%ac	103 60%	3200 62%f	298 57%	168 57%	109 64%ef	142 57%	391 58%	308 61%	288 64%hnr	345 63%	372 65%hnr	458 56%	560 66%hinr	337 64%n	41 60%	256 57%
NET Disagree		1139 18%	986 19%	153 18%	38 22%	961 19%	89 17%	61 21%	27 16%	50 20%	132 20%	114 22%km	67 15%	106 19%	87 15%	173 21%km	142 17%	89 17%	10 14%	80 18%
Mean		3.63	3.61	3.71	3.57	3.63	3.58	3.54	3.75def	3.57	3.56	3.57	3.74in	3.60	3.70n	3.51	3.72n	3.70n	3.61	3.58
Std Dev.		1.20	1.20	1.17	1.28	1.20	1.15	1.24	1.22	1.21	1.23	1.28	1.09	1.25	1.15	1.20	1.16	1.17	1.04	1.16
Std Error		0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.07	0.06	0.07	0.06	0.06	0.06	0.06	0.08	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 47

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

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)	1638 27%	504 21%	790 35%acd	738 21%	1023 31%ac	504 21%	49 25%	158 20%	790 35%	97 43%	388 36%	584 28%lm	598 25%	170 21%	197 33%lmp	77 32%lm	1182 26%m	274 33%lmp	718 28%s	550 23%	173 25%	116 33%sw	67 42%rstw	1268 26%	183 36%rstw	581 36%z	1057 23%
Slightly agree (4)	2138 35%	802 33%	826 37%	1192 34%	1215 37%a	802 33%	62 32%	230 30%	826 37%	66 29%	368 34%	654 32%o	960 39%knopq	293 36%oq	190 32%o	39 16%	1614 36%koq	228 27%o	810 32%vx	986 42%rtuvwx	212 31%vx	99 28%v	24 15%	1796 36%rtuvx	123 24%	656 40%z	1482 33%
Neither agree nor disagree (3)	1214 20%	521 22%bd	330 15%	752 22%bd	562 17%	521 22%	38 20%	184 24%	330 15%	35 16%	166 16%	350 17%	485 20%kn	235 29%klnpq	81 14%	59 25%knpq	835 19%n	140 17%	464 18%	448 19%	209 31%rsuvwx	59 17%	27 17%	912 18%	86 17%	203 12%	1011 22%y
Slightly disagree (2)	696 11%	347 14%bd	196 9%	475 14%bd	325 10%	347 14%	21 11%	128 16%	196 9%	14 6%	89 8%	271 13%lm	254 10%	74 9%	75 13%	22 9%	525 12%	97 12%	317 12%t	252 11%	56 8%	50 14%t	20 13%	569 12%t	70 14%t	110 7%	586 13%y
Strongly disagree (1)	442 7%	218 9%bd	113 5%	285 8%bd	180 5%	218 9%	22 11%	69 9%	113 5%	12 5%	57 5%	199 10%lmp	125 5%	31 4%	43 7%m	40 17%klmnpq	324 7%lm	83 10%lmp	250 10%stw	115 5%	27 4%	28 8%t	21 13%stw	365 7%st	48 9%st	71 4%	371 8%y
Don't know	41 1%	12 1%	6 *	15 *	8 *	12 1%	2 1%	8 1%	6 *	1 1%	2 *	5 *	13 1%	8 1%	8 1%kp	1 1%	18 *	9 1%kp	8 *	17 1%	4 1%	2 1%	1 1%	25 1%	3 1%	8 1%	33 1%
NET Agree	3775 61%	1306 54%	1616 71%acd	1929 56%	2239 68%ac	1306 54%	111 57%	388 50%	1616 71%	164 72%	756 71%	1238 60%o	1558 64%kmo	463 57%	386 65%mo	116 49%	2796 62%mo	502 60%o	1528 60%	1536 65%rt	385 57%	215 61%	91 57%	3064 62%t	306 59%	1237 76%z	2539 56%
NET Disagree	1139 18%	565 23%bd	309 14%	760 22%bd	505 15%	565 23%	43 22%	197 25%	309 14%	26 12%	146 14%	470 23%lmp	379 16%	105 13%	119 20%lm	62 26%lmp	849 19%lm	181 22%lm	567 22%stw	367 16%	83 12%	77 22%st	41 26%st	935 19%st	118 23%st	181 11%	957 21%y
Mean	3.63	3.43	3.88acd	3.47	3.78ac	3.43	3.49	3.36	3.88	3.99	3.88	3.56	3.68ko	3.62o	3.72ko	3.39	3.63o	3.62	3.56	3.68r	3.66	3.64	3.61	3.62	3.63	3.97z	3.50
Std Dev.	1.20	1.23	1.13	1.20	1.15	1.23	1.29	1.23	1.13	1.16	1.15	1.29	1.11	1.04	1.26	1.45	1.20	1.32	1.28	1.09	1.07	1.28	1.46	1.20	1.34	1.07	1.21
Std Error	0.02	0.03	0.02	0.02	0.02	0.03	0.09	0.04	0.02	0.08	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.05	0.02	0.02	0.04	0.07	0.12	0.02	0.06	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree (5)	1638 27%	99 25%	1530 27%	9 21%	496 29%e	1070 26%	72 22%	1558 27%	34 21%	16 24%	23 31%	1608 27%	7 19%
Slightly agree (4)	2138 35%	140 35%	1980 35%	18 43%	608 36%	1414 34%	116 36%	2047 35%j	53 33%j	20 29%	12 17%	2120 35%j	5 14%
Neither agree nor disagree (3)	1214 20%	89 22%	1115 19%	10 23%	315 18%	827 20%	72 22%	1125 19%	41 26%	16 23%	15 21%	1182 20%	17 47%
Slightly disagree (2)	696 11%	53 13%	641 11%	3 6%	176 10%	479 12%	41 13%	647 11%	15 9%	13 19%	17 24%ghk	675 11%	4 11%
Strongly disagree (1)	442 7%	19 5%	421 7%	2 4%	94 5%	330 8%d	19 6%	416 7%	14 9%	3 5%	6 8%	433 7%	3 9%
Don't know	41 1%	-	40 1%	1 3%a	17 1%	23 1%	2 1%	37 1%	4 2%g	*	-	41 1%	-
NET Agree	3775 61%	239 60%	3510 61%	27 64%	1104 65%e	2483 60%	188 58%	3605 62%j	87 54%	36 53%	35 48%	3728 62%	12 33%
NET Disagree	1139 18%	72 18%	1062 19%	4 10%	269 16%	809 20%d	60 19%	1063 18%	29 18%	16 24%	23 32%gjk	1108 18%	7 20%
Mean	3.63	3.61	3.63	3.74	3.73e	3.59	3.57	3.64	3.50	3.48	3.39	3.63	3.23
Std Dev.	1.20	1.14	1.20	1.01	1.15	1.21	1.14	1.19	1.19	1.19	1.35	1.19	1.16
Std Error	0.02	0.06	0.02	0.14	0.03	0.02	0.06	0.02	0.10	0.16	0.16	0.02	0.21

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree	(5)	1638 27%	422 27%	368 24%	378 24%	469 31%bc	149 28%	133 26%	141 28%	131 25%	111 22%	127 25%	122 25%	117 22%	139 26%	166 31%iil	147 29%iil	156 32%iil
Slightly agree	(4)	2138 35%	556 36%	507 33%	573 37%	501 33%	189 36%	209 40%ghn	157 32%	169 32%	171 34%	167 33%	175 36%	194 36%	204 39%n	159 30%	173 34%	169 34%
Neither agree nor disagree	(3)	1214 20%	294 19%	361 23%acd	288 19%	271 18%	91 17%	88 17%	115 23%mp	129 25%efmop	123 24%efmp	110 22%	89 18%	115 22%	84 16%	101 19%	91 18%	79 16%
Slightly disagree	(2)	696 11%	152 10%	181 12%	177 11%	187 12%	61 11%	50 10%	41 8%	52 10%	68 13%g	61 12%	65 13%g	55 10%	56 11%	69 13%	60 12%	58 12%
Strongly disagree	(1)	442 7%	109 7%	112 7%	124 8%	98 6%	38 7%	33 6%	38 8%	40 8%	32 6%	40 8%	38 8%	48 9%	37 7%	34 6%	33 6%	31 6%
Don't know		41 1%	11 1%	12 1%	10 1%	8 1%	* *	5 1%	5 1%	5 1%	4 1%	3 1%	2 *	3 1%	5 1%	2 *	4 1%	2 *
NET Agree		3775 61%	978 63%b	875 57%	952 61%b	971 63%b	338 64%l	342 66%hil	298 60%	299 57%	282 55%	294 58%	297 61%	311 58%	344 65%hl	326 61%	319 63%	326 66%hl
NET Disagree		1139 18%	261 17%	293 19%	300 19%	285 19%	98 19%	83 16%	79 16%	91 17%	101 20%	101 20%	103 21%	104 19%	93 18%	103 19%	93 18%	89 18%
Mean		3.63	3.67b	3.55	3.59	3.69b	3.66	3.70i	3.65	3.58	3.51	3.56	3.57	3.52	3.68	3.67	3.68	3.73il
Std Dev.		1.20	1.18	1.19	1.20	1.21	1.20	1.14	1.20	1.19	1.16	1.21	1.22	1.21	1.18	1.22	1.20	1.20
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

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

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

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree (5)	2647 43%	602 49%b	2046 41%	407 47%d	2240 42%	1247 41%	1395 44%	254 31%	266 30%	418 37%gh	360 44%ghi	589 52%ghij	392 52%ghij	369 59%ghijkl	520 31%	778 40%n	1349 53%no	760 55%no	2320 44%s	304 34%
Slightly agree (4)	2298 37%	405 33%	1893 38%a	295 34%	2003 38%	1111 37%	1182 38%	320 39%m	358 41%km	455 41%km	298 36%	401 35%	274 36%	192 31%	677 40%pq	753 39%pq	868 34%	466 34%	1912 37%	365 40%
Neither agree nor disagree (3)	673 11%	109 9%	564 11%a	83 10%	590 11%	347 12%	324 10%	108 13%klm	146 17%ijklm	142 13%klm	91 11%klm	93 8%	53 7%	39 6%	254 15%opq	233 12%pq	186 7%	92 7%	551 11%	117 13%
Slightly disagree (2)	315 5%	74 6%	241 5%	40 5%	276 5%	187 6%f	128 4%	81 10%ijklm	72 8%iklm	56 5%klm	42 5%klm	33 3%	20 3%	11 2%	153 9%opq	98 5%pq	64 3%	31 2%	251 5%	63 7%r
Strongly disagree (1)	176 3%	32 3%	144 3%	28 3%	148 3%	89 3%	87 3%	43 5%jklm	25 3%	38 3%	17 2%	20 2%	18 2%	13 2%	69 4%pq	55 3%	52 2%	32 2%	140 3%	34 4%
Don't know	60 1%	11 1%	48 1%	8 1%	52 1%	31 1%	27 1%	17 2%hklm	6 1%	13 1%	14 2%k	5 *	3 *	2 *	23 1%pq	26 1%pq	10 *	5 *	39 1%	21 2%r
NET Agree	4945 80%	1007 82%	3939 80%	702 82%	4243 80%	2358 78%	2577 82%e	574 70%	623 71%	873 78%gh	658 80%gh	990 87%ghij	665 88%ghij	561 90%ghij	1198 71%	1531 79%n	2217 88%no	1226 88%no	4231 81%s	670 74%
NET Disagree	491 8%	106 9%	385 8%	67 8%	424 8%	277 9%f	215 7%	124 15%ijklm	97 11%iklm	94 8%klm	59 7%m	54 5%	38 5%	25 4%	222 13%opq	153 8%pq	117 5%	63 5%	392 8%	98 11%r
Mean	4.13	4.20b	4.12	4.19	4.12	4.09	4.18e	3.82	3.88	4.05gh	4.16ghi	4.32ghij	4.32ghij	4.43ghij	3.85	4.10n	4.35no	4.37no	4.16s	3.95
Std Dev.	1.00	1.01	0.99	1.01	0.99	1.02	0.97	1.14	1.03	1.01	0.96	0.88	0.90	0.86	1.08	0.99	0.88	0.88	0.98	1.05
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 48

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

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree (5)	2647 43%	511 44%	827 43%	560 40%	748 45%	1338 43%	1308 43%	1442 39%	1174 49%g	256 46%	340 47%lm	684 44%	624 40%	429 40%	1648 43%	270 46%	2203 43%	574 44%s	1965 43%	108 36%
Slightly agree (4)	2298 37%	434 38%	752 39%d	548 39%d	564 34%	1186 38%	1112 36%	1475 40%h	789 33%	179 32%	245 34%	591 38%	633 41%ij	427 40%i	1468 38%i	185 32%	1987 38%o	448 35%	1751 38%q	99 33%
Neither agree nor disagree (3)	673 11%	115 10%	191 10%	160 11%	208 12%	305 10%	367 12%e	430 12%h	229 10%	76 14%	76 11%	164 10%	155 10%	104 10%	396 10%	80 14%p	523 10%	158 12%	456 10%	59 20%qr
Slightly disagree (2)	315 5%	60 5%	104 5%	80 6%	71 4%	164 5%	151 5%	216 6%h	94 4%	19 3%	29 4%	78 5%	86 6%	65 6%	192 5%	20 3%	271 5%	55 4%	239 5%	22 7%
Strongly disagree (1)	176 3%	28 2%	51 3%	35 3%	62 4%	79 3%	97 3%	93 3%	79 3%	23 4%	20 3%	45 3%	36 2%	36 3%	101 3%	23 4%	143 3%	42 3%	127 3%	6 2%
Don't know	60 1%	6 1%	19 1%	11 1%	24 1%	25 1%	35 1%	30 1%	29 1%	8 1%	8 1%	10 1%	19 1%	7 1%	37 1%	9 2%	45 1%	20 2%r	35 1%	5 2%
NET Agree	4945 80%	945 82%	1579 81%	1108 79%	1312 78%	2524 82%f	2420 79%	2918 79%	1963 82%g	435 78%	585 81%	1274 81%	1257 81%	857 80%	3116 81%	455 77%	4190 81%	1022 79%s	3716 81%s	208 69%
NET Disagree	491 8%	88 8%	155 8%	115 8%	133 8%	243 8%	248 8%	309 8%	174 7%	42 7%	49 7%	123 8%	122 8%	102 10%	294 8%	44 7%	414 8%	97 7%	366 8%	29 10%
Mean	4.13	4.17	4.14	4.10	4.13	4.15	4.11	4.08	4.22g	4.13	4.21m	4.15	4.12	4.08	4.15	4.14	4.14	4.14s	4.14s	3.95
Std Dev.	1.00	0.97	0.98	0.99	1.04	0.98	1.01	0.99	1.00	1.05	0.98	0.99	0.96	1.02	0.98	1.04	0.99	1.01	0.99	1.03
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree	(5)	2647 43%	2250 42%	397 46%	87 50%a	2231 43%	208 40%	131 44%	77 45%	115 46%n	312 46%n	213 42%	193 43%	248 46%n	251 44%	301 37%	356 42%	243 46%n	32 46%	176 39%
Slightly agree	(4)	2298 37%	1972 37%	326 38%	54 31%	1923 37%f	215 41%f	95 32%	65 38%f	84 33%	219 32%	191 38%	182 41%l	204 38%	219 38%	310 38%	328 39%	186 35%	24 35%	190 42%hip
Neither agree nor disagree	(3)	673 11%	603 11%b	69 8%	15 9%	566 11%	54 10%	36 12%	17 10%	22 9%	85 13%	63 12%	38 8%	48 9%	56 10%	118 15%hklp	88 10%	50 10%	8 11%	46 10%
Slightly disagree	(2)	315 5%	268 5%	47 5%	9 5%	269 5%	23 4%	18 6%	6 4%	16 6%	34 5%	24 5%	24 5%	26 5%	34 6%	49 6%	33 4%	30 6%	2 3%	20 4%
Strongly disagree	(1)	176 3%	154 3%	22 2%	6 4%	144 3%	14 3%	14 5%dg	4 2%	13 5%iklm	14 2%	14 3%	9 2%	10 2%	13 2%	25 3%	32 4%	15 3%	3 4%	12 3%
Don't know		60 1%	57 1%	2 *	2 1%	53 1%	5 1%	1 *	1 1%	2 1%	12 2%	4 1%	4 1%	8 1%	1 *	8 1%	7 1%	6 1%	- -	5 1%
NET Agree		4945 80%	4223 80%	723 84%a	141 81%	4154 80%	423 82%f	226 77%	142 83%f	198 79%	531 79%	404 79%	374 83%n	452 83%n	470 82%n	611 75%	684 81%	429 81%	56 81%	367 82%n
NET Disagree		491 8%	422 8%	69 8%	16 9%	413 8%	37 7%	32 11%deg	10 6%	28 11%ilr	48 7%	38 8%	32 7%	36 7%	46 8%	74 9%	65 8%	44 8%	5 7%	32 7%
Mean		4.13	4.12	4.20	4.20	4.14	4.13	4.06	4.21f	4.09	4.18n	4.12	4.18n	4.22n	4.16	4.01	4.13	4.17n	4.17	4.12
Std Dev.		1.00	1.00	0.97	1.05	0.99	0.96	1.11	0.93	1.12	0.98	0.99	0.93	0.93	0.97	1.02	1.01	1.01	1.02	0.95
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.03

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)	2647 43%	1058 44%	1058 47%c	1485 43%	1485 45%	1058 44%	87 45%	387 50%e	1058 47%	114 51%	564 53%h	1375 67%lmnopq	850 35%mnoq	197 24%	159 27%	62 26%	2225 49%lmnoq	221 27%	1553 60%stuvwx	769 32%t	150 22%	104 30%t	61 38%t	2322 47%stux	165 32%t	626 38%	2021 45%y
Slightly agree (4)	2298 37%	932 39%	822 36%	1344 39%	1235 37%	932 39%g	65 34%	263 34%	822 36%	72 32%	365 34%	515 25%	1160 48%kmnopq	311 38%ko	240 40%ko	63 26%	1675 37%ko	303 36%ko	714 28%	1139 48%rtuvwx	267 39%rv	132 37%rv	37 23%	1853 38%rv	169 33%	632 39%	1666 37%
Neither agree nor disagree (3)	673 11%	212 9%	235 10%	336 10%	358 11%	212 9%	23 12%	62 8%	235 10%	26 12%	87 8%	85 4%	253 10%klp	209 26%klmnopq	88 15%klp	32 13%klp	338 8%k	120 14%klp	165 6%	252 11%rw	169 25%rsuwx	55 16%rsw	27 17%rw	417 8%r	82 16%rsw	207 13%z	466 10%
Slightly disagree (2)	315 5%	125 5%	85 4%	179 5%b	139 4%	125 5%	6 3%	32 4%	85 4%	6 3%	28 3%	49 2%	97 4%k	67 8%klp	73 12%klmp	29 12%klp	146 3%	101 12%klmp	71 3%	126 5%rw	60 9%rw	40 11%rsw	13 8%rw	197 4%r	54 10%rsw	106 6%z	210 5%
Strongly disagree (1)	176 3%	63 3%	42 2%	94 3%	74 2%	63 3%	8 4%	25 3%	42 2%	6 3%	22 2%	30 1%	58 2%	21 3%	27 5%klp	38 16%klmnpq	88 2%	65 8%klmp	50 2%	61 3%	24 4%	17 5%rw	19 12%rstuw	111 2%	36 7%rstw	50 3%	126 3%
Don't know	60 1%	14 1%	18 1%	19 1%	22 1%	14 1%	3 2%	8 1%	18 1%	2 1%	6 1%	9 *	17 1%	7 1%	7 1%	15 6%klmnpq	27 1%	22 3%klmp	15 1%	21 1%	10 1%	5 1%	3 2%	37 1%	7 1%	8 *	52 1%
NET Agree	4945 80%	1989 83%	1881 83%	2829 82%	2720 82%	1989 83%	152 79%	650 84%	1881 83%	187 82%	928 87%h	1890 92%lmnopq	2010 83%mnoq	507 63%o	399 67%o	125 52%	3900 87%lmnoq	524 63%o	2267 88%stuvwx	1907 81%tuvx	418 61%	236 67%	98 61%	4175 85%stuvx	334 65%	1258 77%	3687 81%y
NET Disagree	491 8%	188 8%b	127 6%	274 8%b	212 6%	188 8%	15 8%	57 7%	127 6%	12 5%	50 5%	78 4%	155 6%k	87 11%klp	100 17%klmp	66 28%klmnpq	234 5%	166 20%klmp	121 5%	187 8%rw	84 12%rsw	57 16%rsw	33 20%rstw	308 6%r	90 18%rsw	156 10%z	336 7%
Mean	4.13	4.17	4.24c	4.15	4.19	4.17	4.14	4.24	4.24	4.26	4.33h	4.54lmnopq	4.09mnoq	3.74o	3.73o	3.37	4.30lmnoq	3.63o	4.43stuvwx	4.03stuvx	3.69	3.76	3.67	4.24stuvx	3.74	4.04	4.17y
Std Dev.	1.00	0.97	0.92	0.98	0.95	0.97	1.05	0.99	0.92	0.95	0.89	0.80	0.91	1.00	1.12	1.44	0.89	1.23	0.88	0.94	1.03	1.14	1.38	0.93	1.22	1.03	0.98
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.04	0.06	0.11	0.01	0.06	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree (5)	2647 43%	165 41%	2467 43%	15 37%	774 45%f	1767 43%f	106 33%	2523 43%	56 35%	23 34%	40 53%h	2602 43%	6 16%
Slightly agree (4)	2298 37%	154 38%	2131 37%	13 32%	578 34%	1598 39%d	122 38%	2199 38%	49 31%	20 29%	24 32%	2268 37%	6 18%
Neither agree nor disagree (3)	673 11%	47 12%	617 11%	9 22%	192 11%	417 10%	64 20%de	601 10%	27 17%g	15 21%gk	10 13%	643 11%	20 57%
Slightly disagree (2)	315 5%	16 4%	297 5%	2 6%	86 5%	212 5%	17 5%	286 5%	19 12%gjk	8 12%gjk	* 1%	313 5%	2 4%
Strongly disagree (1)	176 3%	13 3%	162 3%	* *	59 3%	107 3%	11 3%	161 3%	10 6%g	3 4%	* 1%	174 3%	2 4%
Don't know	60 1%	6 2%	52 1%	1 3%	17 1%	41 1%	2 1%	60 1%	-	-	* *	60 1%	-
NET Agree	4945 80%	319 80%	4598 80%	29 69%	1352 79%f	3365 81%f	228 71%	4722 81%hi	105 65%	43 63%	64 86%hi	4870 80%hi	12 34%
NET Disagree	491 8%	29 7%	460 8%	3 7%	145 8%	319 8%	28 9%	448 8%	29 18%gjk	11 16%gj	1 1%	487 8%	3 9%
Mean	4.13	4.12	4.14	4.01	4.14f	4.15f	3.93	4.15hi	3.76	3.77	4.38hi	4.14hi	3.37
Std Dev.	1.00	0.99	1.00	0.98	1.03	0.98	1.02	0.98	1.22	1.16	0.78	1.00	0.96
Std Error	0.01	0.05	0.01	0.14	0.02	0.02	0.06	0.01	0.10	0.15	0.09	0.01	0.18

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 48

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

Base : All participants

		Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree	(5)	2647 43%	681 44%b	598 39%	706 46%b	663 43%	227 43%	234 45%	221 44%	200 38%	195 38%	203 40%	222 45%	249 47%hip	234 44%	230 43%	245 48%hijp	188 38%
Slightly agree	(4)	2298 37%	553 36%	596 39%	564 36%	586 38%	197 37%	176 34%	180 36%	201 38%	187 37%	208 41%k	156 32%	194 36%	215 41%k	205 39%	175 35%	205 41%k
Neither agree nor disagree	(3)	673 11%	163 11%	213 14%acd	143 9%	154 10%	52 10%	60 12%m	51 10%	74 14%mo	83 16%egimop	57 11%m	56 11%m	53 10%	33 6%	61 11%m	42 8%	50 10%
Slightly disagree	(2)	315 5%	75 5%	79 5%	84 5%	78 5%	37 7%gn	23 4%	14 3%	37 7%gn	19 4%	23 4%	37 8%gin	23 4%	24 5%	19 4%	22 4%	36 7%gin
Strongly disagree	(1)	176 3%	52 3%	44 3%	42 3%	38 2%	13 2%	19 4%	20 4%h	8 1%	24 5%hp	13 2%	11 2%	12 2%	19 4%	13 2%	17 3%	8 2%
Don't know		60 1%	20 1%	11 1%	12 1%	17 1%	3 1%	5 1%	12 2%eiim	5 1%	1 *	5 1%	8 2%	2 *	1 *	3 1%	5 1%	9 2%
NET Agree		4945 80%	1234 80%	1193 77%	1270 82%b	1248 81%b	423 80%	410 79%	401 80%	401 76%	382 75%	411 81%	378 77%	443 83%hi	449 85%fhik	436 82%i	420 83%hi	393 79%
NET Disagree		491 8%	127 8%	123 8%	126 8%	116 8%	50 10%	42 8%	35 7%	45 9%	42 8%	35 7%	49 10%	35 6%	43 8%	32 6%	39 8%	44 9%
Mean		4.13	4.14	4.06	4.18b	4.16b	4.12	4.14	4.16	4.05	4.01	4.13	4.12	4.22hi	4.18i	4.18i	4.21hi	4.08
Std Dev.		1.00	1.02	1.00	0.99	0.97	1.01	1.03	1.01	0.97	1.06	0.95	1.04	0.94	0.99	0.94	1.01	0.96
Std Error		0.01	0.03	0.03	0.03	0.02	0.04	0.05	0.05	0.04	0.05	0.04	0.05	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 49

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

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree (5)	1005 16%	193 16%	812 16%	181 21%d	824 16%	518 17%	482 15%	176 21%jklm	165 19%km	206 18%km	126 15%m	162 14%m	113 15%m	56 9%	342 20%pq	332 17%pq	331 13%	169 12%	812 16%	183 20%r
Slightly agree (4)	1949 32%	409 33%	1541 31%	307 36%d	1642 31%	931 31%	1015 32%	304 37%klm	292 33%	363 32%	262 32%	332 29%	211 28%	185 29%	596 35%pq	625 32%	728 29%	396 29%	1628 31%	309 34%
Neither agree nor disagree (3)	1764 29%	373 30%	1391 28%	187 22%	1577 30%c	832 28%	930 30%	166 20%	235 27%g	281 25%g	240 29%g	344 30%gi	252 33%ghi	245 39%ghijk	401 24%	521 27%	841 33%no	498 36%no	1532 29%s	214 24%
Slightly disagree (2)	766 12%	146 12%	620 13%	110 13%	656 12%	360 12%	403 13%	94 11%	92 11%	138 12%	101 12%	163 14%	93 12%	85 14%	186 11%	239 12%	341 13%	178 13%	663 13%	99 11%
Strongly disagree (1)	572 9%	78 6%	494 10%a	66 8%	506 10%	328 11%f	243 8%	67 8%	70 8%	117 10%m	82 10%m	125 11%m	74 10%m	37 6%	137 8%	199 10%	236 9%	111 8%	484 9%	85 9%
Don't know	113 2%	34 3%b	79 2%	9 1%	104 2%	44 1%	69 2%	16 2%	18 2%	16 1%	11 1%	17 1%	17 2%	18 3%	34 2%	27 1%	52 2%	35 3%	93 2%	14 2%
NET Agree	2954 48%	602 49%	2353 48%	489 57%d	2465 46%	1449 48%	1497 48%	481 58%jklm	458 52%klm	569 51%klm	388 47%m	494 43%	324 43%	241 38%	938 55%opq	957 49%pq	1059 42%	565 41%	2440 47%	492 54%r
NET Disagree	1338 22%	224 18%	1114 23%a	176 20%	1162 22%	688 23%	646 21%	161 20%	162 19%	256 23%	183 22%	288 25%ghm	167 22%	123 20%	323 19%	438 23%n	577 23%n	289 21%	1147 22%	184 20%
Mean	3.34	3.41	3.32	3.50d	3.31	3.32	3.36	3.53ijklm	3.46jklm	3.36k	3.31	3.22	3.26	3.22	3.49opq	3.34p	3.23	3.25	3.32	3.46r
Std Dev.	1.17	1.10	1.19	1.18	1.17	1.21	1.13	1.19	1.16	1.22	1.17	1.19	1.16	1.00	1.17	1.20	1.14	1.09	1.17	1.21
Std Error	0.02	0.03	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 49

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

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 per yea (i)	£11,500-£17,499 per ye (j)	£17,500-£29,999 per ye (k)	£30,000-£49,999 per ye (l)	£50,000+ per yea (m)	£11,500-£49,999 (n)	Income Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree (5)	1005 / 16%	230 / 20%bcd	303 / 16%	208 / 15%	263 / 16%	533 / 17%	472 / 15%	662 / 18%h	330 / 14%	94 / 17%	117 / 16%	270 / 17%	223 / 14%	208 / 19%ln	609 / 16%	94 / 16%	856 / 17%	223 / 17%	737 / 16%	45 / 15%
Slightly agree (4)	1949 / 32%	425 / 37%cd	637 / 33%c	380 / 27%	506 / 30%	1063 / 34%f	885 / 29%	1217 / 33%h	702 / 29%	159 / 32%	232 / 32%	509 / 32%	488 / 31%	361 / 34%	1229 / 32%	164 / 28%	1680 / 32%	402 / 31%	1458 / 32%	89 / 30%
Neither agree nor disagree (3)	1764 / 29%	249 / 22%	545 / 28%a	451 / 32%ab	519 / 31%a	794 / 26%	970 / 32%e	988 / 27%	756 / 32%g	164 / 29%	210 / 29%	435 / 28%	458 / 29%	271 / 25%	1102 / 29%	180 / 31%	1449 / 28%	363 / 28%	1301 / 28%	99 / 33%
Slightly disagree (2)	766 / 12%	132 / 11%	257 / 13%	192 / 14%	185 / 11%	389 / 13%	377 / 12%	417 / 11%	339 / 14%g	61 / 11%	83 / 12%	200 / 13%	214 / 14%	120 / 11%	497 / 13%	64 / 11%	649 / 13%	163 / 13%	567 / 12%	35 / 12%
Strongly disagree (1)	572 / 9%	107 / 9%	171 / 9%	130 / 9%	164 / 10%	278 / 9%	294 / 10%	338 / 9%	222 / 9%	60 / 11%	64 / 9%	139 / 9%	144 / 9%	98 / 9%	346 / 9%	62 / 11%	467 / 9%	116 / 9%	436 / 10%	20 / 7%
Don't know	113 / 2%	10 / 1%	30 / 2%	32 / 2%a	41 / 2%a	40 / 1%	73 / 2%e	65 / 2%	45 / 2%	22 / 4%klmn	13 / 2%	20 / 1%	27 / 2%	11 / 1%	59 / 2%	24 / 4%p	71 / 1%	30 / 2%	72 / 2%	12 / 4%r
NET Agree	2954 / 48%	656 / 57%bcd	940 / 48%c	588 / 42%	769 / 46%	1596 / 52%f	1357 / 44%	1879 / 51%h	1032 / 43%	253 / 45%	349 / 49%	779 / 50%	711 / 46%	569 / 53%ilh	1838 / 48%	258 / 44%	2536 / 49%	624 / 48%	2196 / 48%	134 / 45%
NET Disagree	1338 / 22%	239 / 21%	428 / 22%	323 / 23%	349 / 21%	667 / 22%	671 / 22%	755 / 20%	562 / 23%g	121 / 22%	147 / 21%	338 / 22%	358 / 23%	217 / 20%	843 / 22%	125 / 21%	1117 / 22%	279 / 22%	1004 / 22%	55 / 18%
Mean	3.34	3.47bcd	3.34	3.25	3.32	3.39f	3.29	3.40h	3.25	3.31	3.36	3.37	3.28	3.44ln	3.33	3.29	3.35	3.36	3.33	3.36
Std Dev.	1.17	1.20	1.16	1.16	1.17	1.18	1.17	1.18	1.15	1.21	1.16	1.17	1.16	1.19	1.16	1.19	1.17	1.18	1.18	1.10
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree	(5)	1005 16%	854 16%	151 17%	27 15%	861 17%	76 15%	45 15%	23 13%	34 13%	111 16%	89 18%	67 15%	84 15%	98 17%	146 18%	154 18%	80 15%	7 10%	69 15%
Slightly agree	(4)	1949 32%	1713 32%bc	236 27%	43 25%	1621 31%	181 35%	97 33%	50 30%	72 29%	183 27%	146 29%	144 32%	191 35%l	189 33%	239 29%	274 32%	184 35%i	35 51%hijklmnopr	146 32%
Neither agree nor disagree	(3)	1764 29%	1497 28%	267 31%	52 30%	1481 29%	146 28%	77 26%	59 35%def	87 35%lq	196 29%	147 29%	136 30%l	125 23%	172 30%l	230 28%	237 28%	152 29%	15 22%	131 29%l
Slightly disagree	(2)	766 12%	630 12%	136 16%a	35 20%a	648 13%	63 12%	32 11%	22 13%	27 11%	85 13%	68 13%	66 15%	72 13%	70 12%	103 13%	93 11%	62 12%	7 10%	57 13%
Strongly disagree	(1)	572 9%	514 10%b	58 7%	12 7%	475 9%	45 9%	38 13%deg	13 8%	24 10%	81 12%km	49 10%	27 6%	60 11%km	36 6%	73 9%	84 10%	40 8%	5 7%	40 9%
Don't know		113 2%	96 2%	17 2%	4 2%	98 2%	7 1%	5 2%	3 2%	7 3%o	20 3%o	9 2%o	9 2%o	11 2%o	9 2%	20 2%o	2	11 2%o	-	7 2%o
NET Agree		2954 48%	2568 48%c	387 45%	70 40%	2483 48%g	256 50%g	142 48%	73 43%	106 42%	294 43%	235 46%	211 47%	275 51%h	286 50%h	384 47%	427 51%h	264 50%h	42 61%hijkn	215 48%
NET Disagree		1338 22%	1145 22%	193 22%	47 27%	1123 22%	109 21%	70 24%	36 21%	51 20%	166 25%	118 23%	94 21%	133 24%	107 19%	177 22%	178 21%	102 19%	12 17%	97 22%
Mean		3.34	3.34	3.34	3.22	3.34	3.35	3.27	3.28	3.27	3.24	3.32	3.35	3.31	3.43i	3.35	3.38	3.39	3.46	3.33
Std Dev.		1.17	1.18	1.14	1.16	1.17	1.14	1.24	1.10	1.13	1.23	1.20	1.10	1.22	1.11	1.19	1.19	1.12	1.05	1.16
Std Error		0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.08	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
			1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base		6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base		6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base		3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)		1005 16%	436 18%bd	321 14%	631 18%bd	515 16%	436 18%g	36 19%	108 14%	321 14%	32 14%	130 12%	463 22%lmnopq	326 13%	83 10%	100 17%m	34 14%	788 18%lm	134 16%m	562 22%stuvwx	313 13%t	61 9%	49 14%	18 11%	875 18%stx	68 13%	351 22%z	654 14%
Slightly agree (4)		1949 32%	775 32%	713 32%	1123 32%	1061 32%	775 32%	60 31%	218 28%	713 32%	63 28%	335 31%	621 30%oq	898 37%kmnopq	214 26%	160 27%	48 20%	1519 34%kmnoq	208 25%	783 30%tuvx	870 37%rtuvwx	165 24%	96 27%	27 17%	1653 33%rtvx	123 24%	578 35%z	1371 30%
Neither agree nor disagree (3)		1764 29%	645 27%	677 30%	935 27%	967 29%	645 27%	52 27%	247 32%e	677 30%	68 30%	340 32%	491 24%	691 28%k	327 40%klnopq	178 30%k	70 30%	1181 26%	248 30%k	640 25%	643 27%	301 44%rsuvwx	115 33%rw	52 32%	1283 26%	167 33%rw	375 23%	1389 31%y
Slightly disagree (2)		766 12%	286 12%	298 13%	415 12%	428 13%	286 12%	16 8%	118 15%ef	298 13%	28 12%	145 14%	251 12%	294 12%	114 14%	82 14%	24 10%	545 12%	105 13%	303 12%	304 13%	78 11%	48 13%	28 17%	607 12%	75 15%	176 11%	590 13%
Strongly disagree (1)		572 9%	213 9%	219 10%	290 8%	296 9%	213 9%	20 10%	67 9%	219 10%	26 11%	100 9%	202 10%	190 8%	63 8%	62 10%	53 22%klmnpq	392 9%	115 14%klmp	251 10%	201 9%	61 9%	37 11%	18 11%	452 9%	55 11%	134 8%	438 10%
Don't know		113 2%	49 2%	33 1%	63 2%	47 1%	49 2%	9 4%	20 3%	33 1%	10 4%h	21 2%	37 2%	36 1%	9 1%	12 2%	10 4%klmp	73 2%	22 3%	29 1%	37 2%	15 2%	9 2%	17 11%rstuvwx	66 1%	26 6%rstw	14 1%	99 2%y
NET Agree		2954 48%	1211 50%b	1033 46%	1754 51%bd	1576 48%	1211 50%g	97 50%	327 42%	1033 46%	95 42%	465 43%	1083 53%mnoq	1224 50%mnoq	297 37%	260 44%mo	81 34%	2307 51%mnoq	342 41%	1345 52%tuvx	1183 50%tuvx	226 33%	145 41%v	46 29%	2528 51%tuvx	191 37%	929 57%z	2025 45%
NET Disagree		1338 22%	499 21%	517 23%	706 20%	724 22%	499 21%	36 19%	184 24%	517 23%	53 24%	246 23%	453 22%	484 20%	177 22%	144 24%	77 32%klmp	937 21%	220 26%klp	554 22%	505 21%	139 20%	85 24%	45 28%	1059 21%	130 25%	310 19%	1028 23%y
Mean		3.34	3.40b	3.28	3.41bd	3.33	3.40g	3.41	3.24	3.28	3.22	3.24	3.44mnoq	3.36moq	3.17o	3.27o	2.94	3.40mnoq	3.17	3.43stuvx	3.34tvx	3.13	3.21	3.01	3.39tuvx	3.15	3.52z	3.27
Std Dev.		1.17	1.18	1.16	1.17	1.16	1.18	1.21	1.14	1.16	1.20	1.13	1.24	1.11	1.05	1.21	1.35	1.17	1.26	1.23	1.13	1.04	1.17	1.19	1.18	1.18	1.18	1.16
Std Error		0.02	0.02	0.02	0.02	0.02	0.02	0.09	0.04	0.02	0.08	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.04	0.02	0.02	0.04	0.07	0.10	0.02	0.06	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree (5)	1005 16%	59 15%	937 16%	9 21%	301 18%	652 16%	53 16%	961 16%	20 13%	12 18%	9 12%	993 16%	3 8%
Slightly agree (4)	1949 32%	139 35%	1796 31%	14 35%	534 31%	1325 32%	91 28%	1867 32%j	48 30%	15 22%	14 18%	1930 32%j	6 16%
Neither agree nor disagree (3)	1764 29%	124 31%	1629 28%	10 25%	491 29%	1172 28%	101 31%	1652 28%	41 26%	25 37%	31 41%	1718 28%	15 43%
Slightly disagree (2)	766 12%	35 9%	729 13%	2 6%	196 11%	531 13%	39 12%	707 12%	32 20%gjk	12 18%	9 12%	750 12%	7 19%
Strongly disagree (1)	572 9%	32 8%	536 9%	4 10%	157 9%	384 9%	31 10%	545 9%	18 11%	3 4%	4 5%	565 9%	3 9%
Don't know	113 2%	11 3%	100 2%	2 4%	28 2%	78 2%	7 2%	99 2%	2 1%	1 2%	9 12%ghk	103 2%	1 4%
NET Agree	2954 48%	198 49%	2733 48%	23 56%	834 49%	1977 48%	143 45%	2828 48%j	68 42%	27 40%	23 30%	2923 48%j	9 25%
NET Disagree	1338 22%	67 17%	1264 22%a	6 16%	352 21%	915 22%	70 22%	1252 21%	49 31%gjk	15 22%	12 16%	1316 22%	10 29%
Mean	3.34	3.41	3.33	3.54	3.37	3.33	3.30	3.35	3.13	3.33	3.24	3.34	2.95
Std Dev.	1.17	1.11	1.18	1.21	1.18	1.17	1.18	1.17	1.20	1.10	1.03	1.17	1.07
Std Error	0.02	0.05	0.02	0.18	0.03	0.02	0.07	0.02	0.10	0.14	0.13	0.02	0.20

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree	(5)	1005 16%	283 18%b	204 13%	250 16%	268 17%b	95 18%hl	106 20%hl	82 17%	65 12%	62 12%	76 15%	78 16%	89 17%	82 16%	95 18%l	96 19%hl	78 16%
Slightly agree	(4)	1949 32%	503 33%	501 32%	481 31%	465 30%	169 32%	169 33%	166 33%	173 33%	169 33%	159 31%	138 28%	165 31%	178 34%	169 32%	164 32%	132 27%
Neither agree nor disagree	(3)	1764 29%	422 27%	472 31%d	464 30%	406 26%	139 26%	151 29%	132 26%	170 32%o	147 29%	155 30%o	150 30%o	160 30%o	154 29%	151 28%	116 23%	140 28%
Slightly disagree	(2)	766 12%	165 11%	163 11%	198 13%	239 16%ab	61 12%	45 9%	59 12%	54 10%	55 11%	54 11%	69 14%f	74 14%f	56 11%	70 13%	79 16%f	90 18%efghijm
Strongly disagree	(1)	572 9%	143 9%	174 11%cd	132 9%	123 8%	59 11%ln	38 7%	46 9%	55 11%	66 13%fln	52 10%	48 10%	35 7%	49 9%	35 6%	43 8%	46 9%
Don't know		113 2%	27 2%	28 2%	25 2%	33 2%	6 1%	8 1%	14 3%	6 1%	10 2%	11 2%	8 2%	9 2%	8 1%	14 3%	9 2%	10 2%
NET Agree		2954 48%	786 51%b	704 46%	730 47%	733 48%	264 50%	274 53%lkp	248 50%	238 45%	231 45%	236 46%	216 44%	254 48%	260 49%	263 49%	261 51%p	210 42%
NET Disagree		1338 22%	308 20%	337 22%	331 21%	362 24%	120 23%f	83 16%	105 21%	110 21%	121 24%f	106 21%	117 24%f	109 20%	105 20%	104 20%	122 24%f	136 27%flmn
Mean		3.34	3.41b	3.26	3.34	3.34	3.34	3.51hijkp	3.37	3.27	3.21	3.31	3.27	3.38	3.36	3.42jp	3.39	3.22
Std Dev.		1.17	1.18	1.17	1.15	1.18	1.23	1.14	1.18	1.14	1.20	1.17	1.19	1.13	1.15	1.13	1.21	1.20
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 50

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

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI	Online	Sell online	Don't sell online	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White	NET EMG
			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Strongly agree	(5)	714 12%	176 14%b	538 11%	156 18%d	558 11%	346 11%	364 12%	119 14%klm	131 15%klm	177 16%jklm	89 11%m	101 9%m	67 9%m	30 5%	250 15%pq	266 14%pq	198 8%	97 7%	565 11%	144 16%r
Slightly agree	(4)	1524 25%	372 30%b	1152 23%	225 26%	1299 24%	748 25%	774 25%	264 32%ijklm	256 29%iklm	269 24%	201 25%	257 23%	152 20%	124 20%	520 31%opq	471 24%q	533 21%	276 20%	1273 24%	238 26%
Neither agree nor disagree	(3)	1888 31%	359 29%	1529 31%	248 29%	1640 31%	897 30%	988 31%	226 27%	263 30%	307 27%	241 29%	344 30%	263 35%gi	245 39%ghijk	489 29%	547 28%	852 34%no	508 37%no	1583 30%	284 31%
Slightly disagree	(2)	1000 16%	173 14%	827 17%	121 14%	879 17%	475 16%	522 17%	111 13%	107 12%	176 16%	148 18%gh	191 17%h	146 19%gh	121 19%gh	218 13%	323 17%n	458 18%n	268 19%n	864 17%	126 14%
Strongly disagree	(1)	922 15%	117 9%	806 16%a	104 12%	819 15%c	495 16%f	426 14%	82 10%	101 12%	169 15%g	133 16%gh	233 20%ghilm	118 16%g	86 14%	183 11%	302 16%n	438 17%n	204 15%n	833 16%s	89 10%
Don't know		121 2%	35 3%	86 2%	8 1%	113 2%	53 2%	69 2%	22 3%	15 2%	25 2%	9 1%	16 1%	13 2%	21 3%jk	37 2%	34 2%	50 2%	34 2%	95 2%	23 3%
NET Agree		2238 36%	549 45%b	1689 34%	381 44%d	1857 35%	1094 36%	1138 36%	384 47%ijklm	386 44%jklm	446 40%klm	291 35%lm	358 31%m	219 29%	154 25%	770 45%opq	737 38%pq	731 29%	373 27%	1837 35%	382 42%r
NET Disagree		1922 31%	290 24%	1632 33%a	224 26%	1698 32%c	970 32%	948 30%	193 23%	208 24%	344 31%gh	281 34%gh	424 37%ghi	265 35%gh	207 33%gh	401 24%	625 32%n	896 35%n	472 34%n	1697 33%s	215 24%
Mean		3.02	3.27b	2.96	3.25d	2.98	2.99	3.04	3.28ijklm	3.24jklm	3.10klm	2.96	2.82	2.87	2.82	3.26opq	3.04pq	2.84	2.85	2.97	3.25r
Std Dev.		1.22	1.17	1.23	1.25	1.22	1.24	1.20	1.18	1.20	1.29	1.24	1.25	1.17	1.07	1.19	1.27	1.18	1.13	1.23	1.19
Std Error		0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Strongly agree	(5)	714 12%	187 16%bcd	224 12%	148 11%	155 9%	411 13%f	303 10%	491 13%h	212 9%	56 10%	89 12%	167 11%	184 12%	162 15%jkn	439 11%	58 10%	631 12%	173 13%	508 11%	33 11%
Slightly agree	(4)	1524 25%	349 30%bcd	492 25%d	318 23%	365 22%	841 27%f	683 22%	981 27%h	513 21%	114 20%	159 22%	413 26%i	393 25%	274 26%	964 25%	117 20%	1322 26%o	294 23%	1153 25%	77 26%
Neither agree nor disagree	(3)	1888 31%	334 29%	563 29%	430 31%	560 33%ab	898 29%	990 32%e	1061 29%	801 33%g	181 32%	234 33%	443 28%	481 31%	320 30%	1159 30%	188 32%	1551 30%	409 32%	1379 30%	100 33%
Slightly disagree	(2)	1000 16%	140 12%	345 18%ad	270 19%ad	245 15%	485 16%	515 17%	557 15%	437 18%g	78 14%	113 16%	273 17%	271 17%	163 15%	656 17%	85 14%	854 17%	180 14%	783 17%q	36 12%
Strongly disagree	(1)	922 15%	132 11%	283 15%	203 15%	303 18%abc	415 13%	506 16%e	535 14%	373 16%	107 19%lmn	109 15%	246 16%	199 13%	142 13%	555 14%	115 20%p	734 14%	202 16%	675 15%	45 15%
Don't know		121 2%	10 1%	36 2%	25 2%	50 3%a	47 2%	74 2%e	62 2%	58 2%	24 4%jklmn	14 2%	29 2%	26 2%	9 1%	69 2%	24 4%p	81 2%	38 3%r	73 2%	10 3%
NET Agree		2238 36%	537 47%bcd	715 37%d	467 33%	519 31%	1252 40%f	986 32%	1471 40%h	725 30%	170 30%	248 35%	580 37%i	576 37%i	435 41%ij	1404 37%il	175 30%	1953 38%o	467 36%	1662 36%	109 36%
NET Disagree		1922 31%	272 24%	628 32%a	473 34%a	548 33%a	900 29%	1021 33%e	1092 30%	811 34%g	185 33%	222 31%	519 33%	470 30%	305 29%	1211 32%	200 34%	1588 31%	382 29%	1458 32%	81 27%
Mean		3.02	3.28bcd	3.01d	2.96	2.89	3.11f	2.92	3.09h	2.89	2.88	3.01	2.99	3.06i	3.14ikn	3.02i	2.86	3.05o	3.04	3.01	3.05
Std Dev.		1.22	1.21	1.23	1.21	1.22	1.23	1.21	1.24	1.18	1.25	1.23	1.23	1.20	1.24	1.22	1.25	1.22	1.25	1.22	1.21
Std Error		0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Strongly agree (5)	714 12%	611 12%	103 12%	19 11%	607 12%	58 11%	32 11%	17 10%	28 11%	71 11%	47 9%	55 12%	66 12%	66 11%	118 14%j	101 12%	56 11%	5 7%	53 12%
Slightly agree (4)	1524 25%	1321 25%	203 24%	38 22%	1269 24%	134 26%	76 26%	45 26%	54 21%	123 18%	122 24%	109 24%i	149 27%i	149 26%i	202 25%i	213 25%i	148 28%i	18 25%	116 26%i
Neither agree nor disagree (3)	1888 31%	1616 30%	272 32%	54 31%	1582 31%	171 33%	83 28%	52 30%	84 34%i	210 31%	139 27%	134 30%	145 27%	184 32%	265 33%	264 31%	157 30%	30 43%jklp	142 32%
Slightly disagree (2)	1000 16%	833 16%	166 19%a	30 17%	844 16%	79 15%	47 16%	30 18%	42 17%	129 19%	99 19%n	78 17%	85 16%	98 17%	113 14%	124 15%	77 14%	9 13%	70 16%
Strongly disagree (1)	922 15%	813 15%	109 13%	31 18%	778 15%	68 13%	51 17%e	25 15%	36 14%	121 18%mn	89 17%mn	65 14%	91 17%n	69 12%	95 12%	132 16%	81 15%	8 11%	60 13%
Don't know	121 2%	111 2%	10 1%	1 1%	105 2%	8 2%	6 2%	2 1%	7 3%	22 3%	13 3%	8 2%	8 1%	7 1%	19 2%	10 1%	10 2%	-	8 2%
NET Agree	2238 36%	1932 36%	306 35%	57 33%	1876 36%	192 37%	108 37%	62 36%	81 32%	194 29%	169 33%	164 37%i	214 39%i	215 39%i	319 39%i	314 37%i	204 39%i	23 33%	169 38%i
NET Disagree	1922 31%	1647 31%	276 32%	61 35%	1622 31%	147 28%	98 33%	55 32%	78 31%	250 37%mnr	187 37%mnr	143 32%	176 32%n	167 29%	207 26%	256 30%	158 30%	17 24%	130 29%
Mean	3.02	3.02	3.03	2.90	3.02	3.07	2.97	3.00	2.98	2.84	2.88	3.03i	3.02	3.08ij	3.17hij	3.03i	3.04i	3.05	3.07ij
Std Dev.	1.22	1.23	1.19	1.25	1.23	1.18	1.26	1.20	1.20	1.24	1.24	1.23	1.27	1.18	1.20	1.23	1.22	1.07	1.20
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.06	0.06	0.06	0.06	0.08	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Strongly agree (5)	714 / 12%	358 / 15%bd	182 / 8%	502 / 15%bd	326 / 10%	358 / 15%g	30 / 16%	82 / 11%	182 / 8%	10 / 4%	71 / 7%	320 / 16%lmpq	245 / 10%m	56 / 7%	69 / 12%m	23 / 10%	564 / 13%lm	92 / 11%m	385 / 15%stuwx	240 / 10%t	40 / 6%	30 / 9%	16 / 10%	625 / 13%st	46 / 9%	271 / 17%z	443 / 10%
Slightly agree (4)	1524 / 25%	672 / 28%bd	476 / 21%	953 / 28%bd	756 / 23%	672 / 28%fg	34 / 18%	179 / 23%	476 / 21%	48 / 21%	214 / 20%	474 / 23%	697 / 29%kmnoq	177 / 22%	131 / 22%	42 / 18%	1170 / 26%kmoq	173 / 21%	648 / 25%tvx	647 / 27%tuvx	135 / 20%v	72 / 20%v	17 / 11%	1295 / 26%tvx	89 / 17%	467 / 29%z	1057 / 23%
Neither agree nor disagree (3)	1888 / 31%	670 / 28%	714 / 32%a	1028 / 30%	1072 / 32%a	670 / 28%	58 / 30%	247 / 32%	714 / 32%	69 / 31%	364 / 34%	571 / 28%	720 / 30%	354 / 44%klnopq	175 / 30%	57 / 24%	1292 / 29%	233 / 28%	693 / 27%	722 / 30%r	293 / 43%rsuvwx	116 / 33%	48 / 30%	1415 / 29%	163 / 32%	439 / 27%	1449 / 32%y
Slightly disagree (2)	1000 / 16%	369 / 15%	430 / 19%ac	515 / 15%	576 / 17%c	369 / 15%	29 / 15%	143 / 18%	430 / 19%	33 / 15%	217 / 20%	329 / 16%	427 / 18%m	102 / 13%	101 / 17%	38 / 16%	756 / 17%m	140 / 17%	380 / 15%	419 / 18%r	104 / 15%	63 / 18%	29 / 18%	800 / 16%	92 / 18%	218 / 13%	782 / 17%y
Strongly disagree (1)	922 / 15%	284 / 12%	428 / 19%acd	388 / 11%	532 / 16%ac	284 / 12%	34 / 18%e	101 / 13%	428 / 19%	54 / 24%	185 / 17%	335 / 16%	300 / 12%	110 / 14%	106 / 18%	69 / 29%klmnpq	635 / 14%	176 / 21%klmp	418 / 16%s	297 / 13%	96 / 14%	68 / 19%s	40 / 25%rstw	716 / 14%	109 / 21%rstw	208 / 13%	714 / 16%y
Don't know	121 / 2%	51 / 2%	31 / 1%	72 / 2%	52 / 2%	51 / 2%	8 / 4%	25 / 3%	31 / 1%	11 / 5%hj	21 / 2%	34 / 2%	47 / 2%	12 / 1%	11 / 2%	9 / 4%	81 / 2%	19 / 2%	43 / 2%	42 / 2%	13 / 2%	5 / 1%	10 / 6%rstuvw	85 / 2%	14 / 3%	25 / 2%	96 / 2%
NET Agree	2238 / 36%	1030 / 43%bd	657 / 29%	1455 / 42%bd	1082 / 33%b	1030 / 43%fg	64 / 33%	261 / 34%	657 / 29%	58 / 26%	285 / 27%	794 / 38%moq	941 / 39%moq	233 / 29%	200 / 34%	65 / 27%	1735 / 39%moq	265 / 32%	1033 / 40%tuvx	887 / 37%tuvx	175 / 26%	102 / 29%	33 / 21%	1920 / 39%tuvx	135 / 26%	738 / 45%z	1500 / 33%
NET Disagree	1922 / 31%	653 / 27%	858 / 38%acd	903 / 26%	1108 / 33%ac	653 / 27%	63 / 32%	244 / 31%	858 / 38%	87 / 38%	402 / 38%	664 / 32%m	727 / 30%	212 / 26%	208 / 35%m	108 / 45%klmnp	1391 / 31%m	315 / 38%klmp	799 / 31%	717 / 30%	200 / 29%	131 / 37%s	70 / 43%rstw	1515 / 31%	201 / 39%rstw	427 / 26%	1495 / 33%y
Mean	3.02	3.19bd	2.80	3.20bd	2.93b	3.19g	2.98	3.00	2.80	2.66	2.78	3.06noq	3.07noq	2.96o	2.92o	2.61	3.06noq	2.83	3.08tuvx	3.05tuvx	2.88v	2.81	2.60	3.06tuvx	2.74	3.23z	2.94
Std Dev.	1.22	1.22	1.21	1.20	1.21	1.22	1.32	1.19	1.21	1.21	1.16	1.30	1.17	1.09	1.26	1.35	1.23	1.29	1.29	1.17	1.08	1.22	1.29	1.24	1.24	1.25	1.20
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.09	0.04	0.03	0.08	0.03	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.03	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Strongly agree (5)	714 12%	56 14%	657 11%	1 3%	221 13%f	467 11%	26 8%	682 12%	18 11%	4 7%	7 9%	705 12%	3 8%
Slightly agree (4)	1524 25%	100 25%	1413 25%	11 26%	411 24%	1022 25%	91 28%	1439 25%	43 27%	16 23%	15 21%	1498 25%	10 30%
Neither agree nor disagree (3)	1888 31%	123 31%	1747 30%	18 43%	502 29%	1273 31%	112 35%	1766 30%	57 35%	20 30%	28 38%	1843 30%	17 49%
Slightly disagree (2)	1000 16%	43 11%	954 17%a	4 9%	275 16%	683 16%	42 13%	949 16%	25 16%	14 20%	11 15%	988 16%	1 3%
Strongly disagree (1)	922 15%	68 17%	848 15%	7 16%	252 15%	625 15%	46 14%	884 15%	16 10%	13 20%	6 9%	912 15%	3 10%
Don't know	121 2%	11 3%	109 2%	1 3%	45 3%	71 2%	5 1%	111 2%	1 1%	1 2%	7 9%ghk	114 2%	1 2%
NET Agree	2238 36%	156 39%	2070 36%	12 29%	632 37%	1489 36%	117 36%	2121 36%	62 38%	20 30%	22 30%	2203 36%	13 37%
NET Disagree	1922 31%	110 28%	1801 31%	10 25%	526 31%	1308 32%	88 27%	1833 31%	41 25%	26 39%	18 24%	1900 31%	4 13%
Mean	3.02	3.09	3.01	2.89	3.04	3.01	3.03	3.01	3.15	2.79	3.07	3.02	3.23
Std Dev.	1.22	1.28	1.22	1.08	1.24	1.22	1.15	1.23	1.13	1.20	1.08	1.23	1.01
Std Error	0.02	0.06	0.02	0.16	0.03	0.02	0.07	0.02	0.10	0.16	0.13	0.02	0.19

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	527	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Strongly agree	(5)	714 12%	172 11%	178 12%	170 11%	193 13%	56 11%	59 11%	57 11%	61 12%	51 10%	67 13%	53 11%	57 11%	60 11%	61 11%	72 14%	60 12%
Slightly agree	(4)	1524 25%	419 27%d	372 24%	397 26%	335 22%	146 28%p	138 27%	135 27%p	124 24%	126 25%	122 24%	127 26%	135 25%	135 26%	123 23%	112 22%	101 20%
Neither agree nor disagree	(3)	1888 31%	442 29%	483 31%	511 33%a	452 29%	140 26%	171 33%	131 26%	161 31%	159 31%	162 32%	147 30%	199 37%egop	165 31%	170 32%	143 28%	139 28%
Slightly disagree	(2)	1000 16%	231 15%	239 16%	239 15%	291 19%abc	87 16%	67 13%	78 16%	85 16%	79 16%	75 15%	73 15%	78 15%	88 17%	92 17%	92 18%	107 22%fjkl
Strongly disagree	(1)	922 15%	247 16%	241 16%	208 13%	227 15%	95 18%l	72 14%	80 16%l	84 16%l	86 17%l	71 14%	83 17%l	55 10%	70 13%	70 13%	76 15%	81 16%l
Don't know		121 2%	31 2%	28 2%	25 2%	37 2%	4 1%	10 2%	18 4%e	9 2%	8 2%	11 2%	8 2%	9 2%	9 2%	16 3%e	12 2%	8 2%
NET Agree		2238 36%	592 38%	551 36%	567 37%	529 34%	202 38%	198 38%	192 39%	185 35%	177 35%	189 37%	180 37%	191 36%	195 37%	184 35%	184 36%	161 32%
NET Disagree		1922 31%	478 31%	480 31%	447 29%	517 34%c	182 35%fi	139 27%	157 32%	169 32%l	165 32%l	146 29%	156 32%	133 25%	158 30%	162 30%	168 33%l	188 38%fijmn
Mean		3.02	3.03	3.01	3.05	2.99	2.96	3.09	3.02	2.99	2.95	3.08	2.99	3.11p	3.05	3.02	3.03	2.90
Std Dev.		1.22	1.24	1.23	1.19	1.24	1.27	1.20	1.26	1.24	1.22	1.23	1.24	1.12	1.20	1.20	1.27	1.26
Std Error		0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.06	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.06	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I prefer to send emails rather than letters whenever possible	4263 69%	847 69%	3417 69%	615 71%	3648 69%	2068 69%	2182 69%	620 75%klm	663 76%klm	807 72%klm	593 72%klm	761 67%lm	462 61%	357 57%	1283 76%pq	1400 72%pq	1580 62%	819 59%	3577 69%	646 71%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3862 63%	753 61%	3109 63%	594 69%d	3268 62%	1824 61%	2026 64%e	502 61%	542 62%	718 64%	532 65%	715 63%	482 63%	372 59%	1044 62%	1250 64%	1569 62%	854 62%	3300 63%	532 59%
I only use post if there is no alternative	3100 50%	691 56%b	2408 49%	435 51%	2664 50%	1549 51%	1542 49%	488 59%klm	484 55%klm	619 55%klm	457 56%klm	472 41%	342 45%m	237 38%	972 57%pq	1076 55%pq	1051 42%	579 42%	2527 48%	550 61%r
I would feel cut off from society if I couldn't send or receive post	3536 57%	655 53%	2881 58%a	539 63%d	2997 56%	1608 53%	1918 61%e	361 44%	447 51%g	577 51%g	452 55%g	723 63%ghij	505 66%ghij	471 75%ghijkl	808 48%	1029 53%n	1699 67%no	976 70%no	3103 60%s	398 44%
I only use post to send greetings cards	2590 42%	493 40%	2097 42%	392 46%	2198 41%	1189 39%	1401 45%e	318 39%	383 44%	453 40%	412 50%ghiklm	442 39%	325 43%	257 41%	701 41%	865 45%p	1024 40%	582 42%	2224 43%	350 39%
I send fewer letters by post now due to the cost	3775 61%	636 52%	3139 64%a	548 64%	3227 61%	1711 57%	2055 65%e	468 57%	528 61%	620 55%	536 65%gi	735 64%gi	491 65%gi	398 64%gi	996 59%	1155 59%	1624 64%no	889 64%no	3250 62%s	497 55%
There are some things that I will always need to send by post	4945 80%	1007 82%	3939 80%	702 82%	4243 80%	2358 78%	2577 82%e	574 70%	623 71%	873 78%gh	658 80%gh	990 87%ghij	665 88%ghij	561 90%ghij	1198 71%	1531 79%n	2217 88%no	1226 88%no	4231 81%s	670 74%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2954 48%	602 49%	2353 48%	489 57%d	2465 46%	1449 48%	1497 48%	481 58%ijklm	458 52%jklm	569 51%klm	388 47%m	494 43%	324 43%	241 38%	938 55%opq	957 49%pq	1059 42%	565 41%	2440 47%	492 54%r
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2238 36%	549 45%b	1689 34%	381 44%d	1857 35%	1094 36%	1138 36%	384 47%ijklm	386 44%jklm	446 40%klm	291 38%lm	358 31%m	219 29%	154 25%	770 45%opq	737 38%pq	731 29%	373 27%	1837 35%	382 42%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 51

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
				Social Grade		Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I prefer to send emails rather than letters whenever possible	4263 69%	868 75%cd	1388 71%d	945 68%d	1060 63%	2257 73%f	2005 65%	2695 73%h	1519 63%	352 63%	446 62%	1076 68%j	1104 71%ij	828 77%ijkln	2625 68%j	362 62%	3628 70%o	875 68%s	3212 70%s	176 59%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3862 63%	773 67%bcd	1199 62%	873 63%	1016 61%	1972 64%	1888 61%	2329 63%	1479 62%	329 59%	461 64%	998 64%	970 62%	689 64%	2429 63%	342 58%	3282 63%o	826 64%s	2867 63%	169 56%
I only use post if there is no alternative	3100 50%	623 54%cd	1005 52%	668 48%	802 48%	1628 53%f	1470 48%	2004 54%h	1053 44%	273 49%	350 49%	794 51%	780 50%	577 54%	1923 50%	289 49%	2642 51%	652 50%	2319 51%s	128 43%
I would feel cut off from society if I couldn't send or receive post	3536 57%	665 58%	1088 56%	784 56%	999 60%	1753 57%	1782 58%	1966 53%	1520 63%g	333 59%m	445 62%m	972 62%lm	842 54%	563 53%	2259 59%lm	344 59%	2943 57%	797 61%r	2570 56%	169 56%
I only use post to send greetings cards	2590 42%	500 43%	836 43%	560 40%	694 41%	1336 43%	1254 41%	1592 43%	970 40%	216 38%	314 44%	658 42%	637 41%	504 47%ikln	1608 42%	221 38%	2203 43%	527 41%s	1966 43%s	98 32%
I send fewer letters by post now due to the cost	3775 61%	669 58%	1212 62%	861 62%	1031 61%	1881 61%	1893 62%	2271 62%	1447 60%	346 62%	440 61%	1002 64%	933 60%	644 60%	2375 62%	364 62%	3163 61%	774 60%	2827 62%	175 58%
There are some things that I will always need to send by post	4945 80%	945 82%	1579 81%	1108 79%	1312 78%	2524 82%f	2420 79%	2918 79%	1963 82%g	435 78%	585 81%	1274 81%	1257 81%	857 80%	3116 81%	455 77%	4190 81%	1022 79%s	3716 81%s	208 69%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2954 48%	656 57%bcd	940 48%c	588 42%	769 46%	1596 52%f	1357 44%	1879 51%h	1032 43%	253 45%	349 49%	779 50%	711 46%	569 53%lir	1838 48%	258 44%	2536 49%	624 48%	2196 48%	134 45%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2238 36%	537 47%bcd	715 37%d	467 33%	519 31%	1252 40%f	986 32%	1471 40%h	725 30%	170 30%	248 35%	580 37%i	576 37%i	435 41%ij	1404 37%i	175 30%	1953 38%o	467 36%	1662 36%	109 36%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I prefer to send emails rather than letters whenever possible	4263 69%	3639 69%	624 72%	115 66%	3580 69%	358 69%	204 69%	122 71%	164 65%	430 64%	373 73%hi	328 73%hi	363 67%	391 68%	561 69%	617 73%hi	352 66%	45 65%	313 70%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3862 63%	3295 62%	567 66%	119 69%	3232 62%	329 63%	195 66%	106 62%	144 58%	399 59%	320 63%	312 69%hinr	341 63%	366 64%	459 57%	548 65%hn	343 65%n	54 79%hijlmnopr	274 61%
I only use post if there is no alternative	3100 50%	2698 51%	402 47%	83 48%	2614 50%	249 48%	140 47%	97 57%def	121 48%	295 44%	260 51%	208 46%	254 47%	291 51%	467 58%hiklpqr	463 55%iklq	254 48%	39 39%	222 49%
I would feel cut off from society if I couldn't send or receive post	3536 57%	3020 57%	516 60%	93 54%	2955 57%	317 61%	166 56%	98 57%	150 60%n	396 59%n	274 54%	243 54%	342 63%jkn	351 61%n	400 49%	481 57%n	316 60%n	46 66%n	271 60%n
I only use post to send greetings cards	2590 42%	2226 42%	365 42%	72 41%	2201 42%f	205 40%	107 36%	77 45%f	106 42%	258 38%	235 46%ip	194 43%	218 45%	258 45%	333 41%	395 47%ipr	203 38%	27 40%	178 40%
I send fewer letters by post now due to the cost	3775 61%	3189 60%	587 68%ac	103 60%	3200 62%f	298 57%	168 57%	109 64%ef	142 57%	391 58%	308 61%	288 64%hnr	345 63%	372 65%hnr	458 56%	560 66%hinr	337 64%n	41 60%	256 57%
There are some things that I will always need to send by post	4945 80%	4223 80%	723 84%a	141 81%	4154 80%	423 82%f	226 77%	142 83%f	198 79%	531 79%	404 79%	374 83%n	452 83%n	470 82%n	611 75%	684 81%	429 81%	56 81%	367 82%n
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2954 48%	2568 48%c	387 45%	70 40%	2483 48%g	256 50%g	142 48%	73 43%	106 42%	294 43%	235 46%	211 47%	275 51%h	286 50%h	384 47%	427 51%h	264 50%h	42 61%hijkn	215 48%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2238 36%	1932 36%	306 35%	57 33%	1876 36%	192 37%	108 37%	62 36%	81 32%	194 29%	169 33%	164 37%i	214 39%i	215 37%i	319 39%i	314 37%i	204 39%i	23 33%	169 38%i

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Total	Stamp usage: 1st class all/most of the time (a)	2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	3044	512	1595	1450	412	210	102	3044	312	987	2806
I prefer to send emails rather than letters whenever possible	4263 69%	1704 71%d	1539 68%	2381 69%	2217 67%	1704 71%fg	114 59%	489 63%	1539 68%j	146 64%	666 62%	1277 62%	1747 72%klmp	516 64%	502 85%klmp	201 84%klmp	3025 67%k	703 85%klmp	1771 69%t	1707 72%t	397 58%	255 72%t	107 70%t	3478 70%t	362 70%t	1155 71%	3108 68%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3862 63%	1563 65%d	1423 63%	2205 64%	2065 62%	1563 65%f	103 53%	476 61%	1423 63%	144 64%	693 65%	1403 68%lmnoq	1550 64%moq	419 52%	371 62%mo	110 46%	2953 66%moq	481 58%o	1737 68%stvx	1492 63%tvx	327 48%	226 64%tv	63 39%	3229 65%tvx	289 56%tv	1069 66%z	2793 62%
I only use post if there is no alternative	3100 50%	1222 51%	1096 48%	1714 50%	1587 48%	1222 51%g	88 45%	322 41%	1096 52%	117 52%	463 43%	824 40%	1260 52%kp	410 51%k	411 69%klmp	184 77%klmp	2084 46%k	595 71%klmp	1197 47%	1261 53%rtw	307 45%	208 59%rtw	111 69%rstw	2457 50%r	319 62%rstw	893 55%z	2207 49%
I would feel cut off from society if I couldn't send or receive post	3536 57%	1381 57%	1441 64%ac	1965 57%	2025 61%ac	1381 57%	107 55%	496 64%e	1441 64%	152 67%	739 69%h	1587 77%lmnopq	1406 58%mnoq	294 36%oq	183 31%	54 22%	2993 67%lmnoq	237 28%	1774 69%stuvwx	1276 54%tuvx	277 41%	137 39%	62 38%	3050 62%stuvx	199 39%	978 60%z	2558 56%
I only use post to send greetings cards	2590 42%	1049 44%	967 43%	1501 43%	1419 43%	1049 44%f	62 32%	317 41%	967 43%	100 44%	466 44%	855 41%o	1112 46%kmoq	296 37%	248 42%o	67 28%	1967 44%moq	315 38%o	983 38%	1065 45%rw	272 40%	169 48%r	87 54%rtw	2048 41%r	256 50%rtw	843 52%z	1747 38%
I send fewer letters by post now due to the cost	3775 61%	1306 54%	1616 71%acd	1929 56%	2239 68%ac	1306 54%	111 57%	388 50%	1616 71%	164 72%	756 71%	1238 60%o	1558 64%kmo	463 57%	386 65%mo	116 49%	2796 62%mo	502 60%	1528 60%	1536 65%rt	385 57%	215 61%	91 57%	3064 62%rt	306 59%	1237 76%z	2539 56%
There are some things that I will always need to send by post	4945 80%	1989 83%	1881 83%	2829 82%	2720 82%	1989 83%	152 79%	650 84%	1881 83%	187 82%	928 87%h	1890 92%lmnopq	2010 83%moq	507 63%o	399 67%o	125 52%	3900 87%lmnoq	524 63%o	2267 88%stuvwx	1907 81%tuvx	418 61%	236 67%	98 61%	4175 85%stuvx	334 65%	1258 77%	3687 81%z
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2954 48%	1211 50%b	1033 46%	1754 51%bd	1576 48%	1211 50%g	97 50%	327 42%	1033 46%	95 42%	465 43%	1083 53%mnoq	1224 50%mnoq	297 37%	260 44%mo	81 34%	2307 51%mnoq	342 41%	1345 52%tuvx	1183 50%tuvx	226 33%	145 41%v	46 29%	2528 51%tuvx	191 37%	929 57%z	2025 45%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2238 36%	1030 43%bd	657 29%	1455 42%bd	1082 33%b	1030 43%fg	64 33%	261 34%	657 29%	58 26%	285 27%	794 38%moq	941 39%moq	233 29%	200 34%	65 27%	1735 39%moq	265 32%	1033 40%tuvx	887 37%tuvx	175 26%	102 29%	33 21%	1920 39%tuvx	135 26%	738 45%z	1500 33%

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I prefer to send emails rather than letters whenever possible	**4263** **69%**	255 64%	3984 **70%a**	25 60%	1116 65%	2936 **71%d**	212 66%	4147 **71%hij**	67 **42%j**	27 **40%j**	13 18%	4241 **70%hij**	9 25%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3862** **63%**	268 67%	3570 62%	24 59%	1113 **68%f**	2566 62%	184 57%	3682 **63%**	104 **64%**	36 52%	32 44%	3821 **63%j**	8 23%
I only use post if there is no alternative	**3100** **50%**	220 55%	2863 50%	16 38%	829 49%	2120 51%	151 47%	2973 **51%h**	56 35%	27 40%	31 42%	3056 **50%h**	12 35%
I would feel cut off from society if I couldn't send or receive post	**3536** **57%**	252 63%	3257 57%	27 64%	1082 **63%ef**	2295 55%	159 49%	3354 58%	85 53%	37 54%	47 63%	3475 57%	13 38%
I only use post to send greetings cards	**2590** **42%**	192 48%	2380 42%	18 44%	695 41%	1758 42%	137 43%	2464 42%	64 40%	21 30%	32 43%	2548 42%	10 30%
I send fewer letters by post now due to the cost	**3775** **61%**	239 60%	3510 61%	27 64%	1104 **65%e**	2483 60%	188 58%	3605 **62%j**	87 54%	36 53%	35 48%	3728 62%	12 33%
There are some things that I will always need to send by post	**4945** **80%**	319 80%	4598 80%	29 69%	1352 **79%f**	3365 **81%f**	228 71%	4722 **81%hi**	105 65%	43 63%	64 **86%hi**	4870 **80%hi**	12 34%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	**2954** **48%**	198 49%	2733 48%	23 56%	834 49%	1977 48%	143 45%	2828 **48%h**	68 42%	27 40%	23 30%	2923 **48%j**	9 25%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	**2238** **36%**	156 39%	2070 36%	12 29%	632 37%	1489 36%	117 36%	2121 36%	62 38%	20 30%	22 30%	2203 36%	13 37%

QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I prefer to send emails rather than letters whenever possible	4263 69%	1036 67%	1077 70%	1091 70%	1059 69%	375 71%	336 65%	325 65%	383 73%fg	338 66%	356 70%	346 71%	364 68%	381 72%f	361 68%	370 73%fh	328 66%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3862 63%	965 63%	948 62%	984 63%	966 63%	330 63%	317 61%	318 64%	313 60%	305 60%	330 65%	309 63%	331 62%	344 65%	348 65%	321 63%	297 60%
I only use post if there is no alternative	3100 50%	792 51%	762 49%	798 51%	748 49%	280 53%	258 50%	254 51%	261 50%	255 50%	246 48%	265 54%	263 49%	270 51%	262 49%	254 50%	233 47%
I would feel cut off from society if I couldn't send or receive post	3536 57%	938 61%bc	828 54%	862 56%	908 59%b	336 64%hijkm	307 59%	295 59%	280 53%	272 53%	276 54%	266 54%	311 58%	284 54%	335 63%hijkm	288 57%	285 58%
I only use post to send greetings cards	2590 42%	674 44%	632 41%	665 43%	620 40%	233 44%	235 45%	205 41%	221 42%	197 39%	214 42%	219 45%	214 40%	232 44%	219 41%	192 38%	208 42%
I send fewer letters by post now due to the cost	3775 61%	978 63%b	875 57%	952 61%	971 63%b	338 64%i	342 66%hij	298 60%	299 57%	282 55%	294 58%	297 61%	311 58%	344 65%hi	326 61%	319 63%	326 66%hij
There are some things that I will always need to send by post	4945 80%	1234 80%	1193 77%	1270 82%b	1248 81%b	423 80%	410 79%	401 80%	401 76%	382 75%	411 81%	378 77%	443 83%hi	449 85%fhik	436 82%i	420 83%hi	393 79%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	2954 48%	786 51%b	704 46%	730 47%	733 48%	264 50%	274 53%ikp	248 50%	238 45%	231 45%	236 46%	216 44%	254 48%	260 49%	263 49%	261 51%p	210 42%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2238 36%	592 38%	551 36%	567 37%	529 34%	202 38%	198 38%	192 39%	185 35%	177 35%	189 37%	180 37%	191 36%	195 37%	184 35%	184 36%	161 32%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 52

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I prefer to send emails rather than letters whenever possible	838 14%	236 19%b	602 12%	107 12%	730 14%	384 13%	454 14%	68 8%	80 9%	141 13%g	85 10%	165 14%ghj	153 20%ghijk	147 23%ghijk	147 9%	226 12%n	465 18%no	300 22%no	768 15%s	70 8%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1095 18%	258 21%b	837 17%	144 17%	951 18%	550 18%	544 17%	171 21%hl	127 15%	199 18%	146 18%	209 18%	120 16%	122 20%	298 18%	345 18%	451 18%	242 17%	926 18%	162 18%
I only use post if there is no alternative	1828 30%	376 30%	1453 29%	253 29%	1575 30%	843 28%	984 31%e	152 18%	200 23%	303 27%g	224 27%g	421 37%ghij	276 36%ghij	252 40%ghij	352 21%	527 27%n	950 38%no	528 38%no	1641 31%s	170 19%
I would feel cut off from society if I couldn't send or receive post	1350 22%	352 29%b	998 20%	149 17%	1201 23%c	706 23%f	640 20%	261 32%hijklm	213 24%klm	280 25%klm	194 24%klm	215 19%m	123 16%m	63 10%	474 28%pq	474 24%pq	401 16%	186 13%	1091 21%	250 28%r
I only use post to send greetings cards	2525 41%	573 47%b	1951 40%	328 38%	2197 41%	1240 41%	1273 41%	333 40%	305 35%	472 42%hj	292 36%	518 45%hj	334 44%hj	270 43%hj	638 38%	764 39%	1122 44%no	604 44%n	2137 41%	364 40%
I send fewer letters by post now due to the cost	1139 18%	354 29%b	785 16%	169 20%	970 18%	597 20%f	541 17%	166 20%	155 18%	226 20%	141 17%	197 17%	128 17%	125 20%	321 19%	368 19%	450 18%	253 18%	947 18%	184 20%
There are some things that I will always need to send by post	491 8%	106 9%	385 8%	67 8%	424 8%	277 9%f	215 7%	124 15%ijklm	97 11%jklm	94 8%klm	59 7%m	54 5%	38 5%	25 4%	222 13%opq	153 8%pq	117 5%	63 5%	392 8%	98 11%r
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1338 22%	224 18%	1114 23%a	176 20%	1162 22%	688 23%	646 21%	161 20%	162 19%	256 23%	183 22%	288 25%ghm	167 22%	123 20%	323 19%	438 23%n	577 23%n	289 21%	1147 22%	184 20%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1922 31%	290 24%	1632 33%a	224 26%	1698 32%c	970 32%	948 30%	193 23%	208 24%	344 31%gh	281 34%gh	424 37%ghi	265 35%gh	207 33%gh	401 24%	625 32%n	896 35%n	472 34%n	1697 33%s	215 24%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I prefer to send emails rather than letters whenever possible	838 14%	136 12%	207 11%	206 15%b	289 17%ab	343 11%	495 16%e	405 11%	424 18%g	102 18%lmn	137 19%klmn	227 14%lm	177 11%	91 9%	542 14%lm	114 19%p	670 13%	219 17%r	568 12%	51 17%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1095 18%	178 15%	349 18%	256 18%	313 19%	526 17%	569 19%	645 17%	440 18%	102 18%	122 17%	285 18%	270 17%	196 18%	677 18%	107 18%	915 18%	227 17%	822 18%	46 15%
I only use post if there is no alternative	1828 30%	315 27%	548 28%	453 33%ab	512 31%	863 28%	965 31%e	960 26%	842 35%g	179 32%	225 31%	461 29%	458 29%	299 28%	1144 30%	185 32%	1510 29%	407 31%	1329 29%	92 31%
I would feel cut off from society if I couldn't send or receive post	1350 22%	282 24%d	428 22%	299 21%	339 20%	710 23%	638 21%	883 24%h	458 19%	110 20%	153 21%	301 19%	333 21%	289 27%ijkln	787 20%	115 20%	1155 22%	264 20%	1031 23%	55 18%
I only use post to send greetings cards	2525 41%	490 42%	792 41%	571 41%	670 40%	1282 41%	1241 40%	1446 39%	1045 44%g	235 42%	269 37%	635 40%	657 42%	429 40%	1561 41%	249 42%	2117 41%	543 42%	1848 40%	134 45%
I send fewer letters by post now due to the cost	1139 18%	256 22%bcd	353 18%	237 17%	292 17%	610 20%	529 17%	675 18%	447 19%	101 18%	138 19%	269 17%	300 19%	195 18%	707 18%	106 18%	969 19%	277 21%r	810 18%	52 17%
There are some things that I will always need to send by post	491 8%	88 8%	155 8%	115 8%	133 8%	243 8%	248 8%	309 8%	174 7%	42 7%	49 7%	123 8%	122 8%	102 10%	294 8%	44 7%	414 8%	97 7%	366 8%	29 10%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1338 22%	239 21%	428 22%	323 23%	349 21%	667 22%	671 22%	755 20%	562 23%g	121 22%	147 21%	338 22%	358 23%	217 20%	843 22%	125 21%	1117 22%	279 22%	1004 22%	55 18%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1922 31%	272 24%	628 32%a	473 34%a	548 33%a	900 29%	1021 33%e	1092 30%	811 34%g	185 33%	222 31%	519 33%	470 30%	305 29%	1211 32%	200 34%	1588 31%	382 29%	1458 32%	81 27%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I prefer to send emails rather than letters whenever possible	838 / 14%	727 / 14%	111 / 13%	28 / 16%	697 / 13%	75 / 15%	42 / 14%	23 / 14%	35 / 14%n	104 / 15%n	58 / 11%	56 / 12%	96 / 18%jn	79 / 14%n	70 / 9%	120 / 14%n	80 / 15%n	11 / 16%	65 / 14%n
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1095 / 18%	948 / 18%	147 / 17%	26 / 15%	915 / 18%	94 / 18%	50 / 17%	36 / 21%d	50 / 20%q	118 / 18%	96 / 19%cq	67 / 15%	109 / 20%q	96 / 17%	139 / 17%	154 / 18%	86 / 16%	6 / 8%	88 / 20%q
I only use post if there is no alternative	1828 / 30%	1540 / 29%	288 / 33%a	65 / 37%a	1537 / 30%g	165 / 32%g	86 / 29%	41 / 24%	86 / 34%jno	226 / 33%jno	131 / 26%	150 / 33%jno	208 / 38%jmnor	170 / 30%n	166 / 20%	223 / 26%	178 / 34%jno	29 / 42%jmno	136 / 30%n
I would feel cut off from society if I couldn't send or receive post	1350 / 22%	1157 / 22%	193 / 22%	40 / 23%	1120 / 22%	118 / 23%	76 / 26%d	36 / 21%	54 / 22%	130 / 19%	123 / 24%m	102 / 23%	115 / 21%	101 / 18%	175 / 22%	209 / 25%m	110 / 21%	16 / 23%	102 / 23%
I only use post to send greetings cards	2525 / 41%	2156 / 41%	369 / 43%	73 / 42%	2102 / 41%g	234 / 45%dg	129 / 44%g	60 / 35%	112 / 45%	274 / 40%	194 / 38%	177 / 40%	236 / 43%	227 / 40%	335 / 41%	325 / 38%	223 / 42%	30 / 43%	204 / 46%jo
I send fewer letters by post now due to the cost	1139 / 18%	986 / 19%	153 / 18%	38 / 22%	961 / 19%	89 / 17%	61 / 21%	27 / 16%	50 / 20%	132 / 20%	114 / 22%m	67 / 15%	106 / 19%	87 / 15%	173 / 21%km	142 / 17%	89 / 17%	10 / 14%	80 / 18%
There are some things that I will always need to send by post	491 / 8%	422 / 8%	69 / 8%	16 / 9%	413 / 8%	37 / 7%	32 / 11%deg	10 / 6%	28 / 11%ilr	48 / 7%	38 / 8%	32 / 7%	36 / 7%	46 / 8%	74 / 9%	65 / 8%	44 / 8%	5 / 7%	32 / 7%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1338 / 22%	1145 / 22%	193 / 22%	47 / 27%	1123 / 22%	109 / 21%	70 / 24%	36 / 21%	51 / 20%	166 / 25%	118 / 23%	94 / 21%	133 / 24%	107 / 19%	177 / 22%	178 / 21%	102 / 19%	12 / 17%	97 / 22%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1922 / 31%	1647 / 31%	276 / 32%	61 / 35%	1622 / 31%	147 / 28%	98 / 33%	55 / 32%	78 / 31%	250 / 37%mnr	187 / 37%mnr	143 / 32%	176 / 32%n	167 / 29%	207 / 26%	256 / 30%	158 / 30%	17 / 24%	130 / 29%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 52

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I prefer to send emails rather than letters whenever possible	838 14%	331 14%	316 14%	488 14%	473 14%	331 14%	47 24%e	151 19%e	316 14%	38 17%	196 18%h	410 20%lmnopq	277 11%nq	86 11%	43 7%	18 8%	688 15%lmnoq	61 7%	381 15%s	288 12%	90 13%	47 13%	27 17%	670 14%	74 14%	223 14%	615 14%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1095 18%	371 15%	432 19%ac	545 16%	606 18%ac	371 15%	37 19%	142 18%	432 19%	36 16%	187 17%	328 16%	407 17%	144 18%	141 24%klmp	74 31%klmp	735 16%	214 26%klmp	408 16%	429 18%	125 18%	71 20%	59 37%rstuvw	838 17%	130 25%rstw	285 17%	810 18%
I only use post if there is no alternative	1828 30%	740 31%	724 32%	1053 30%	1037 31%	740 31%	71 37%	306 39%e	724 32%	70 31%	386 36%	902 44%lmnopq	662 27%mnoq	147 18%oq	87 15%	26 11%	1565 35%lmnoq	113 14%	924 36%stuvwx	640 27%t	147 22%	82 23%	31 19%	1565 32%stuvx	112 22%	413 25%	1415 31%y
I would feel cut off from society if I couldn't send or receive post	1350 22%	539 22%bd	408 18%	749 22%bd	618 19%	539 22%	44 23%	169 22%	408 18%	30 13%	157 15%	246 12%	477 20%kp	224 28%klp	255 43%klmp	142 60%klmnpq	723 16%k	398 48%klmp	399 16%	552 23%rw	179 26%rw	140 40%rstw	67 42%rstw	951 19%r	207 40%rstw	324 20%	1026 23%
I only use post to send greetings cards	2525 41%	944 39%	976 43%ac	1351 39%	1383 42%	944 39%	89 46%	333 43%	976 43%	84 37%	465 43%	979 47%lmp	908 37%m	245 30%	261 44%lm	124 52%lmp	1887 42%lm	386 46%lm	1240 48%stuvwx	872 37%	215 32%	133 38%	52 33%	2112 43%stvx	186 36%	498 31%	2027 45%y
I send fewer letters by post now due to the cost	1139 18%	565 23%bd	309 14%	760 22%bd	505 15%	565 23%	43 22%	197 25%	309 14%	26 12%	146 14%	470 23%lmp	379 16%	105 13%	119 20%lm	62 26%lmp	849 19%lm	181 22%lm	567 22%rstw	367 16%	83 12%	77 22%st	41 26%st	935 19%st	118 23%st	181 11%	957 21%y
There are some things that I will always need to send by post	491 8%	188 8%b	127 6%	274 8%b	212 6%	188 8%	15 8%	57 7%	127 6%	12 5%	50 5%	78 4%	155 6%k	87 11%klp	100 17%klmp	66 28%klmnpq	234 5%	166 20%klmp	121 5%	187 8%rw	84 12%rsw	57 16%rsw	33 20%rstw	308 6%r	90 18%rsw	156 10%z	336 7%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1338 22%	499 21%	517 23%	706 20%	724 22%	499 21%	36 19%	184 24%	517 23%	53 24%	246 23%	453 22%	484 20%	177 22%	144 24%	77 32%klmp	937 21%	220 26%klp	554 22%	505 21%	139 20%	85 24%	45 28%	1059 21%	130 25%	310 19%	1028 23%y
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1922 31%	653 27%	858 38%acc	903 26%	1108 33%ac	653 27%	63 32%	244 31%	858 38%	87 38%	402 38%	664 32%lm	727 30%	212 26%	208 35%m	108 45%klmnp	1391 31%m	315 38%klmp	799 31%	717 30%	200 29%	131 37%s	70 43%rstw	1515 31%	201 39%rstw	427 26%	1495 33%y

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

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I prefer to send emails rather than letters whenever possible	838 14%	82 20%b	750 13%	6 14%	308 18%ef	492 12%	39 12%	701 12%	56 35%gk	20 29%gk	52 70%ghik	778 13%	8 22%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1095 18%	69 17%	1019 18%	6 15%	292 17%	740 18%	63 20%	1009 17%	35 22%	20 30%gk	27 37%gk	1064 18%	3 9%
I only use post if there is no alternative	1828 30%	107 27%	1709 30%	12 28%	543 32%	1203 29%	82 26%	1712 29%	55 34%	23 34%	30 41%	1790 30%	8 24%
I would feel cut off from society if I couldn't send or receive post	1350 22%	72 18%	1275 22%	3 8%	309 18%	969 23%d	72 22%	1268 22%	40 25%	19 28%	14 19%	1328 22%	8 24%
I only use post to send greetings cards	2525 41%	147 37%c	2370 41%c	8 18%	712 42%f	1716 41%f	97 30%	2407 41%	57 35%	28 40%	26 35%	2491 41%	7 21%
I send fewer letters by post now due to the cost	1139 18%	72 18%	1062 19%	4 10%	269 16%	809 20%d	60 19%	1063 18%	29 18%	16 24%	23 32%gh	1108 18%	7 20%
There are some things that I will always need to send by post	491 8%	29 7%	460 8%	3 7%	145 8%	319 8%	28 9%	448 8%	29 18%gjk	11 16%gj	1 1%	487 8%	3 9%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1338 22%	67 17%	1264 22%a	6 16%	352 21%	915 22%	70 22%	1252 21%	49 31%gjk	15 22%	12 16%	1316 22%	10 29%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1922 31%	110 28%	1801 31%	10 25%	526 31%	1308 32%	88 27%	1833 31%	41 25%	26 39%	18 24%	1900 31%	4 13%

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

QC3_NET_DISAGREE Sending and receiving post - Agreement - Disgree Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I prefer to send emails rather than letters whenever possible	838 14%	221 14%	212 14%	192 12%	214 14%	74 14%	69 13%	78 16%m	65 12%	80 16%m	67 13%	55 11%	83 16%	54 10%	70 13%	61 12%	83 17%km
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1095 18%	272 18%	262 17%	258 17%	302 20%	106 20%	76 15%	90 18%	92 18%	90 18%	81 16%	88 18%	89 17%	81 15%	78 15%	106 21%n	118 24%fjlmn
I only use post if there is no alternative	1828 30%	447 29%	475 31%	423 27%	484 32%c	136 26%	157 30%k	154 31%k	166 32%k	148 29%k	160 32%k	109 22%	163 31%k	151 29%	157 30%k	173 34%ek	153 31%k
I would feel cut off from society if I couldn't send or receive post	1350 22%	327 21%	361 23%	336 22%	325 21%	114 22%	108 21%	106 21%	117 22%	122 24%	121 24%	109 22%	99 19%	128 24%	97 18%	100 20%	129 26%ln
I only use post to send greetings cards	2525 41%	579 37%	631 41%	646 42%	669 44%a	198 38%	180 35%	200 40%	201 38%	212 42%	218 43%f	187 38%	233 44%f	227 43%f	217 41%	239 47%efhk	213 43%f
I send fewer letters by post now due to the cost	1139 18%	261 17%	293 19%	300 19%	285 19%	98 19%	83 16%	79 16%	91 17%	101 20%	101 20%	103 21%	104 19%	93 18%	103 19%	93 18%	89 18%
There are some things that I will always need to send by post	491 8%	127 8%	123 8%	126 8%	116 8%	50 10%	42 8%	35 7%	45 9%	42 8%	35 7%	49 10%	35 6%	43 8%	32 6%	39 8%	44 9%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1338 22%	308 20%	337 22%	331 21%	362 24%	120 23%f	83 16%	105 21%	110 21%	121 24%f	106 21%	117 24%f	109 20%	105 20%	104 20%	122 24%f	136 27%fimn
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	1922 31%	478 31%	480 31%	447 29%	517 34%c	182 35%fl	139 27%	157 32%	169 32%l	165 32%l	146 29%	156 32%	133 25%	158 30%	162 30%	168 33%l	188 38%fjlmn

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 53

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I prefer to send emails rather than letters whenever possible	3.86	3.81	3.87a	3.92d	3.85	3.87	3.84	4.10ijklm	4.05klm	3.97klm	3.98klm	3.76lm	3.56	3.47	4.07opq	3.97pq	3.63q	3.52	3.83	4.03r
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.69	3.68	3.69	3.79d	3.67	3.64	3.74e	3.60	3.73g	3.69g	3.71g	3.70g	3.70g	3.68	3.67	3.70	3.70	3.69	3.71s	3.60
I only use post if there is no alternative	3.28	3.37b	3.26	3.30	3.28	3.31	3.25	3.58ijklm	3.46klm	3.38klm	3.37klm	3.05	3.09	2.97	3.52opq	3.38pq	3.04	3.03	3.22	3.61r
I would feel cut off from society if I couldn't send or receive post	3.54	3.41	3.57a	3.67d	3.52	3.45	3.62e	3.15	3.38g	3.39g	3.45g	3.68ghij	3.79ghij	4.04ghijkl	3.27	3.42n	3.81no	3.90no	3.58s	3.26
I only use post to send greetings cards	2.97	2.90	2.98	2.98	2.96	2.92	3.02e	2.90	3.06k	2.93	3.17gjklm	2.86	2.96	2.94	2.98	3.03p	2.91	2.95	2.98	2.91
I send fewer letters by post now due to the cost	3.63	3.35	3.70s	3.61	3.63	3.52	3.72e	3.46	3.57	3.51	3.73ghi	3.72ghi	3.73ghi	3.71gi	3.51	3.60	3.72no	3.72no	3.65s	3.50
There are some things that I will always need to send by post	4.13	4.20b	4.12	4.19	4.12	4.09	4.18e	3.82	3.88	4.05gh	4.16ghi	4.32ghij	4.32ghij	4.43ghij	3.85	4.10n	4.35no	4.37no	4.16s	3.95
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.34	3.41	3.32	3.50d	3.31	3.32	3.36	3.53ijklm	3.46jklm	3.36k	3.31	3.22	3.26	3.22	3.49opq	3.34p	3.23	3.25	3.32	3.46r
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	3.02	3.27b	2.96	3.25d	2.98	2.99	3.04	3.29ijklm	3.24jklm	3.10klm	2.96	2.82	2.87	2.82	3.26opq	3.04pq	2.84	2.85	2.97	3.25r

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

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I prefer to send emails rather than letters whenever possible	3.86	4.02cd	3.96cd	3.79d	3.69	3.98f	3.73	3.97h	3.68	3.65	3.65	3.82j	3.95ijkn	4.09ijkln	3.84ij	3.61	3.89o	3.77s	3.90qs	3.61
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.69	3.81bcd	3.66	3.67	3.66	3.72f	3.66	3.70	3.69	3.62	3.71	3.71	3.70	3.69	3.70	3.61	3.70o	3.74s	3.68	3.59
I only use post if there is no alternative	3.28	3.37c	3.31c	3.19	3.25	3.33f	3.22	3.38h	3.12	3.29	3.27	3.26	3.27	3.36	3.26	3.29	3.29	3.27	3.29	3.11
I would feel cut off from society if I couldn't send or receive post	3.54	3.52	3.51	3.53	3.60	3.51	3.57	3.43	3.70g	3.58m	3.64lm	3.65lm	3.49	3.37	3.58m	3.57	3.53	3.63r	3.51	3.57
I only use post to send greetings cards	2.97	2.95	2.99	2.94	2.97	2.97	2.96	3.00	2.92	2.87	3.08il	3.00	2.91	3.02	2.98	2.84	2.98	2.92	2.99	2.81
I send fewer letters by post now due to the cost	3.63	3.51	3.65a	3.63a	3.67a	3.60	3.65	3.62	3.64	3.66	3.63	3.68	3.59	3.59	3.63	3.66	3.61	3.57	3.64	3.61
There are some things that I will always need to send by post	4.13	4.17	4.14	4.10	4.13	4.15	4.11	4.08	4.22g	4.13	4.21m	4.15	4.12	4.08	4.15	4.14	4.14	4.14s	4.14s	3.95
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.34	3.47bcd	3.34	3.25	3.32	3.39f	3.29	3.40h	3.25	3.31	3.36	3.37	3.28	3.44ln	3.33	3.29	3.35	3.36	3.33	3.36
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	3.02	3.28bcd	3.01d	2.96	2.89	3.11f	2.92	3.09h	2.89	2.88	3.01	2.99	3.06i	3.14ikn	3.02i	2.86	3.05o	3.04	3.01	3.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 53

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I prefer to send emails rather than letters whenever possible	3.86	3.85	3.90	3.72	3.86	3.84	3.85	3.87	3.83	3.71	3.93ilmp	3.96ilmp	3.73	3.80	3.99ilmpqr	3.92ilmp	3.81	3.73	3.65i
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.69	3.68	3.74	3.78	3.69	3.68	3.76	3.61	3.56	3.65	3.68	3.86hijlmnor	3.64	3.71	3.64	3.72n	3.75n	3.98hijlnr	3.63
I only use post if there is no alternative	3.28	3.30bc	3.14	2.99	3.28	3.24	3.27	3.43def	3.19	3.11	3.38iklq	3.14	3.08	3.27	3.54hiklmpqr	3.38hiklq	3.20	2.95	3.28l
I would feel cut off from society if I couldn't send or receive post	3.54	3.53	3.56	3.53	3.54	3.58	3.47	3.54	3.61	3.60	3.44	3.44	3.64jkn	3.67jkn	3.44	3.48	3.59	3.68	3.57
I only use post to send greetings cards	2.97	2.97	2.96	2.89	2.98	2.87	2.86	3.12def	2.96	2.90	3.06r	3.04	2.87	3.00	2.98	3.06r	2.89	3.00	2.86
I send fewer letters by post now due to the cost	3.63	3.61	3.71	3.57	3.63	3.58	3.54	3.75def	3.57	3.56	3.57	3.74in	3.60	3.70n	3.51	3.72n	3.70n	3.61	3.58
There are some things that I will always need to send by post	4.13	4.12	4.20	4.20	4.14	4.13	4.06	4.21f	4.09	4.18n	4.12	4.18n	4.22n	4.16	4.01	4.13	4.17n	4.17	4.12
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.34	3.34	3.34	3.22	3.34	3.35	3.27	3.28	3.27	3.24	3.32	3.35	3.31	3.43i	3.35	3.38	3.39	3.46	3.33
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	3.02	3.02	3.03	2.90	3.02	3.07	2.97	3.00	2.98	2.84	2.88	3.03i	3.02	3.08ij	3.17hij	3.03i	3.04i	3.05	3.07ij

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I prefer to send emails rather than letters whenever possible	3.86	3.88bd	3.82	3.84	3.80	3.88fg	3.48	3.66f	3.82j	3.71	3.62	3.64	3.89kmp	3.81k	4.33klmp	4.42klmp	3.77k	4.36klmp	3.85t	3.90rt	3.70	3.99rstw	3.84	3.87t	3.94rt	3.87	3.85
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.69	3.76bd	3.69	3.73d	3.68	3.76fg	3.51	3.68f	3.69	3.77	3.75	3.86imnopq	3.68moq	3.47o	3.63moq	3.21	3.76lmnoq	3.51o	3.85stuvwx	3.64tvx	3.40v	3.74tvx	3.03	3.75stvx	3.52tv	3.72	3.68
I only use post if there is no alternative	3.28	3.27	3.21	3.26	3.22	3.27g	3.18	3.02	3.21	3.34j	3.09	2.93	3.32kp	3.40kp	3.81klmp	4.12klmnpq	3.14k	3.89klmp	3.15	3.33rw	3.33r	3.50rw	3.79rstw	3.24r	3.59rstw	3.41z	3.23
I would feel cut off from society if I couldn't send or receive post	3.54	3.53	3.70ac	3.53	3.65ac	3.53	3.48	3.68e	3.70	3.80	3.86h	4.08lmnopq	3.52mnoq	3.11noq	2.82o	2.29	3.78lmnoq	2.67o	3.86stuvwx	3.43tuvx	3.19uvx	2.93	2.86	3.65stuvx	2.91	3.60	3.52
I only use post to send greetings cards	2.97	3.03	2.95	3.02	2.97	3.03f	2.74	2.96	2.95	3.01	2.95	2.87o	3.07kopq	3.05koq	2.93o	2.50	2.98koq	2.81o	2.80	3.06rw	3.11rw	3.12rw	3.30rw	2.92r	3.18rw	3.26z	2.86
I send fewer letters by post now due to the cost	3.63	3.43	3.88acd	3.47	3.76ac	3.43	3.49	3.36	3.88	3.99	3.88	3.56	3.68ko	3.62o	3.72o	3.39	3.63o	3.62	3.56	3.68r	3.66	3.64	3.61	3.62	3.63	3.97z	3.50
There are some things that I will always need to send by post	4.13	4.17	4.24c	4.15	4.19	4.17	4.14	4.24	4.24	4.26	4.33h	4.54lmnopq	4.09mnoq	3.74o	3.73o	3.37	4.30lmnoq	3.63o	4.43stuvwx	4.03tvx	3.69	3.76	3.67	4.24stuvz	3.74	4.04	4.17y
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.34	3.40b	3.28	3.41bd	3.33	3.40g	3.41	3.24	3.28	3.22	3.24	3.44mnoq	3.36moq	3.17o	3.27o	2.94	3.49mnoq	3.17	3.43stuvx	3.34tvx	3.13	3.21	3.01	3.39tuvx	3.15	3.52z	3.27
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	3.02	3.19bd	2.80	3.20bd	2.93b	3.19g	2.98	3.00	2.80	2.66	2.78	3.06oq	3.07noq	2.96o	2.92o	2.61	3.06noq	2.83	3.08tuvx	3.05tuvx	2.88v	2.81	2.60	3.06tuvx	2.74	3.23z	2.94

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 53

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I prefer to send emails rather than letters whenever possible	3.86	3.63	3.86a	3.63	3.72	3.92df	3.78	3.92hijkl	3.00j	3.15j	1.98	3.89hijl	3.05j
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.69	3.79b	3.68	3.64	3.76ef	3.68f	3.51	3.71ijl	3.62ijl	3.32	3.12	3.70ijl	3.12
I only use post if there is no alternative	3.28	3.35	3.27	2.99	3.24	3.30	3.25	3.28h	2.94	3.16	2.99	3.28h	3.11
I would feel cut off from society if I couldn't send or receive post	3.54	3.68	3.52	3.85	3.66ef	3.49	3.38	3.54	3.50	3.53	3.78	3.54	3.09
I only use post to send greetings cards	2.97	3.13b	2.95	3.27	2.93	2.97	3.05	2.97	3.05	2.75	3.05	2.96	3.08
I send fewer letters by post now due to the cost	3.63	3.61	3.63	3.74	3.73e	3.59	3.57	3.64	3.50	3.48	3.39	3.63	3.23
There are some things that I will always need to send by post	4.13	4.12	4.14	4.01	4.14f	4.15f	3.93	4.15hi	3.76	3.77	4.38hi	4.14hi	3.37
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.34	3.41	3.33	3.54	3.37	3.33	3.30	3.35	3.13	3.33	3.24	3.34	2.95
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	3.02	3.09	3.01	2.89	3.04	3.01	3.03	3.01	3.15	2.79	3.07	3.02	3.23

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

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I prefer to send emails rather than letters whenever possible	3.86	3.84	3.86	3.90	3.83	3.93fgilnp	3.79	3.81	3.93fgilnp	3.79	3.86p	3.93fgilnp	3.81	3.95fgilnp	3.81	3.86fgilnp	3.74
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.69	3.69	3.66	3.72	3.70	3.63	3.73ip	3.70	3.64	3.60	3.73ip	3.67	3.69	3.78ehip	3.81eghiklp	3.70	3.58
I only use post if there is no alternative	3.28	3.30	3.27	3.33d	3.21	3.39p	3.25	3.26	3.23	3.31	3.26	3.43hop	3.24	3.34	3.25	3.21	3.16
I would feel cut off from society if I couldn't send or receive post	3.54	3.57b	3.46	3.54	3.58b	3.58	3.59	3.55	3.48	3.44	3.45	3.54	3.59	3.49	3.65ij	3.59	3.49
I only use post to send greetings cards	2.97	3.03d	2.96	2.97	2.91	3.07o	3.07o	2.95	3.02	2.91	2.95	3.07o	2.90	2.94	2.98	2.82	2.90
I send fewer letters by post now due to the cost	3.63	3.67b	3.55	3.59	3.69b	3.66	3.70i	3.65	3.58	3.51	3.56	3.57	3.52	3.68	3.67	3.68	3.73il
There are some things that I will always need to send by post	4.13	4.14	4.06	4.18b	4.16b	4.12	4.14	4.16	4.05	4.01	4.13	4.12	4.22hi	4.18i	4.18i	4.21hi	4.08
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.34	3.41b	3.26	3.34	3.34	3.34	3.51hijkp	3.37	3.27	3.21	3.31	3.27	3.38	3.36	3.42ip	3.39	3.22
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	3.02	3.03	3.01	3.05	2.99	2.96	3.09	3.02	2.99	2.95	3.08	2.99	3.11p	3.05	3.02	3.03	2.90

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Irrelevant (1)	492 8%	158 13%b	334 7%	50 6%	441 8%	259 9%	230 7%	99 12%jklm	92 11%jkm	99 9%m	55 7%m	77 7%m	54 7%m	16 3%	191 11%opq	153 8%pq	147 6%	70 5%	411 8%	78 9%
Not very important (2)	1704 28%	308 25%	1396 28%	212 25%	1492 28%	860 29%	836 27%	258 31%lm	240 27%	314 28%m	247 30%m	319 28%m	187 25%	139 22%	498 29%pq	561 29%q	645 26%	326 24%	1465 28%	227 25%
Fairly important (3)	2696 44%	579 47%b	2117 43%	372 43%	2324 44%	1294 43%	1401 45%	340 41%	353 40%	499 44%	362 44%	498 44%	342 45%	303 48%gh	693 41%	860 44%	1143 45%n	645 47%n	2264 43%	406 45%
Essential (4)	1277 21%	187 15%	1090 22%a	226 26%d	1051 20%	600 20%	675 21%	126 15%	188 21%g	211 19%	159 19%	248 22%g	178 23%g	168 27%gij	314 18%	370 19%	593 23%no	345 25%no	1073 21%	194 21%
NET Essential/Fairly important	3973 64%	766 62%	3207 65%	598 69%d	3375 64%	1894 63%	2076 66%e	466 57%	540 62%	710 63%g	520 63%g	746 65%g	519 68%gh	471 75%ghijkl	1007 59%	1230 63%	1736 69%no	990 71%no	3336 64%	600 66%
NET Irrelevant/Not very important	2196 36%	466 38%	1729 35%	263 31%	1933 36%c	1119 37%f	1066 34%	357 43%ijklm	332 38%lm	412 37%m	302 37%m	396 35%m	241 32%m	156 25%	690 41%pq	714 37%pq	792 31%	396 29%	1876 36%	305 34%
Mean	2.77	2.65	2.80a	2.90d	2.75	2.74	2.80e	2.60	2.73g	2.73g	2.76g	2.80g	2.85ghi	2.99ghijkl	2.67	2.74n	2.86no	2.91no	2.77	2.79
Std Dev.	0.87	0.89	0.86	0.86	0.87	0.87	0.86	0.89	0.92	0.87	0.84	0.85	0.86	0.77	0.90	0.85	0.84	0.82	0.87	0.88
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 54

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Irrelevant (1)	492 8%	95 8%	150 8%	109 8%	137 8%	245 8%	246 8%	298 8%	185 8%	44 8%	63 9%k	90 6%	114 7%	99 9%kn	267 7%	46 8%	398 8%	107 8%	348 8%	37 12%r
Not very important (2)	1704 28%	295 26%	602 31%acd	360 26%	447 27%	897 29%	807 26%	1046 28%	637 27%	146 26%	178 25%	412 26%	454 29%	346 32%ijkn	1044 27%	150 26%	1448 28%	322 25%	1305 29%q	77 26%
Fairly important (3)	2696 44%	537 47%d	816 42%	653 47%bd	691 41%	1353 44%	1344 44%	1610 44%	1044 44%	224 40%	323 45%	695 44%	696 45%	447 42%	1714 45%	238 41%	2292 44%	535 41%	2038 45%	124 41%
Essential (4)	1277 21%	227 20%	375 19%	272 20%	402 24%abc	603 19%	674 22%	733 20%	528 22%	147 26%lmn	154 21%m	375 24%lm	289 19%	176 16%	818 21%m	153 26%p	1034 20%	333 26%r	881 19%	63 21%
NET Essential/Fairly important	3973 64%	764 66%b	1191 61%	925 66%b	1094 65%	1955 63%	2018 66%	2343 66%	1572 66%	371 66%m	477 66%m	1070 68%lm	985 63%m	623 58%	2532 66%m	391 67%	3325 64%	868 67%	2919 64%	187 62%
NET Irrelevant/Not very important	2196 36%	390 34%	752 39%abc	469 34%	584 35%	1142 37%	1053 34%	1344 36%	822 34%	190 34%	241 34%	501 32%	568 37%k	445 42%ijkn	1311 34%	197 33%	1847 36%	428 33%	1654 36%	114 38%
Mean	2.77	2.78	2.73	2.78	2.81b	2.75	2.80	2.75	2.80	2.84m	2.79m	2.86lm	2.75m	2.66	2.80m	2.85	2.77	2.84r	2.75	2.71
Std Dev.	0.87	0.86	0.86	0.85	0.89	0.86	0.87	0.86	0.87	0.90	0.88	0.84	0.84	0.86	0.85	0.90	0.86	0.90	0.85	0.93
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

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

Table 54

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Irrelevant (1)	492 8%	427 8%	65 8%	10 5%	394 8%	44 8%	32 11%d	22 13%de	27 11%klmq	63 9%lmq	63 12%klmnopq	28 6%	22 4%	30 5%	64 8%lq	62 7%	36 7%	1 1%	43 10%lmq
Not very important (2)	1704 28%	1455 27%	249 29%	54 31%	1405 27%	151 29%	92 31%d	55 32%d	65 26%	170 25%	161 32%ln	143 32%ln	132 24%	155 27%	190 23%	233 28%	157 30%	24 35%	127 28%
Fairly important (3)	2696 44%	2323 44%	374 43%	73 42%	2303 44%fg	215 42%	114 39%	64 38%	111 44%	293 43%	198 39%	197 44%	242 44%	272 47%jq	384 47%jq	369 44%	237 45%	23 34%	192 43%
Essential (4)	1277 21%	1101 21%	176 20%	36 21%	1083 21%	108 21%	57 19%	29 17%	48 19%	150 22%	87 17%	80 18%	148 27%hjkmpr	116 20%	174 21%	180 21%	100 19%	21 31%hjkpr	87 19%
NET Essential/Fairly important	3973 64%	3424 65%	550 64%	109 63%	3386 65%fg	323 62%g	171 58%	94 55%	159 63%	442 65%j	285 56%	278 62%	390 72%hjkpr	388 68%j	558 69%jr	549 65%j	336 64%j	45 65%	279 62%
NET Irrelevant/Not very important	2196 36%	1882 35%	314 36%	64 37%	1800 35%	195 38%	125 42%d	77 45%de	92 37%l	233 35%	224 44%ilmnop	171 38%l	154 28%	185 32%	253 31%	295 35%	193 36%l	24 35%	170 38%ln
Mean	2.77	2.77	2.77	2.78	2.79fg	2.75g	2.66	2.59	2.72	2.78j	2.61	2.74	2.95hijkmnopr	2.83j	2.82j	2.79j	2.78j	2.95j	2.72
Std Dev.	0.87	0.87	0.86	0.84	0.86	0.88	0.91	0.92	0.90	0.89	0.91	0.82	0.82	0.81	0.86	0.86	0.83	0.83	0.88
Std Error	0.01	0.01	0.02	0.03	0.01	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Total	Stamp usage: 1st class all/most of the time (a)	Stamp usage: 2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Irrelevant (1)	492 / 8%	173 / 7%	138 / 6%	231 / 7%	196 / 6%	173 / 7%	12 / 6%	61 / 8%	138 / 6%	13 / 6%	51 / 5%	85 / 4%	131 / 5%	59 / 7%kp	103 / 17%klmp	102 / 43%klmnpq	217 / 5%	206 / 25%klmnp	182 / 7%	162 / 7%	48 / 7%	45 / 13%rstw	44 / 27%rstuvwx	343 / 7%	89 / 17%rstw	65 / 4%	427 / 9%y
Not very important (2)	1704 / 28%	614 / 26%	672 / 30%ac	848 / 25%	906 / 27%c	614 / 26%	51 / 26%	194 / 25%	672 / 30%	55 / 24%	278 / 26%	382 / 19%	631 / 26%kp	283 / 35%klp	298 / 50%klmp	99 / 42%klp	1012 / 23%k	397 / 48%klmnp	600 / 23%	672 / 28%r	221 / 33%rw	142 / 40%rsw	57 / 36%rw	1272 / 26%	199 / 39%rstw	347 / 21%	1357 / 30%y
Fairly important (3)	2696 / 44%	1090 / 45%	971 / 43%	1612 / 47%b	1493 / 45%	1090 / 45%	82 / 43%	358 / 46%	971 / 43%	92 / 41%	474 / 44%	866 / 42%noq	1257 / 52%knopq	357 / 48%knoq	152 / 26%o	28 / 12%	2124 / 47%knoq	180 / 22%o	1023 / 40%vx	1165 / 49%stuvwx	329 / 48%rtuvx	123 / 35%	44 / 28%	2187 / 44%stuvx	168 / 33%	742 / 46%	1954 / 43%
Essential (4)	1277 / 21%	527 / 22%	479 / 21%	767 / 22%	719 / 22%	527 / 22%	48 / 25%	164 / 21%	479 / 21%	67 / 29%h	268 / 25%h	729 / 35%lmnopq	416 / 17%mnopq	82 / 10%oq	41 / 7%	9 / 4%	1145 / 25%lmnoq	50 / 6%	764 / 30%stuvwx	370 / 16%x	83 / 12%	43 / 12%	15 / 9%	1133 / 23%stuvx	58 / 11%	474 / 29%z	803 / 18%
NET Essential/Fairly important	3973 / 64%	1617 / 67%	1450 / 64%	2378 / 69%b	2211 / 67%	1617 / 67%	131 / 67%	522 / 67%	1450 / 64%	159 / 70%	742 / 69%h	1596 / 77%lmnopq	1673 / 69%mnoq	469 / 58%noq	193 / 32%o	37 / 15%	3269 / 73%lmnoq	229 / 28%o	1787 / 70%stuvx	1534 / 65%uvwx	412 / 60%uvx	166 / 47%	59 / 37%	3321 / 67%stuvx	225 / 44%	1216 / 75%z	2757 / 61%
NET Irrelevant/Not very important	2196 / 36%	787 / 33%	811 / 36%ac	1079 / 31%	1102 / 33%	787 / 33%	63 / 33%	255 / 33%	811 / 36%l	68 / 30%	329 / 31%	467 / 23%	762 / 31%kp	342 / 42%klp	401 / 68%klmp	202 / 85%klmnpq	1229 / 27%k	603 / 72%klmnp	782 / 30%	834 / 35%r	270 / 40%rw	187 / 53%rstw	101 / 63%rstw	1615 / 33%	288 / 56%rstw	412 / 25%	1784 / 39%y
Mean	2.77	2.82	2.79	2.84	2.83	2.82	2.86	2.81	2.79	2.94h	2.90h	3.09lmnopq	2.80mnoq	2.61noq	2.22oq	1.76	2.93lmnoq	2.09o	2.92stuvwx	2.74uvx	2.65uvx	2.46v	2.19	2.83stuvx	2.38	3.00z	2.69
Std Dev.	0.87	0.85	0.84	0.84	0.83	0.85	0.87	0.86	0.84	0.87	0.83	0.84	0.78	0.77	0.81	0.80	0.82	0.83	0.90	0.80	0.78	0.87	0.94	0.86	0.90	0.81	0.87
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.03	0.05	0.01	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 54

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Irrelevant (1)	492 8%	27 7%	462 8%	3 6%	110 6%	364 9%d	17 5%	476 8%	8 5%	5 7%	2 2%	488 8%	2 5%
Not very important (2)	1704 28%	98 24%	1600 28%	6 15%	425 25%	1195 29%d	84 26%	1655 28%hj	24 15%	12 18%	10 14%	1691 28%hj	3 8%
Fairly important (3)	2696 44%	159 40%	2523 44%	15 36%	734 43%	1824 44%	139 43%	2517 43%	86 53%	33 49%	38 52%	2636 44%	22 62%
Essential (4)	1277 21%	117 29%b	1142 20%	18 43%b	436 26%e	759 18%	82 26%e	1182 20%	44 27%	18 27%	24 32%gk	1244 21%	9 25%
NET Essential/Fairly important	3973 64%	276 69%	3665 64%	33 78%	1170 69%e	2582 62%	221 69%	3700 63%	129 80%gk	51 75%	62 84%gk	3880 64%	31 87%
NET Irrelevant/Not very important	2196 36%	125 31%	2062 36%	9 22%	536 31%	1559 38%d	101 31%	2131 37%hj	32 20%	17 25%	12 16%	2179 36%hj	5 13%
Mean	2.77	2.91b	2.76	3.15b	2.88e	2.72	2.89e	2.76	3.02gk	2.95	3.14gk	2.77	3.08
Std Dev.	0.87	0.89	0.86	0.91	0.87	0.86	0.85	0.87	0.79	0.86	0.73	0.87	0.73
Std Error	0.01	0.04	0.01	0.13	0.02	0.01	0.05	0.01	0.07	0.11	0.09	0.01	0.13

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 54

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Irrelevant (1)	492 8%	112 7%	121 8%	148 10%	111 7%	38 7%	37 7%	38 8%	40 8%	45 9%	36 7%	50 10%n	45 8%	53 10%n	30 6%	37 7%	44 9%
Not very important (2)	1704 28%	456 30%d	434 28%	424 27%	390 25%	159 30%o	152 29%o	145 29%o	147 28%o	144 28%o	143 28%o	147 30%o	140 26%	136 26%	136 25%	107 21%	148 30%o
Fairly important (3)	2696 44%	640 41%	708 46%a	666 43%	682 44%	224 42%	198 38%	218 44%	232 44%	235 46%fp	241 48%fkp	194 40%	239 45%	233 44%	248 47%fp	245 48%fkp	189 38%
Essential (4)	1277 21%	335 22%b	279 18%	313 20%	351 23%b	107 20%	130 25%lj	97 20%	106 20%	86 17%	87 17%	100 20%	108 20%	105 20%	118 22%	118 23%i	115 23%i
NET Essential/Fairly important	3973 64%	975 63%	986 64%	979 63%	1033 67%	331 63%	329 64%	315 63%	338 64%	321 63%	328 65%	295 60%	347 65%	337 64%	366 69%k	363 72%efgikmp	304 61%
NET Irrelevant/Not very important	2196 36%	568 37%	555 36%	571 37%	502 33%	197 37%o	188 36%o	183 37%o	187 36%	188 37%o	179 35%	197 40%no	185 35%	190 36%o	166 31%	144 28%	191 39%o
Mean	2.77	2.78	2.74	2.74	2.83bc	2.76	2.82	2.75	2.77	2.71	2.75	2.70	2.77	2.74	2.85lk	2.87ik	2.76
Std Dev.	0.87	0.87	0.84	0.89	0.86	0.86	0.89	0.85	0.86	0.85	0.82	0.91	0.87	0.89	0.83	0.85	0.91
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

QC4_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Irrelevant (1)	49 1%	15 1%	34 1%	14 2%d	35 1%	25 1%	23 1%	8 1%	4 *	8 1%	10 1%	13 1%	4 1%	2 *	12 1%	18 1%	19 1%	6 *	45 1%	3 *
Not very important (2)	427 7%	39 3%	388 8%a	67 8%	359 7%	219 7%	204 6%	54 7%m	71 8%m	94 8%m	74 9%m	74 6%m	45 6%m	15 2%	125 7%pq	168 9%pq	134 5%	60 4%	392 8%s	32 4%
Fairly important (3)	2385 39%	377 31%	2008 41%a	322 37%	2064 39%	1272 42%f	1110 35%	347 42%km	318 36%	469 42%km	339 41%	418 37%	277 36%	217 35%	665 39%	808 42%pq	913 36%	495 36%	2022 39%	344 38%
Essential (4)	3308 54%	802 65%b	2506 51%	458 53%	2850 54%	1496 50%	1806 57%e	415 50%	480 55%ij	551 49%	398 48%	637 56%ij	434 57%gij	393 63%ghijk	895 53%	950 49%	1463 58%no	826 60%no	2753 53%	526 58%r
NET Essential/Fairly important	5693 92%	1179 96%b	4514 91%	779 91%	4914 93%	2769 92%	2915 93%	762 92%	798 91%	1020 91%	738 90%	1055 92%	711 94%j	610 97%ghijkl	1560 92%	1758 90%	2376 94%no	1321 95%no	4775 92%	870 96%r
NET Irrelevant/Not very important	476 8%	54 4%	422 9%a	82 9%	394 7%	244 8%	227 7%	62 8%m	75 9%m	102 9%m	84 10%lm	87 8%m	49 6%m	17 3%	137 8%pq	186 10%pq	153 6%	66 5%	437 8%s	35 4%
Mean	3.45	3.60b	3.42	3.42	3.46	3.41	3.50e	3.42	3.46j	3.39	3.37	3.47ij	3.50gij	3.60ghijkl	3.44o	3.38	3.51no	3.54no	3.44	3.54r
Std Dev.	0.66	0.61	0.66	0.71	0.65	0.66	0.65	0.66	0.66	0.67	0.70	0.67	0.63	0.55	0.66	0.68	0.63	0.60	0.67	0.58
Std Error	0.01	0.02	0.01	0.02	0.01	0.01	0.01	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Irrelevant (1)	49 1%	10 1%	15 1%	5 *	18 1%	26 1%	23 1%	27 1%	21 1%	10 2%kn	6 1%	4 *	15 1%	6 1%	25 1%	10 2%p	31 1%	14 1%	30 1%	5 2%
Not very important (2)	427 7%	75 6%	112 6%	117 8%b	123 7%	187 6%	240 8%e	270 7%	147 6%	46 8%	56 8%	103 7%	110 7%	78 7%	269 7%	46 8%	352 7%	101 8%	307 7%	19 6%
Fairly important (3)	2385 39%	425 37%	743 38%	544 39%	673 40%	1167 38%	1218 40%	1439 39%	917 38%	210 37%	282 39%	592 38%	633 41%	433 41%	1507 39%	219 37%	2029 39%	464 36%	1801 39%	120 40%
Essential (4)	3308 54%	644 56%	1073 55%	727 52%	863 51%	1717 55%f	1590 52%	1950 53%	1309 55%	295 53%	373 52%	872 56%	795 51%	552 52%	2041 53%	313 53%	2760 53%	717 55%	2434 53%	156 52%
NET Essential/Fairly important	5693 92%	1068 93%	1816 93%	1271 91%	1536 92%	2884 93%f	2808 91%	3389 92%	2226 93%	505 90%	656 91%	1465 93%	1428 92%	985 92%	3549 92%	532 91%	4789 93%	1182 91%	4235 93%	276 92%
NET Irrelevant/Not very important	476 8%	85 7%	128 7%	122 9%	141 8%	213 7%	263 9%e	298 8%	168 7%	56 10%	62 9%	107 7%	125 8%	84 8%	294 8%	56 9%	383 7%	115 9%	337 7%	24 8%
Mean	3.45	3.48	3.48d	3.43	3.42	3.48f	3.42	3.44	3.47	3.41	3.43	3.48l	3.42	3.43	3.45	3.42	3.45	3.45	3.45	3.42
Std Dev.	0.66	0.66	0.64	0.66	0.67	0.65	0.67	0.66	0.65	0.71	0.67	0.63	0.67	0.65	0.65	0.71	0.65	0.68	0.65	0.69
Std Error	0.01	0.02	0.01	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.02	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.04

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

QC4_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Irrelevant (1)	49 1%	43 1%	6 1%	1 *	39 1%	6 1%	3 1%	1 *	3 1%	7 1%	3 1%	2 *	1 *	3 1%	9 1%	5 1%	6 1%	1 1%	5 1%
Not very important (2)	427 7%	371 7%	55 6%	6 4%	381 7%eg	24 5%	17 6%	5 3%	20 8%n	54 8%n	52 10%lnr	31 7%	33 6%	45 8%n	36 4%	59 7%	50 10%nr	3 4%	21 5%
Fairly important (3)	2385 39%	2071 39%	314 36%	67 39%	2002 39%	218 42%f	102 34%	62 37%	89 36%	264 39%	199 39%	167 37%	186 34%	227 40%	337 42%l	348 41%	185 35%	25 37%	193 43%hlp
Essential (4)	3308 54%	2820 53%	488 56%	99 57%	2763 53%	270 52%	173 59%de	102 60%de	138 55%	350 52%	254 50%	249 55%	323 59%ijmor	298 52%	430 53%	433 51%	288 54%	40 58%	230 51%
NET Essential/Fairly important	5693 92%	4891 92%	802 93%	166 96%	4765 92%	488 94%	275 93%	164 96%df	227 91%	615 91%	453 89%	415 93%	509 94%jp	525 92%	767 95%hjp	780 92%	473 89%	65 95%	423 94%jp
NET Irrelevant/Not very important	476 8%	414 8%	62 7%	7 4%	420 8%g	30 6%	20 7%g	6 4%	23 9%n	61 9%	55 11%lnr	33 7%	34 6%	48 8%	44 5%	64 8%	56 11%lnr	3 5%	26 6%
Mean	3.45	3.45	3.49	3.53	3.44	3.45	3.51d	3.56de	3.44	3.42	3.39	3.47	3.53ijmop	3.43	3.46	3.43	3.43	3.52	3.44
Std Dev.	0.66	0.66	0.65	0.59	0.66	0.64	0.66	0.58	0.70	0.68	0.69	0.65	0.62	0.66	0.63	0.65	0.71	0.63	0.64
Std Error	0.01	0.01	0.01	0.02	0.01	0.02	0.02	0.02	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.05	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Irrelevant (1)	49 / 1%	7 / *	22 / 1%a	19 / 1%	34 / 1%a	7 / *	* / *	6 / 1%	22 / 1%	5 / 2%	8 / 1%	18 / 1%	16 / 1%	3 / *	4 / 1%	8 / 3%klmnp	34 / 1%	12 / 1%	18 / 1%	12 / 1%	6 / 1%	3 / 1%	10 / 6%rstuw	30 / 1%	12 / 2%rsw	18 / 1%	31 / 1%
Not very important (2)	427 / 7%	145 / 6%	184 / 8%ac	209 / 6%	248 / 7%	145 / 6%	8 / 4%	45 / 6%	184 / 8%	23 / 10%	68 / 6%	111 / 5%	119 / 5%	83 / 10%klp	62 / 10%klp	45 / 19%klmnp	231 / 5%	106 / 13%klp	156 / 6%	128 / 5%	69 / 10%rsw	49 / 14%rsw	16 / 10%s	285 / 6%	65 / 13%rsw	127 / 8%	300 / 7%
Fairly important (3)	2385 / 39%	894 / 37%	876 / 39%	1309 / 38%	1291 / 39%	894 / 37%	81 / 42%	291 / 37%	876 / 39%	84 / 37%	427 / 40%	598 / 29%	1055 / 43%klp	394 / 49%klmnopq	241 / 41%k	86 / 36%	1653 / 37%k	327 / 39%k	782 / 30%	1060 / 45%rstuvwx	348 / 51%rsuvwx	130 / 37%	49 / 31%	1842 / 37%r	179 / 35%	972 / 41%z	1713 / 38%
Essential (4)	3308 / 54%	1358 / 56%bd	1178 / 52%	1920 / 56%b	1740 / 53%	1358 / 56%	104 / 54%	436 / 56%	1178 / 52%	115 / 51%	568 / 53%	1335 / 65%lmnopq	1245 / 51%mo	330 / 41%	287 / 48%m	100 / 42%	2580 / 57%lmnoq	387 / 47%	1611 / 63%stuvx	1167 / 49%t	258 / 38%	173 / 49%t	85 / 53%t	2779 / 56%stux	258 / 50%t	812 / 50%	2496 / 55%y
NET Essential/Fairly important	5693 / 92%	2252 / 94%bd	2054 / 91%	3229 / 93%bd	3031 / 91%	2252 / 94%	186 / 96%	727 / 93%	2054 / 91%	199 / 88%	995 / 93%i	1933 / 94%mnoq	2300 / 94%mnoq	725 / 89%o	528 / 89%o	186 / 78%	4234 / 94%mnoq	714 / 86%o	2394 / 93%tuvx	2227 / 94%tuvx	606 / 89%	302 / 86%	134 / 84%	4621 / 94%tuvx	437 / 85%	1484 / 91%	4209 / 93%
NET Irrelevant/Not very important	476 / 8%	152 / 6%	207 / 9%ac	228 / 7%	283 / 9%ac	152 / 6%	8 / 4%	51 / 7%	207 / 9%	28 / 12%j	76 / 7%	130 / 6%	135 / 6%	86 / 11%klp	65 / 11%klp	52 / 22%klmnpq	265 / 6%	118 / 14%klp	175 / 7%	140 / 6%	75 / 11%rsw	51 / 14%rsw	26 / 16%rsw	315 / 6%	77 / 15%rsw	144 / 9%	332 / 7%
Mean	3.45	3.50bd	3.42	3.48bd	3.43	3.50	3.50	3.49	3.42	3.36	3.45	3.58lmnopq	3.45mnoq	3.30o	3.37o	3.17	3.51lmnoq	3.31o	3.55stuvwx	3.43tx	3.26	3.34	3.31	3.49stuvx	3.33	3.40	3.47y
Std Dev.	0.66	0.62	0.68	0.64	0.68	0.62	0.58	0.64	0.68	0.75	0.65	0.64	0.62	0.66	0.69	0.85	0.63	0.74	0.64	0.62	0.67	0.74	0.89	0.63	0.79	0.68	0.65
Std Error	0.01	0.01	0.01	0.01	0.01	0.01	0.04	0.02	0.01	0.05	0.02	0.01	0.01	0.02	0.03	0.05	0.01	0.03	0.01	0.01	0.03	0.04	0.07	0.01	0.04	0.02	0.01

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

Table 55

QC4_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Irrelevant (1)	49 / 1%	5 / 1%	44 / 1%	-	21 / 1%e	24 / 1%	5 / 2%	41 / 1%	* / *	6 / 9%ghk	1 / 1%	47 / 1%	1 / 4%
Not very important (2)	427 / 7%	26 / 7%	398 / 7%	2 / 5%	143 / 8%e	252 / 6%	31 / 10%e	390 / 7%	24 / 15%gjk	7 / 10%	1 / 1%	421 / 7%	5 / 15%
Fairly important (3)	2385 / 39%	149 / 37%	2221 / 39%	15 / 36%	627 / 37%	1624 / 39%	134 / 42%	2254 / 39%j	73 / 45%j	26 / 39%	15 / 20%	2353 / 39%j	17 / 49%
Essential (4)	3308 / 54%	220 / 55%	3063 / 53%	25 / 59%	914 / 54%	2242 / 54%	152 / 47%	3146 / 54%h	64 / 40%	29 / 42%	58 / 78%ghik	3238 / 53%h	12 / 33%
NET Essential/Fairly important	5693 / 92%	369 / 92%	5284 / 92%	39 / 95%	1542 / 90%	3866 / 93%df	286 / 89%	5399 / 93%hi	137 / 85%	55 / 81%	73 / 98%hi	5592 / 92%hi	29 / 82%
NET Irrelevant/Not very important	476 / 8%	32 / 8%	442 / 8%	2 / 5%	164 / 10%e	276 / 7%	36 / 11%e	431 / 7%	24 / 15%gjk	13 / 19%gjk	2 / 2%	468 / 8%	6 / 18%
Mean	3.45	3.46	3.45	3.54	3.43	3.47f	3.35	3.46hi	3.25	3.15	3.75ghik	3.45hi	3.11
Std Dev.	0.66	0.68	0.66	0.60	0.70	0.64	0.72	0.65	0.70	0.93	0.52	0.66	0.79
Std Error	0.01	0.03	0.01	0.08	0.02	0.01	0.04	0.01	0.06	0.12	0.06	0.01	0.14

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Irrelevant	(1)	49 1%	18 1%	14 1%	8 1%	9 1%	6 1%	7 1%	6 1%	* *	8 2%h	6 1%	6 1%	2 *	1 *	3 1%	3 1%	3 1%
Not very important	(2)	427 7%	122 8%	109 7%	108 7%	88 6%	42 8%io	33 6%	47 9%io	42 8%io	20 4%	47 9%io	35 7%	45 8%io	28 5%	33 6%	21 4%	34 7%
Fairly important	(3)	2385 39%	612 40%d	631 41%d	600 39%	542 35%	216 41%o	209 41%o	187 38%	217 41%o	225 44%op	189 37%	195 40%o	202 38%	203 39%o	214 40%o	156 31%	172 35%
Essential	(4)	3308 54%	790 51%	788 51%	834 54%	896 58%abc	264 50%	268 52%	258 52%	266 51%	256 50%	267 53%	256 52%	284 53%	294 56%	282 53%	327 65%efghijklmn	286 58%
NET Essential/Fairly important		5693 92%	1402 91%	1419 92%	1434 92%	1438 94%a	480 91%	477 92%	446 89%	482 92%	481 95%gl	455 90%	451 92%	486 91%	497 94%gl	496 93%	483 95%egl	458 92%
NET Irrelevant/Not very important		476 8%	141 9%d	122 8%	116 8%	97 6%	48 9%o	40 8%	53 11%imo	42 8%	28 5%	52 10%imo	40 8%	46 9%	30 6%	36 7%	24 5%	37 8%
Mean		3.45	3.41	3.42	3.46	3.51ab	3.40	3.43	3.40	3.43	3.43	3.41	3.43	3.44	3.50e	3.46	3.59efghijkln	3.50
Std Dev.		0.66	0.69	0.66	0.65	0.63	0.68	0.67	0.71	0.64	0.64	0.70	0.67	0.66	0.61	0.64	0.60	0.65
Std Error		0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Irrelevant (1)	159 3%	59 5%b	100 2%	11 1%	148 3%c	86 3%	74 2%	7 1%	18 2%i	6 1%	10 1%	36 3%gij	33 4%ghij	48 8%ghijkl	25 1%	17 1%	117 5%no	81 6%no	145 3%	14 2%
Not very important (2)	523 8%	78 6%	445 9%a	58 7%	466 9%	302 10%f	221 7%	35 4%	56 6%	76 7%	66 8%g	108 9%gh	92 12%ghij	89 14%ghijk	91 5%	142 7%	290 11%no	182 13%no	459 9%	63 7%
Fairly important (3)	2807 46%	496 40%	2311 47%a	338 39%	2469 47%c	1494 50%f	1308 42%	325 39%	379 43%	554 49%gh	377 46%g	528 46%g	367 48%g	277 44%	704 42%	931 48%n	1172 46%n	644 46%n	2370 45%	411 45%
Essential (4)	2679 43%	600 49%b	2080 42%	454 53%d	2225 42%	1131 38%	1540 49%e	456 55%hijklm	420 48%klm	485 43%klm	369 45%lm	470 41%lm	268 35%	212 34%	876 52%opq	854 44%pq	949 38%	479 35%	2239 43%	417 46%
NET Essential/Fairly important	5486 89%	1095 89%	4391 89%	792 92%d	4694 88%	2625 87%	2848 91%e	781 95%hijklm	799 92%klm	1039 93%klm	746 91%lm	998 87%m	635 84%m	489 78%	1580 93%pq	1785 92%pq	2121 84%	1124 81%	4609 88%	828 92%r
NET Irrelevant/Not very important	683 11%	138 11%	545 11%	69 8%	614 12%c	388 13%f	294 9%	43 5%	73 8%g	83 7%	76 9%g	145 13%ghi	125 16%ghij	138 22%ghijkl	116 7%	159 8%	408 16%no	263 19%no	604 12%s	77 8%
Mean	3.30	3.33	3.29	3.43d	3.28	3.22	3.37e	3.49hijklm	3.38klm	3.35klm	3.34klm	3.25lm	3.14	3.04	3.43opq	3.35pq	3.17q	3.10	3.29	3.36r
Std Dev.	0.73	0.80	0.71	0.68	0.74	0.74	0.72	0.62	0.70	0.63	0.68	0.75	0.79	0.89	0.66	0.65	0.80	0.84	0.74	0.68
Std Error	0.01	0.03	0.01	0.02	0.01	0.01	0.01	0.02	0.02	0.02	0.02	0.02	0.03	0.04	0.02	0.01	0.02	0.02	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per yea (j)	Income - Declared £17,500 - £29,999 per yea (k)	Income - Declared £30,000 - £49,999 per yea (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Irrelevant (1)	159 3%	31 3%	54 3%c	20 1%	55 3%c	85 3%	75 2%	48 1%	105 4%g	29 5%klmn	23 3%lm	32 2%	24 2%	12 1%	79 2%	34 6%p	105 2%	43 3%	104 2%	12 4%
Not very important (2)	523 8%	101 9%	160 8%	116 8%	147 9%	261 8%	262 9%	250 7%	260 11%g	65 12%klmn	66 9%	126 8%	125 8%	83 8%	317 8%	67 11%p	420 8%	109 8%	393 9%	21 7%
Fairly important (3)	2807 46%	491 43%	862 44%	669 48%a	784 47%	1353 44%	1454 47%e	1676 45%	1093 46%	251 45%	333 46%	752 48%	705 45%	495 46%	1790 47%	259 44%	2385 46%	571 44%	2081 46%	154 51%
Essential (4)	2679 43%	531 46%d	867 45%	589 42%	691 41%	1398 45%f	1280 42%	1713 46%h	936 39%	216 38%	296 41%	661 42%	699 45%i	479 45%	1656 43%	226 39%	2262 44%	573 44%	1993 44%	113 38%
NET Essential/Fairly important	5486 89%	1021 89%	1730 89%	1258 90%	1475 88%	2751 89%	2734 89%	3390 92%h	2029 85%	466 83%	629 88%	1413 90%i	1404 90%i	974 91%i	3446 90%i	486 83%	4647 90%o	1144 88%	4075 89%	267 89%
NET Irrelevant/Not very important	683 11%	132 11%	214 11%	135 10%	202 12%	346 11%	337 11%	297 8%	366 15%g	95 17%klmn	90 12%	159 10%	149 10%	94 9%	397 10%	101 17%p	525 10%	152 12%	497 11%	33 11%
Mean	3.30	3.32	3.31	3.31	3.26	3.31	3.28	3.37h	3.19	3.16	3.26	3.30i	3.34ij	3.35ij	3.31i	3.15	3.32o	3.29	3.30	3.23
Std Dev.	0.73	0.74	0.74	0.68	0.75	0.74	0.72	0.67	0.80	0.83	0.75	0.70	0.69	0.67	0.71	0.84	0.71	0.76	0.72	0.75
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Irrelevant (1)	159 3%	133 3%	26 3%	8 4%	129 2%	17 3%	11 4%g	3 1%	5 2%	17 2%	15 3%	7 2%	15 3%	11 2%	19 2%	20 2%	20 4%	4 6%k	13 3%
Not very important (2)	523 8%	434 8%	90 10%	24 14%a	427 8%	53 10%	26 9%	18 11%	20 8%	64 9%	42 8%	36 8%	41 8%	52 9%	53 7%	67 8%	52 10%	8 11%	45 10%
Fairly important (3)	2807 46%	2413 45%	394 46%	76 44%	2375 46%f	243 47%f	118 40%	71 42%	104 42%	315 47%	218 43%	197 44%	216 40%	281 49%l	417 51%hjklp	397 47%	229 43%	36 53%	207 46%
Essential (4)	2679 43%	2326 44%	354 41%	65 38%	2254 43%	205 40%	141 48%e	79 46%e	120 48%mno	280 41%	234 46%q	209 47%q	271 50%imnqr	229 40%	322 40%	360 43%	229 43%	21 30%	185 41%
NET Essential/Fairly important	5486 89%	4739 89%c	748 87%	141 82%	4629 89%	449 87%	259 88%	150 88%	225 90%	595 88%	452 89%	406 90%	487 90%	510 89%	740 91%pq	757 90%	457 86%	57 83%	392 87%
NET Irrelevant/Not very important	683 11%	567 11%	116 13%	32 18%a	556 11%	69 13%	37 12%	21 12%	26 10%	80 12%	57 11%	43 10%	56 10%	63 11%	72 9%	87 10%	72 14%n	12 17%n	58 13%
Mean	3.30	3.31c	3.24	3.15	3.30e	3.23	3.32	3.32e	3.38q	3.27q	3.32q	3.35q	3.37qr	3.27q	3.28q	3.30q	3.26	3.07	3.25
Std Dev.	0.73	0.73	0.76	0.82	0.72	0.76	0.78	0.72	0.72	0.73	0.75	0.70	0.74	0.70	0.69	0.72	0.78	0.81	0.75
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Total	Stamp usage — 1st class - all/most of the time (a)	Stamp usage — 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters — Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels — Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Irrelevant (1)	159 3%	31 1%	95 4%ac	52 2%	116 4%ac	31 1%	7 4%e	21 3%e	95 4%	17 8%	62 6%	76 4%lmp	38 2%	9 1%	18 3%m	16 7%lmp	114 3%l	34 4%lmp	66 3%t	45 2%	6 1%	14 4%t	25 16%rstuvwx	112 2%	39 8%rstw	30 2%	130 3%
Not very important (2)	523 8%	159 7%	242 11%ac	255 7%	337 10%ac	159 7%	17 9%	71 9%	242 11%	34 15%	144 13%	201 10%l	177 7%	69 8%	51 9%	25 11%	378 8%	76 9%	227 9%s	146 6%	90 13%rsw	44 13%rsw	12 7%	374 8%	56 11%sw	125 8%	399 9%
Fairly important (3)	2807 46%	1082 45%	1020 45%	1597 46%	1535 46%	1082 45%	96 49%	351 45%	1020 45%	86 38%	501 47%i	791 38%	1192 49%knopq	471 58%klnopq	254 43%	86 36%	1984 44%k	340 41%	949 37%	1241 52%rtwx	371 54%ruvwx	161 46%r	68 42%	2190 44%r	229 45%r	728 45%	2079 46%
Essential (4)	2679 43%	1131 47%bd	904 40%	1553 45%bd	1326 40%	1131 47%f	74 38%	335 43%	904 40%j	90 40%	363 34%	994 48%lm	1028 42%m	262 32%	270 46%m	111 47%m	2022 45%m	381 46%m	1325 52%stuvwx	935 39%t	214 31%	134 38%	55 34%	2260 46%stuvx	190 37%	746 46%	1933 43%
NET Essential/Fairly important	5486 89%	2214 92%bd	1923 85%	3151 91%bd	2860 86%	2214 92%g	169 87%	686 88%	1923 85%ij	175 77%	865 81%	1785 87%	2221 91%kopq	733 90%ko	525 88%	197 83%	4006 89%ko	722 87%	2275 89%uvx	2176 92%rtuvx	585 86%v	295 84%	123 77%	4451 90%tuvx	419 81%	1474 91%	4012 88%
NET Irrelevant/Not very important	683 11%	190 8%	337 15%ac	307 9%	453 14%ac	190 8%	24 13%	92 12%e	337 15%	51 23%h	207 19%h	278 13%lmp	215 9%	78 10%	69 12%	41 17%lmp	492 11%l	110 13%l	294 11%	192 8%	96 14%sw	58 16%rsw	37 23%rstw	486 10%	95 19%rsw	154 9%	528 12%
Mean	3.30	3.38bd	3.21	3.35bd	3.23	3.38fg	3.22	3.29	3.21j	3.09	3.09	3.31m	3.32m	3.22	3.31m	3.22	3.31m	3.28	3.38stuvx	3.29tuvx	3.16v	3.18v	2.96	3.34tuvx	3.11	3.35z	3.28
Std Dev.	0.73	0.67	0.80	0.68	0.77	0.67	0.75	0.74	0.80	0.92	0.84	0.79	0.67	0.64	0.75	0.89	0.73	0.80	0.75	0.67	0.68	0.80	1.03	0.71	0.88	0.70	0.74
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.05	0.02	0.02	0.06	0.02	0.02	0.01	0.02	0.03	0.06	0.01	0.03	0.01	0.01	0.03	0.04	0.08	0.01	0.04	0.02	0.01

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

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Irrelevant (1)	159 3%	19 5%b	139 2%	1 3%	72 4%e	83 2%	5 1%	112 2%	11 7%gk	7 11%gk	28 38%ghik	129 2%	2 5%
Not very important (2)	523 8%	39 10%	484 8%	1 2%	167 10%	330 8%	26 8%	471 8%	29 18%gk	8 11%	12 16%	508 8%	4 10%
Fairly important (3)	2807 46%	176 44%	2612 46%	20 47%	746 44%	1909 46%	152 47%	2648 45%	79 49%	32 46%	27 37%	2759 46%	21 60%
Essential (4)	2679 43%	167 42%	2492 44%	20 48%	720 42%	1820 44%	139 43%	2600 45%hij	42 26%j	21 31%j	7 10%	2663 44%hij	9 26%
NET Essential/Fairly important	5486 89%	343 86%	5103 89%	40 96%	1467 86%	3729 90%d	291 90%	5248 90%hij	121 75%j	53 78%j	34 46%	5422 89%hij	30 85%
NET Irrelevant/Not very important	683 11%	58 14%	623 11%	2 4%	239 14%e	413 10%	31 10%	583 10%	40 25%gk	15 22%gk	40 54%ghik	638 11%	5 15%
Mean	3.30	3.23	3.30	3.41	3.24	3.32d	3.32	3.33hij	2.95j	2.98j	2.18	3.31hij	3.06
Std Dev.	0.73	0.81	0.73	0.67	0.79	0.70	0.69	0.70	0.84	0.93	1.06	0.71	0.75
Std Error	0.01	0.04	0.01	0.09	0.02	0.01	0.04	0.01	0.07	0.12	0.13	0.01	0.14

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Irrelevant (1)	159 3%	41 3%	32 2%	41 3%	44 3%	12 2%	22 4%gh	7 2%	8 2%	10 2%	14 3%	11 2%	13 3%	17 3%	19 4%	16 3%	10 2%
Not very important (2)	523 8%	129 8%	150 10%d	145 9%d	100 7%	51 10%o	41 8%	37 7%	52 10%o	52 10%o	46 9%	46 9%	46 9%	53 10%o	39 7%	28 5%	33 7%
Fairly important (3)	2807 46%	712 46%	688 45%	734 47%	672 44%	240 45%	221 43%	251 50%	226 43%	239 47%	223 44%	246 50%	249 47%	239 45%	231 43%	220 43%	221 45%
Essential (4)	2679 43%	661 43%	671 44%	630 41%	718 47%c	225 43%	233 45%	203 41%	238 45%	207 41%	225 44%	188 38%	224 42%	218 41%	244 46%	243 48%k	231 47%k
NET Essential/Fairly important	5486 89%	1373 89%	1359 88%	1364 88%	1390 91%	464 88%	454 88%	454 91%	465 89%	446 88%	448 88%	434 88%	473 89%	457 87%	474 89%	464 91%	453 91%
NET Irrelevant/Not very important	683 11%	170 11%	182 12%	186 12%	145 9%	64 12%	62 12%	44 9%	60 11%	63 12%	60 12%	57 11%	59 11%	70 13%	58 11%	44 9%	43 9%
Mean	3.30	3.29	3.30	3.26	3.34c	3.28	3.29	3.30	3.33	3.26	3.30	3.24	3.29	3.25	3.31	3.36k	3.36k
Std Dev.	0.73	0.73	0.73	0.73	0.73	0.73	0.78	0.67	0.71	0.72	0.74	0.71	0.73	0.76	0.76	0.73	0.70
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Irrelevant	(1)	374 6%	211 17%b	163 3%	30 4%	343 6%c	154 5%	219 7%e	64 8%ij	50 6%	48 4%	34 4%	63 5%	49 6%	66 11%hijkl	114 7%o	82 4%	178 7%o	116 8%o	333 6%	38 4%
Not very important	(2)	1017 16%	209 17%	807 16%	116 13%	901 17%c	472 16%	544 17%	146 18%m	140 16%m	205 18%m	146 18%m	187 16%m	129 17%m	64 10%	286 17%	351 18%pq	380 15%	192 14%	882 17%	124 14%
Fairly important	(3)	2650 43%	419 34%	2231 45%a	352 41%	2298 43%	1341 45%	1305 42%	334 40%	387 44%	472 42%	353 43%	468 41%	355 47%gk	281 45%	721 42%	826 42%	1104 44%	636 46%	2233 43%	396 44%
Essential	(4)	2129 35%	394 32%	1735 35%	363 42%d	1766 33%	1046 35%	1073 34%	281 34%	295 34%	397 35%l	288 35%	424 37%l	227 30%	216 35%	576 34%	685 35%	867 34%	443 32%	1764 34%	347 38%
NET Essential/Fairly important		4778 77%	812 66%	3966 80%a	715 83%d	4064 77%	2387 79%f	2379 76%	614 75%	682 78%	869 77%	641 78%	892 78%	582 77%	497 79%	1297 76%	1511 78%	1971 78%	1079 78%	3998 77%	743 82%r
NET Irrelevant/Not very important		1391 23%	420 34%b	970 20%	146 17%	1244 23%c	626 21%	764 24%e	209 25%	190 22%	252 23%	181 22%	250 22%	178 23%	130 21%	400 24%	433 22%	558 22%	308 22%	1215 23%s	162 18%
Mean		3.06	2.81	3.12a	3.22d	3.03	3.09f	3.03	3.01	3.06	3.09	3.09	3.10	3.00	3.03	3.04	3.09	3.05	3.01	3.04	3.16r
Std Dev.		0.87	1.07	0.80	0.81	0.87	0.84	0.89	0.91	0.85	0.84	0.83	0.86	0.85	0.93	0.88	0.83	0.88	0.89	0.87	0.81
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

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

Table 57

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per yea (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Irrelevant (1)	374 6%	50 4%	94 5%	76 5%	154 9%abc	144 5%	230 7%e	166 5%	203 8%g	68 12%klmn	64 9%klmn	62 4%	53 3%	54 5%	179 5%	75 13%p	269 5%	111 9%r	237 5%	25 8%r
Not very important (2)	1017 16%	157 14%	323 17%	235 17%	302 18%a	480 15%	537 17%	603 16%	397 17%	98 18%	151 21%kln	240 15%	235 15%	184 17%	626 16%	105 18%	844 16%	241 19%r	718 16%	58 19%
Fairly important (3)	2650 43%	476 41%	849 44%	612 44%	712 42%	1325 43%	1323 43%	1611 44%	1005 42%	213 38%	288 40%	724 46%ij	703 45%i	479 45%i	1716 45%i	220 37%	2285 44%o	534 41%	1994 44%	122 41%
Essential (4)	2129 35%	470 41%bcd	678 35%d	471 34%d	510 30%	1148 37%f	981 32%	1307 35%	789 33%	181 32%	215 30%	545 35%	562 36%j	352 33%	1322 34%	187 32%	1774 34%	411 32%	1623 35%q	95 32%
NET Essential/Fairly important	4778 77%	946 82%cd	1527 79%d	1083 78%d	1221 73%	2473 80%f	2304 75%	2918 79%h	1794 75%	395 70%	503 70%	1270 81%ij	1265 81%ij	831 78%ij	3037 79%ij	407 69%	4059 78%o	944 73%	3617 79%qs	217 72%
NET Irrelevant/Not very important	1391 23%	207 18%	417 21%	311 22%a	456 27%abc	624 20%	767 25%e	769 21%	600 25%g	166 30%klmn	215 30%klmn	302 19%	288 19%	238 22%	805 21%	180 31%p	1113 22%	352 27%r	955 21%	83 28%r
Mean	3.06	3.18bcd	3.09d	3.06d	2.94	3.12f	2.99	3.10h	2.99	2.91	2.91	3.12ij	3.14ijm	3.06ij	3.09ij	2.88	3.08o	2.96	3.09qs	2.95
Std Dev.	0.87	0.83	0.84	0.85	0.92	0.83	0.89	0.83	0.91	0.99	0.93	0.80	0.79	0.84	0.83	1.00	0.84	0.92	0.84	0.92
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants

		Rurality			Nation				Region									
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Irrelevant (1)	374 6%	340 6%b	34 4%	8 5%	312 6%	32 6%	21 7%	8 5%	24 10%klnopq	52 8%oq	54 11%klnopq	26 6%	28 5%	38 7%q	36 4%	33 4%	23 4%	*	32 7%oq
Not very important (2)	1017 16%	885 17%	132 15%	28 16%	836 16%	81 16%	60 20%de	39 23%de	54 21%mnopq	131 19%mnq	101 20%mnoq	76 17%q	97 18%mq	67 12%	112 14%	119 14%	80 15%	5 7%	77 17%mq
Fairly important (3)	2650 43%	2273 43%	377 44%	71 41%	2257 44%f	220 42%f	104 35%	69 41%	93 37%	283 42%	183 36%	195 43%l	208 38%	275 48%hjlr	406 50%hijlr	384 45%hj	230 44%j	36 53%hjl	183 41%
Essential (4)	2129 35%	1808 34%	321 37%	66 38%	1780 34%	185 36%	110 37%	54 32%	80 32%	210 31%	170 34%	152 34%	211 39%i	194 34%	258 32%	309 37%	196 37%	28 40%	157 35%
NET Essential/Fairly important	4778 77%	4081 77%	698 81%	137 79%	4037 78%fg	405 78%fg	214 72%	123 72%	172 69%	493 73%	354 70%	347 77%hj	419 77%hj	469 82%hijr	664 82%hijr	693 82%hijr	427 81%hij	64 93%hijklmnopr	340 76%h
NET Irrelevant/Not very important	1391 23%	1225 23%	166 19%	36 21%	1148 22%	113 22%	81 28%de	47 28%de	78 31%klmnopqr	183 27%mnopq	155 30%klmnopq	102 23%q	125 23%q	105 18%q	148 18%q	151 18%q	103 19%q	5 7%	109 24%mnoq
Mean	3.06	3.05	3.14a	3.13	3.06	3.08	3.02	2.99	2.91	2.96	2.92	3.06h	3.11hij	3.09hj	3.09hij	3.15hij	3.13hij	3.33hijklmnr	3.04
Std Dev.	0.87	0.87	0.81	0.85	0.86	0.87	0.93	0.86	0.96	0.90	0.98	0.86	0.87	0.84	0.79	0.80	0.82	0.61	0.90
Std Error	0.01	0.01	0.02	0.03	0.01	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 57

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Irrelevant (1)	374 6%	140 6%	139 6%	183 5%	182 5%	140 6%	29 15%e	74 10%e	139 6%	23 10%	76 7%	150 7%lm	110 5%	33 4%	38 6%	37 16%klmnpq	261 6%	75 9%lmp	170 7%s	101 4%	32 5%	25 7%	41 26%rstuwx	271 5%	67 13%rstuw	68 4%	306 7%y
Not very important (2)	1017 16%	408 17%	347 15%	558 16%	498 15%	408 17%	38 20%	151 19%	347 15%	38 17%	153 14%	339 16%	384 16%	134 16%	109 18%	47 20%	724 16%	156 19%	435 17%	379 16%	112 16%	65 18%	20 12%	815 17%	85 17%	172 11%	844 19%y
Fairly important (3)	2650 43%	1014 42%	967 43%	1510 44%	1462 44%	1014 42%	70 36%	296 38%	967 43%j	75 33%	473 44%i	774 38%	1137 47%kopq	402 50%knopq	252 42%o	74 31%	1911 42%ko	326 39%	957 37%	1104 47%rvw	358 53%rsvwx	160 45%rv	51 32%	2052 42%rv	211 41%	691 42%	1959 43%
Essential (4)	2129 35%	842 35%	807 36%	1206 35%	1171 35%	842 35%	57 29%	256 33%	807 36%	90 40%	370 35%	800 39%lmno	803 33%	242 30%	196 33%	80 34%	1602 36%m	276 33%	1006 39%stux	783 33%t	179 26%	103 29%	48 30%	1789 36%stux	151 29%	697 43%z	1431 32%
NET Essential/Fairly important	4778 77%	1856 77%	1774 78%	2716 79%	2633 79%	1856 77%fg	127 65%	552 71%	1774 78%	165 73%	843 79%	1573 76%o	1940 80%koq	645 79%oq	447 75%o	154 65%	3514 78%oq	602 72%	1963 76%vx	1888 80%rvx	537 79%vx	263 74%v	99 62%	3851 78%vx	362 71%	1388 85%z	3390 75%
NET Irrelevant/Not very important	1391 23%	548 23%	486 22%	741 21%	680 21%	548 23%	67 35%e	226 29%e	486 22%	61 27%	229 21%	490 24%l	495 20%	166 21%	146 25%	84 35%klmnpq	985 22%	230 28%klmp	605 24%s	480 20%	144 21%	90 26%	61 38%rstuw	1086 22%	151 29%rstuw	241 15%	1150 25%y
Mean	3.06	3.06	3.08	3.08	3.09	3.06fg	2.80	2.94	3.08	3.02	3.06	3.08oq	3.08oq	3.05o	3.02o	2.83	3.08oq	2.97	3.09vx	3.09uvx	3.00vx	2.96v	2.66	3.09uvx	2.87	3.24z	2.99
Std Dev.	0.87	0.87	0.87	0.85	0.85	0.87	1.02	0.95	0.87	0.99	0.88	0.92	0.81	0.79	0.88	1.06	0.86	0.94	0.90	0.81	0.78	0.87	1.16	0.86	0.98	0.80	0.88
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 57

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Irrelevant (1)	374 / 6%	37 / 9%b	333 / 6%	4 / 9%	127 / 7%ef	237 / 6%	10 / 3%	288 / 5%	22 / 13%gk	13 / 19%gk	51 / 69%ghik	322 / 5%	* / *
Not very important (2)	1017 / 16%	63 / 16%	948 / 17%	6 / 14%	287 / 17%	689 / 17%	40 / 13%	954 / 16%	38 / 24%j	13 / 18%	6 / 8%	1004 / 17%	6 / 18%
Fairly important (3)	2650 / 43%	147 / 37%c	2496 / 44%ac	7 / 17%	693 / 41%	1813 / 44%	144 / 45%	2533 / 43%	68 / 42%j	24 / 35%	8 / 11%	2625 / 43%	17 / 47%
Essential (4)	2129 / 35%	155 / 39%	1949 / 34%	25 / 60%ab	598 / 35%	1403 / 34%	127 / 40%	2056 / 35%hij	33 / 21%	19 / 28%	8 / 11%	2108 / 35%hij	12 / 35%
NET Essential/Fairly important	4778 / 77%	301 / 75%	4445 / 78%	32 / 77%	1291 / 76%	3216 / 78%	271 / 84%de	4589 / 79%hij	101 / 63%j	43 / 62%j	17 / 23%	4733 / 78%hij	29 / 82%
NET Irrelevant/Not very important	1391 / 23%	99 / 25%	1282 / 22%	10 / 23%	414 / 24%f	925 / 22%f	51 / 16%	1241 / 21%	60 / 37%gk	26 / 38%gk	57 / 77%ghik	1327 / 22%	6 / 18%
Mean	3.06	3.05	3.06	3.28	3.03	3.06	3.21de	3.09hij	2.70j	2.71j	1.65	3.09hij	3.16
Std Dev.	0.87	0.95	0.86	1.02	0.90	0.85	0.78	0.84	0.95	1.08	1.07	0.85	0.72
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.04	0.01	0.08	0.14	0.13	0.01	0.13

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

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Irrelevant	(1)	374 6%	90 6%	79 5%	108 7%	96 6%	30 6%	31 6%	29 6%	21 4%	31 6%	28 5%	38 8%h	37 7%	33 6%	41 8%h	30 6%	26 5%
Not very important	(2)	1017 16%	263 17%	257 17%	257 17%	240 16%	94 18%	92 18%	77 15%	92 18%	89 17%	77 15%	88 18%	86 16%	84 16%	79 15%	63 12%	98 20%o
Fairly important	(3)	2650 43%	664 43%	707 46%d	660 43%	619 40%	228 43%	223 43%	213 43%	233 44%	233 46%	241 47%op	200 41%	229 43%	231 44%	227 43%	200 39%	193 39%
Essential	(4)	2129 35%	526 34%	498 32%	525 34%	580 38%b	176 33%	171 33%	179 36%	178 34%	157 31%	163 32%	165 34%	181 34%	179 34%	185 35%	215 42%efhijklm	179 36%
NET Essential/Fairly important		4778 77%	1190 77%	1205 78%	1185 76%	1199 78%	404 77%	394 76%	392 79%	411 78%	390 77%	403 79%	365 74%	410 77%	410 78%	412 77%	415 82%kp	372 75%
NET Irrelevant/Not very important		1391 23%	353 23%	336 22%	365 24%	336 22%	124 23%	122 24%	106 21%	113 22%	119 23%	104 21%	126 26%o	122 23%	117 22%	120 23%	93 18%	124 25%o
Mean		3.06	3.05	3.05	3.03	3.10	3.04	3.04	3.09	3.08	3.01	3.06	3.00	3.04	3.05	3.05	3.18efikl	3.06
Std Dev.		0.87	0.86	0.83	0.88	0.88	0.86	0.86	0.86	0.82	0.85	0.83	0.91	0.88	0.87	0.90	0.87	0.88
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 58

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Irrelevant (1)	1079 17%	252 20%b	827 17%	51 6%	1028 19%c	576 19%f	502 16%	20 2%	35 4%	79 7%gh	100 12%ghi	291 25%ghij	295 39%ghijk	258 41%ghijk	56 3%	179 9%n	845 33%no	553 40%nop	1020 20%s	49 5%
Not very important (2)	1485 24%	252 20%	1232 25%a	156 18%	1328 25%c	770 26%f	710 23%	95 11%	141 16%g	258 23%gh	230 28%gh	324 28%ghi	230 30%ghi	206 33%ghi	236 14%	488 25%n	760 30%no	436 31%no	1300 25%s	176 19%
Fairly important (3)	2237 36%	450 37%	1787 36%	348 40%d	1889 36%	1078 36%	1154 37%	327 40%klm	399 46%klm	504 45%klm	329 40%klm	377 33%klm	173 23%	128 20%	726 43%pq	833 43%pq	677 27%q	301 22%	1837 35%	386 43%r
Essential (4)	1368 22%	278 23%	1090 22%	305 35%d	1063 20%	590 20%	776 25%e	381 46%hijklm	297 34%ijklm	281 25%jklm	163 20%klm	150 13%klm	61 8%	35 6%	678 40%opq	444 23%pq	246 10%q	97 7%	1056 20%	294 33%r
NET Essential/Fairly important	3605 58%	728 59%	2877 58%	653 76%d	2952 56%	1667 55%	1930 61%e	709 86%hijklm	696 80%ijklm	785 70%jklm	493 60%klm	526 46%lm	234 31%	163 26%	1404 83%opq	1277 66%pq	924 37%q	397 29%	2892 55%	680 75%r
NET Irrelevant/Not very important	2564 42%	504 41%	2059 42%	208 24%	2356 44%c	1346 45%f	1213 39%	115 14%	177 20%g	337 30%gh	330 40%ghi	616 54%ghij	526 69%ghijk	464 74%ghijk	292 17%	667 34%n	1605 63%no	989 71%nop	2320 45%s	225 25%
Mean	2.63	2.61	2.64	3.05d	2.56	2.56	2.70e	3.30hijklm	3.10ijklm	2.88jklm	2.68klm	2.34lm	2.00	1.91	3.20opq	2.79pq	2.13q	1.96	2.56	3.02r
Std Dev.	1.01	1.05	1.00	0.88	1.02	1.01	1.01	0.77	0.81	0.86	0.93	1.00	0.97	0.91	0.80	0.90	0.99	0.95	1.02	0.86
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Irrelevant (1)	1079 17%	171 15%	330 17%	229 16%	349 21%abc	501 16%	578 19%e	373 10%	691 29%g	135 24%klmn	156 22%lmn	277 18%m	233 15%m	110 10%	666 17%m	150 26%p	835 16%	213 16%	826 18%	40 13%
Not very important (2)	1485 24%	256 22%	465 24%	345 25%	418 25%	721 23%	764 25%	805 22%	661 28%g	148 26%	183 25%	377 24%	379 24%	265 25%	939 24%	151 26%	1244 24%	308 24%	1121 25%	56 19%
Fairly important (3)	2237 36%	402 35%	737 38%d	534 38%d	562 34%	1139 37%	1096 36%	1516 41%h	691 29%	174 31%	221 31%	595 38%ij	593 38%ij	424 40%ij	1409 37%ij	178 30%	1928 37%o	470 36%	1639 36%	128 43%
Essential (4)	1368 22%	324 28%bcd	411 21%	286 20%	348 21%	735 24%f	633 21%	993 27%h	351 15%	104 18%	159 22%	323 21%	348 22%	269 25%ik	829 22%	108 18%	1165 23%	306 24%	986 22%	76 25%
NET Essential/Fairly important	3605 58%	727 63%d	1148 59%d	820 59%d	910 54%	1874 61%f	1730 56%	2509 68%h	1042 44%	278 50%	379 53%	917 58%ij	941 61%ij	694 65%ijkn	2238 58%ij	286 49%	3093 60%o	776 60%	2625 57%	204 68%qr
NET Irrelevant/Not very important	2564 42%	427 37%	796 41%	574 41%	767 46%abc	1222 39%	1341 44%e	1178 32%	1352 56%g	283 50%klmn	339 47%klmn	654 42%m	612 39%	375 35%	1605 42%m	301 51%p	2079 40%	520 40%	1947 43%s	96 32%
Mean	2.63	2.76bcd	2.63d	2.63	2.54	2.68f	2.58	2.85h	2.29	2.44	2.53	2.61i	2.68ij	2.80ijkln	2.62i	2.42	2.66o	2.67	2.61	2.80r
Std Dev.	1.01	1.02	1.00	0.99	1.04	1.01	1.02	0.93	1.04	1.05	1.06	1.00	0.98	0.93	1.01	1.06	1.00	1.01	1.02	0.97
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.02	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 58

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Irrelevant (1)	1079 17%	914 17%	165 19%	45 26%ab	925 18%	76 15%	53 18%	25 14%	53 21%nr	107 16%	112 22%inr	77 17%	108 20%	98 17%	121 15%	138 16%	112 21%nr	10 15%	66 15%
Not very important (2)	1485 24%	1274 24%	210 24%	41 24%	1233 24%	148 29%df	64 22%	40 24%	53 21%	159 24%	116 23%	110 24%	118 22%	139 24%	190 23%	210 25%	137 26%	21 31%	127 28%hl
Fairly important (3)	2237 36%	1919 36%c	318 37%c	48 28%	1886 36%	185 36%	99 34%	67 39%	93 37%	251 37%	175 34%	151 34%	188 35%	218 38%	310 38%	324 38%	177 33%	24 35%	161 36%
Essential (4)	1368 22%	1199 23%	170 20%	38 22%	1141 22%	109 21%	79 27%de	39 23%	52 21%	159 23%	106 21%	112 25%	130 24%	118 21%	190 23%	172 20%	104 20%	13 19%	95 21%
NET Essential/Fairly important	3605 58%	3117 59%c	488 56%	86 50%	3027 58%	294 57%	178 60%	106 62%	144 58%	410 61%p	281 55%	262 58%	318 58%	336 59%	500 62%p	496 59%	280 53%	37 54%	257 57%
NET Irrelevant/Not very important	2564 42%	2188 41%	376 44%	87 50%a	2158 42%	224 43%	117 40%	65 38%	106 42%	266 39%	227 45%	186 42%	226 42%	237 41%	311 38%	348 41%	249 47%in	32 46%	193 43%
Mean	2.63	2.64c	2.57	2.46	2.63	2.63	2.69	2.71	2.57	2.68p	2.54	2.66	2.63	2.62	2.70jp	2.63	2.51	2.59	2.64
Std Dev.	1.01	1.01	1.01	1.10	1.02	0.97	1.06	0.98	1.04	1.00	1.05	1.03	1.05	1.00	0.99	0.98	1.03	0.97	0.98
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Irrelevant (1)	1079 17%	318 13%	555 25%acd	458 13%	694 21%ac	318 13%	38 20%e	184 24%e	555 25%	75 33%h	380 35%h	499 24%lmnpq	348 14%	102 13%	68 11%	56 23%lmnq	847 19%lmnq	124 15%	456 18%s	343 14%	118 17%	79 22%sw	71 45%rstuvx	799 16%	151 29%rstw	160 10%	919 20%y
Not very important (2)	1485 24%	528 22%	624 28%ac	777 22%	873 26%ac	528 22%	52 27%	215 28%e	624 28%	66 29%	300 28%	479 23%	596 24%	176 22%	172 29%kmp	59 25%	1075 24%	231 28%km	595 23%	555 23%	170 25%	123 35%rstvw	31 19%	1151 23%	154 30%rsvw	255 16%	1230 27%y
Fairly important (3)	2237 36%	958 40%bd	724 32%	1352 39%bd	1118 34%	958 40%g	68 35%	254 33%	724 32%j	55 24%	284 27%	620 30%	995 41%knopq	356 44%knopq	194 33%	63 26%	1615 36%koq	257 31%	854 33%vx	975 41%ruvwx	267 39%ruvx	102 29%	31 20%	1829 37%ruvx	133 26%	666 41%z	1571 35%
Essential (4)	1368 22%	600 25%bd	357 16%	871 25%bd	628 19%b	600 25%g	35 18%	125 16%	357 16%j	31 14%	108 10%	466 23%	496 20%	178 22%	159 27%lp	61 26%	962 21%	220 26%lp	662 26%stuvx	495 21%ux	126 18%	50 14%	27 17%	1157 23%tux	77 15%	548 34%z	821 18%
NET Essential/Fairly important	3605 58%	1558 65%bd	1081 48%	2222 64%bd	1746 53%b	1558 65%fg	104 54%	379 49%	1081 48%ij	86 38%	392 37%	1085 53%	1491 61%kop	533 66%kopq	354 60%k	124 52%	2576 57%k	477 57%	1517 59%uvx	1469 62%uvx	392 58%uvx	151 43%	58 36%	2986 60%uvx	210 41%	1214 75%z	2391 53%
NET Irrelevant/Not very important	2564 42%	846 35%	1179 52%acd	1235 36%	1568 47%ac	846 35%	90 46%e	399 51%e	1179 52%h	140 62%h	680 63%h	978 47%lmnp	944 39%	277 34%	240 40%	114 48%lm	1922 43%lm	355 43%km	1052 41%	898 38%	289 42%	202 57%rstw	102 64%rstw	1950 40%	304 59%rstw	415 25%	2149 47%y
Mean	2.63	2.77bd	2.39	2.76bd	2.51b	2.77fg	2.52	2.41	2.39j	2.19	2.11	2.51	2.67kp	2.75kop	2.75kop	2.54	2.60k	2.69k	2.67uvx	2.68uvx	2.59uvx	2.34v	2.09	2.68uvx	2.26	2.98z	2.50
Std Dev.	1.01	0.97	1.02	0.97	1.02	0.97	1.01	1.02	1.02	1.04	1.00	1.09	0.96	0.94	0.98	1.11	1.02	1.02	1.05	0.96	0.98	0.98	1.15	1.01	1.04	0.94	1.01
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.02	0.04	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Irrelevant (1)	1079 17%	70 18%	1006 18%	3 7%	326 19%f	719 17%f	34 11%	967 17%	29 18%	22 32%gk	60 81%ghik	1018 17%	2 5%
Not very important (2)	1485 24%	102 26%	1373 24%	9 22%	427 25%f	999 24%	58 18%	1429 25%	26 16%	12 18%	10 13%	1467 24%	8 21%
Fairly important (3)	2237 36%	130 32%	2089 36%	18 44%	569 33%	1529 37%d	138 43%d	2115 36%j	72 45%j	29 42%j	4 6%	2216 37%j	17 47%
Essential (4)	1368 22%	98 25%	1259 22%	11 26%	383 22%	894 22%	91 28%e	1319 23%ij	34 21%	5 8%	*	1359 22%ij	9 26%
NET Essential/Fairly important	3605 58%	228 57%	3348 58%	29 70%	953 56%	2424 59%	229 71%de	3434 59%j	106 66%j	34 50%j	4 6%	3575 59%j	26 74%
NET Irrelevant/Not very important	2564 42%	172 43%	2379 42%	12 30%	753 44%f	1718 41%f	93 29%	2396 41%	54 34%	34 50%	70 94%ghik	2485 41%	9 26%
Mean	2.63	2.64	2.63	2.89	2.59	2.63	2.89de	2.65ij	2.70ij	2.25j	1.26	2.65ij	2.95
Std Dev.	1.01	1.04	1.01	0.89	1.04	1.01	0.94	1.01	1.00	1.01	0.57	1.01	0.83
Std Error	0.01	0.05	0.01	0.12	0.02	0.02	0.05	0.01	0.09	0.13	0.07	0.01	0.15

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

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Irrelevant (1)	1079 17%	281 18%	269 17%	267 17%	262 17%	84 16%	96 18%	102 21%j	96 18%	99 19%	73 14%	103 21%j	84 16%	81 15%	84 16%	85 17%	92 19%
Not very important (2)	1485 24%	390 25%	354 23%	369 24%	371 24%	138 26%	135 26%h	117 23%	103 20%	112 22%	140 27%h	125 25%	122 23%	122 23%	136 26%	126 25%	109 22%
Fairly important (3)	2237 36%	565 37%	579 38%	556 36%	538 35%	201 38%	191 37%	173 35%	184 35%	218 43%ghjkno	176 35%	160 33%	195 37%	201 38%	182 34%	162 32%	194 39%
Essential (4)	1368 22%	307 20%	339 22%	358 23%	364 24%a	106 20%	95 18%	106 21%	141 27%efi	80 16%	118 23%i	104 21%	131 25%i	123 23%i	130 24%i	134 26%fi	100 20%
NET Essential/Fairly important	3605 58%	872 56%	918 60%	914 59%	902 59%	307 58%	286 55%	279 56%	325 62%k	298 59%	295 58%	264 54%	326 61%	324 62%k	312 59%	296 58%	294 59%
NET Irrelevant/Not very important	2564 42%	671 44%	623 40%	636 41%	633 41%	221 42%	231 45%	219 44%	199 38%	211 41%	213 42%	227 46%hm	206 39%	203 38%	220 41%	211 42%	202 41%
Mean	2.63	2.58	2.64	2.65	2.65	2.62	2.55	2.57	2.71k	2.55	2.67	2.54	2.70k	2.70	2.67	2.68	2.61
Std Dev.	1.01	1.00	1.01	1.02	1.02	0.98	0.99	1.04	1.06	0.98	0.99	1.04	1.01	0.99	1.01	1.04	1.01
Std Error	0.01	0.03	0.03	0.03	0.03	0.04	0.04	0.05	0.05	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 59

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Irrelevant (1)	949 15%	260 21%b	689 14%	64 7%	885 17%c	481 16%	466 15%	25 3%	59 7%g	104 9%g	111 13%ghi	225 20%ghij	216 28%ghijk	209 33%ghijk	85 5%	214 11%n	650 26%no	425 31%nop	905 17%s	36 4%
Not very important (2)	1672 27%	236 19%	1436 29%a	205 24%	1467 28%	840 28%	825 26%	176 21%	174 20%	268 24%	240 29%ghi	343 30%ghi	242 32%ghi	229 37%ghijk	350 21%	508 26%n	814 32%no	471 34%no	1481 28%s	180 20%
Fairly important (3)	2229 36%	473 38%	1755 36%	299 35%	1929 36%	1096 36%	1128 36%	355 43%klm	384 44%klm	469 42%klm	312 38%lm	394 34%klm	189 25%	127 20%	738 44%pq	781 40%pq	709 28%q	316 23%	1828 35%	383 42%r
Essential (4)	1320 21%	264 21%	1056 21%	292 34%d	1028 19%	596 20%	724 23%e	268 32%ijklm	256 29%jklm	281 25%jklm	160 19%m	180 16%m	112 15%m	62 10%	524 31%opq	441 23%pq	355 14%	175 13%	998 19%	306 34%r
NET Essential/Fairly important	3549 58%	737 60%	2812 57%	592 69%d	2957 56%	1692 56%	1852 59%	622 76%ijklm	639 73%ijklm	750 67%jklm	472 57%klm	574 50%lm	302 40%m	189 30%	1262 74%opq	1222 63%pq	1065 42%q	491 35%	2826 54%	689 76%r
NET Irrelevant/Not very important	2620 42%	496 40%	2125 43%	269 31%	2351 44%c	1321 44%	1290 41%	201 24%	233 27%	372 33%gh	350 43%ghi	568 50%ghij	458 60%ghijk	438 70%ghijkl	434 26%	722 37%n	1464 58%no	896 65%nop	2387 46%s	215 24%
Mean	2.64	2.60	2.64	2.95d	2.58	2.60	2.67e	3.05ijklm	2.96ijklm	2.83klm	2.63klm	2.46lm	2.26m	2.07	3.00opq	2.75pq	2.30q	2.17	2.56	3.06r
Std Dev.	0.98	1.04	0.97	0.94	0.98	0.98	0.99	0.81	0.87	0.91	0.94	0.98	1.03	0.96	0.85	0.93	1.00	1.00	0.99	0.83
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Irrelevant (1)	949 15%	95 8%	257 13%a	211 15%a	386 23%abc	352 11%	596 19%e	349 9%	588 25%g	144 26%klmn	157 22%klmn	238 15%m	194 13%m	71 7%	590 15%lm	155 26%p	705 14%	237 18%r	670 15%	41 14%
Not very important (2)	1672 27%	258 22%	526 27%a	408 29%a	480 29%a	784 25%	888 29%e	926 25%	725 30%g	140 25%	224 31%i	433 28%	423 27%	290 27%	1080 28%	148 25%	1421 27%	348 27%	1250 27%	73 24%
Fairly important (3)	2229 36%	477 41%cd	723 37%d	508 36%d	520 31%	1199 39%f	1028 33%	1487 40%h	706 29%	182 33%	212 30%	554 35%j	589 38%j	431 40%ijkn	1356 35%j	187 32%	1889 37%	421 32%	1682 37%q	126 42%q
Essential (4)	1320 21%	324 28%bcd	438 23%d	267 19%	291 17%	762 25%f	558 18%	925 28%h	375 16%	94 17%	125 17%	345 22%ij	347 22%ij	277 26%ijn	817 21%	98 17%	1158 22%o	291 22%	969 21%	60 20%
NET Essential/Fairly important	3549 58%	801 69%bcd	1160 60%d	775 56%d	811 48%	1961 63%f	1586 52%	2412 65%h	1081 45%	277 49%	337 47%	900 57%ij	936 60%ij	708 66%ijkln	2173 57%lj	284 48%	3047 59%o	711 55%	2652 58%	186 62%
NET Irrelevant/Not very important	2620 42%	353 31%	783 40%a	618 44%a	866 52%abc	1136 37%	1485 48%e	1274 35%	1313 55%g	284 51%klmn	381 53%klmn	672 43%m	617 40%m	361 34%	1670 43%m	303 52%p	2125 41%	585 45%	1921 42%	115 38%
Mean	2.64	2.89bcd	2.69cd	2.60d	2.43	2.77f	2.50	2.81h	2.36	2.40	2.42	2.64ij	2.70ijn	2.86ijkln	2.62ij	2.39	2.68o	2.59	2.65	2.68
Std Dev.	0.98	0.91	0.96	0.96	1.03	0.95	1.00	0.92	1.02	1.05	1.02	0.99	0.95	0.88	0.98	1.05	0.97	1.03	0.97	0.94
Std Error	0.01	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Irrelevant (1)	949 15%	803 15%	145 17%	33 19%	804 15%	79 15%	39 13%	27 16%	56 22%kmnor	115 17%n	106 21%mnor	70 16%n	94 17%n	78 14%n	67 8%	125 15%n	92 17%n	13 19%n	66 15%n
Not very important (2)	1672 27%	1459 28%	213 25%	45 26%	1410 27%	137 26%	75 25%	50 29%	65 26%	185 27%	141 28%	137 30%l	128 24%	153 27%	204 25%	250 30%	147 28%	18 26%	119 27%
Fairly important (3)	2229 36%	1908 36%	321 37%	67 39%	1851 36%	206 40%	109 37%	62 36%	79 32%	223 33%	151 30%	151 34%	193 36%	213 37%	373 46%hijklmopq	285 34%	184 35%	20 29%	186 41%hijko
Essential (4)	1320 21%	1135 21%	185 21%	28 16%	1120 22%	96 19%	72 24%eg	31 18%	50 20%	153 23%	111 22%	91 20%	129 24%r	129 22%	167 21%	184 22%	106 20%	18 27%	78 17%
NET Essential/Fairly important	3549 58%	3043 57%	506 59%	95 55%	2971 57%	302 58%	181 61%g	93 55%	129 52%	376 56%	261 51%	242 54%	322 59%h	342 60%hj	540 67%hijklopr	469 56%	290 55%	38 56%	264 59%hj
NET Irrelevant/Not very important	2620 42%	2263 43%	358 41%	77 45%	2214 43%	216 42%	114 39%	77 45%f	121 48%lmnr	300 44%n	247 49%lmnr	207 46%n	222 41%	231 40%	271 33%	375 44%n	239 45%n	30 44%	185 41%n
Mean	2.64	2.64	2.63	2.53	2.63	2.62	2.73dg	2.57	2.49	2.61	2.52	2.59	2.66h	2.68hj	2.79hijkopr	2.63	2.57	2.64	2.61
Std Dev.	0.98	0.98	1.00	0.98	0.99	0.96	0.98	0.97	1.05	1.02	1.05	0.98	1.02	0.97	0.86	0.98	1.00	1.08	0.94
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.06	0.05	0.05	0.05	0.04	0.05	0.05	0.08	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	Stamp usage – 1st class - all/most of the time (a)	Stamp usage – 2nd class - all/most of the time (b)	Stamp usage – Use 1st class (c)	Stamp usage – Use 2nd class (d)	1st class usage – Use 1st class all/most of the time (e)	1st class usage – Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage – Use 1st class all/most of the time and Not Working (g)	2nd class usage – Use 2nd class all/most of the time (h)	2nd class usage – Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage – Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards – Very reliant (k)	Reliance letters/cards – Fairly reliant (l)	Reliance letters/cards – Neither reliant nor not reliant (m)	Reliance letters/cards – Not very reliant (n)	Reliance letters/cards – Not at all reliant (o)	Reliance letters/cards – Net reliant (p)	Reliance letters/cards – Net not reliant (q)	Reliance parcels – Very reliant (r)	Reliance parcels – Fairly reliant (s)	Reliance parcels – Neither reliant nor not reliant (t)	Reliance parcels – Not very reliant (u)	Reliance parcels – Not at all reliant (v)	Reliance parcels – Net reliant (w)	Reliance parcels – Net not reliant (x)	Affordability – ANY affordability challenges (y)	Affordability – No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Irrelevant (1)	949 / 15%	298 / 12%	457 / 20%acd	410 / 12%	569 / 17%ac	298 / 12%	42 / 22%e	180 / 23%e	457 / 20%	76 / 33%h	297 / 28%h	412 / 20%lmnpq	314 / 13%	96 / 12%	66 / 11%	50 / 21%lmnq	727 / 16%lmn	117 / 14%	414 / 16%s	284 / 12%	99 / 15%	79 / 22%rstw	60 / 38%rstuwx	698 / 14%s	140 / 27%rstw	159 / 10%	790 / 17%y
Not very important (2)	1672 / 27%	589 / 24%	697 / 31%ac	861 / 25%	969 / 29%ac	589 / 24%	55 / 28%	220 / 28%	697 / 31%	57 / 25%	348 / 28%h	581 / 28%l	596 / 24%	248 / 31%lp	181 / 31%l	62 / 26%	1178 / 26%	243 / 29%l	673 / 26%	641 / 27%	203 / 30%v	115 / 33%v	30 / 19%	1314 / 27%	145 / 28%	383 / 24%	1289 / 28%y
Fairly important (3)	2229 / 36%	888 / 37%b	719 / 32%	1340 / 39%bd	1171 / 35%b	888 / 37%g	62 / 32%	247 / 32%	719 / 32%j	60 / 27%	282 / 26%	597 / 29%	1001 / 41%knopq	343 / 42%knopq	209 / 35%k	70 / 29%	1598 / 36%k	279 / 33%	825 / 32%	977 / 41%ruvx	280 / 41%ruvx	100 / 28%	38 / 23%	1802 / 37%ruvx	137 / 27%	618 / 38%	1610 / 35%
Essential (4)	1320 / 21%	629 / 26%bd	388 / 17%	846 / 24%bd	604 / 18%	629 / 26%fg	35 / 18%	131 / 17%	388 / 17%j	33 / 15%	143 / 13%	472 / 23%m	524 / 22%m	123 / 15%	137 / 23%m	56 / 24%m	996 / 22%m	194 / 23%m	656 / 26%stuwx	465 / 20%t	99 / 15%	60 / 17%	33 / 20%	1121 / 23%stu	92 / 18%	468 / 29%z	852 / 19%
NET Essential/Fairly important	3549 / 58%	1517 / 63%bd	1106 / 49%	2186 / 63%bd	1775 / 54%b	1517 / 63%fg	97 / 50%	378 / 49%	1106 / 49%j	93 / 41%	426 / 40%	1069 / 52%	1525 / 63%kmopq	466 / 58%k	346 / 58%k	112 / 47%l	2594 / 58%k	472 / 57%	1481 / 58%uvx	1442 / 61%uvx	380 / 56%uvx	159 / 45%	70 / 44%	2923 / 59%uvx	230 / 45%	1087 / 67%z	2462 / 54%
NET Irrelevant/Not very important	2620 / 42%	887 / 37%	1154 / 51%acd	1271 / 37%	1538 / 46%ac	887 / 37%	97 / 50%e	400 / 51%e	1154 / 51%	133 / 59%	646 / 60%h	994 / 48%lmn	910 / 37%	344 / 42%l	247 / 42%	126 / 53%	1904 / 42%l	360 / 43%l	1087 / 42%	926 / 39%	301 / 44%	194 / 55%rstw	90 / 56%rstw	2013 / 41%	284 / 55%rstw	542 / 33%	2078 / 46%y
Mean	2.64	2.77bd	2.46	2.76bd	2.55b	2.77fg	2.46	2.42	2.46j	2.22	2.25	2.55	2.71kmp	2.61	2.70k	2.56	2.64k	2.66k	2.67tuvx	2.69tuvx	2.56uvx	2.30	2.27	2.68tuvx	2.35	2.86z	2.56
Std Dev.	0.98	0.97	1.00	0.95	0.98	0.97	1.02	1.02	1.00	1.07	1.01	1.05	0.95	0.88	0.95	1.07	1.00	0.99	1.03	0.92	0.91	1.01	1.17	0.98	1.06	0.94	0.99
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Irrelevant (1)	949 15%	90 22%bc	856 15%	3 7%	312 18%ef	601 15%	36 11%	847 15%	30 18%	19 28%gk	45 60%ghik	897 15%	7 21%
Not very important (2)	1672 27%	94 23%	1564 27%	14 34%	487 29%	1105 27%	80 25%	1597 27%	39 24%	13 19%	19 25%	1648 27%	5 14%
Fairly important (3)	2229 36%	126 31%	2091 37%	12 30%	528 31%	1562 38%d	139 43%d	2123 36%j	58 36%j	24 35%j	9 12%	2206 36%j	14 39%
Essential (4)	1320 21%	91 23%	1216 21%	12 29%	378 22%	874 21%	67 21%	1263 22%j	34 21%j	12 17%j	2 3%	1309 22%j	9 26%
NET Essential/Fairly important	3549 58%	217 54%	3307 58%	25 59%	906 53%	2436 59%d	206 64%d	3386 58%j	92 58%j	36 52%j	11 15%	3515 58%j	23 65%
NET Irrelevant/Not very important	2620 42%	184 46%	2420 42%	17 41%	799 47%ef	1706 41%	115 36%	2444 42%	68 42%	33 48%	63 85%ghik	2545 42%	13 35%
Mean	2.64	2.54	2.64	2.82	2.57	2.65d	2.74d	2.65j	2.60j	2.41j	1.58	2.65j	2.69
Std Dev.	0.98	1.07	0.98	0.95	1.03	0.97	0.91	0.98	1.02	1.08	0.81	0.98	1.09
Std Error	0.01	0.05	0.01	0.13	0.02	0.02	0.05	0.01	0.09	0.14	0.10	0.01	0.20

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Irrelevant (1)	949 15%	250 16%	234 15%	237 15%	228 15%	88 17%	81 16%	81 16%	80 15%	83 16%	72 14%	78 16%	95 18%m	64 12%	78 15%	63 12%	88 18%
Not very important (2)	1672 27%	439 28%	391 25%	446 29%	395 26%	148 28%	156 30%h	135 27%	118 23%	137 27%	136 27%	144 29%	131 25%	171 32%hljp	138 26%	133 26%	125 25%
Fairly important (3)	2229 36%	546 35%	592 38%	544 35%	547 36%	191 36%	167 32%	189 38%	211 40%fm	184 36%	197 39%	178 36%	196 37%	170 32%	182 34%	186 37%	179 36%
Essential (4)	1320 21%	308 20%	324 21%	323 21%	365 24%a	102 19%	112 22%	94 19%	115 22%	106 21%	103 20%	91 18%	110 21%	122 23%	135 25%k	125 25%	104 21%
NET Essential/Fairly important	3549 58%	854 55%	916 59%	867 56%	911 59%	292 55%	279 54%	283 57%	326 62%f	290 57%	300 59%	269 55%	306 58%	292 55%	317 60%	312 61%	283 57%
NET Irrelevant/Not very important	2620 42%	689 45%	625 41%	683 44%	624 41%	235 45%	238 46%h	215 43%	198 38%	220 43%	207 41%	222 45%	226 42%	235 45%	215 40%	196 39%	212 43%
Mean	2.64	2.59	2.65	2.62	2.68a	2.58	2.60	2.59	2.69	2.61	2.65	2.57	2.60	2.67	2.70	2.74ek	2.61
Std Dev.	0.98	0.98	0.98	0.98	0.99	0.98	1.00	0.97	0.98	0.99	0.96	0.97	1.01	0.96	1.01	0.97	1.01
Std Error	0.01	0.03	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Irrelevant (1)	502 / 8%	131 / 11%b	372 / 8%	20 / 2%	483 / 9%c	287 / 10%f	215 / 7%	11 / 1%	12 / 1%	28 / 2%	53 / 6%ghi	125 / 11%ghij	130 / 17%ghijk	143 / 23%ghijkl	23 / 1%	81 / 4%n	398 / 16%no	273 / 20%nop	481 / 9%s	17 / 2%
Not very important (2)	590 / 10%	113 / 9%	477 / 10%	59 / 7%	531 / 10%c	338 / 11%f	250 / 8%	48 / 6%	35 / 4%	73 / 6%	105 / 13%ghi	119 / 10%ghi	99 / 13%ghi	112 / 18%ghijk	83 / 5%	177 / 9%n	330 / 13%no	210 / 15%no	545 / 10%s	39 / 4%
Fairly important (3)	2190 / 36%	454 / 37%	1736 / 35%	288 / 33%	1902 / 36%	1177 / 39%f	1007 / 32%	224 / 27%	293 / 34%g	430 / 38%g	297 / 36%g	438 / 38%g	286 / 38%g	221 / 35%g	517 / 31%	727 / 37%n	946 / 37%n	507 / 37%n	1875 / 36%	306 / 34%
Essential (4)	2887 / 47%	535 / 43%	2352 / 48%a	494 / 57%d	2392 / 45%	1211 / 40%	1671 / 53%e	541 / 66%ijklm	532 / 61%ijklm	591 / 53%jklm	367 / 45%lm	459 / 40%lm	246 / 32%m	151 / 24%	1073 / 63%opq	959 / 49%pq	855 / 34%q	396 / 29%	2311 / 44%	543 / 60%r
NET Essential/Fairly important	5077 / 82%	989 / 80%	4088 / 83%	782 / 91%d	4295 / 81%	2387 / 79%	2678 / 85%e	765 / 93%jklm	826 / 95%ijklm	1021 / 91%jklm	664 / 81%lm	897 / 79%lm	532 / 70%m	372 / 59%	1590 / 94%opq	1686 / 87%pq	1801 / 71%q	903 / 65%	4186 / 80%	849 / 94%r
NET Irrelevant/Not very important	1092 / 18%	244 / 20%	848 / 17%	79 / 9%	1014 / 19%c	626 / 21%f	464 / 15%	59 / 7%	47 / 5%	101 / 9%h	158 / 19%ghi	245 / 21%ghi	228 / 30%ghijk	255 / 41%ghijkl	106 / 6%	258 / 13%n	728 / 29%no	483 / 35%nop	1026 / 20%s	56 / 6%
Mean	3.21	3.13	3.23a	3.46d	3.17	3.10	3.32e	3.57ijklm	3.54ijklm	3.41jklm	3.19klm	3.08lm	2.85m	2.60	3.56opq	3.32pq	2.89q	2.74	3.15	3.52r
Std Dev.	0.92	0.97	0.91	0.72	0.94	0.94	0.89	0.66	0.64	0.72	0.89	0.97	1.06	1.09	0.65	0.81	1.04	1.08	0.95	0.67
Std Error	0.01	0.03	0.01	0.02	0.01	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 60

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per yea (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Irrelevant (1)	502 8%	60 5%	129 7%	100 7%	214 13%abc	189 6%	314 10%e	163 4%	333 14%g	93 17%klmn	93 13%klmn	118 7%lm	76 5%	42 4%	287 7%lm	100 17%p	363 7%	123 10%	358 8%	21 7%
Not very important (2)	590 10%	89 8%	179 9%	162 12%a	160 10%	268 9%	321 10%	281 8%	300 13%g	57 10%	69 10%	184 12%m	140 9%	75 7%	393 10%m	62 11%	491 9%	136 10%	429 9%	25 8%
Fairly important (3)	2190 36%	387 34%	692 36%	507 36%	604 36%	1079 35%	1111 36%	1299 35%	851 36%	215 38%	240 33%	535 34%	602 39%k	364 34%	1377 36%	220 37%	1817 35%	441 34%	1621 35%	127 42%q
Essential (4)	2887 47%	617 54%bcd	944 48%d	625 45%	700 42%	1561 50%f	1325 43%	1944 53%h	910 38%	197 35%	315 44%i	735 47%i	735 47%i	588 55%ijkln	1785 46%i	205 35%	2500 48%o	595 46%	2163 47%	128 43%
NET Essential/Fairly important	5077 82%	1004 87%cd	1636 84%d	1132 81%	1304 78%	2639 85%f	2436 79%	3243 88%h	1761 74%	411 73%	555 77%	1269 81%i	1337 86%ijkn	952 89%ijkn	3162 82%ij	425 72%	4318 83%o	1037 80%	3785 83%	255 85%
NET Irrelevant/Not very important	1092 18%	149 13%	308 16%	262 19%a	373 22%ab	457 15%	635 21%e	444 12%	633 26%g	150 27%klmn	163 23%klmn	302 19%lm	216 14%	117 11%	681 18%lm	162 28%p	854 17%	259 20%	788 17%	45 15%
Mean	3.21	3.35bcd	3.26d	3.19d	3.07	3.30f	3.12	3.36h	2.98	2.92	3.08i	3.20ij	3.28ijkn	3.40ijkln	3.21ij	2.90	3.25o	3.16	3.22	3.21
Std Dev.	0.92	0.83	0.88	0.90	1.01	0.86	0.96	0.81	1.03	1.05	1.02	0.92	0.82	0.79	0.91	1.06	0.89	0.96	0.91	0.86
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.01	0.02	0.04	0.04	0.02	0.02	0.02	0.01	0.04	0.01	0.03	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Irrelevant (1)	502 8%	417 8%	85 10%	30 17%ab	428 8%	38 7%	25 8%	12 7%	25 10%mn	48 7%	71 14%iklmnor	32 7%	49 9%	34 6%	48 6%	55 6%	65 12%ikmnor	4 6%	34 8%
Not very important (2)	590 10%	489 9%	101 12%	18 11%	486 9%g	59 11%g	34 12%g	10 6%	23 9%	69 10%	47 9%	39 9%	42 8%	61 11%	69 9%	85 10%	51 10%	12 18%hjklnp	47 10%
Fairly important (3)	2190 36%	1904 36%	286 33%	55 32%	1846 36%	195 38%f	94 32%	55 32%	95 38%j	259 38%j	145 28%	153 34%	194 36%j	216 38%j	301 37%j	306 36%j	179 34%	25 36%	171 38%j
Essential (4)	2887 47%	2495 47%	392 45%	70 40%	2425 47%	225 43%	143 48%	94 55%def	108 43%	300 44%	246 48%	225 50%	259 48%	263 46%	393 48%	399 47%	234 44%	27 40%	198 44%
NET Essential/Fairly important	5077 82%	4399 83%bc	678 78%	125 72%	4271 82%	421 81%	236 80%	149 87%def	203 81%	558 83%	390 77%	378 84%jp	453 83%j	479 83%j	694 86%jpq	704 83%j	413 78%	52 76%	368 82%
NET Irrelevant/Not very important	1092 18%	906 17%	186 22%a	48 28%a	914 18%g	97 19%g	59 20%g	22 13%	48 19%	117 17%	118 23%klmno	71 16%	91 17%	95 17%	118 14%	140 17%	116 22%kn	17 24%n	81 18%
Mean	3.21	3.22c	3.14c	2.96	3.21	3.17	3.20	3.35def	3.14	3.20	3.11	3.27jp	3.22	3.23	3.28hjp	3.24p	3.10	3.09	3.19
Std Dev.	0.92	0.91	0.97	1.10	0.92	0.90	0.95	0.88	0.95	0.89	1.06	0.90	0.93	0.87	0.85	0.88	1.01	0.91	0.90
Std Error	0.01	0.01	0.02	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.06	0.05	0.05	0.04	0.04	0.05	0.05	0.07	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Irrelevant (1)	502 / 8%	137 / 6%	268 / 12%ac	200 / 6%	331 / 10%ac	137 / 6%	25 / 13%e	91 / 12%e	268 / 12%	57 / 25%hj	182 / 17%h	237 / 12%lmnpq	164 / 7%	36 / 4%	36 / 6%	25 / 10%m	401 / 9%lm	61 / 7%m	210 / 8%	157 / 7%	49 / 7%	38 / 11%s	41 / 25%rstuvwx	366 / 7%	79 / 15%rstw	97 / 6%	405 / 9%y
Not very important (2)	590 / 10%	191 / 8%	276 / 12%ac	281 / 8%	367 / 11%ac	191 / 8%	19 / 10%	89 / 11%e	276 / 12%	24 / 11%	163 / 15%	184 / 9%	220 / 9%	90 / 11%	67 / 11%	28 / 12%	404 / 9%	95 / 11%	216 / 8%	200 / 8%	94 / 14%rsw	56 / 16%rsw	20 / 12%	417 / 8%	76 / 15%rsw	136 / 8%	454 / 10%
Fairly important (3)	2190 / 36%	922 / 38%bd	759 / 34%	1300 / 38%bd	1137 / 34%	922 / 38%	84 / 44%	309 / 40%	759 / 34%	79 / 35%	364 / 34%	632 / 31%	974 / 40%knopq	337 / 42%knopq	172 / 29%	67 / 28%	1606 / 36%knc	239 / 29%	729 / 28%	973 / 41%ruwx	300 / 44%ruwx	120 / 34%	54 / 34%	1702 / 34%r	174 / 34%	580 / 36%	1610 / 35%
Essential (4)	2887 / 47%	1154 / 48%bd	957 / 42%	1676 / 48%bd	1479 / 45%	1154 / 48%fg	150 / 34%	288 / 37%	957 / 42%ij	66 / 29%	362 / 34%	1010 / 49%lm	1077 / 44%	347 / 43%	319 / 54%lmp	117 / 49%	2087 / 46%	437 / 52%lmp	1413 / 55%stuvwx	1038 / 44%tvx	238 / 35%	139 / 39%	46 / 29%	2451 / 50%stuvx	185 / 36%	815 / 50%z	2072 / 46%
NET Essential/Fairly important	5077 / 82%	2076 / 86%bd	1716 / 76%	2975 / 86%bd	2615 / 79%b	2076 / 86%fg	150 / 77%	598 / 77%	1716 / 76%ij	145 / 64%	726 / 68%	1642 / 80%	2051 / 84%ko	684 / 84%ko	491 / 83%	185 / 78%	3693 / 82%	676 / 81%	2142 / 83%tuvx	2011 / 85%tuvx	538 / 79%vx	259 / 73%v	100 / 62%	4153 / 84%tuvx	358 / 70%	1395 / 86%z	3681 / 81%
NET Irrelevant/Not very important	1092 / 18%	328 / 14%	544 / 24%acd	482 / 14%	698 / 21%ac	328 / 14%	44 / 23%e	180 / 23%e	544 / 24%	82 / 36%h	345 / 32%h	421 / 20%lm	384 / 16%	127 / 16%	103 / 17%	53 / 22%lm	805 / 18%	156 / 19%	426 / 17%	357 / 15%	143 / 21%rsw	95 / 27%rsw	61 / 38%rstuw	783 / 16%	155 / 30%rstw	233 / 14%	859 / 19%y
Mean	3.21	3.29bd	3.06	3.29bd	3.14b	3.29fg	2.99	3.02	3.06ij	2.68	2.85	3.17	3.22	3.23	3.30kp	3.16	3.20	3.26	3.30stuvx	3.22tuvx	3.07vx	3.02v	2.65	3.26tuvx	2.90v	3.30z	3.18
Std Dev.	0.92	0.84	1.01	0.85	0.97	0.84	0.97	0.98	1.01	1.14	1.07	1.01	0.87	0.82	0.90	1.00	0.93	0.93	0.93	0.86	0.88	0.99	1.15	0.90	1.06	0.86	0.94
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Irrelevant (1)	502 8%	53 13%b	448 8%	2 5%	187 11%ef	294 7%	21 6%	421 7%	21 13%g	16 24%gk	43 58%ghik	458 8%	2 6%
Not very important (2)	590 10%	48 12%	538 9%	4 10%	184 11%	363 9%	43 13%e	516 9%	33 21%gk	17 24%gk	18 25%gk	565 9%	6 18%
Fairly important (3)	2190 36%	152 38%	2020 35%	18 44%	614 36%	1461 35%	115 36%	2074 36%j	67 42%j	25 37%j	10 13%	2166 36%j	15 42%
Essential (4)	2887 47%	148 37%	2721 48%a	17 41%	719 42%	2023 49%d	144 45%	2821 48%hij	40 25%j	10 15%	4 5%	2871 47%hij	12 34%
NET Essential/Fairly important	5077 82%	301 75%	4741 83%a	35 85%	1334 78%	3484 84%d	258 80%	4894 84%hij	107 66%j	36 52%j	13 18%	5037 83%hij	27 76%
NET Irrelevant/Not very important	1092 18%	100 25%b	986 17%	6 15%	372 22%e	657 16%	63 20%	936 16%	54 34%gk	33 48%gk	61 82%ghik	1023 17%	8 24%
Mean	3.21	2.99	3.22a	3.21	3.09	3.26d	3.19	3.25hij	2.78j	2.44j	1.65	3.23hij	3.05
Std Dev.	0.92	1.01	0.91	0.83	0.98	0.89	0.90	0.89	0.96	1.02	0.89	0.90	0.88
Std Error	0.01	0.05	0.01	0.12	0.02	0.01	0.05	0.01	0.08	0.13	0.11	0.01	0.16

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

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Irrelevant (1)	502 8%	122 8%	145 9%	122 8%	114 7%	40 8%	37 7%	45 9%	40 8%	58 11%mp	47 9%	46 9%	42 8%	34 6%	45 8%	35 7%	34 7%
Not very important (2)	590 10%	179 12%bc	131 9%	124 8%	156 10%	65 12%	67 13%kl	47 9%	44 8%	45 9%	42 8%	38 8%	43 8%	43 8%	56 11%	54 11%	46 9%
Fairly important (3)	2190 36%	566 37%	566 37%	556 36%	502 33%	189 36%	187 36%	190 38%	182 35%	191 38%	193 38%	162 33%	204 38%	190 36%	174 33%	157 31%	172 35%
Essential (4)	2887 47%	677 44%	698 45%	748 48%	763 50%a	234 44%	225 44%	217 44%	258 49%	215 42%	226 44%	246 50%	244 46%	259 49%	257 48%	262 52%fgi	244 49%
NET Essential/Fairly important	5077 82%	1242 81%	1265 82%	1304 84%a	1265 82%	423 80%	413 80%	407 82%	440 84%	406 80%	419 83%	407 83%	447 84%	450 85%	431 81%	418 82%	416 84%
NET Irrelevant/Not very important	1092 18%	301 19%c	276 18%	246 16%	270 18%	105 20%	104 20%	91 18%	85 16%	103 20%	89 17%	84 17%	85 16%	77 15%	101 19%	89 18%	80 16%
Mean	3.21	3.16	3.18	3.25	3.25a	3.17	3.16	3.16	3.25i	3.11	3.18	3.24	3.22	3.28i	3.21	3.27i	3.27i
Std Dev.	0.92	0.92	0.94	0.90	0.91	0.92	0.91	0.93	0.91	0.98	0.93	0.95	0.90	0.87	0.94	0.91	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Table 61

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Irrelevant (1)	1384 22%	400 32%b	983 20%	120 14%	1264 24%c	606 20%	775 25%e	107 13%	150 17%	179 16%	170 21%gi	290 25%ghi	254 33%ghijk	234 37%ghijk	257 15%	349 18%	778 31%no	488 35%nop	1275 24%s	94 10%
Not very important (2)	2008 33%	378 31%	1631 33%	200 23%	1809 34%c	1021 34%	980 31%	205 25%	223 26%	328 29%	263 32%gh	424 37%ghi	296 39%ghij	269 43%ghi	428 25%	591 30%n	989 39%no	564 41%no	1799 35%s	198 22%
Fairly important (3)	2121 34%	339 28%	1782 36%a	361 42%d	1760 33%	1064 35%	1054 34%	359 44%klm	361 41%klm	451 40%klm	324 39%klm	355 31%lm	171 23%m	101 16%	720 42%pq	774 40%pq	627 25%q	272 20%	1681 32%	425 47%r
Essential (4)	656 11%	115 9%	541 11%	180 21%d	476 9%	322 11%	333 11%	153 19%jklm	138 16%jklm	165 15%jklm	65 8%m	74 6%	39 5%	23 4%	291 17%opq	229 12%pq	136 5%	62 4%	457 9%	188 21%r
NET Essential/Fairly important	2777 45%	454 37%	2322 47%a	541 63%d	2236 42%	1385 46%	1387 44%	512 62%ijklm	499 57%jklm	615 55%jklm	388 47%klm	428 37%lm	210 28%m	124 20%	1011 60%opq	1004 52%pq	762 30%q	334 24%	2138 41%	613 68%r
NET Irrelevant/Not very important	3392 55%	778 63%b	2614 53%	319 37%	3073 58%c	1628 54%	1755 56%	312 38%	373 43%	507 45%g	434 53%ghi	714 63%ghij	550 72%ghijk	503 80%ghijkl	685 40%	940 48%n	1767 70%no	1053 76%nop	3074 59%s	292 32%
Mean	2.33	2.14	2.38a	2.70d	2.27	2.37f	2.30	2.68hijklm	2.56jklm	2.54klm	2.34klm	2.19lm	1.99m	1.86	2.62opq	2.45pq	2.05q	1.93	2.25	2.78r
Std Dev.	0.94	0.98	0.92	0.95	0.92	0.92	0.96	0.92	0.95	0.93	0.89	0.89	0.88	0.81	0.94	0.92	0.88	0.85	0.92	0.89
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

			Social Grade			Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Irrelevant (1)	1384 22%	226 20%	417 21%	293 21%	447 27%abc	644 21%	740 24%e	631 17%	738 31%g	153 27%klmn	194 27%klmn	304 19%	324 21%	203 19%	821 21%	164 28%p	1104 21%	294 23%	1039 23%	51 17%
Not very important (2)	2008 33%	329 28%	688 35%a	449 32%	543 32%	1017 33%	992 32%	1092 30%	887 37%g	199 36%	232 32%	510 32%	490 32%	359 34%	1232 32%	206 35%	1657 32%	399 31%	1504 33%	106 35%
Fairly important (3)	2121 34%	424 37%d	646 33%	515 37%d	535 32%	1070 35%	1050 34%	1468 40%h	616 26%	164 29%	229 32%	574 37%i	569 37%i	381 36%i	1371 36%i	173 29%	1833 35%o	450 35%	1553 34%	118 39%
Essential (4)	656 11%	175 15%bcd	191 10%	137 10%	153 9%	366 12%f	290 9%	495 13%h	153 6%	44 8%	64 9%	183 12%i	171 11%	126 12%	418 11%	44 8%	578 11%o	154 12%	476 10%	26 9%
NET Essential/Fairly important	2777 45%	598 52%bcd	838 43%	652 47%d	688 41%	1436 46%	1339 44%	1964 53%h	770 32%	208 37%	293 41%	757 48%i	740 48%ij	507 47%ij	1790 47%ij	217 37%	2411 47%o	603 47%	2030 44%	144 48%
NET Irrelevant/Not very important	3392 55%	555 48%	1106 57%a	742 53%a	989 59%ac	1661 54%	1731 56%	1723 47%	1625 68%g	353 63%klmn	425 59%klmn	814 52%	813 52%	562 53%	2053 53%	370 63%p	2761 53%	693 53%	2542 56%	157 52%
Mean	2.33	2.47bcd	2.31d	2.36d	2.23	2.37f	2.29	2.50h	2.08	2.18	2.23	2.41ij	2.38ij	2.40ij	2.36ij	2.16	2.36o	2.36	2.32	2.39
Std Dev.	0.94	0.97	0.92	0.92	0.95	0.94	0.94	0.93	0.90	0.92	0.95	0.93	0.93	0.93	0.94	0.92	0.94	0.96	0.94	0.87
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Irrelevant (1)	1384 22%	1179 22%	205 24%	50 29%a	1123 22%	128 25%	79 27%d	53 31%de	73 29%iklmno	150 22%n	149 29%iklmno	90 20%n	121 22%n	119 21%n	107 13%	175 21%n	141 27%kn	15 22%	113 25%n
Not very important (2)	2008 33%	1696 32%	313 36%	66 38%	1672 32%	186 36%	97 33%	53 31%	71 28%	238 35%	162 32%	156 35%	167 31%	166 29%	248 31%	290 34%	173 33%	27 38%	159 35%h
Fairly important (3)	2121 34%	1860 35%bc	261 30%c	39 23%	1821 35%fg	161 31%	90 31%	48 28%	90 36%j	224 33%	142 28%	158 35%j	184 34%	217 38%jr	329 41%ijr	295 35%j	182 34%	23 33%	138 31%
Essential (4)	656 11%	571 11%	85 10%	17 10%	566 11%	43 8%	28 10%	16 9%	16 7%	63 9%	56 11%p	45 10%	71 13%hpr	72 13%hp	127 16%hikopr	84 10%	34 6%	4 6%	39 9%
NET Essential/Fairly important	2777 45%	2430 46%bc	346 40%	56 33%	2389 46%efg	204 39%	119 40%	64 38%	107 43%	287 42%	198 39%	203 45%	256 47%jr	289 50%hijpr	456 56%hijklopqr	379 45%	216 41%	27 39%	177 39%
NET Irrelevant/Not very important	3392 55%	2875 54%	517 60%a	116 67%a	2796 54%	314 61%d	177 60%d	106 62%d	144 57%mn	389 58%mn	311 61%lmn	246 55%n	288 53%n	285 50%	355 44%	465 55%n	314 59%mn	42 61%n	272 61%lmn
Mean	2.33	2.34c	2.26	2.13	2.35fg	2.23	2.23	2.16	2.20	2.29	2.21	2.35hjp	2.38hjpr	2.42hjpr	2.59hijklmopqr	2.34h	2.21	2.24	2.23
Std Dev.	0.94	0.94	0.93	0.95	0.94	0.92	0.95	0.97	0.94	0.92	0.99	0.91	0.97	0.95	0.91	0.92	0.91	0.87	0.92
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Irrelevant (1)	1384 22%	477 20%	599 26%ac	661 19%	783 24%ac	477 20%	50 26%	232 30%e	599 26%	71 31%	354 33%h	577 28%lmp	428 18%	134 17%	137 23%lm	92 38%klmnpq	1005 22%lm	229 28%lmp	656 26%stw	422 18%	120 18%	95 27%st	73 46%rstuwx	1077 22%st	169 33%rstw	208 13%	1176 26%y
Not very important (2)	2008 33%	709 30%	843 37%ac	1029 30%	1163 35%ac	709 30%	72 37%	288 37%e	843 37%	86 38%	425 40%	665 32%	785 32%	264 33%	213 36%	75 31%	1450 32%	288 35%	775 30%	793 33%	255 37%rw	132 37%r	46 29%	1567 32%	178 35%	415 25%	1594 35%y
Fairly important (3)	2121 34%	869 36%b	675 30%	1308 38%bd	1114 34%b	869 36%g	53 28%	197 25%	675 30%i	55 24%	249 23%	560 27%o	977 40%knopq	340 42%knopq	194 33%ko	47 20%	1537 34%koq	240 29%o	804 31%vx	931 39%ruvwx	249 37%rvx	103 29%v	25 16%	1735 35%rvx	128 25%	692 42%z	1429 31%
Essential (4)	656 11%	349 15%bd	144 6%	459 13%bd	254 8%	349 15%g	18 9%	60 8%	144 6%i	15 6%	44 4%	262 13%lmno	245 10%	72 9%	49 8%	25 11%	506 11%	74 9%	334 13%stux	223 9%	57 8%	23 7%	16 10%	556 11%u	39 8%	314 19%z	342 8%
NET Essential/Fairly important	2777 45%	1218 51%bd	819 36%	1767 51%bd	1368 41%b	1218 51%fg	72 37%	257 33%	819 36%i	70 31%	293 27%	821 40%o	1222 50%knopq	413 51%knopq	243 41%o	72 30%	2043 45%koq	315 38%	1138 44%uvx	1154 49%ruvx	306 45%uvx	126 36%	41 26%	2292 46%uvx	167 33%	1006 62%z	1771 39%
NET Irrelevant/Not very important	3392 55%	1186 49%	1441 64%acd	1690 49%	1945 59%ac	1186 49%	122 63%e	520 67%e	1441 64%	157 69%	778 73%h	1242 60%lmp	1213 50%	398 49%	351 59%l	167 70%klmnp	2455 55%lm	517 62%lmp	1430 56%s	1214 51%	375 55%	227 64%rstw	119 74%rstw	2644 54%	346 67%rstw	623 38%	2769 61%y
Mean	2.33	2.45bd	2.16	2.45bd	2.25b	2.45fg	2.20	2.11	2.16j	2.06	1.98	2.25o	2.43knopq	2.43knopq	2.25o	2.02	2.34koq	2.19	2.32uvx	2.40ruvx	2.36uvx	2.15v	1.90	2.36uvx	2.07	2.68z	2.21
Std Dev.	0.94	0.97	0.89	0.95	0.90	0.97	0.94	0.92	0.89	0.90	0.85	1.00	0.89	0.87	0.91	1.00	0.95	0.94	0.99	0.89	0.87	0.90	1.00	0.94	0.94	0.93	0.91
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.01

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

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Irrelevant (1)	1384 22%	87 22%	1291 23%	6 14%	375 22%f	961 23%f	49 15%	1299 22%	25 15%	15 22%	40 54%ghik	1339 22%	4 12%
Not very important (2)	2008 33%	120 30%	1880 33%	9 22%	563 33%f	1380 33%f	66 21%	1931 33%h	32 20%	18 27%	22 30%	1981 33%h	5 15%
Fairly important (3)	2121 34%	132 33%	1969 34%	20 48%	576 34%	1390 34%	155 48%de	1992 34%j	77 48%gjk	26 38%j	7 10%	2096 35%j	18 52%
Essential (4)	656 11%	62 15%b	587 10%	7 16%	192 11%	411 10%	52 16%de	608 10%	27 17%	9 13%	5 7%	643 11%	7 21%
NET Essential/Fairly important	2777 45%	194 48%	2556 45%	27 64%b	768 45%	1801 43%	207 64%de	2600 45%j	104 64%gjk	35 51%j	12 16%	2739 45%j	26 73%
NET Irrelevant/Not very important	3392 55%	207 52%	3170 55%c	15 36%	937 55%f	2340 57%f	115 36%	3230 55%h	57 36%	33 49%	62 84%ghik	3320 55%h	10 27%
Mean	2.33	2.42	2.32	2.66b	2.34	2.30	2.66de	2.33j	2.66gjk	2.42j	1.69	2.34j	2.82
Std Dev.	0.94	0.99	0.94	0.92	0.94	0.93	0.93	0.94	0.93	0.97	0.91	0.94	0.92
Std Error	0.01	0.05	0.01	0.13	0.02	0.01	0.05	0.01	0.08	0.13	0.11	0.01	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Irrelevant (1)	1384 22%	310 20%	385 25%ad	366 24%	321 21%	108 20%	100 19%	103 21%	138 26%f	130 26%	117 23%	123 25%	118 22%	126 24%	118 22%	101 20%	102 21%
Not very important (2)	2008 33%	554 36%b	449 29%	512 33%	493 32%	200 38%ho	177 34%h	178 38%ho	130 25%	160 31%	158 31%	157 32%h	179 34%h	177 34%h	163 31%	142 28%	188 38%ho
Fairly important (3)	2121 34%	520 34%	550 36%	502 32%	550 36%	167 32%	180 35%	173 35%	184 35%	185 36%	180 35%	161 33%	173 33%	167 32%	200 38%	190 38%	159 32%
Essential (4)	656 11%	158 10%	157 10%	169 11%	171 11%	53 10%	60 12%i	45 9%	72 14%i	33 7%	52 10%	50 10%	62 12%i	57 11%	50 9%	74 15%gin	47 9%
NET Essential/Fairly important	2777 45%	678 44%	707 46%	671 43%	721 47%	220 42%	240 46%	218 44%	256 49%	218 43%	232 46%	212 43%	235 44%	224 43%	250 47%	265 52%egiklmp	206 42%
NET Irrelevant/Not very important	3392 55%	865 56%	834 54%	879 57%	814 53%	308 58%o	277 54%	280 56%o	268 51%	291 57%o	276 54%	279 57%o	297 56%o	302 57%o	282 53%	243 48%	290 58%o
Mean	2.33	2.34	2.31	2.31	2.37	2.31	2.39i	2.32	2.36	2.24	2.33	2.28	2.34	2.30	2.34	2.47eikmp	2.30
Std Dev.	0.94	0.91	0.96	0.95	0.94	0.91	0.93	0.90	1.02	0.91	0.94	0.95	0.95	0.95	0.93	0.97	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 62

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	3973 64%	766 62%	3207 65%	598 69%d	3375 64%	1894 63%	2076 66%e	466 57%	540 62%	710 63%g	520 63%g	746 65%g	519 68%gh	471 75%ghijkl	1007 59%	1230 63%	1736 69%no	990 71%no	3336 64%	600 66%
Phone calls	5693 92%	1179 96%b	4514 91%	779 91%	4914 93%	2769 92%	2915 93%	762 92%	798 91%	1020 91%	738 90%	1055 92%	711 94%j	610 97%ghijkl	1560 92%	1758 90%	2376 94%no	1321 95%no	4775 92%	870 96%r
Text messages	5486 89%	1095 89%	4391 89%	792 92%d	4694 88%	2625 87%	2848 91%e	781 95%hjklm	799 92%klm	1039 93%klm	746 91%lm	998 87%lm	635 84%m	489 78%	1580 93%pq	1785 92%pq	2121 84%	1124 81%	4609 88%	828 92%r
Email	4778 77%	812 66%	3966 80%a	715 83%d	4064 77%	2387 79%f	2379 76%	614 75%	682 78%	869 77%	641 78%	892 78%	582 77%	497 79%	1297 76%	1511 78%	1971 78%	1079 78%	3998 77%	743 82%r
Social media (e.g. Facebook, Twitter, etc)	3605 58%	728 59%	2877 58%	653 76%d	2952 56%	1667 55%	1930 61%e	709 86%hijklm	696 80%ijklm	785 70%jklm	493 60%klm	526 46%lm	234 31%	163 26%	1404 83%opq	1277 86%pq	924 37%q	397 29%	2892 55%	680 75%r
Video calling (e.g. Skype, FaceTime, etc)	3549 58%	737 60%	2812 57%	592 69%d	2957 56%	1692 56%	1852 59%	622 76%ijklm	639 73%ijklm	750 67%jklm	472 57%klm	574 50%lm	302 40%m	189 30%	1262 74%opq	1222 63%pq	1065 42%q	491 35%	2826 54%	689 76%r
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	5077 82%	989 80%	4088 83%	782 91%d	4295 81%	2387 79%	2678 85%e	765 93%jklm	826 95%ijklm	1021 91%klm	664 81%lm	897 79%lm	532 70%m	372 59%	1590 94%opq	1686 87%pq	1801 71%q	903 65%	4186 80%	849 94%r
Other ways of communicating over the internet	2777 45%	454 37%	2322 47%a	541 63%d	2236 42%	1385 46%	1387 44%	512 62%ijklm	499 57%klm	615 55%jklm	388 47%klm	428 37%lm	210 28%m	124 20%	1011 60%opq	1004 52%pq	762 30%q	334 24%	2138 41%	613 68%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	3973 64%	764 66%b	1191 61%	925 66%b	1094 65%	1955 63%	2018 66%	2343 64%	1572 66%	371 66%m	477 66%m	1070 66%lm	985 63%m	623 58%	2532 66%m	391 67%	3325 64%	868 67%	2919 64%	187 62%
Phone calls	5693 92%	1068 93%	1816 93%	1271 91%	1536 92%	2884 93%f	2808 91%	3389 92%	2226 93%	505 90%	656 91%	1465 93%	1428 92%	985 92%	3549 92%	532 91%	4789 93%	1182 91%	4235 93%	276 92%
Text messages	5486 89%	1021 89%	1730 89%	1258 90%	1475 88%	2751 89%	2734 89%	3390 92%h	2029 85%	466 83%	629 88%	1413 90%l	1404 90%l	974 91%l	3446 90%l	486 83%	4647 90%o	1144 88%	4075 89%	267 89%
Email	4776 77%	946 82%cd	1527 79%d	1083 78%d	1221 73%	2473 80%f	2304 75%	2918 79%h	1794 75%	395 70%	503 70%	1270 81%ij	1265 81%ij	831 78%ij	3037 79%ij	407 69%	4059 78%o	944 73%	3617 79%qs	217 72%
Social media (e.g. Facebook, Twitter, etc)	3605 58%	727 63%d	1148 59%d	820 59%d	910 54%	1874 61%f	1730 56%	2509 68%h	1042 44%	278 50%	379 53%	917 58%ij	941 61%ij	694 65%ijkn	2238 58%ij	286 49%	3093 60%o	776 60%	2625 57%	204 68%qr
Video calling (e.g. Skype, FaceTime, etc)	3549 58%	801 69%bcd	1160 60%d	775 56%d	811 48%	1961 63%f	1586 52%	2412 65%h	1081 45%	277 49%	337 47%	900 57%ij	936 60%ij	708 66%ijkn	2173 57%ij	284 48%	3047 59%o	711 55%	2652 58%	186 62%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	5077 82%	1004 87%cd	1636 84%d	1132 81%	1304 78%	2639 85%f	2436 79%	3243 88%h	1761 74%	411 73%	555 77%	1269 81%l	1337 86%ijkn	952 89%ijkn	3162 82%ij	425 72%	4318 83%o	1037 80%	3785 83%	255 85%
Other ways of communicating over the internet	2777 45%	598 52%bcd	838 43%	652 47%d	688 41%	1436 46%	1339 44%	1964 53%h	770 32%	208 37%	293 41%	757 48%ij	740 48%ij	507 47%ij	1790 47%ij	217 37%	2411 47%o	603 47%	2030 44%	144 48%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	3973 64%	3424 65%	550 64%	109 63%	3386 65%fg	323 62%g	171 58%	94 55%	159 63%	442 65%j	285 56%	278 62%	390 72%hjkpr	388 68%	558 69%jr	549 65%j	336 64%j	45 65%	279 62%
Phone calls	5693 92%	4891 92%	802 93%	166 96%	4765 92%	488 94%	275 93%	164 96%df	227 91%	615 91%	453 89%	415 93%	509 94%jp	525 92%	767 95%hjp	780 92%	473 89%	65 95%	423 94%jp
Text messages	5486 89%	4739 89%c	748 87%	141 82%	4629 89%	449 87%	259 88%	150 88%	225 90%	595 88%	452 89%	406 90%	487 90%	510 89%	740 91%pq	757 90%	457 86%	57 83%	392 87%
Email	4778 77%	4081 77%	698 81%	137 79%	4037 78%fg	405 78%fg	214 72%	123 72%	172 69%	493 73%	354 70%	347 77%hj	419 77%hj	469 82%hijr	664 82%hijr	693 82%hijr	427 81%hij	64 93%hijklmnopr	340 78%h
Social media (e.g. Facebook, Twitter, etc)	3605 58%	3117 59%c	488 56%	86 50%	3027 58%	294 57%	178 60%	106 62%	144 58%	410 61%p	281 55%	262 58%	318 58%	336 59%	500 62%p	496 59%	280 53%	37 54%	257 57%
Video calling (e.g. Skype, FaceTime, etc)	3549 57%	3043 57%	506 59%	95 55%	2971 57%	302 58%	181 61%g	93 55%	129 52%	376 56%	261 51%	242 54%	322 59%hj	342 60%hj	540 67%hijklopr	469 56%	290 55%	38 56%	264 59%hj
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	5077 82%	4399 83%bc	678 78%	125 72%	4271 82%	421 81%	236 80%	149 87%def	203 81%	558 83%	390 77%	378 84%jp	453 83%j	479 83%j	694 86%jpq	704 83%j	413 78%	52 76%	368 82%
Other ways of communicating over the internet	2777 45%	2430 46%bc	346 40%	56 33%	2389 46%efg	204 39%	119 40%	64 38%	107 43%	287 42%	198 39%	203 45%	256 47%j	289 50%hijpr	456 56%hijklopqr	379 45%	216 41%	27 39%	177 39%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Total	Stamp usage				1st class usage				2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	3973 64%	1617 67%	1450 64%	2378 69%b	2211 67%	1617 67%	131 67%	522 67%	1450 70%	159 70%	742 69%h	1596 77%lmnopq	1673 69%mnoq	469 58%noq	193 32%o	37 15%	3269 73%lmnoq	229 28%o	1787 70%stuvx	1534 65%uvx	412 60%uvx	166 47%	59 37%	3321 67%tuvx	225 44%	1216 75%z	2757 61%
Phone calls	5693 92%	2252 94%bd	2054 91%	3229 93%bd	3031 91%	2252 94%	186 96%	727 93%	2054 91%	199 88%	995 93%	1933 94%mnoq	2300 94%mnoq	725 89%o	528 89%o	186 78%	4234 94%mnoq	714 86%o	2394 93%tuvx	2227 94%tuvx	606 89%	302 86%	134 84%	4621 94%tuvx	437 85%	1484 91%	4209 93%
Text messages	5486 89%	2214 92%bd	1923 85%	3151 91%bd	2860 86%	2214 92%fg	169 87%	686 88%	1923 85%i	175 77%	865 81%	1785 87%	2221 91%kopq	733 90%ko	525 88%	197 83%	4006 89%ko	722 87%	2275 89%uvx	2176 92%rtuvx	585 86%v	295 84%	123 77%	4451 90%tuvx	419 81%	1474 91%	4012 88%
Email	4778 77%	1856 77%	1774 78%	2716 79%	2633 79%	1856 77%fg	127 65%	552 71%	1774 78%	165 73%	843 79%	1573 76%o	1940 80%koq	645 79%oq	447 75%o	154 65%	3514 78%oc	602 72%	1963 76%vx	1888 80%rvx	537 79%vx	263 74%v	99 62%	3851 78%vx	362 71%	1388 85%z	3390 75%
Social media (e.g. Facebook, Twitter, etc)	3605 58%	1558 65%bd	1081 48%	2222 64%bd	1746 53%b	1558 65%fg	104 54%	379 49%	1081 48%ij	86 38%	392 37%	1085 53%	1491 61%kop	533 66%kopq	354 60%q	124 52%	2576 57%k	477 57%	1517 59%uvx	1469 62%uvx	392 58%uvx	151 43%	58 36%	2986 60%uvx	210 41%	1214 75%z	2391 53%
Video calling (e.g. Skype, FaceTime, etc)	3549 58%	1517 63%bd	1106 49%	2186 63%bd	1775 54%b	1517 63%fg	97 50%	378 49%	1106 49%	93 41%	426 40%	1069 52%	1525 63%kmopq	466 58%k	346 58%k	126 53%	2594 58%k	472 57%	1481 58%uvx	1442 61%uvx	380 56%uvx	159 45%	70 44%	2923 59%uvx	230 45%	1087 67%z	2462 54%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	5077 82%	2076 86%bd	1716 76%	2975 86%bd	2615 79%b	2076 86%fg	150 77%	598 77%	1716 76%ij	145 64%	726 68%	1642 80%	2051 84%ko	684 84%ko	491 83%	185 78%	3693 82%ko	676 81%	2142 83%tuvx	2011 85%tuvx	538 79%uvx	259 73%v	100 62%	4153 84%tuvx	358 70%	1395 86%z	3681 81%
Other ways of communicating over the internet	2777 45%	1218 51%bd	819 36%	1767 51%bd	1368 41%b	1218 51%fg	72 37%	257 33%	819 36%ij	70 31%	293 27%	821 40%	1222 50%knopq	413 51%nopq	243 41%op	72 30%	2043 45%koq	315 38%	1138 44%uvx	1154 49%ruvx	306 45%uvx	126 36%	41 26%	2292 46%uvx	167 33%	1006 62%z	1771 39%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	3973 64%	276 69%	3665 64%	33 78%	1170 69%e	2582 62%	221 69%	3700 63%	129 80%gk	51 75%	62 84%gk	3880 64%	31 87%
Phone calls	5693 92%	369 92%	5284 92%	39 95%	1542 90%	3866 93%df	286 89%	5399 93%hi	137 85%	55 81%	73 98%hi	5592 92%hi	29 82%
Text messages	5486 89%	343 86%	5103 89%	40 96%	1467 86%	3729 90%d	291 90%	5248 90%hij	121 78%j	53 78%j	34 46%	5422 89%hij	30 85%
Email	4778 77%	301 75%	4445 78%	32 77%	1291 76%	3216 78%	271 84%de	4589 79%hij	101 63%j	43 62%j	17 23%	4733 78%hij	29 82%
Social media (e.g. Facebook, Twitter, etc)	3605 58%	228 57%	3348 58%	29 70%	953 56%	2424 59%	229 71%de	3434 59%j	106 66%j	34 50%j	4 6%	3575 59%j	26 74%
Video calling (e.g. Skype, FaceTime, etc)	3549 58%	217 54%	3307 58%	25 59%	906 53%	2436 59%d	206 64%d	3386 58%j	92 58%j	36 52%j	11 15%	3515 58%j	23 65%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	5077 82%	301 75%	4741 83%a	35 85%	1334 78%	3484 84%d	258 80%	4894 84%hij	107 66%j	36 52%j	13 18%	5037 83%hij	27 76%
Other ways of communicating over the internet	2777 45%	194 48%	2556 45%	27 64%b	768 45%	1801 43%	207 64%de	2600 45%j	104 64%gjk	35 51%j	12 16%	2739 45%j	26 73%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	3973 64%	975 63%	986 64%	979 63%	1033 67%	331 63%	329 64%	315 63%	338 64%	321 63%	328 65%	295 60%	347 65%	337 64%	366 69%k	363 72%efgjklmp	304 61%
Phone calls	5693 92%	1402 91%	1419 92%	1434 92%	1438 94%a	480 91%	477 92%	446 89%	482 92%	481 95%gj	455 90%	451 92%	486 91%	497 94%gj	496 93%	483 95%egj	458 92%
Text messages	5486 89%	1373 89%	1359 88%	1364 88%	1390 91%	464 88%	454 88%	454 91%	465 89%	446 88%	448 88%	434 88%	473 89%	457 87%	474 89%	464 91%	453 91%
Email	4778 77%	1190 77%	1205 78%	1185 76%	1199 78%	404 77%	394 76%	392 79%	411 78%	390 77%	403 79%	365 74%	410 77%	410 78%	412 77%	415 82%kp	372 75%
Social media (e.g. Facebook, Twitter, etc)	3605 58%	872 56%	918 60%	914 59%	902 59%	307 58%	286 55%	279 56%	325 62%k	298 59%	295 58%	264 54%	326 61%	324 62%k	312 59%	296 58%	294 59%
Video calling (e.g. Skype, FaceTime, etc)	3549 58%	854 55%	916 59%	867 56%	911 59%	292 55%	279 54%	283 57%	326 62%f	290 57%	300 59%	269 55%	306 58%	292 55%	317 60%	312 61%	283 57%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	5077 82%	1242 81%	1265 82%	1304 84%a	1265 82%	423 80%	413 80%	407 82%	440 84%	406 80%	419 83%	407 83%	447 84%	450 85%	431 81%	418 82%	416 84%
Other ways of communicating over the internet	2777 45%	678 44%	707 46%	671 43%	721 47%	220 42%	240 46%	218 44%	256 49%	218 43%	232 46%	212 43%	235 44%	224 43%	250 47%	265 52%egiklmp	206 42%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	2196 36%	466 38%	1729 35%	263 31%	1933 36%c	1119 37%f	1066 34%	357 43%ijklm	332 38%lm	412 37%m	302 37%m	396 35%m	241 32%m	156 25%	690 41%pq	714 37%pc	792 31%	396 29%	1876 36%	305 34%
Phone calls	476 8%	54 4%	422 9%a	82 9%	394 7%	244 8%	227 7%	62 8%m	75 9%m	102 9%m	84 10%lm	87 8%m	49 6%m	17 3%	137 8%pq	186 10%pc	153 6%	66 5%	437 8%s	35 4%
Text messages	683 11%	138 11%	545 11%	69 8%	614 12%c	388 13%f	294 9%	43 5%	73 8%g	83 7%	76 9%g	145 13%ghi	125 16%ghij	138 22%ghijkl	116 7%	159 8%	408 16%no	263 19%no	604 12%s	77 8%
Email	1391 23%	420 34%b	970 20%	146 17%	1244 23%c	626 21%	764 24%e	209 25%	190 22%	252 23%	181 22%	250 22%	178 23%	130 21%	400 24%	433 22%	558 22%	308 22%	1215 23%s	162 18%
Social media (e.g. Facebook, Twitter, etc)	2564 42%	504 41%	2059 42%	208 24%	2356 44%c	1346 45%f	1213 39%	115 14%	177 20%g	332 30%gh	330 40%ghi	616 54%ghij	526 69%ghijk	464 74%ghijkl	292 17%	667 34%n	1605 63%no	989 71%nop	2320 45%s	225 25%
Video calling (e.g. Skype, FaceTime, etc)	2620 42%	496 40%	2125 43%	269 31%	2351 44%c	1321 44%	1290 41%	201 24%	233 27%	372 33%gh	350 43%ghi	568 50%ghij	458 60%ghijk	438 70%ghijkl	434 26%	722 37%n	1464 58%no	896 65%nop	2387 46%s	215 24%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	1092 18%	244 20%	848 17%	79 9%	1014 19%c	626 21%f	464 15%	59 7%	47 5%	101 9%h	158 19%ghi	245 21%ghi	228 30%ghijk	255 41%ghijkl	106 6%	258 13%n	728 29%no	483 35%nop	1026 20%s	56 6%
Other ways of communicating over the internet	3392 55%	778 63%b	2614 53%	319 37%	3073 58%c	1628 54%	1755 56%	312 38%	373 43%	507 45%g	434 53%ghi	714 63%ghij	550 72%ghijk	503 80%ghijkl	685 40%	940 48%n	1767 70%no	1053 76%nop	3074 59%s	292 32%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	2196 36%	390 34%	752 39%ac	469 34%	584 35%	1142 37%	1053 34%	1344 36%	822 34%	190 34%	241 34%	501 32%	568 37%k	445 42%ijkln	1311 34%	197 33%	1847 36%	428 33%	1654 36%	114 38%
Phone calls	476 8%	85 7%	128 7%	122 9%	141 8%	213 7%	263 9%e	298 8%	168 7%	56 10%	62 9%	107 7%	125 8%	84 8%	294 8%	56 9%	383 7%	115 9%	337 7%	24 8%
Text messages	683 11%	132 11%	214 11%	135 10%	202 12%	346 11%	337 11%	297 8%	366 15%g	95 17%klmn	90 12%	159 10%	149 10%	94 9%	397 10%	101 17%p	525 10%	152 12%	497 11%	33 11%
Email	1391 23%	207 18%	417 21%	311 22%a	456 27%abc	624 20%	767 25%e	769 21%	600 28%g	166 30%klmn	215 30%klmn	302 19%	288 19%	238 22%	805 21%	180 31%p	1113 22%	352 27%r	955 21%	83 28%r
Social media (e.g. Facebook, Twitter, etc)	2564 42%	427 37%	796 41%	574 41%	767 46%abc	1222 39%	1341 44%e	1178 35%	1352 56%g	283 50%klmn	339 42%m	654 42%m	612 39%	375 35%	1605 42%m	301 51%p	2079 40%	520 40%s	1947 43%s	96 32%
Video calling (e.g. Skype, FaceTime, etc)	2620 42%	353 31%	783 40%a	618 44%a	866 52%abc	1136 37%	1485 48%e	1274 35%	1313 55%g	284 51%klmn	381 53%klmn	672 43%m	617 40%m	361 34%	1670 43%m	303 52%p	2125 41%	585 45%	1921 42%	115 38%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	1092 18%	149 13%	308 16%	262 19%a	373 22%ab	457 15%	635 21%e	444 12%	633 26%g	150 27%klmn	163 23%klmn	302 19%lm	216 14%	117 11%	681 18%lm	162 28%p	854 17%	259 20%	788 17%	45 15%
Other ways of communicating over the internet	3392 55%	555 48%	1106 57%a	742 53%a	989 59%ac	1661 54%	1731 56%	1723 47%	1625 68%g	353 63%klmn	425 59%klmn	814 52%	813 52%	562 53%	2053 53%	370 63%p	2761 53%	693 53%	2542 56%	157 52%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 63

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	2196 36%	1882 35%	314 36%	64 37%	1800 35%	195 38%	125 42%d	77 45%de	92 37%l	233 35%	224 44%ilmnop	171 38%l	154 28%	185 32%	253 31%	295 35%	193 36%l	24 35%	170 38%in
Phone calls	476 8%	414 8%	62 7%	7 4%	420 8%g	30 6%	20 7%g	6 4%	23 9%n	61 9%	55 11%lnr	33 7%	34 6%	48 8%	44 5%	64 8%	56 11%lnr	3 5%	26 6%
Text messages	683 11%	567 11%	116 13%	32 18%a	556 11%	69 13%	37 12%	21 12%	26 10%	80 12%	57 11%	43 10%	56 10%	63 11%	72 9%	87 10%	72 14%n	12 17%n	58 13%
Email	1391 23%	1225 23%	166 19%	36 21%	1148 22%	113 22%	81 28%de	47 28%de	78 31%klmnopqr	183 27%mnopq	155 30%klmnopq	102 23%q	125 23%q	105 18%q	148 18%q	151 18%q	103 19%q	5 7%	109 24%mnoq
Social media (e.g. Facebook, Twitter, etc)	2564 42%	2188 41%	376 44%	87 50%a	2158 42%	224 43%	117 40%	65 38%	106 42%	266 45%	227 45%	186 42%	226 42%	237 41%	311 38%	348 41%	249 47%in	32 46%	193 43%
Video calling (e.g. Skype, FaceTime, etc)	2620 42%	2263 43%	358 41%	77 45%	2214 43%	216 42%	114 39%	77 45%f	121 48%lmnr	300 44%n	247 49%lmnr	207 46%n	222 41%n	231 40%	271 33%	375 44%n	239 45%n	30 44%	185 41%n
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	1092 18%	906 17%	186 22%a	48 28%a	914 18%g	97 19%g	59 20%g	22 13%	48 19%	117 17%	118 23%klmno	71 16%	91 17%	95 17%	118 14%	140 17%	116 22%kn	17 24%kn	81 18%
Other ways of communicating over the internet	3392 55%	2875 54%	517 60%a	116 67%a	2796 54%	314 61%d	177 60%d	106 62%d	144 57%mn	389 58%mn	311 61%lmn	246 55%n	288 53%n	285 50%	355 44%	465 55%n	314 59%mn	42 61%n	272 61%lmn

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	2196 36%	787 33%	811 35%c	1079 31%	1102 33%	787 33%	63 33%	255 33%	811 36%j	68 30%	329 31%	467 23%	762 31%kp	342 42%klp	401 68%klmp	202 65%klmnpq	1229 27%k	603 72%klmp	782 30%	834 35%r	270 40%rw	187 53%rstw	101 63%rstw	1615 33%	288 56%rstw	412 25%	1784 39%y
Phone calls	476 8%	152 6%	207 9%ac	228 7%	283 9%ac	152 6%	8 4%	51 7%	207 9%	28 12%j	76 7%	130 6%	135 6%	86 11%klp	65 11%klp	52 22%klmnpq	265 6%	118 14%klp	175 7%	140 6%	75 11%rsw	51 14%rsw	26 16%rsw	315 6%	77 18%rsw	144 9%	332 7%
Text messages	683 11%	190 8%	337 15%ac	307 9%	453 14%ac	190 8%	24 13%	92 12%e	337 15%	51 23%h	207 19%h	278 13%lmp	215 9%	78 10%	69 12%	41 17%lmp	492 11%l	110 13%l	294 11%s	192 8%	98 14%rsw	58 16%rsw	37 23%rstw	486 10%	95 18%rsw	154 9%	528 12%
Email	1391 23%	548 23%	486 22%	741 21%	680 21%	548 23%	61 27%	226 29%e	486 22%	61 27%	229 21%	490 24%l	495 20%	166 21%	146 25%	84 35%klmnp	985 22%	230 28%lmp	605 24%s	480 20%	144 21%	90 26%	61 38%rstuw	1086 22%	151 29%rsw	241 15%	1150 25%y
Social media (e.g. Facebook, Twitter, etc)	2564 42%	846 35%	1179 52%acd	1235 36%	1568 47%ac	846 35%	90 46%e	399 51%e	1179 52%	140 62%h	680 63%h	978 47%lmnp	944 39%	277 34%	240 40%	114 48%lm	1922 43%lm	355 43%lm	1052 41%	898 38%	289 42%	202 57%rstw	102 64%rstw	1950 40%	304 59%rstw	415 25%	2149 47%y
Video calling (e.g. Skype, FaceTime, etc)	2620 42%	887 37%	1154 51%acd	1271 37%	1538 46%ac	887 37%	97 50%e	400 51%e	1154 51%	133 59%	646 60%h	994 48%lmnp	910 37%	344 42%	247 42%	112 47%l	1904 42%l	360 43%l	1087 42%	926 39%	301 44%	194 55%rstw	90 56%rstw	2013 41%	284 55%rstw	542 33%	2078 46%y
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	1092 18%	328 14%	544 24%acd	482 14%	698 21%ac	328 14%	44 23%e	180 23%e	544 24%	82 36%h	345 32%h	421 20%lm	384 16%	127 16%	103 17%	53 22%lm	805 18%	156 19%	426 17%	357 15%	143 21%rsw	95 27%rsw	61 38%rstuw	783 16%	155 30%rstw	233 14%	859 19%y
Other ways of communicating over the internet	3392 55%	1186 49%	1441 64%acd	1690 49%	1945 59%ac	1186 49%	122 63%e	520 67%e	1441 64%	157 69%	778 73%h	1242 60%lmp	1213 50%	398 49%	351 59%lm	167 70%klmnp	2455 55%klm	517 62%lmp	1430 56%s	1214 51%	375 55%	227 64%rstw	119 74%rstw	2644 54%	346 67%rstw	623 38%	2769 61%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 63

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	2196 36%	125 31%	2062 36%	9 22%	536 31%	1559 38%d	101 31%	2131 37%hj	32 20%	17 25%	12 16%	2179 36%hj	5 13%
Phone calls	476 8%	32 8%	442 8%	2 5%	164 10%e	276 7%	36 11%e	431 7%	24 15%gjk	13 19%gj	2 2%	468 8%	6 18%
Text messages	683 11%	58 14%	623 11%	2 4%	239 14%e	413 10%	31 10%	583 10%	40 28%gk	15 22%gk	40 54%ghik	638 11%	5 15%
Email	1391 23%	99 25%	1282 22%	10 23%	414 24%f	925 22%f	51 16%	1241 21%	60 37%gk	26 38%gk	57 77%ghik	1327 22%	6 18%
Social media (e.g. Facebook, Twitter, etc)	2564 42%	172 43%	2379 42%	12 30%	753 44%f	1718 41%f	93 29%	2396 41%	54 34%	34 50%	70 94%ghik	2485 41%	9 26%
Video calling (e.g. Skype, FaceTime, etc)	2620 42%	184 46%	2420 42%	17 41%	799 47%ef	1706 41%	115 36%	2444 42%	68 42%	33 48%	63 85%ghik	2545 42%	13 35%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	1092 18%	100 25%b	986 17%	6 15%	372 22%e	657 16%	63 20%	936 16%	54 34%gk	33 48%gk	61 82%ghik	1023 17%	8 24%
Other ways of communicating over the internet	3392 55%	207 52%	3170 55%c	15 36%	937 55%f	2340 57%f	115 36%	3230 55%h	57 36%	33 49%	62 84%ghik	3320 55%h	10 27%

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

QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	2196 36%	568 37%	555 36%	571 37%	502 33%	197 37%o	188 36%o	183 37%o	187 36%	188 37%o	179 35%	197 40%no	185 35%	190 36%o	166 31%	144 28%	191 39%o
Phone calls	476 8%	141 9%d	122 8%	116 8%	97 6%	48 9%o	40 8%	53 11%imo	42 8%	28 5%	52 10%imo	40 8%	46 9%	30 6%	36 7%	24 5%	37 8%
Text messages	683 11%	170 11%	182 12%	186 12%	145 9%	64 12%	62 12%	44 9%	60 11%	63 12%	60 12%	57 12%	59 11%	70 13%	58 11%	44 9%	43 9%
Email	1391 23%	353 23%	336 22%	365 24%	336 22%	124 23%	122 24%	106 21%	113 22%	119 23%	104 21%	126 26%o	122 23%	117 22%	120 23%	93 18%	124 25%o
Social media (e.g. Facebook, Twitter, etc)	2564 42%	671 44%	623 40%	636 41%	633 41%	221 42%	231 45%	219 44%	199 38%	211 41%	213 42%	227 46%hm	206 39%	203 38%	220 41%	211 42%	202 41%
Video calling (e.g. Skype, FaceTime, etc)	2620 42%	689 45%	625 41%	683 44%	624 41%	235 45%	238 46%h	215 43%	198 38%	220 43%	207 41%	222 45%	226 42%	235 45%	215 40%	196 39%	212 43%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	1092 18%	301 19%c	276 18%	246 16%	270 18%	105 20%	104 20%	91 18%	85 16%	103 20%	89 17%	84 16%	85 16%	77 15%	101 19%	89 18%	80 16%
Other ways of communicating over the internet	3392 55%	865 56%	834 54%	879 57%	814 53%	308 58%o	277 54%	280 56%o	268 51%	291 57%o	276 54%	279 57%o	297 56%o	302 57%o	282 53%	243 48%	290 58%o

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Post	2.77	2.65	2.80a	2.90d	2.75	2.74	2.80e	2.60	2.73g	2.73g	2.76g	2.80ghi	2.85ghij	2.99ghijkl	2.67	2.74n	2.86no	2.91nop	2.77	2.79
Phone calls	3.45	3.60b	3.42	3.42	3.46	3.41	3.50e	3.42	3.46j	3.39	3.37	3.47gij	3.50gij	3.60ghij	3.44o	3.38	3.51no	3.54nop	3.44	3.54r
Text messages	3.30	3.33	3.29	3.43d	3.28	3.22	3.37e	3.49hijklm	3.38klm	3.35klm	3.34klm	3.25lm	3.14	3.04	3.43opq	3.35pq	3.17q	3.10	3.29	3.36r
Email	3.06	2.81	3.12a	3.22d	3.03	3.09f	3.03	3.01	3.06	3.09	3.09	3.10	3.00	3.03	3.04	3.09	3.05	3.01	3.04	3.16r
Social media (e.g. Facebook, Twitter, etc)	2.63	2.61	2.64	3.05d	2.56	2.56	2.70e	3.30hijklm	3.10ijklm	2.88klm	2.68klm	2.34lm	2.00	1.91	3.20opq	2.79pq	2.13q	1.96	2.56	3.02r
Video calling (e.g. Skype, FaceTime, etc)	2.64	2.60	2.64	2.95d	2.58	2.60	2.67e	3.05ijklm	2.96ijklm	2.83jklm	2.63klm	2.46lm	2.26m	2.07	3.00opq	2.75pq	2.30q	2.17	2.56	3.06r
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.21	3.13	3.23a	3.46d	3.17	3.10	3.32e	3.57ijklm	3.54ijklm	3.41jklm	3.19klm	3.08lm	2.85m	2.60	3.56opq	3.32pq	2.89q	2.74	3.15	3.52r
Other ways of communicating over the internet	2.33	2.14	2.38a	2.70d	2.27	2.37f	2.30	2.68hijklm	2.56jklm	2.54jklm	2.34lm	2.19lm	1.99m	1.86	2.62opq	2.45pq	2.05q	1.93	2.25	2.78r

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Post	2.77	2.78	2.73	2.78b	2.81b	2.75	2.80e	2.75	2.80g	2.84lm	2.79m	2.86ijlmn	2.76m	2.66	2.80lm	2.85p	2.77	2.84rs	2.75	2.71
Phone calls	3.45	3.48cd	3.48cd	3.43	3.42	3.48f	3.42	3.44	3.47	3.41	3.43	3.48ijlmn	3.42	3.43	3.45	3.42	3.45	3.45	3.45	3.42
Text messages	3.30	3.32	3.31	3.31	3.26	3.31	3.28	3.37h	3.19	3.16	3.26	3.30i	3.34ij	3.35ij	3.31	3.15	3.32o	3.29	3.30	3.23
Email	3.06	3.18bcd	3.09d	3.06d	2.94	3.12f	2.99	3.10h	2.99	2.91	2.91	3.12ij	3.14ijm	3.06ij	3.09ij	2.88	3.08o	2.96	3.09qs	2.95
Social media (e.g. Facebook, Twitter, etc)	2.63	2.76bcd	2.63d	2.63	2.54	2.68f	2.58	2.85h	2.29	2.44	2.53	2.61i	2.68ij	2.80ijkln	2.62i	2.42	2.66o	2.67	2.61	2.80r
Video calling (e.g. Skype, FaceTime, etc)	2.64	2.89bcd	2.69cd	2.60d	2.43	2.77f	2.50	2.81h	2.36	2.40	2.42	2.64ij	2.70ijn	2.86ijkln	2.62ij	2.39	2.68o	2.59	2.65	2.68
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.21	3.35bcd	3.26d	3.19d	3.07	3.30f	3.12	3.36h	2.98	2.92	3.08i	3.20ij	3.28ijkn	3.40ijkln	3.21ij	2.90	3.25o	3.16	3.22	3.21
Other ways of communicating over the internet	2.33	2.47bcd	2.31d	2.36d	2.23	2.37f	2.29	2.50h	2.08	2.18	2.23	2.41ij	2.38ij	2.40ij	2.36ij	2.16	2.36o	2.36	2.32	2.39

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Post	2.77	2.77	2.77	2.78	2.79	2.75	2.66	2.59	2.72	2.78j	2.61	2.74j	2.95hijkmnopr	2.83jkr	2.82jkr	2.79j	2.76j	2.95jkr	2.72j
Phone calls	3.45	3.45	3.49a	3.53	3.44	3.45	3.51	3.56	3.44	3.42	3.39	3.47j	3.53jmnopr	3.43	3.46j	3.43	3.43	3.52	3.44
Text messages	3.30	3.31c	3.24	3.15	3.30e	3.23	3.32	3.32e	3.36q	3.27q	3.32q	3.35q	3.37qr	3.27q	3.29q	3.30q	3.26	3.07	3.25
Email	3.06	3.05	3.14a	3.13	3.06	3.08	3.02	2.99	2.91	2.96	2.92	3.06h	3.11hij	3.09hj	3.09hj	3.15hij	3.13hij	3.33hijkmnr	3.04
Social media (e.g. Facebook, Twitter, etc)	2.63	2.64c	2.57	2.46	2.63	2.63	2.69	2.71	2.57	2.68p	2.54	2.66	2.63	2.62	2.70jp	2.63	2.51	2.59	2.64
Video calling (e.g. Skype, FaceTime, etc)	2.64	2.64	2.63	2.53	2.63	2.62	2.73dg	2.57	2.49	2.61	2.52	2.59	2.66h	2.68hj	2.79hijkopr	2.63	2.57	2.64	2.61
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.21	3.22c	3.14c	2.96	3.21	3.17	3.20	3.35def	3.14	3.20	3.11	3.27jp	3.22	3.23	3.28hjp	3.24p	3.10	3.09	3.19
Other ways of communicating over the internet	2.33	2.34c	2.26	2.13	2.35efg	2.23	2.23	2.16	2.20	2.29	2.21	2.35hjp	2.38hjpr	2.42hjpr	2.69hijklmopqr	2.34h	2.21	2.24	2.23

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Post	2.77	2.82	2.79	2.64bd	2.83	2.82	2.86	2.81	2.79	2.94h	2.90h	3.09lmnopq	2.80mnoq	2.61noq	2.22oq	1.76	2.93lmnoq	2.09o	2.92stuvwx	2.74tuvx	2.65uvx	2.46v	2.19	2.83stuvx	2.36v	3.00z	2.69
Phone calls	3.45	3.50bd	3.42	3.48bd	3.43	3.50	3.50	3.49	3.42	3.36	3.45i	3.58lmnopq	3.45mnoq	3.30o	3.37mo	3.17	3.51lmnoq	3.31o	3.55stuvwx	3.43tuvx	3.26	3.34t	3.31	3.49stuvx	3.33t	3.40	3.47y
Text messages	3.30	3.38bd	3.21	3.35bd	3.23	3.38fg	3.22	3.29	3.21j	3.09	3.09	3.31m	3.32m	3.22	3.31m	3.22	3.31m	3.28	3.38stuvx	3.29tuvx	3.16v	3.18v	2.96	3.34tuvx	3.11	3.35z	3.28
Email	3.06	3.06	3.08	3.08	3.09	3.06fg	2.80	2.94	3.08	3.02	3.06	3.08oq	3.08oq	3.05o	3.02o	2.83	3.08oq	2.97	3.09vx	3.09uvx	3.00vx	2.96v	2.66	3.09uvx	2.87	3.24z	2.99
Social media (e.g. Facebook, Twitter, etc)	2.63	2.77bd	2.39	2.76bd	2.51b	2.77fg	2.52	2.41	2.39ij	2.19	2.11	2.51	2.67kp	2.75kop	2.75kop	2.54	2.60k	2.69k	2.67uvx	2.68uvx	2.59uvx	2.34v	2.09	2.68uvx	2.26	2.98z	2.50
Video calling (e.g. Skype, FaceTime, etc)	2.64	2.77bd	2.46	2.76bd	2.55b	2.77fg	2.46	2.42	2.46ij	2.22	2.25	2.55	2.71kmp	2.61	2.70k	2.56	2.64k	2.66k	2.67uvx	2.69uvx	2.56uvx	2.39	2.27	2.68uvx	2.35	2.86z	2.56
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.21	3.29bd	3.06	3.29bd	3.14b	3.29fg	2.99	3.02	3.06ij	2.68	2.85	3.17	3.22	3.23	3.30kp	3.16	3.20	3.26	3.30stuvx	3.22tuvx	3.07uvx	3.02v	2.65	3.26tuvx	2.90v	3.30z	3.18
Other ways of communicating over the internet	2.33	2.45bd	2.16	2.45bd	2.25b	2.45fg	2.20	2.11	2.16j	2.06	1.98	2.25o	2.43knopq	2.43knopq	2.26o	2.02	2.34koq	2.19	2.32uvx	2.40ruvx	2.36uvx	2.15v	1.90	2.36uvx	2.07	2.68z	2.21

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

Table 64

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Post	2.77	2.91b	2.76	3.15b	2.88e	2.72	2.89e	2.76	3.02gk	2.95gk	3.14gk	2.77	3.08gk
Phone calls	3.45	3.46	3.45	3.54	3.43f	3.47df	3.35	3.46hil	3.25	3.15	3.75ghikl	3.45hil	3.11
Text messages	3.30	3.23	3.30	3.41	3.24	3.32d	3.32	3.33hij	2.95	2.98j	2.18	3.31hij	3.06
Email	3.06	3.05	3.06	3.28	3.03	3.06	3.21de	3.09hij	2.70j	2.71j	1.65	3.08hij	3.16
Social media (e.g. Facebook, Twitter, etc)	2.63	2.64	2.63	2.89	2.59	2.63	2.89de	2.65ij	2.70ij	2.25j	1.26	2.65ij	2.95
Video calling (e.g. Skype, FaceTime, etc)	2.64	2.54	2.64	2.82	2.57	2.65d	2.74d	2.65j	2.60j	2.41j	1.58	2.65j	2.69
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.21	2.99	3.22a	3.21	3.09	3.26d	3.19	3.25hij	2.78j	2.44j	1.65	3.23hij	3.05
Other ways of communicating over the internet	2.33	2.42	2.32	2.66b	2.34	2.30	2.66de	2.33j	2.66gjk	2.42j	1.69	2.34j	2.82

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 64

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Post	2.77	2.78	2.74	2.74	2.83abc	2.76	2.82lk	2.75	2.77	2.71	2.75	2.70	2.77	2.74	2.85eghijklmp	2.87eghijklmp	2.76
Phone calls	3.45	3.41	3.42	3.46a	3.51abc	3.40	3.43	3.40	3.43	3.43	3.41	3.43	3.44	3.50efghijk	3.46	3.59efghijklmnp	3.50efghijk
Text messages	3.30	3.29	3.30	3.26	3.34c	3.28	3.29	3.30	3.33	3.26	3.30	3.24	3.29	3.25	3.31	3.36k	3.36k
Email	3.06	3.05	3.05	3.03	3.10	3.04	3.04	3.09	3.08	3.01	3.06	3.00	3.04	3.05	3.05	3.18eflk	3.06
Social media (e.g. Facebook, Twitter, etc)	2.63	2.58	2.64	2.65	2.65	2.62	2.55	2.57	2.71k	2.55	2.67	2.54	2.70k	2.70	2.67	2.68	2.61
Video calling (e.g. Skype, FaceTime, etc)	2.64	2.59	2.65	2.62	2.68a	2.58	2.60	2.59	2.69	2.61	2.65	2.57	2.60	2.67	2.70	2.74ek	2.61
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.21	3.16	3.18	3.25	3.25a	3.17	3.16	3.16	3.25i	3.11	3.18	3.24	3.22	3.28i	3.21	3.27i	3.27i
Other ways of communicating over the internet	2.33	2.34	2.31	2.31	2.37	2.31	2.38i	2.32	2.36	2.24	2.33	2.28	2.34	2.30	2.34	2.47eikmp	2.30

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

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

Base : All participants

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
		Methodology		**Online business/hobby**		**Gender**		**Age**							**Age NET**				**Ethnicity**	
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all reliant (1)	238 / 4%	82 / 7%b	156 / 3%	23 / 3%	215 / 4%	144 / 5%f	92 / 3%	39 / 5%km	40 / 5%km	60 / 5%km	37 / 4%m	30 / 3%	25 / 3%m	7 / 1%	79 / 5%pq	97 / 5%pq	63 / 2%	33 / 2%	196 / 4%	40 / 4%
Not very reliant (2)	594 / 10%	143 / 12%b	451 / 9%	76 / 9%	518 / 10%	293 / 10%	298 / 9%	100 / 12%lm	114 / 13%iklm	105 / 9%m	77 / 9%m	107 / 9%m	55 / 7%	35 / 6%	215 / 13%opq	182 / 9%q	197 / 8%	90 / 6%	484 / 9%	106 / 12%
Neither reliant nor not reliant (3)	811 / 13%	145 / 12%	666 / 13%	118 / 14%	692 / 13%	461 / 15%f	346 / 11%	164 / 20%ijklm	139 / 16%lm	150 / 13%lm	98 / 12%	147 / 13%lm	62 / 8%	50 / 8%	304 / 18%opq	248 / 13%pq	259 / 10%	112 / 8%	681 / 13%	118 / 13%
Fairly reliant (4)	2435 / 39%	499 / 40%	1936 / 39%	336 / 39%	2099 / 40%	1187 / 39%	1243 / 40%	320 / 39%	359 / 41%	489 / 44%kl	326 / 40%	428 / 37%	277 / 36%	237 / 38%	678 / 40%	815 / 42%pq	942 / 37%	514 / 37%	2018 / 39%	390 / 43%
Very reliant (5)	2063 / 33%	357 / 29%	1706 / 35%a	305 / 35%	1758 / 33%	916 / 30%	1146 / 36%e	192 / 23%	214 / 25%	315 / 28%	280 / 34%ghi	427 / 37%ghi	340 / 45%ghijk	294 / 47%ghijk	406 / 24%	595 / 31%n	1062 / 42%no	635 / 46%no	1810 / 35%s	245 / 27%
Don't know	28 / *	7 / 1%	21 / *	2 / *	26 / *	11 / *	17 / 1%	8 / 1%l	7 / 1%	* / *	4 / *	3 / *	- / -	4 / 1%	15 / 1%p	6 / *	7 / *	4 / *	23 / *	6 / 1%
NET Very/fairly reliant	4498 / 73%	855 / 69%	3643 / 74%a	641 / 75%	3857 / 73%	2103 / 70%	2389 / 76%e	512 / 62%	573 / 66%	803 / 72%gh	607 / 74%gh	855 / 75%gh	617 / 81%ghijk	531 / 85%ghijk	1084 / 64%	1410 / 73%n	2004 / 79%no	1148 / 83%nop	3828 / 73%	635 / 70%
NET Not at all/not very reliant	832 / 13%	225 / 18%b	606 / 12%	99 / 11%	733 / 14%	437 / 15%	391 / 12%	140 / 17%klm	154 / 18%klm	166 / 15%klm	113 / 14%m	137 / 12%m	81 / 11%m	42 / 7%	293 / 17%pq	279 / 14%pq	259 / 10%	123 / 9%	681 / 13%	146 / 16%
Mean	3.89	3.74	3.93a	3.96	3.88	3.81	3.98e	3.64	3.69	3.80g	3.90gh	3.98ghi	4.12ghijk	4.25ghijk	3.66	3.84n	4.09no	4.18nop	3.92s	3.77
Std Dev.	1.09	1.19	1.06	1.04	1.10	1.12	1.06	1.11	1.12	1.11	1.11	1.06	1.05	0.91	1.11	1.11	1.03	0.99	1.09	1.11
Std Error	0.01	0.04	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 65

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

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all reliant (1)	238 4%	39 3%	96 5%c	27 2%	76 5%c	135 4%	103 3%	139 4%	98 4%	29 5%	29 4%	55 3%	47 3%	46 4%	130 3%	31 5%	185 4%	65 5%r	153 3%	20 7%r
Not very reliant (2)	594 10%	114 10%	185 9%	153 11%	142 8%	298 10%	294 10%	410 11%h	180 7%	29 5%	62 9%	152 10%i	151 10%i	129 12%i	364 9%i	31 5%	528 10%o	99 8%	473 10%q	21 7%
Neither reliant nor not reliant (3)	811 13%	147 13%	236 12%	193 14%	236 14%	382 12%	428 14%	512 14%h	277 12%	70 13%	100 14%	189 12%	214 14%	123 11%	502 13%	77 13%	671 13%	176 14%	574 13%	60 20%qr
Fairly reliant (4)	2435 39%	483 42%d	794 41%d	566 41%d	592 35%	1277 41%f	1158 38%	1519 41%h	879 37%	225 40%	243 34%	598 38%	672 43%jkn	440 41%j	1513 39%j	231 39%	2048 40%	454 35%	1867 41%q	114 38%
Very reliant (5)	2063 33%	367 32%	625 32%	446 32%	624 37%abc	993 32%	1070 35%	1092 30%	951 40%g	201 36%l	279 39%lm	572 36%lm	468 30%	331 31%	1319 34%l	210 36%	1726 33%	493 38%rs	1491 33%	79 26%
Don't know	28 *	4	7	9	8	11	17 1%	14	10	7 1%lmn	7 1%lm	6	2	1	14	7 1%p	15	9	13	6 2%r
NET Very/fairly reliant	4498 73%	850 74%	1420 73%	1012 73%	1217 73%	2270 73%	2228 73%	2612 71%	1830 76%g	426 76%	521 73%	1171 75%	1140 73%	771 72%	2832 74%	441 75%	3774 73%	948 73%s	3358 73%s	193 64%
NET Not at all/not very reliant	832 13%	153 13%	281 14%	180 13%	217 13%	433 14%	397 13%	549 15%h	277 12%	58 10%	90 13%	206 13%	197 13%	175 16%iln	494 13%	62 11%	713 14%	164 13%	627 14%	41 14%
Mean	3.89	3.89	3.86	3.90	3.93	3.87	3.92	3.82	4.01g	3.97m	3.96	3.95m	3.88	3.82	3.92	3.96	3.89	3.94s	3.89s	3.71
Std Dev.	1.09	1.07	1.12	1.03	1.12	1.10	1.08	1.09	1.09	1.08	1.11	1.09	1.04	1.12	1.08	1.09	1.09	1.13	1.08	1.14
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.04	0.02	0.03	0.02	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 65

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	66*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all reliant (1)	238 4%	208 4%	30 3%	3 2%	196 4%	16 3%	17 6%de	9 5%	8 3%	30 4%	39 8%hklmnor	11 2%	16 3%	22 4%	22 3%	24 3%	24 4%	2 2%	14 3%
Not very reliant (2)	594 10%	509 10%	84 10%	15 9%	489 9%	55 11%	28 10%	21 12%	21 8%	43 6%	53 10%	55 12%il	41 8%	49 8%	80 10%	90 11%i	56 11%i	7 10%	49 11%i
Neither reliant nor not reliant (3)	811 13%	729 14%b	81 9%	22 13%	677 13%	63 12%	40 14%	30 18%de	28 11%	94 14%	68 13%	55 12%	59 11%	74 13%	115 14%	113 13%	70 13%	7 10%	56 12%
Fairly reliant (4)	2435 39%	2086 39%	349 40%	70 41%	2048 39%	207 40%	115 39%	65 38%	98 39%	269 40%	198 39%	180 40%	212 39%	243 42%p	359 44%op	310 37%	180 34%	24 35%	183 41%
Very reliant (5)	2063 33%	1752 33%	311 36%	62 36%	1752 34%g	174 34%g	92 31%	45 26%	93 37%jn	238 35%	150 29%	147 33%	208 38%jn	184 32%	231 29%	305 36%n	194 37%jn	29 42%jn	145 32%
Don't know	28	21	8 1%	*	23	3	2 1%	*	3	2	2	-	6 1%	1	3	2	5 1%	*	3 1%
NET Very/fairly reliant	4498 73%	3838 72%	660 76%	132 77%	3800 73%g	381 74%g	207 70%	110 65%	191 76%k	507 75%	348 68%	327 73%	420 77%jp	427 75%	591 73%	615 73%	374 71%	53 78%	328 73%
NET Not at all/not very reliant	832 13%	717 14%	114 13%	18 11%	685 13%	71 14%	46 16%	30 17%d	28 11%	73 11%	92 18%hilmn	66 15%	58 11%	71 12%	103 13%	114 14%	79 15%	8 12%	63 14%
Mean	3.89	3.88	3.97	4.00	3.90g	3.91g	3.80	3.68	4.00j	3.95j	3.72	3.89	4.03jn	3.91j	3.86	3.93j	3.89	4.06j	3.89
Std Dev.	1.09	1.09	1.08	1.01	1.09	1.08	1.16	1.15	1.05	1.07	1.21	1.07	1.04	1.06	1.03	1.09	1.15	1.06	1.08
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.05	0.06	0.05	0.06	0.06	0.08	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all reliant (1)	238 / 4%	70 / 3%	57 / 3%	88 / 3%	74 / 2%	70 / 3%	7 / 3%	23 / 3%	57 / 3%	6 / 2%	19 / 2%	-	-	-	-	-	-	238 / 100%klmnpq	-	238 / 29%klmp	53 / 2%	58 / 2%	30 / 4%rsw	28 / 8%rsw	69 / 43%rstuvwx	111 / 2%	97 / 19%rstuvw	35 / 2%	203 / 4%y
Not very reliant (2)	594 / 10%	211 / 9%	206 / 9%	312 / 9%	308 / 9%	211 / 9%g	13 / 7%	46 / 6%	206 / 9%i	5 / 2%	81 / 8%i	-	-	-	594 / 100%mnopq	-	-	594 / 71%klmop	125 / 5%	222 / 9%rw	76 / 11%rw	140 / 40%rstvw	23 / 14%rw	347 / 7%r	163 / 32%rstvw	140 / 9%	454 / 10%
Neither reliant nor not reliant (3)	811 / 13%	294 / 12%	270 / 12%	441 / 13%	417 / 13%	294 / 12%	20 / 11%	92 / 12%	270 / 12%	22 / 10%	99 / 9%	-	-	811 / 100%klnopq	-	-	-	-	147 / 6%	322 / 14%rvw	273 / 40%rstuvwx	57 / 16%rvw	9 / 5%	468 / 9%r	65 / 13%rv	233 / 14%	578 / 13%
Fairly reliant (4)	2435 / 39%	991 / 41%	854 / 38%	1460 / 42%b	1323 / 40%	991 / 41%	75 / 39%	299 / 38%	854 / 38%	94 / 41%	377 / 35%	-	2435 / 100%kmnpq	-	-	-	2435 / 54%kmnoq	-	786 / 31%uvx	1341 / 57%rtuvwx	203 / 30%vx	81 / 23%	24 / 15%	2127 / 43%tuvx	104 / 20%	688 / 42%z	1747 / 38%
Very reliant (5)	2063 / 33%	833 / 35%	868 / 38%ac	1147 / 33%	1182 / 36%	833 / 35%	77 / 40%	316 / 41%e	868 / 38%	98 / 43%	493 / 46%h	2063 / 100%lmnopq	-	-	-	-	2063 / 46%lmnoq	-	1457 / 57%stuvwx	424 / 18%	98 / 14%	46 / 13%	33 / 20%	1882 / 38%stuvx	78 / 15%	531 / 33%	1532 / 34%
Don't know	28 / *	5 / *	5 / *	9 / *	10 / *	5 / *	2 / 1%	2 / *	5 / *	3 / 1%	3 / *	-	-	-	-	-	-	-	*	*	*	3 / 1%rsw	3 / 2%rstw	*	6 / 1%rstw	2 / *	26 / 1%
NET Very/fairly reliant	4498 / 73%	1824 / 76%	1722 / 76%	2607 / 75%	2505 / 76%	1824 / 76%	151 / 78%	615 / 79%	1722 / 76%	192 / 85%h	870 / 81%h	2063 / 100%mnoq	2435 / 100%mnoq	-	-	-	4498 / 100%mnoq	-	2244 / 87%stuvwx	1766 / 75%tuvx	301 / 44%ux	126 / 36%	56 / 35%	4009 / 81%stuvx	183 / 36%	1219 / 75%	3279 / 72%
NET Not at all/not very reliant	832 / 13%	281 / 12%	263 / 12%	400 / 12%	382 / 12%	281 / 12%	20 / 10%	69 / 9%	263 / 12%i	10 / 5%	100 / 9%	-	-	-	594 / 100%klmp	238 / 100%klmp	-	832 / 100%klmp	178 / 7%	280 / 12%rw	106 / 16%rw	168 / 47%rstw	92 / 58%rstw	458 / 9%r	260 / 51%rstuv	175 / 11%	657 / 14%
Mean	3.89	3.96	4.01	3.95	3.98	3.96	4.05	4.08e	4.01	4.22h	4.16h	5.00lmnopq	4.00q	3.00q	2.00q	1.00	4.46lmnoq	1.71o	4.35stuvwx	3.78tuvx	3.39uvx	2.93v	2.54	4.08stuvx	2.81	3.95	3.88
Std Dev.	1.09	1.04	1.05	1.02	1.03	1.04	1.05	1.01	1.05	0.89	1.00	*	0.00	0.00	0.00	0.00	0.50	0.45	0.94	0.93	1.01	1.21	1.64	0.98	1.37	1.00	1.12
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	*	0.00	0.00	0.00	0.00	0.01	0.02	0.02	0.02	0.04	0.07	0.13	0.01	0.06	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all reliant (1)	238 4%	15 4%	223 4%	* *	60 4%	165 4%	13 4%	225 4%	4 2%	5 7%	2 3%	234 4%	2 5%
Not very reliant (2)	594 10%	29 7%	561 10%	3 8%	123 7%	450 11%df	20 6%	574 10%	10 6%	3 5%	6 8%	587 10%	* 1%
Neither reliant nor not reliant (3)	811 13%	48 12%	755 13%	8 18%	228 13%	506 12%	77 24%de	741 13%	38 24%gjk	14 21%l	4 6%	793 13%	13 38%
Fairly reliant (4)	2435 39%	173 43%	2249 39%	13 31%	624 37%	1690 41%d	121 38%	2318 40%	58 36%	26 38%	21 29%	2402 40%	12 33%
Very reliant (5)	2063 33%	135 34%	1911 33%	17 41%	665 39%ef	1312 32%	87 27%	1947 33%	51 32%	19 28%	39 52%ghik	2018 33%	7 19%
Don't know	28 *	1 *	27 *	1 2%	6 *	18 *	4 1%	25 *	- -	- -	2 3%gjk	25 *	2 4%
NET Very/fairly reliant	4498 73%	308 77%	4160 73%	30 72%	1289 76%f	3002 72%f	208 65%	4265 73%	109 68%	45 66%	60 81%	4420 73%	18 52%
NET Not at all/not very reliant	832 13%	44 11%	784 14%	3 8%	183 11%	616 15%d	33 10%	799 14%	14 9%	8 12%	8 11%	822 14%	2 6%
Mean	3.89	3.96	3.89	4.06	4.01ef	3.86	3.78	3.89	3.89	3.75	4.22gk	3.89	3.63
Std Dev.	1.09	1.04	1.10	0.99	1.06	1.10	1.04	1.09	1.01	1.15	1.08	1.09	1.00
Std Error	0.01	0.05	0.01	0.14	0.02	0.02	0.06	0.01	0.09	0.15	0.13	0.01	0.18

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

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

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all reliant (1)		238 4%	63 4%	55 4%	66 4%	55 4%	24 4%	17 3%	22 4%	19 4%	18 4%	18 3%	26 5%	17 3%	23 4%	28 5%	13 3%	13 3%
Not very reliant (2)		594 10%	153 10%	146 9%	153 10%	141 9%	59 11%	47 9%	48 10%	47 9%	48 9%	51 10%	54 11%	49 9%	50 9%	45 8%	49 10%	48 10%
Neither reliant nor not reliant (3)		811 13%	204 13%	203 13%	226 15%	178 12%	72 14%	72 14%	61 12%	76 15%o	56 11%	70 14%	78 16%no	84 16%o	64 12%	56 11%	46 9%	76 15%o
Fairly reliant (4)		2435 39%	591 38%	668 43%acd	601 39%	575 37%	202 38%	208 40%	182 36%	213 41%	238 47%egklnop	217 43%	185 38%	202 38%	215 41%	190 36%	195 38%	190 38%
Very reliant (5)		2063 33%	527 34%	464 30%	495 32%	577 38%bc	172 33%	173 33%	182 37%i	167 32%	146 29%	151 30%	146 30%	179 34%	171 32%	208 39%ijk	200 39%hijk	169 34%
Don't know		28 *	4 *	5 *	9 1%	10 1%	-	-	4 1%	2 *	3 1%	* *	3 1%	2 *	4 1%	5 1%	4 1%	* *
NET Very/fairly reliant		4498 73%	1118 72%	1132 73%	1096 71%	1151 75%c	374 71%	381 74%	364 73%	380 72%	384 75%k	368 73%	330 67%	381 72%	386 73%	398 75%ck	395 78%ek	359 72%
NET Not at all/not very reliant		832 13%	216 14%	201 13%	219 14%	196 13%	83 16%	64 12%	70 14%	66 13%	66 13%	69 14%	80 16%	66 12%	73 14%	73 14%	62 12%	61 12%
Mean		3.89	3.89	3.87	3.85	3.97c	3.83	3.92	3.92	3.88	3.88	3.85	3.76	3.90	3.88	3.96k	4.03ejk	3.92
Std Dev.		1.09	1.11	1.06	1.11	1.09	1.13	1.06	1.13	1.07	1.04	1.06	1.15	1.07	1.10	1.15	1.06	1.06
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all reliant (1)	160 3%	74 6%b	86 2%	8 1%	152 3%c	102 3%f	58 2%	13 2%	13 1%	19 2%	21 3%	39 3%ghi	31 4%ghi	24 4%ghi	26 2%	40 2%	94 4%no	55 4%no	148 3%	13 1%
Not very reliant (2)	353 6%	79 6%b	274 6%	28 3%	325 6%c	166 6%	186 6%	39 5%	48 5%i	35 3%	59 7%i	80 7%i	45 6%i	49 8%i	86 5%	94 5%	174 7%o	94 7%	305 6%	45 5%
Neither reliant nor not reliant (3)	681 11%	116 9%	566 11%	56 7%	625 12%c	363 12%	318 10%	94 11%	109 12%	104 9%	93 11%	125 11%	83 11%	74 12%	203 12%	197 10%	281 11%	157 11%	589 11%	86 10%
Fairly reliant (4)	2368 38%	474 38%	1893 38%	314 37%	2054 39%	1193 40%	1166 37%	359 44%jklm	351 40%k	477 42%jklm	299 36%	390 34%	275 36%	217 35%	710 42%pq	776 40%pq	882 35%	492 35%	1947 37%	397 44%r
Very reliant (5)	2568 42%	483 39%	2085 42%	451 52%d	2118 40%	1169 39%	1396 44%e	309 38%	346 40%	483 43%	345 42%	505 44%g	322 42%	258 41%	655 39%	828 43%	1085 43%n	580 42%	2195 42%	356 39%
Don't know	38 1%	7 1%	31 1%	3 *	34 1%	20 1%	18 1%	10 1%	7 1%	4 *	5 1%	4 *	4 1%	4 1%	17 1%	9 *	12 *	9 1%	29 1%	8 1%
NET Very/fairly reliant	4936 80%	957 78%	3979 81%	765 89%d	4171 79%	2363 78%	2562 82%e	668 81%	697 80%	960 86%ghjklm	644 78%	895 78%	596 78%	476 76%	1365 80%	1604 83%pq	1967 78%	1072 77%	4142 79%	753 83%
NET Not at all/not very reliant	514 8%	153 12%b	361 7%	36 4%	477 9%c	268 9%	244 8%	52 6%	60 7%	54 5%	80 10%gi	119 10%ghi	76 10%gi	73 12%ghi	112 7%	134 7%	268 11%no	149 11%no	452 9%	57 6%
Mean	4.11	3.99	4.15a	4.37d	4.07	4.06	4.17e	4.12	4.12	4.22ghjklm	4.09	4.09	4.07	4.02	4.12	4.17pq	4.07	4.05	4.11	4.16
Std Dev.	0.99	1.14	0.95	0.82	1.01	1.02	0.96	0.90	0.93	0.87	1.03	1.06	1.07	1.10	0.92	0.94	1.07	1.08	1.01	0.89
Std Error	0.01	0.04	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.04

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

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all reliant (1)	160 3%	34 3%	43 2%	21 1%	62 4%bc	77 2%	83 3%	69 2%	92 4%g	31 5%klmn	24 3%	30 2%	28 2%	23 2%	81 2%	32 5%p	113 2%	37 3%	114 2%	9 3%
Not very reliant (2)	353 6%	47 4%	119 6%	82 6%	105 6%a	166 5%	187 6%	204 6%	147 6%	34 6%	89 6%	92 6%	93 6%m	39 4%	227 6%m	39 7%	291 6%	70 5%	269 6%	15 5%
Neither reliant nor not reliant (3)	681 11%	91 8%	202 10%	178 13%a	211 13%a	293 9%	388 13%e	386 10%	275 11%	64 11%	89 12%	143 9%	181 12%	109 10%	412 11%	69 12%	550 11%	129 10%	508 11%	44 15%
Fairly reliant (4)	2368 38%	475 41%d	743 38%	547 39%	602 36%	1218 39%	1149 37%	1485 40%h	873 36%	207 37%	247 34%	597 38%	605 39%	443 41%j	1449 38%	214 36%	1992 39%	478 37%	1763 39%	127 42%
Very reliant (5)	2568 42%	500 43%	825 42%	559 40%	685 41%	1325 43%	1243 40%	1547 42%	991 41%	217 39%	305 42%	702 45%i	644 41%	453 42%	1651 43%	225 38%	2201 43%	571 44%s	1897 41%s	100 33%
Don't know	38 1%	6 1%	11 1%	8 1%	13 1%	17 1%	20 1%	16 *	17 1%	9 2%lmn	11 1%lmn	8 1%	3 *	1 *	22 1%	9 1%p	25 *	11 1%	21 *	5 2%r
NET Very/fairly reliant	4936 80%	975 85%bcd	1568 81%d	1105 79%	1287 77%	2543 82%f	2392 78%	3013 82%h	1864 78%	423 75%	552 77%	1299 83%ij	1249 80%i	897 84%ij	3100 81%i	439 75%	4193 81%o	1049 81%	3660 80%	227 76%
NET Not at all/not very reliant	514 8%	81 7%	163 8%	103 7%	168 10%ac	244 8%	270 9%	272 7%	239 10%g	64 11%klmn	67 9%m	122 8%	120 8%	63 6%	309 8%	71 12%p	403 8%	107 8%	383 8%	24 8%
Mean	4.11	4.19d	4.13d	4.11	4.05	4.15f	4.08	4.15h	4.06	3.99	4.08	4.18i	4.13i	4.18i	4.14i	3.97	4.14o	4.15	4.11	3.99
Std Dev.	0.99	0.95	0.98	0.94	1.06	0.97	1.01	0.95	1.06	1.12	1.05	0.96	0.96	0.92	0.97	1.13	0.97	1.00	0.99	0.99
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.02	0.02	0.03	0.02	0.05	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all reliant	(1)	160 3%	127 2%	34 4%	4 3%	135 3%	11 2%	12 4%eg	3 2%	10 4%n	18 3%	23 4%mn	9 2%	13 2%	10 2%	9 1%	21 2%	23 4%mn	*	10 2%
Not very reliant	(2)	353 6%	304 6%	49 6%	5 3%	306 6%f	28 5%	10 3%	9 5%	16 6%	33 5%	34 7%	38 8%m	36 7%	26 4%	43 5%	51 6%	28 5%	2 3%	26 6%
Neither reliant nor not reliant	(3)	681 11%	602 11%	79 9%	18 10%	568 11%	61 12%	30 10%	22 13%	28 11%l	68 10%	59 12%l	50 11%l	36 7%	67 12%l	116 14%lq	88 10%	57 11%	3 4%	58 13%lq
Fairly reliant	(4)	2368 38%	2047 39%	321 37%	63 36%	2000 39%	195 38%	108 37%	64 38%	87 35%	296 38%	182 36%	173 39%	216 43%hij	236 41%	234 41%	332 41%	309 44%	222 42%	29 41%	190 42%
Very reliant	(5)	2568 42%	2190 41%	378 44%	82 48%	2143 41%	219 42%	134 46%	72 42%	107 43%	296 44%	208 41%	177 39%	216 40%	234 41%	309 38%	374 44%	222 42%	29 41%	190 42%
Don't know		38 1%	36 1%	2 *	1 *	33 1%	4 1%	1 *	-	1 1%	5 1%	3 1%	2 *	6 1%	3 *	3 *	2 *	8 2%	*	4 1%
NET Very/fairly reliant		4936 80%	4237 80%	699 81%	145 84%	4143 80%	414 80%	242 82%	136 80%	195 78%	553 82%	390 77%	350 78%	452 83%l	469 82%	640 79%	682 81%	413 78%	64 92%hijkmnopr	351 78%
NET Not at all/not very reliant		514 8%	431 8%	83 10%	9 5%	441 9%	39 7%	22 7%	12 7%	26 10%mn	51 7%	57 11%mn	47 10%mn	50 9%	35 6%	52 6%	72 9%	51 10%	2 3%	37 8%
Mean		4.11	4.11	4.12	4.24	4.11	4.14	4.17	4.13	4.07	4.16	4.02	4.05	4.13	4.15	4.10	4.14	4.08	4.31	4.11
Std Dev.		0.99	0.98	1.05	0.93	0.99	0.96	1.02	0.96	1.08	0.97	1.10	1.02	0.97	0.92	0.91	1.00	1.07	0.71	1.00
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all reliant (1)	160 / 3%	57 / 2%	62 / 3%	68 / 2%	73 / 2%	57 / 2%	13 / 7%e	33 / 4%e	62 / 3%	8 / 4%	34 / 3%	33 / 2%	24 / 1%	9 / 1%	23 / 4%klmp	69 / 29%klmnpq	56 / 1%	92 / 11%klmp	-	-	-	-	160 / 100%rstuvw	-	160 / 31%rstuw	23 / 1%	137 / 3%y
Not very reliant (2)	353 / 6%	110 / 5%	135 / 6%	172 / 5%	198 / 6%	110 / 5%	12 / 6%	35 / 5%	135 / 6%	12 / 5%	71 / 7%	46 / 2%	81 / 3%	57 / 7%klp	140 / 24%klmop	28 / 12%klp	126 / 3%	168 / 20%klmop	-	-	-	353 / 100%rstuvwx	-	-	353 / 69%rstw	71 / 4%	282 / 6%y
Neither reliant nor not reliant (3)	681 / 11%	227 / 9%	258 / 11%	353 / 10%	383 / 12%a	227 / 9%	18 / 9%	91 / 12%	258 / 11%	29 / 13%	116 / 11%	98 / 5%	203 / 8%	273 / 34%klmnopq	76 / 13%klp	30 / 12%kp	301 / 7%k	106 / 13%klp	-	-	681 / 100%rsuvwx	-	-	-	-	193 / 12%	488 / 11%
Fairly reliant (4)	2368 / 38%	941 / 39%	848 / 38%	1366 / 40%	1273 / 38%	941 / 39%	74 / 38%	287 / 37%	848 / 38%	81 / 36%	385 / 36%	424 / 21%	1341 / 55%kmnopq	322 / 40%koq	222 / 37%ko	58 / 25%	1766 / 39%koq	280 / 34%ko	-	2368 / 100%rtuvwx	-	-	-	2368 / 48%rtuvx	-	690 / 42%z	1678 / 37%
Very reliant (5)	2568 / 42%	1061 / 44%	950 / 42%	1482 / 43%	1371 / 41%	1061 / 44%	76 / 39%	328 / 42%	950 / 42%	93 / 41%	461 / 43%	1457 / 71%lmnopq	786 / 32%mnoq	147 / 18%	125 / 21%	53 / 22%	2244 / 50%lmnoq	178 / 21%	2568 / 100%stuvwx	-	-	-	-	2568 / 52%stuvx	-	645 / 40%	1923 / 42%
Don't know	38 / 1%	8 / *	7 / *	16 / *	15 / *	8 / *	2 / 1%	3 / *	7 / *	3 / 1%	5 / *	5 / *	* / *	4 / *lp	7 / 1%klp	1 / *	5 / *	8 / 1%klp	-	-	-	-	-	-	-	6 / *	32 / 1%
NET Very/fairly reliant	4936 / 80%	2002 / 83%bd	1798 / 80%	2848 / 82%bd	2644 / 80%	2002 / 83%g	150 / 77%	615 / 79%	1798 / 80%	174 / 77%	846 / 79%	1882 / 91%lmnopq	2127 / 87%mnoq	468 / 58%o	347 / 58%o	111 / 47%	4009 / 89%mnoq	458 / 55%	2568 / 100%tuvx	2368 / 100%tuvx	-	-	-	4936 / 100%tuvx	-	1336 / 82%	3601 / 79%
NET Not at all/not very reliant	514 / 8%	167 / 7%	197 / 9%	240 / 7%	271 / 8%	167 / 7%	24 / 12%e	68 / 9%	197 / 9%	21 / 9%	105 / 10%	78 / 4%	104 / 4%	65 / 8%klp	163 / 27%klmp	97 / 41%klmnp	183 / 4%	260 / 31%klmp	-	-	-	353 / 100%rstw	160 / 100%rstw	-	514 / 100%rstw	94 / 6%	420 / 9%
Mean	4.11	4.19bd	4.10	4.17	4.11	4.19fg	3.98	4.09	4.10	4.06	4.10	4.57lmnoq	4.14mnoq	3.67noq	3.49o	2.99	4.34lmnoq	3.34o	5.00stuvwx	4.00x	3.00x	2.00x	1.00	4.52stuvx	1.69v	4.15	4.10
Std Dev.	0.99	0.95	1.01	0.94	0.98	0.95	1.15	1.05	1.01	1.05	1.04	0.82	0.78	0.89	1.18	1.56	0.82	1.32	*	0.00	0.00	0.00	0.00	0.50	0.46	0.89	1.02
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.07	0.03	0.02	0.02	0.03	0.05	0.10	0.01	0.05	*	0.00	0.00	0.00	0.00	0.01	0.02	0.02	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 66

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all reliant (1)	160 / 3%	14 / 4%	146 / 3%	* / *	53 / 3%	100 / 2%	8 / 3%	134 / 2%	3 / 2%	10 / 14%ghk	14 / 19%ghk	146 / 2%	* / *
Not very reliant (2)	353 / 6%	15 / 4%	337 / 6%	1 / 3%	84 / 5%	246 / 6%	23 / 7%	310 / 5%	13 / 8%	11 / 17%gk	16 / 21%ghk	335 / 6%	3 / 9%
Neither reliant nor not reliant (3)	681 / 11%	48 / 12%	628 / 11%	5 / 12%	192 / 11%	430 / 10%	59 / 18%de	624 / 11%	29 / 18%gk	12 / 18%	5 / 7%	666 / 11%	10 / 29%
Fairly reliant (4)	2368 / 38%	148 / 37%	2203 / 38%	17 / 40%	623 / 37%	1620 / 39%	124 / 39%	2247 / 39%	68 / 42%	21 / 31%	23 / 31%	2337 / 39%	8 / 23%
Very reliant (5)	2568 / 42%	175 / 44%	2376 / 41%	18 / 43%	745 / 44%f	1720 / 42%f	103 / 32%	2483 / 43%hij	44 / 27%	14 / 20%	14 / 22%	2542 / 42%hij	11 / 30%
Don't know	38 / 1%	1 / *	37 / 1%	1 / 2%	8 / *	25 / 1%	4 / 1%	32 / 1%	3 / 2%	-	1 / 1%	34 / 1%	3 / 9%
NET Very/fairly reliant	4936 / 80%	323 / 81%	4579 / 80%	34 / 83%	1368 / 80%f	3341 / 81%f	227 / 71%	4731 / 81%hij	112 / 70%ij	35 / 52%	39 / 53%	4878 / 81%hij	19 / 53%
NET Not at all/not very reliant	514 / 8%	29 / 7%	483 / 8%	1 / 3%	137 / 8%	345 / 8%	31 / 10%	444 / 8%	16 / 10%	21 / 31%ghk	29 / 40%ghk	481 / 8%	3 / 9%
Mean	4.11	4.14	4.11	4.24	4.13f	4.12f	3.92	4.14hij	3.86ij	3.28	3.17	4.13hij	3.81
Std Dev.	0.99	1.00	0.99	0.81	1.01	0.98	1.01	0.97	0.99	1.34	1.47	0.98	1.03
Std Error	0.01	0.05	0.01	0.11	0.02	0.02	0.06	0.01	0.09	0.17	0.18	0.01	0.19

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 66

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all reliant (1)	160 3%	41 3%	30 2%	47 3%	43 3%	15 3%	11 2%	15 3%	10 2%	12 2%	9 2%	23 5%h	13 3%	11 2%	13 2%	17 3%	13 3%
Not very reliant (2)	353 6%	96 6%	80 5%	94 6%	84 5%	33 6%	34 7%	29 6%	29 6%	29 6%	21 4%	31 6%	29 6%	33 6%	29 5%	22 4%	33 7%
Neither reliant nor not reliant (3)	681 11%	155 10%	173 11%	189 12%	165 11%	59 11%	54 10%	42 8%	63 12%	58 11%	52 10%	69 14%g	69 13%	52 10%	62 12%	44 9%	59 12%
Fairly reliant (4)	2368 38%	619 40%	598 39%	561 36%	590 38%	203 38%	213 41%	203 41%	182 35%	216 43%h	200 39%	190 39%	186 35%	186 35%	196 37%	187 37%	206 42%
Very reliant (5)	2568 42%	624 40%	651 42%	649 42%	645 42%	215 41%	205 40%	204 41%	238 45%lkp	191 38%	222 44%k	173 35%	231 43%k	244 46%lkp	228 43%	233 46%ilkp	184 37%
Don't know	38 1%	9 1%	9 1%	11 1%	9 1%	3 1%	1 *	5 1%	2 *	3 1%	4 1%	6 1%	4 1%	1 *	5 1%	4 1%	*
NET Very/fairly reliant	4936 80%	1242 81%	1250 81%	1210 78%	1234 80%	418 79%	417 81%k	407 82%k	421 80%	407 80%	422 83%k	363 74%	417 78%	430 82%k	423 80%	421 83%k	390 79%
NET Not at all/not very reliant	514 8%	137 9%	110 7%	140 9%	127 8%	48 9%	45 9%	44 9%	39 7%	41 8%	30 6%	54 11%j	43 8%	44 8%	42 8%	39 8%	46 9%
Mean	4.11	4.10	4.15	4.09	4.12	4.09	4.10	4.12k	4.17k	4.08	4.20kp	3.95	4.12k	4.18k	4.13k	4.19k	4.04
Std Dev.	0.99	0.99	0.95	1.03	1.00	1.01	0.97	1.00	0.97	0.96	0.91	1.08	1.00	0.98	0.99	1.00	1.00
Std Error	0.01	0.03	0.02	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Letters and cards	4498 73%	855 69%	3643 74%a	641 75%	3857 73%	2103 70%	2389 76%e	512 62%	573 66%	803 72%gh	607 74%gh	855 75%gh	617 81%ghijk	531 88%ghijk	1084 64%	1410 73%n	2004 79%no	1148 83%nop	3828 73%	635 70%
Parcels	4936 80%	957 78%	3979 81%	765 89%d	4171 79%	2363 78%	2562 82%e	668 81%	697 80%	960 86%ghjklm	644 79%	895 78%	596 78%	476 76%	1365 80%	1604 83%pq	1967 78%	1072 77%	4142 79%	753 83%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Letters and cards	4498 73%	850 74%	1420 73%	1012 73%	1217 73%	2270 73%	2228 73%	2612 71%	1830 76%g	426 76%	521 73%	1171 75%	1140 73%	771 72%	2832 74%	441 75%	3774 73%	948 75%s	3358 73%s	193 64%
Parcels	4936 80%	975 85%bcd	1568 81%d	1105 79%	1287 77%	2543 82%f	2392 78%	3013 82%h	1864 78%	423 75%	552 77%	1299 83%ij	1249 80%i	897 84%ij	3100 81%i	439 75%	4193 81%o	1049 81%	3660 80%	227 76%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Letters and cards	4498 73%	3838 72%	660 76%	132 77%	3800 73%g	381 74%g	207 70%	110 65%	191 76%j	507 75%	348 68%	327 73%	420 77%jp	427 75%	591 73%	615 73%	374 71%	53 78%	328 73%
Parcels	4936 80%	4237 80%	699 81%	145 84%	4143 80%	414 80%	242 82%	136 80%	195 78%	553 82%	390 77%	350 78%	452 83%j	469 82%	640 79%	682 81%	413 78%	64 92%hijkmnopr	351 78%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 67

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

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Letters and cards	4498 73%	1824 76%	1722 76%	2607 75%	2505 76%	1824 76%	151 78%	615 79%	1722 76%	192 85%h	870 81%h	2063 100%mnoq	2435 100%mnoq	-	-	-	4498 100%mnoq	-	2244 87%stuvwx	1766 75%tuvx	301 44%ux	126 36%	56 35%	4009 81%stuvx	183 36%	1219 75%	3279 72%
Parcels	4936 80%	2002 83%bd	1798 80%	2848 82%bd	2644 80%	2002 83%g	150 77%	615 79%	1798 80%	174 77%	846 79%	1882 91%lmnopq	2127 87%mnoq	468 58%o	347 58%o	111 47%	4009 89%mnoq	458 55%	2568 100%tuvx	2368 100%tuvx	-	-	-	4936 100%tuvx	-	1336 82%	3601 79%

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

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Letters and cards	4498 73%	308 77%	4160 73%	30 72%	1289 76%f	3002 72%f	208 65%	4265 73%	109 68%	45 66%	60 81%	4420 73%	18 52%
Parcels	4936 80%	323 81%	4579 80%	34 83%	1368 80%f	3341 81%f	227 71%	4731 81%hij	112 70%ij	35 52%	39 53%	4878 81%hij	19 53%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

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

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Letters and cards	4498 73%	1118 72%	1132 73%	1096 71%	1151 75%c	374 71%	381 74%	364 73%	380 72%	384 75%k	368 73%	330 67%	381 72%	386 73%	398 75%k	395 78%elo	359 72%
Parcels	4936 80%	1242 81%	1250 81%	1210 78%	1234 80%	418 79%	417 81%k	407 82%k	421 80%	407 80%	422 83%k	363 74%	417 78%	430 82%k	423 80%	421 83%k	390 79%

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

**Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)**

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Letters and cards	832 13%	225 18%b	606 12%	99 11%	733 14%	437 15%	391 12%	140 17%klm	154 18%klm	166 15%lm	113 14%m	137 12%m	81 11%m	42 7%	293 17%pq	279 14%pq	259 10%	123 9%	681 13%	146 16%
Parcels	514 8%	153 12%b	361 7%	36 4%	477 9%c	268 9%	244 8%	52 6%	60 7%	54 5%	80 10%gi	119 10%ghi	76 10%gi	73 12%ghi	112 7%	134 7%	268 11%no	149 11%no	452 9%	57 6%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 68

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Letters and cards	832 13%	153 13%	281 14%	180 13%	217 13%	433 14%	397 13%	549 15%h	277 12%	58 10%	90 13%	206 13%	197 13%	175 16%iln	494 13%	62 11%	713 14%	164 13%	627 14%	41 14%
Parcels	514 8%	81 7%	163 8%	103 7%	168 10%ac	244 8%	270 9%	272 7%	239 10%g	64 11%klmn	67 9%m	122 8%	120 8%	63 6%	309 8%	71 12%p	403 8%	107 8%	383 8%	24 8%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Letters and cards	832 13%	717 14%	114 13%	18 11%	685 13%	71 14%	46 16%	30 17%d	28 11%	73 11%	92 18%hilmn	66 15%	58 11%	71 12%	103 13%	114 14%	79 15%	8 12%	63 14%
Parcels	514 8%	431 8%	83 10%	9 5%	441 9%	39 7%	22 7%	12 7%	26 10%mn	51 7%	57 11%mn	47 10%mn	50 9%	35 6%	52 6%	72 9%	51 10%	2 3%	37 8%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 68

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Letters and cards	832 / 13%	281 / 12%	263 / 12%	400 / 12%	382 / 12%	281 / 12%	20 / 10%	69 / 9%	263 / 12%	10 / 5%	100 / 9%	-	-	-	594 / 100%klmp	238 / 100%klmp	-	832 / 100%klmp	178 / 7%	280 / 12%rw	106 / 16%rsw	168 / 47%rstw	92 / 58%rstw	458 / 9%r	260 / 51%rstw	175 / 11%	657 / 14%y
Parcels	514 / 8%	167 / 7%	197 / 9%	240 / 7%	271 / 8%	167 / 7%	24 / 12%e	68 / 9%	197 / 9%	21 / 9%	105 / 10%	78 / 4%	104 / 4%	65 / 8%klp	163 / 27%klmp	97 / 41%klmnpq	183 / 4%	260 / 31%klmp	-	-	-	353 / 100%rstw	160 / 100%rstw	-	514 / 100%rstw	94 / 6%	420 / 9%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Letters and cards	832 13%	44 11%	784 14%	3 8%	183 11%	616 15%d	33 10%	799 14%	14 9%	8 12%	8 11%	822 14%	2 6%
Parcels	514 8%	29 7%	483 8%	1 3%	137 8%	345 8%	31 10%	444 8%	16 10%	21 31%ghk	29 40%ghk	481 8%	3 9%

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

<u>*Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)*</u>

QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Letters and cards	832 13%	216 14%	201 13%	219 14%	196 13%	83 16%	64 12%	70 14%	66 13%	66 13%	69 14%	80 16%	66 12%	73 14%	73 14%	62 12%	61 12%
Parcels	514 8%	137 9%	110 7%	140 9%	127 8%	48 9%	45 9%	44 9%	39 7%	41 8%	30 6%	54 11%j	43 8%	44 8%	42 8%	39 8%	46 9%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Letters and cards	3.89	3.74	3.93a	3.96d	3.88	3.81	3.98e	3.64	3.69	3.80gh	3.90ghi	3.98ghij	4.12ghijk	4.25ghijkl	3.66	3.84n	4.09no	4.18nop	3.92s	3.77
Parcels	4.11	3.99	4.15a	4.37d	4.07	4.06	4.17e	4.12m	4.12m	4.22ghjklm	4.09	4.09	4.07	4.02	4.12pq	4.17pq	4.07	4.05	4.11	4.16

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

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Letters and cards	3.89	3.89	3.86	3.90	3.83b	3.87	3.92e	3.82	4.01g	3.97lm	3.96lm	3.95lm	3.88	3.82	3.92m	3.96	3.89	3.94s	3.89s	3.71
Parcels	4.11	4.19cd	4.13d	4.11d	4.05	4.15f	4.08	4.15h	4.06	3.99	4.08	4.18ijl	4.13i	4.18ijl	4.14i	3.97	4.14o	4.15s	4.11s	3.99

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Letters and cards	3.89	3.88	3.97a	4.00	3.90	3.91	3.80	3.68	4.00j	3.95jn	3.72	3.89j	4.03jkmnopr	3.91j	3.86j	3.93j	3.89j	4.06j	3.89j
Parcels	4.11	4.11	4.12	4.24	4.11	4.14	4.17	4.13	4.07	4.16jk	4.02	4.05	4.13	4.15j	4.10	4.14j	4.08	4.31jkn	4.11

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Letters and cards	3.89	3.96	4.01c	3.95	3.98	3.96	4.05	4.08e	4.01	4.22h	4.16h	5.00lmnopq	4.00q	3.00q	2.00q	1.00	4.46lmnoq	1.71o	4.35stuvwx	3.78tuvx	3.39uvx	2.93v	2.54	4.06stuvx	2.81v	3.95z	3.88
Parcels	4.11	4.19bd	4.10	4.17bd	4.11	4.19fg	3.98	4.09	4.10	4.06	4.10	4.57lmnopq	4.14mnoq	3.67noq	3.49oq	2.99	4.34lmnoq	3.34o	5.00stuvwx	4.00x	3.00x	2.00x	1.00	4.82stuvx	1.69v	4.15z	4.10

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Letters and cards	3.89	3.96	3.89	4.06	4.01ef	3.86	3.78	3.89	3.89	3.75	4.22ghikl	3.89	3.63
Parcels	4.11	4.14	4.11	4.24	4.13f	4.12f	3.92	4.14hijl	3.86ij	3.28	3.17	4.13hijl	3.81ij

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Letters and cards	3.89	3.89	3.87	3.85	3.97abc	3.83	3.92k	3.92k	3.88k	3.88k	3.85	3.76	3.90k	3.88k	3.96k	4.03efghijklmp	3.92k
Parcels	4.11	4.10	4.15c	4.09	4.12	4.09k	4.10k	4.12k	4.17kp	4.08k	4.20efikp	3.95	4.12k	4.18eikp	4.13k	4.19eikp	4.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)	178 / 3%	32 / 3%	146 / 3%	13 / 1%	166 / 3%c	88 / 3%	90 / 3%	12 / 1%	14 / 2%	30 / 3%	36 / 4%gh	29 / 3%	32 / 4%gh	24 / 4%gh	27 / 2%	66 / 3%n	86 / 3%n	57 / 4%n	170 / 3%s	7 / 1%
Fairly dissatisfied (2)	419 / 7%	63 / 5%	355 / 7%a	48 / 6%	371 / 7%	186 / 6%	231 / 7%	44 / 5%	31 / 4%	71 / 6%h	46 / 6%	106 / 9%ghij	58 / 8%h	63 / 10%ghij	76 / 4%	116 / 6%	227 / 9%no	121 / 9%no	384 / 7%s	31 / 3%
Neither satisfied or dissatisfied (3)	656 / 11%	122 / 10%	534 / 11%	58 / 7%	597 / 11%c	336 / 11%	317 / 10%	79 / 10%	89 / 10%	122 / 11%	109 / 13%l	130 / 11%	69 / 9%	58 / 9%	168 / 10%	230 / 12%	257 / 10%	127 / 9%	557 / 11%	94 / 10%
Fairly satisfied (4)	2975 / 48%	580 / 47%	2395 / 49%	404 / 47%	2571 / 48%	1434 / 48%	1533 / 49%	428 / 52%klm	428 / 49%	554 / 49%	412 / 50%	537 / 47%	343 / 45%	274 / 44%	855 / 50%pq	966 / 50%pq	1154 / 46%	616 / 44%	2501 / 48%	446 / 49%
Very satisfied (5)	1929 / 31%	433 / 35%b	1496 / 30%	338 / 39%d	1591 / 30%	961 / 32%	968 / 31%	257 / 31%	308 / 35%jk	344 / 31%	218 / 27%	336 / 29%	258 / 34%j	207 / 33%j	565 / 33%o	563 / 29%	802 / 32%	465 / 34%o	1594 / 31%	322 / 36%r
Don't know	12 / *	2 / *	10 / *	- / -	12 / *	7 / *	4 / *	3 / *	2 / *	1 / *	1 / *	4 / *	- / -	- / -	5 / *	3 / *	4 / *	- / -	6 / *	6 / 1%r
NET Very/fairly satisfied	4905 / 80%	1014 / 82%b	3891 / 79%	742 / 86%d	4162 / 78%	2394 / 79%	2501 / 80%	685 / 83%jklm	735 / 84%jklm	898 / 80%	631 / 77%	874 / 76%	601 / 79%	481 / 77%	1420 / 84%opq	1529 / 79%	1955 / 77%	1082 / 78%	4095 / 79%	768 / 85%r
NET Very/fairly dissatisfied	597 / 10%	96 / 8%	501 / 10%a	60 / 7%	537 / 10%c	275 / 9%	321 / 10%	57 / 7%	46 / 5%	101 / 9%h	81 / 10%h	135 / 12%gh	91 / 12%gh	88 / 14%ghi	102 / 6%	182 / 9%n	313 / 12%no	178 / 13%no	554 / 11%s	37 / 4%
Mean	3.98	4.07b	3.96	4.17d	3.95	4.00	3.97	4.06jkm	4.13ijklm	3.99	3.89	3.92	3.97	3.92	4.10pq	3.95	3.93	3.95	3.95	4.16r
Std Dev.	0.98	0.94	0.98	0.89	0.99	0.97	0.98	0.87	0.86	0.96	1.00	1.00	1.06	1.08	0.86	0.98	1.04	1.07	1.00	0.80
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 70

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied (1)	178 3%	24 2%	61 3%	41 3%	52 3%	85 3%	92 3%	86 2%	88 4%g	18 3%	21 3%	48 3%	36 2%	34 3%	105 3%	20 3%	146 3%	36 3%	131 3%	12 4%
Fairly dissatisfied (2)	419 7%	77 7%	154 8%	85 6%	103 6%	231 7%	188 6%	239 6%	177 7%	34 6%	30 4%	138 9%jlm	99 6%	64 6%	267 7%j	34 6%	347 7%	82 6%	320 7%	16 5%
Neither satisfied or dissatisfied (3)	656 11%	97 8%	207 11%	166 12%a	186 11%	303 10%	352 11%	381 10%	263 11%	75 13%kn	88 12%	144 9%	152 10%	108 10%	383 10%	78 13%	522 10%	133 10%	481 11%	42 14%
Fairly satisfied (4)	2975 48%	577 50%d	972 50%d	683 49%d	743 44%	1549 50%f	1426 46%	1849 50%h	1090 46%	232 41%	331 46%	733 47%	815 52%ijk	547 51%i	1879 49%i	250 43%	2544 49%o	575 44%	2277 50%qs	123 41%
Very satisfied (5)	1929 31%	377 33%b	550 28%	416 30%	587 35%bc	927 30%	1002 33%	1127 31%	771 32%	197 35%l	248 35%l	506 32%	452 29%	315 29%	1206 31%	200 34%	1610 31%	465 36%r	1362 30%	103 34%
Don't know	12 *	1 *	1 *	4 *	6 *	2 *	10 *	5 *	5 *	5 1%lmn	1 *	3 *	-	-	3 *	5 1%p	3 *	5 *	2 *	4 1%r
NET Very/fairly satisfied	4905 80%	955 83%bc	1522 78%	1098 79%	1330 79%	2476 80%	2428 79%	2977 81%h	1861 78%	430 77%	579 81%	1239 79%	1267 82%i	863 81%	3085 80%	450 77%	4155 80%	1040 80%	3638 80%	226 75%
NET Very/fairly dissatisfied	597 10%	101 9%	215 11%	126 9%	154 9%	316 10%	280 9%	325 9%	265 11%g	51 9%	51 7%	186 12%jl	135 9%	99 9%	371 10%	54 9%	493 10%	118 9%	451 10%	28 9%
Mean	3.98	4.05b	3.92	3.97	4.02b	3.97	4.00	4.00	3.95	4.00	4.05	3.96	4.00	3.98	3.99	3.99	3.99	4.05r	3.97	3.98
Std Dev.	0.98	0.93	0.99	0.96	0.99	0.97	0.98	0.94	1.03	1.01	0.95	1.02	0.92	0.96	0.97	1.01	0.97	0.98	0.97	1.03
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very dissatisfied	(1)	178 3%	163 3%	15 2%	2 1%	162 3%eg	7 1%	9 3%eg	* *	8 3%	26 4%r	7 1%	19 4%jmnr	18 3%	9 2%	13 2%	35 4%jnr	27 5%jmnr	1 1%	6 1%
Fairly dissatisfied	(2)	419 7%	373 7%c	46 5%	6 3%	363 7%fg	36 7%	13 4%	7 4%	12 5%	46 7%	48 9%hln	27 6%	21 4%	46 8%ln	34 4%	86 10%hln	43 8%ln	3 4%	34 7%ln
Neither satisfied or dissatisfied	(3)	656 11%	568 11%	88 10%	19 11%	562 11%	47 9%	31 11%	16 9%	28 11%	60 9%	56 11%	55 12%	67 12%	72 12%	72 9%	90 11%	61 12%	7 11%	40 9%
Fairly satisfied	(4)	2975 48%	2521 48%	454 53%a	83 48%	2486 48%	256 49%	142 48%	91 53%d	114 46%	296 44%	233 46%	226 50%o	286 53%io	303 53%io	427 53%io	357 42%	244 46%	33 47%	223 50%o
Very satisfied	(5)	1929 31%	1672 32%	258 30%	63 37%	1603 31%	171 33%	99 33%	56 33%	87 35%klm	247 36%klmp	165 32%m	120 27%	148 27%	144 25%	266 33%m	273 32%m	153 29%	26 37%m	145 32%m
Don't know		12 *	9 *	3 *	* *	10 *	1 *	1 *	* *	1 *	1 *	- -	1 *	3 1%	- -	- -	2 *	1 *	- -	1 *
NET Very/fairly satisfied		4905 80%	4193 79%	712 82%	146 85%	4089 79%	427 82%	241 82%	147 86%df	201 80%	543 80%	398 78%	346 77%	434 80%	447 78%	693 85%jklmop	630 75%	397 75%	58 85%	369 82%op
NET Very/fairly dissatisfied		597 10%	536 10%bc	61 7%	8 4%	525 10%g	43 8%g	22 7%g	7 4%	20 8%	71 11%n	55 11%n	46 10%n	39 7%	55 10%n	46 6%	121 14%hjnqr	69 13%hln	3 5%	40 9%
Mean		3.98	3.98	4.04	4.16a	3.97	4.06	4.05	4.15d	4.04p	4.03p	3.98	3.90	3.97	3.92	4.11klmop	3.89	3.86	4.16kmp	4.04kop
Std Dev.		0.98	0.99	0.88	0.83	0.99	0.91	0.95	0.77	0.98	1.03	0.97	1.01	0.92	0.91	0.84	1.10	1.08	0.84	0.92
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.06	0.06	0.06	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 70

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	178 / 3%	55 / 2%	85 / 4%ac	76 / 2%	106 / 3%c	55 / 2%	5 / 2%	29 / 4%	85 / 4%	11 / 5%	40 / 4%	58 / 3%	54 / 2%	14 / 2%	28 / 5%klmp	20 / 9%klmp	112 / 2%	49 / 6%klmp	50 / 2%	51 / 2%	29 / 4%rsw	23 / 6%rsw	22 / 14%rstuw	101 / 2%	45 / 9%rstw	57 / 3%	122 / 3%
Fairly dissatisfied (2)	419 / 7%	143 / 6%	200 / 9%ac	192 / 6%	250 / 8%c	143 / 6%	7 / 3%	60 / 8%	200 / 9%	17 / 7%	92 / 9%	123 / 6%	140 / 6%	44 / 5%	80 / 13%klmp	31 / 13%klmp	263 / 6%	111 / 13%klmp	133 / 5%	134 / 6%	62 / 9%rsw	62 / 18%rstw	26 / 16%rstw	267 / 5%	88 / 17%rstw	114 / 7%	304 / 7%
Neither satisfied or dissatisfied (3)	656 / 11%	195 / 8%	274 / 12%ac	286 / 8%	365 / 11%ac	195 / 8%	24 / 12%	65 / 8%	274 / 12%	34 / 15%	127 / 12%	99 / 5%	208 / 9%kp	187 / 23%klip	101 / 17%klp	52 / 22%klp	307 / 7%k	153 / 18%klp	147 / 6%	231 / 10%rw	174 / 26%rsuwx	60 / 17%rsw	31 / 19%rsw	378 / 8%r	91 / 18%rsw	171 / 10%	485 / 11%
Fairly satisfied (4)	2975 / 48%	1116 / 46%	1099 / 49%	1664 / 48%	1647 / 50%	1116 / 46%	74 / 38%	327 / 42%	1099 / 49%	93 / 41%	506 / 47%	816 / 40%	1386 / 57%kmnopq	405 / 50%koq	273 / 46%ko	87 / 36%	2202 / 49%koq	360 / 43%	1120 / 44%vx	1361 / 57%rtuvwx	294 / 43%v	146 / 41%v	43 / 27%	2481 / 50%rtuvx	189 / 37%	767 / 47%	2209 / 49%
Very satisfied (5)	1929 / 31%	896 / 37%bd	597 / 26%	1238 / 36%bd	939 / 28%	896 / 37%	84 / 44%	297 / 38%	597 / 26%	69 / 30%	305 / 29%	966 / 47%lmnopq	645 / 26%mnoq	157 / 19%	111 / 19%	45 / 19%	1611 / 36%lmnoq	157 / 19%	1117 / 43%stuvwx	588 / 25%tux	120 / 18%	60 / 17%	37 / 23%	1705 / 35%stuvx	97 / 19%	520 / 32%	1409 / 31%
Don't know	12	-	5 / *	1 / *	5 / *	-	-	-	5 / *	2 / 1%	1 / *	1 / *	2 / *	3 / *	-	3 / 1%klmp	3 / *	3 / *	2 / *	2 / *	3 / *	3 / 1%rsw	1 / 1%rw	5 / *	4 / 1%rsw	-	12 / *
NET Very/fairly satisfied	4905 / 80%	2012 / 84%bd	1696 / 75%	2902 / 84%bd	2586 / 78%b	2012 / 84%	158 / 82%	624 / 80%	1696 / 75%	162 / 72%	811 / 76%	1782 / 86%lmnoq	2031 / 83%mnoq	562 / 69%oq	384 / 65%o	132 / 55%	3813 / 85%mnoq	516 / 62%	2237 / 87%stuvwx	1949 / 82%tuvx	414 / 61%	206 / 58%	80 / 50%	4186 / 85%stuvx	286 / 56%	1287 / 79%	3618 / 80%
NET Very/fairly dissatisfied	597 / 10%	198 / 8%	285 / 13%ac	268 / 8%	356 / 11%ac	198 / 8%	11 / 6%	89 / 11%e	285 / 13%	28 / 12%	132 / 12%	181 / 9%	194 / 8%	58 / 7%	108 / 18%klmp	52 / 22%klmp	375 / 8%	160 / 19%klmp	182 / 7%	185 / 8%	90 / 13%rsw	85 / 24%rstw	48 / 30%rstw	367 / 7%	133 / 26%rstw	171 / 10%	426 / 9%
Mean	3.98	4.10bd	3.85	4.10bd	3.93b	4.10	4.17	4.03	3.85	3.85	3.88	4.22mnopq	4.00mnoq	3.60noq	3.61	3.45	4.10mnoq	3.56	4.22stuvwx	3.97tuvx	3.61vx	3.45	3.29	4.10stuvx	3.40	3.97	3.99
Std Dev.	0.98	0.94	1.03	0.92	0.99	0.94	0.95	1.05	1.03	1.09	1.03	0.98	0.88	0.87	1.08	1.19	0.94	1.12	0.91	0.88	1.01	1.16	1.36	0.90	1.22	1.01	0.96
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.04	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.11	0.01	0.06	0.03	0.01

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

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	178 3%	11 3%	165 3%	2 4%	64 4%e	104 3%	10 3%	170 3%	3 2%	- -	3 4%	172 3%	4 10%
Fairly dissatisfied (2)	419 7%	31 8%	387 7%	1 1%	141 8%ef	265 6%	13 4%	395 7%	16 10%	5 8%	2 3%	417 7%	- -
Neither satisfied or dissatisfied (3)	656 11%	46 12%	605 11%	5 12%	161 9%	444 11%	51 16%de	603 10%	25 16%	12 17%	5 7%	640 11%	10 29%
Fairly satisfied (4)	2975 48%	184 46%	2770 48%	22 52%	784 46%	2039 49%	152 47%	2824 48%	73 45%	25 36%	39 52%	2921 48%	15 43%
Very satisfied (5)	1929 31%	128 32%	1789 31%	12 30%	553 32%	1282 31%	94 29%	1829 31%	43 27%	27 39%	25 34%	1899 31%	5 14%
Don't know	12 *	* *	12 *	- -	2 *	8 *	1 *	10 *	- -	- -	* *	10 *	1 4%
NET Very/fairly satisfied	4905 80%	312 78%	4559 80%	34 82%	1338 78%	3321 80%	246 76%	4653 80%	116 72%	51 75%	64 86%	4820 80%	20 57%
NET Very/fairly dissatisfied	597 10%	43 11%	552 10%	2 6%	205 12%ef	369 9%	23 7%	564 10%	19 12%	5 8%	5 6%	589 10%	4 10%
Mean	3.98	3.96	3.99	4.02	3.95	4.00	3.96	3.99	3.86	4.06	4.11	3.98	3.53
Std. Dev.	0.98	1.00	0.97	0.94	1.04	0.95	0.95	0.98	0.99	0.94	0.92	0.98	1.10
Std Error	0.01	0.05	0.01	0.13	0.02	0.01	0.05	0.01	0.08	0.12	0.11	0.01	0.20

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

Table 70

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied (1)	178 3%	44 3%	35 2%	29 2%	70 5%bc	20 4%	12 2%	13 3%	8 2%	16 3%	11 2%	12 2%	8 1%	9 2%	29 5%fhjlm	14 3%	26 5%fhjlm
Fairly dissatisfied (2)	419 7%	120 8%	98 6%	91 6%	110 7%	60 11%fgijklmop	28 5%	31 6%	41 8%	29 6%	28 6%	29 6%	25 5%	37 7%	46 9%i	33 6%	31 6%
Neither satisfied or dissatisfied (3)	656 11%	201 13%d	159 10%	160 10%	136 9%	73 14%lno	67 13%ln	61 12%n	52 10%	54 11%	52 10%	55 11%	42 8%	63 12%n	39 7%	41 8%	55 11%
Fairly satisfied (4)	2975 48%	733 48%	765 50%d	785 51%d	692 45%	222 42%	249 48%	261 52%en	255 49%	252 50%	258 51%en	249 51%en	274 51%en	262 50%	226 43%	233 46%	233 47%
Very satisfied (5)	1929 31%	441 29%	482 31%	482 31%	524 34%a	151 29%	161 31%	130 26%	167 32%	157 31%	158 31%	145 29%	184 35%g	153 29%	188 35%g	186 37%egm	150 30%
Don't know	12 *	3 *	2 *	3 *	4 *	1 *	-	2 *	2 *	-	-	-	-	3 *	4 1%	-	*
NET Very/fairly satisfied	4905 80%	1174 76%	1247 81%a	1267 82%a	1216 79%	373 71%	410 79%e	391 78%e	422 80%e	410 80%e	416 82%e	394 80%e	458 86%efgmnp	415 79%e	414 78%e	419 83%e	383 77%
NET Very/fairly dissatisfied	597 10%	164 11%c	133 9%	120 8%	180 12%bc	80 15%fghijklmo	40 8%	44 9%	49 9%	45 9%	39 8%	41 8%	33 6%	46 9%	75 14%fgijklm	47 9%	57 12%l
Mean	3.98	3.91	4.01a	4.03a	3.97	3.80	4.01e	3.93	4.02e	3.99e	4.03e	3.99e	4.13egkmnp	3.98	3.94	4.07ep	3.91
Std Dev.	0.98	0.99	0.94	0.90	1.06	1.09	0.93	0.93	0.93	0.96	0.91	0.93	0.85	0.92	1.13	0.98	1.07
Std Error	0.01	0.03	0.02	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied	(1)	131 2%	16 1%	115 2%	14 2%	117 2%	76 3%	55 2%	16 2%	23 3%	20 2%	27 3%k	13 1%	18 2%	13 2%	39 2%	47 2%	45 2%	32 2%	115 2%	15 2%
Fairly dissatisfied	(2)	280 5%	37 3%	243 5%a	33 4%	247 5%	131 4%	149 5%	37 5%	35 4%	46 4%	29 4%	57 5%	35 5%	40 6%	72 4%	76 4%	132 5%	76 5%	251 5%	26 3%
Neither satisfied or dissatisfied	(3)	785 13%	128 10%	657 13%a	97 11%	689 13%	412 14%	371 12%	119 14%lm	127 15%lm	145 13%m	115 14%lm	158 14%lm	73 10%	49 8%	246 14%pq	260 13%q	280 11%	122 9%	674 13%	107 12%
Fairly satisfied	(4)	2742 44%	586 48%	2156 44%	368 43%	2373 45%	1330 44%	1407 45%	382 46%m	400 46%m	557 50%klm	368 45%	475 42%	314 41%	245 39%	783 46%pq	924 48%pq	1035 41%	559 40%	2253 43%	458 51%r
Very satisfied	(5)	2198 36%	462 37%	1736 35%	347 40%d	1851 35%	1044 35%	1148 37%	261 32%	285 33%	349 31%	269 33%	438 38%ghij	319 42%ghij	278 44%ghij	546 32%	618 32%	1035 41%no	597 43%no	1897 36%	289 32%
Don't know		33 1%	4 *	29 1%	2 *	31 1%	21 1%	12 *	8 1%kl	3 *	6 1%	14 2%hklm	1 *	* *	1 *	11 1%pq	19 1%pq	2 *	1 *	22 *	10 1%r
NET Very/fairly satisfied		4940 80%	1048 85%b	3892 79%	716 83%	4224 80%	2373 79%	2555 81%e	643 78%	686 79%	905 81%	637 77%	913 80%	633 83%gj	524 84%gj	1328 78%	1542 79%	2070 82%n	1157 83%no	4150 80%	747 83%
NET Very/fairly dissatisfied		411 7%	53 4%	358 7%a	47 5%	364 7%	207 7%	204 6%	54 7%	57 7%	66 6%	57 7%	70 6%	54 7%	54 9%	111 7%	123 6%	177 7%	107 8%	366 7%s	41 4%
Mean		4.08	4.17b	4.05	4.17d	4.06	4.05	4.10	4.02	4.02	4.05	4.02	4.11	4.16ghij	4.17ghij	4.02	4.03	4.14no	4.17no	4.07	4.10
Std Dev.		0.92	0.83	0.95	0.89	0.93	0.94	0.91	0.91	0.93	0.87	0.96	0.90	0.95	0.97	0.92	0.91	0.93	0.96	0.94	0.83
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied	(1)	131 2%	28 2%	34 2%	31 2%	37 2%	63 2%	68 2%	72 2%	56 2%	7 1%	29 4%ikln	29 2%	28 2%	22 2%	86 2%	9 2%	111 2%	39 3%r	84 2%	8 3%
Fairly dissatisfied	(2)	280 5%	43 4%	101 5%	62 4%	73 4%	144 5%	134 4%	161 4%	114 5%	26 5%	23 3%	83 5%	67 4%	49 5%	173 5%	28 5%	234 5%	55 4%	216 5%	9 3%
Neither satisfied or dissatisfied	(3)	785 13%	132 11%	215 11%	219 16%ab	219 13%	348 11%	438 14%e	488 13%	286 12%	95 17%jklmn	76 11%	191 12%	178 11%	121 11%	445 12%	104 18%p	610 12%	149 11%	584 13%	53 18%q
Fairly satisfied	(4)	2742 44%	520 45%	912 47%d	613 44%	696 42%	1432 46%f	1310 43%	1730 47%h	973 41%	232 41%	314 44%	657 42%	749 48%lk	504 47%k	1721 45%	238 41%	2337 45%	564 44%	2055 45%	122 41%
Very satisfied	(5)	2198 36%	426 37%	667 34%	467 33%	639 38%c	1093 35%	1105 36%	1221 33%	953 40%g	194 35%	272 38%	605 38%i	524 34%	370 35%	1400 36%	201 34%	1860 36%	481 37%	1617 35%	100 33%
Don't know		33 1%	3 *	14 1%	2 *	14 1%c	17 1%	15 1%	15 *	13 1%	7 1%mn	3 *	6 *	7 *	3 *	17 *	7 1%p	20 *	8 1%	17 *	8 3%qr
NET Very/fairly satisfied		4940 80%	947 82%c	1579 81%c	1080 77%	1335 80%	2525 82%f	2415 79%	2951 80%	1926 80%	426 76%	586 82%i	1262 80%	1273 82%i	874 82%i	3121 81%i	439 75%	4198 81%o	1045 81%s	3672 80%s	223 74%
NET Very/fairly dissatisfied		411 7%	72 6%	135 7%	93 7%	109 7%	207 7%	202 7%	232 6%	169 7%	33 6%	53 7%	112 7%	95 6%	71 7%	260 7%	37 6%	344 7%	94 7%	299 7%	17 6%
Mean		4.08	4.11	4.08	4.02	4.10	4.09	4.06	4.05	4.11g	4.05	4.09	4.10	4.08	4.08	4.09	4.02	4.09	4.08	4.08	4.02
Std Dev.		0.92	0.92	0.91	0.93	0.94	0.91	0.94	0.90	0.95	0.91	0.99	0.94	0.88	0.91	0.93	0.93	0.92	0.96	0.91	0.95
Std Error		0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 71

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very dissatisfied	(1)	131 2%	120 2%	11 1%	2 1%	117 2%	8 2%	4 1%	2 1%	3 1%	19 3%	13 3%	8 2%	10 2%	17 3%	10 1%	16 2%	20 4%n	2 2%	7 1%
Fairly dissatisfied	(2)	280 5%	251 5%	29 3%	7 4%	247 5%g	20 4%	9 3%	4 2%	9 4%	46 7%ln	35 7%ln	19 4%	17 3%	25 4%	21 3%	45 5%	30 6%n	1 1%	19 4%
Neither satisfied or dissatisfied	(3)	785 13%	681 13%	104 12%	20 12%	674 13%	61 12%	30 10%	21 12%	31 12%	71 10%	51 10%	73 16%ijl	52 10%	79 14%	131 16%ijl	127 15%l	60 11%	7 11%	53 12%
Fairly satisfied	(4)	2742 44%	2370 45%c	372 43%	64 37%	2317 45%	223 43%	119 40%	83 49%f	113 45%	289 43%	195 38%	198 44%	291 54%hijkmopr	239 42%	404 50%jmp	381 45%	208 39%	28 41%	195 43%
Very satisfied	(5)	2198 36%	1855 35%	343 40%a	80 46%a	1802 35%	203 39%	133 45%dg	61 36%	92 37%n	245 36%	214 42%klno	149 33%	172 32%	212 37%n	241 30%	274 32%	204 39%n	30 44%n	172 38%ln
Don't know		33 1%	28 1%	5 1%	* *	28 1%	4 1%	1 *	* *	2 1%j	5 1%	- -	2 *	2 *	2 *	4 1%	2 *	8 2%j	1 1%j	3 1%
NET Very/fairly satisfied		4940 80%	4225 80%	715 83%	144 83%	4119 79%	425 82%	252 85%d	144 84%d	205 82%	534 79%	409 80%	348 78%	463 85%ikmop	451 79%	645 79%	654 77%	411 78%	58 85%	367 82%
NET Very/fairly dissatisfied		411 7%	371 7%b	40 5%	9 5%	364 7%fg	28 5%	13 4%	6 3%	12 5%	66 10%hlnr	48 9%hlnr	27 6%	27 5%	42 7%n	31 4%	61 7%n	50 9%hln	3 4%	26 6%
Mean		4.08	4.06	4.17a	4.24a	4.05	4.15d	4.25d	4.16d	4.13	4.04	4.10	4.03	4.10	4.06	4.05	4.01	4.05	4.24	4.14
Std Dev.		0.92	0.93	0.86	0.88	0.93	0.89	0.86	0.81	0.87	1.00	1.01	0.91	0.83	0.97	0.82	0.93	1.04	0.88	0.89
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.05	0.04	0.05	0.06	0.07	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 71

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	131 2%	49 2%	46 2%	73 2%	69 2%	49 2%	2 1%	23 3%	46 2%	5 2%	20 2%	32 2%	50 2%	17 2%	13 2%	15 6%klmnp	82 2%	28 3%kp	36 1%	40 2%	25 4%rsw	10 3%	14 9%rstuw	75 2%	24 5%rsw	54 3%z	77 2%
Fairly dissatisfied (2)	280 5%	104 4%	124 5%	142 4%	162 5%	104 4%	11 6%	48 6%	124 5%	11 5%	51 5%	69 3%	92 4%	47 6%kp	53 9%klp	18 7%klp	161 4%	71 9%klp	76 3%	110 5%r	46 7%rw	31 9%rsw	14 9%rsw	186 4%	46 9%rsw	93 6%z	186 4%
Neither satisfied or dissatisfied (3)	785 13%	289 12%	276 12%	407 12%	394 12%	289 12%	34 18%	97 12%	276 12%	35 15%	110 10%	122 6%	290 12%kp	223 28%klmpq	96 16%klp	48 20%klp	412 9%k	144 17%klp	203 8%	288 12%rw	198 29%rsuvwx	66 19%rsw	26 16%rw	491 10%r	93 18%rsw	253 16%z	532 12%
Fairly satisfied (4)	2742 44%	1038 43%	1003 44%	1538 44%	1503 45%	1038 43%g	67 35%	284 37%	1003 44%	99 44%	454 42%	699 34%	1306 54%kmopq	345 43%k	299 50%kmop	89 37%	2005 45%k	388 47%ko	951 37%	1268 54%rtuvwx	308 45%rtuvwx	158 45%rv	49 30%	2219 45%rv	207 40%	732 45%	2010 44%
Very satisfied (5)	2198 36%	916 38%	804 36%	1289 37%	1176 35%	916 38%	76 39%	321 41%	804 36%	76 34%	435 41%h	1134 55%lmnopq	693 28%mnq	172 21%	131 22%	63 27%	1826 41%lmnoq	194 23%	1300 51%stuvwx	654 28%t	98 14%	86 24%t	53 33%t	1954 40%stuux	139 27%t	497 30%	1702 37%y
Don't know	33 1%	8 *	9 *	8 *	9 *	8 *	3 2%	4 1%	9 *	-	2 *	8 *	5 *	7 1%lp	1 *	6 2%klmp	12 *	7 1%kl	3 *	8 *	8 1%rsw	2 1%	3 2%rsw	11 *	5 *	*	32 1%y
NET Very/fairly satisfied	4940 80%	1954 81%	1807 80%	2827 82%	2679 81%	1954 81%f	143 74%	605 78%	1807 80%	175 77%	889 83%	1833 89%lmnopq	1998 82%mnnoq	517 64%	430 72%m	152 64%	3832 85%lmnoq	582 70%m	2251 88%stuvwx	1922 81%tuvx	407 60%	244 69%t	102 63%	4173 85%stuvx	346 67%t	1228 75%	3712 82%y
NET Very/fairly dissatisfied	411 7%	153 6%	169 7%	216 6%	232 7%	153 6%	14 7%	71 9%e	169 7%	16 7%	70 7%	100 5%	142 6%	64 8%kp	66 11%klp	33 14%klmp	243 5%	99 12%klmp	112 4%	149 6%r	71 10%rsw	41 12%rsw	29 18%rstw	262 5%	70 14%rsw	148 9%z	263 6%
Mean	4.08	4.11	4.06	4.11	4.08	4.11	4.07	4.08	4.06	4.01	4.15h	4.38lmnopq	4.03mnoq	3.76	3.81	3.72	4.19mnoq	3.79	4.33stuvwx	4.01tuvx	3.61	3.79t	3.71	4.18stuvx	3.77t	3.94	4.13y
Std Dev.	0.92	0.92	0.94	0.91	0.92	0.92	0.96	1.03	0.94	0.95	0.92	0.86	0.86	0.92	0.95	1.13	0.88	1.01	0.85	0.86	0.94	1.00	1.27	0.87	1.09	0.99	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.06	0.11	0.01	0.05	0.03	0.01

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

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	131 2%	16 4%b	115 2%	- -	53 3%e	66 2%	11 3%e	119 2%	6 4%	4 5%	- -	129 2%	2 5%
Fairly dissatisfied (2)	280 5%	16 4%	260 5%	5 11%	100 6%ef	172 4%	7 2%	261 4%	10 6%	3 4%	4 6%	274 5%	1 4%
Neither satisfied or dissatisfied (3)	786 13%	50 12%	727 13%	8 20%	207 12%	512 12%	67 21%de	711 12%	32 20%gk	22 32%gjk	8 11%	764 13%	13 37%
Fairly satisfied (4)	2742 44%	182 46%	2545 44%	14 35%	724 42%	1878 45%	140 44%	2611 45%	63 39%	25 37%	30 40%	2699 45%	13 36%
Very satisfied (5)	2198 36%	136 34%	2048 36%	14 34%	615 36%	1490 36%f	93 29%	2102 36%i	48 30%	15 21%	31 42%i	2165 36%	3 8%
Don't know	33 1%	1 *	32 1%	* *	6 *	23 1%	3 1%	27 *	1 1%	- -	1 1%	28 *	3 9%
NET Very/fairly satisfied	4940 80%	319 80%	4593 80%	29 69%	1339 78%	3368 81%df	233 73%	4712 81%hi	111 69%	40 58%	61 82%i	4864 80%hi	16 44%
NET Very/fairly dissatisfied	411 7%	31 8%	375 7%	5 11%	154 9%e	238 6%	19 6%	380 7%	17 10%	7 10%	4 6%	403 7%	3 9%
Mean	4.08	4.02	4.08	3.92	4.03	4.11df	3.93	4.09hi	3.86	3.64	4.19i	4.08hi	3.42
Std Dev.	0.92	0.99	0.92	1.00	1.00	0.89	0.95	0.92	1.05	1.04	0.86	0.92	0.93
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.05	0.01	0.09	0.14	0.10	0.01	0.18

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied (1)		131 / 2%	20 / 1%	30 / 2%	30 / 2%	51 / 3%a	9 / 2%	7 / 1%	3 / 1%	9 / 2%	9 / 2%	12 / 2%	3 / 1%	17 / 3%gk	10 / 2%	25 / 5%efghikm	10 / 2%	16 / 3%gk
Fairly dissatisfied (2)		280 / 5%	78 / 5%	64 / 4%	55 / 4%	83 / 5%	40 / 8%fghjlmn	18 / 4%	19 / 4%	21 / 4%	23 / 5%	20 / 4%	20 / 4%	16 / 3%	19 / 4%	18 / 3%	26 / 5%	39 / 8%fghjklmn
Neither satisfied or dissatisfied (3)		785 / 13%	219 / 14%d	198 / 13%	200 / 13%	169 / 11%	79 / 15%o	77 / 15%o	63 / 13%	73 / 14%	66 / 13%	58 / 11%	68 / 14%	60 / 11%	72 / 14%	57 / 11%	47 / 9%	64 / 13%
Fairly satisfied (4)		2742 / 44%	652 / 42%	733 / 48%a	694 / 45%	664 / 43%	214 / 41%	221 / 43%	216 / 43%	232 / 44%	260 / 51%efgin	240 / 47%	221 / 45%	230 / 43%	242 / 46%	214 / 40%	221 / 44%	229 / 46%
Very satisfied (5)		2198 / 36%	566 / 37%	512 / 33%	564 / 36%	556 / 36%	185 / 35%	193 / 37%ip	189 / 38%ip	188 / 36%	147 / 29%	176 / 35%	177 / 36%	208 / 39%ip	180 / 34%	210 / 39%ip	202 / 40%ip	145 / 29%
Don't know		33 / 1%	8 / *	5 / *	7 / *	13 / 1%	* / *	- / -	8 / 2%ef	1 / *	3 / 1%	2 / *	2 / *	2 / *	4 / 1%	8 / 2%efh	2 / *	2 / *
NET Very/fairly satisfied		4940 / 80%	1218 / 79%	1244 / 81%	1258 / 81%	1220 / 79%	399 / 76%	414 / 80%	405 / 81%	420 / 80%	408 / 80%	416 / 82%ep	398 / 81%	438 / 82%ep	422 / 80%	424 / 80%	422 / 83%ep	374 / 75%
NET Very/fairly dissatisfied		411 / 7%	98 / 6%	94 / 6%	85 / 5%	134 / 9%bc	50 / 9%fok	25 / 5%	23 / 5%	30 / 6%	33 / 6%	32 / 6%	23 / 5%	33 / 6%	29 / 6%	43 / 8%	36 / 7%	55 / 11%fghijklm
Mean		4.08	4.09	4.06	4.11	4.05	3.99	4.11p	4.16eip	4.09p	4.01	4.08p	4.12p	4.12p	4.08p	4.08p	4.14p	3.91
Std Dev.		0.92	0.91	0.90	0.90	1.00	0.98	0.88	0.84	0.90	0.88	0.91	0.84	0.95	0.89	1.04	0.93	1.01
Std Error		0.01	0.02	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.05

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

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)	119 2%	16 1%	103 2%	20 2%	99 2%	54 2%	65 2%	17 2%	14 2%	16 1%	25 3%k	13 1%	15 2%	18 3%k	31 2%	42 2%	47 2%	33 2%	106 2%	13 1%
Fairly dissatisfied (2)	232 4%	24 2%	208 4%a	35 4%	197 4%	109 4%	123 4%	29 4%	35 4%	45 4%	19 2%	54 5%j	25 3%	25 4%	64 4%	64 3%	104 4%	50 4%	212 4%s	19 2%
Neither satisfied or dissatisfied (3)	722 12%	102 8%	620 13%a	88 10%	634 12%	382 13%	338 11%	112 14%l	106 12%	135 12%l	103 13%l	141 12%l	63 8%	61 10%	218 13%q	239 12%q	265 10%	124 9%	606 12%	111 12%
Fairly satisfied (4)	2803 45%	570 46%	2232 45%	353 41%	2450 46%c	1339 44%	1457 46%	389 47%m	419 48%m	560 50%km	364 44%	496 43%	336 44%	239 38%	808 48%pq	924 48%pq	1071 42%	575 41%	2332 45%	436 48%
Very satisfied (5)	2208 36%	501 41%b	1707 35%	363 42%d	1845 35%	1081 36%	1121 36%	259 31%	291 33%	351 31%	298 36%	423 37%gi	313 41%ghi	272 43%ghijk	550 32%	649 33%	1008 40%no	585 42%no	1893 36%	305 34%
Don't know	85 1%	20 2%	65 1%	2 *	83 2%c	47 2%	38 1%	18 2%	7 1%	14 1%	13 2%	13 1%	7 1%	13 2%	25 1%	27 1%	33 1%	20 1%	63 1%	22 2%r
NET Very/fairly satisfied	5011 81%	1071 87%b	3940 80%	716 83%	4295 81%	2420 80%	2578 82%	648 79%	711 81%	911 81%	662 80%	920 81%	650 85%gjk	510 81%	1358 80%	1573 81%	2079 82%	1160 84%n	4225 81%	741 82%
NET Very/fairly dissatisfied	351 6%	40 3%	311 6%a	55 6%	296 6%	163 5%	188 6%	46 6%	49 6%	61 5%	44 5%	68 6%	40 5%	43 7%	95 6%	105 5%	151 6%	83 6%	318 6%s	31 3%
Mean	4.11	4.25b	4.07	4.17	4.10	4.11	4.11	4.05	4.09	4.07	4.10	4.12	4.20ghi	4.18g	4.07	4.08	4.16no	4.19no	4.11	4.13
Std Dev.	0.89	0.79	0.91	0.93	0.89	0.89	0.90	0.89	0.87	0.85	0.93	0.89	0.88	0.97	0.88	0.89	0.91	0.92	0.91	0.82
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 72

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	583	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied (1)	119 2%	20 2%	34 2%	37 3%	29 2%	53 2%	66 2%	63 2%	54 2%	11 2%	13 2%	26 2%	33 2%	24 2%	73 2%	11 2%	97 2%	24 2%	90 2%	5 2%
Fairly dissatisfied (2)	232 4%	39 3%	78 4%	60 4%	54 3%	118 4%	114 4%	143 4%	89 4%	19 3%	26 4%	62 4%	61 4%	35 3%	149 4%	21 4%	190 4%	46 4%	168 4%	19 6%
Neither satisfied or dissatisfied (3)	722 12%	116 10%	220 11%	190 14%a	196 12%	336 11%	386 13%	447 12%	259 11%	76 13%	80 11%	170 11%	183 12%	109 10%	433 11%	81 14%	579 11%	133 10%	551 12%	38 13%
Fairly satisfied (4)	2803 45%	528 46%	899 46%	637 46%	737 44%	1427 46%	1374 45%	1735 47%h	1031 43%	247 44%	297 41%	707 45%	754 49%j	514 48%j	1758 46%	253 43%	2383 46%	560 43%	2111 46%	132 44%
Very satisfied (5)	2208 36%	437 38%	682 35%	464 33%	625 37%	1119 36%	1089 35%	1270 34%	912 38%g	181 32%	297 41%klmn	592 38%i	508 33%	376 35%	1397 36%l	193 33%	1874 36%	510 39%r	1601 35%	97 32%
Don't know	85 1%	13 1%	31 2%c	6 *	35 2%c	44 1%	41 1%	30 1%	49 2%g	28 5%jklmn	5 1%	14 1%	14 1%	12 1%	34 1%	28 5%p	48 1%	23 2%	52 1%	10 3%r
NET Very/fairly satisfied	5011 81%	965 84%c	1581 81%	1101 79%	1362 81%	2546 82%	2464 80%	3004 81%	1943 81%	427 76%	594 83%i	1299 83%i	1261 81%i	890 83%i	3154 82%i	447 76%	4257 82%o	1070 83%s	3712 81%	228 76%
NET Very/fairly dissatisfied	351 6%	59 5%	112 6%	97 7%	83 5%	171 6%	180 6%	206 6%	143 6%	30 5%	39 5%	88 6%	95 6%	58 5%	221 6%	32 5%	288 6%	70 5%	258 6%	24 8%
Mean	4.11	4.16c	4.11	4.03	4.14c	4.13	4.09	4.10	4.13	4.06	4.18i	4.14	4.07	4.12	4.12	4.07	4.12	4.17s	4.10	4.02
Std Dev.	0.89	0.87	0.88	0.94	0.88	0.88	0.91	0.88	0.92	0.90	0.90	0.88	0.89	0.88	0.89	0.90	0.89	0.89	0.89	0.94
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

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

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very dissatisfied (1)	119 2%	105 2%	14 2%	2 1%	98 2%	13 3%	5 2%	3 2%	3 1%	20 3%n	11 2%	10 2%n	13 2%n	7 1%	5 1%	18 2%	11 2%	1 1%	13 3%n
Fairly dissatisfied (2)	232 4%	201 4%	31 4%	3 2%	213 4%efg	10 2%	5 2%	4 2%	6 3%	33 5%r	20 4%	19 4%	22 4%	24 4%	22 3%	44 5%r	22 4%	1 2%	9 2%
Neither satisfied or dissatisfied (3)	722 12%	623 12%	99 11%	14 8%	613 12%	60 11%	30 10%	20 12%	19 8%	81 12%	63 12%h	68 15%hl	48 9%	70 12%	109 13%h	99 12%	57 11%	5 8%	54 12%h
Fairly satisfied (4)	2803 45%	2392 45%	411 48%	80 46%	2355 45%	240 46%	124 42%	84 49%f	111 44%	265 39%	214 42%	197 44%	260 48%i	264 46%	420 52%ijkp	408 48%ip	216 41%	38 56%sijp	202 45%
Very satisfied (5)	2208 36%	1909 36%	299 35%	72 42%	1835 35%	187 36%	127 43%deg	58 34%	105 42%kno	266 39%no	196 39%no	152 34%	194 36%	204 36%	247 30%	264 31%	208 39%no	24 34%	164 36%
Don't know	85 1%	76 1%	9 1%	1 *	71 1%	8 1%	5 2%	2 1%	6 2%	11 2%	4 1%	4 1%	6 1%	4 1%	9 1%	11 1%	16 3%jklm	- -	8 2%
NET Very/fairly satisfied	5011 81%	4301 81%	710 82%	153 88%a	4190 81%	427 82%	251 85%d	142 83%	216 86%ikop	530 79%	410 81%	349 78%	454 84%	468 82%	667 82%	672 80%	424 80%	62 90%ik	365 81%
NET Very/fairly dissatisfied	351 6%	306 6%	45 5%	6 3%	311 6%fg	24 5%	10 3%	6 4%	10 4%	53 8%hn	31 6%	29 6%n	36 7%n	31 5%	27 3%	61 7%n	33 6%	2 3%	22 5%
Mean	4.11	4.11	4.11	4.26ab	4.10	4.13	4.25deg	4.13	4.26ijklmnor	4.09	4.12	4.04	4.11	4.11	4.10	4.03	4.15	4.21	4.12
Std Dev.	0.89	0.90	0.87	0.80	0.90	0.88	0.84	0.83	0.82	0.99	0.93	0.93	0.91	0.87	0.77	0.91	0.93	0.73	0.91
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.06	0.03

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

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	119 / 2%	43 / 2%	52 / 2%	57 / 2%	66 / 2%	43 / 2%	6 / 3%	23 / 3%	52 / 2%	1 / 1%	19 / 2%	34 / 2%	41 / 2%	15 / 2%	18 / 3%	11 / 5%klp	74 / 2%	29 / 3%klp	33 / 1%	42 / 2%	23 / 3%rsw	8 / 2%	11 / 7%rsw	75 / 2%	19 / 4%rrsw	49 / 3%z	70 / 2%
Fairly dissatisfied (2)	232 / 4%	74 / 3%	94 / 4%	127 / 4%	147 / 4%a	74 / 3%	4 / 2%	27 / 3%	94 / 4%	13 / 6%	36 / 3%	54 / 3%	81 / 3%	33 / 4%	41 / 7%klp	18 / 8%klg	135 / 3%	59 / 7%klmp	53 / 2%	73 / 3%	48 / 7%rsw	42 / 12%rstw	14 / 9%rsw	126 / 3%	56 / 11%rrsw	86 / 5%z	147 / 3%
Neither satisfied or dissatisfied (3)	722 / 12%	227 / 9%	272 / 12%a	355 / 10%	400 / 12%a	227 / 9%	28 / 15%	83 / 11%	272 / 12%	23 / 10%	106 / 10%	98 / 5%	253 / 10%klp	218 / 27%klmnopq	104 / 18%klp	44 / 18%klp	352 / 8%k	148 / 18%klp	152 / 6%	264 / 11%rw	205 / 30%stuvwx	72 / 20%rsw	25 / 16%rw	415 / 8%r	97 / 19%rrsw	210 / 13%	512 / 11%
Fairly satisfied (4)	2803 / 45%	1100 / 46%	1029 / 46%	1567 / 45%	1496 / 45%	1100 / 46%g	73 / 38%	308 / 40%	1029 / 46%	107 / 47%	485 / 45%	711 / 34%	1361 / 56%kmnopq	378 / 47%ko	271 / 46%ko	79 / 33%	2072 / 46%ko	351 / 42%k	981 / 38%	1325 / 56%rtuvwx	295 / 43%v	149 / 42%v	49 / 30%	2306 / 47%rvz	197 / 38%	784 / 48%z	2019 / 44%
Very satisfied (5)	2208 / 36%	937 / 39%bd	795 / 35%	1324 / 38%	1181 / 36%	937 / 39%	73 / 38%	324 / 42%	795 / 35%	80 / 35%	412 / 38%	1156 / 56%lmnopq	684 / 28%m	153 / 19%	148 / 25%m	61 / 26%	1840 / 41%lmnopq	210 / 25%m	1329 / 52%stuvwx	646 / 27%tu	103 / 15%	70 / 20%	48 / 30%t	1975 / 40%stuvwx	118 / 23%t	488 / 30%	1720 / 38%y
Don't know	85 / 1%	23 / 1%	18 / 1%	27 / 1%	23 / 1%	23 / 1%	9 / 5%eg	13 / 2%	18 / 1%	3 / 1%	13 / 1%	10 / 1%	15 / 1%	13 / 2%klp	11 / 2%klp	24 / 10%klmnpq	25 / 1%	35 / 4%klmp	20 / 1%	18 / 1%	6 / 1%	13 / 4%rstw	14 / 9%rstw	38 / 1%	27 / 5%rrsw	11 / 1%	74 / 2%y
NET Very/fairly satisfied	5011 / 81%	2037 / 85%bd	1824 / 81%	2890 / 84%bd	2677 / 81%	2037 / 85%f	146 / 76%	632 / 81%	1824 / 81%	186 / 82%	898 / 84%	1867 / 91%lmnopq	2045 / 84%mnoq	531 / 65%	419 / 71%o	141 / 59%	3912 / 87%lmnopq	560 / 67%	2310 / 90%stuvwx	1971 / 83%tuvx	398 / 58%	218 / 62%	98 / 60%	4281 / 87%stuvx	315 / 61%	1272 / 78%	3738 / 82%y
NET Very/fairly dissatisfied	351 / 6%	117 / 5%	146 / 6%	185 / 5%	213 / 6%	117 / 5%	10 / 5%	50 / 6%	146 / 6%	14 / 6%	55 / 5%	87 / 4%	122 / 5%	49 / 6%	59 / 10%klmp	29 / 12%klmp	209 / 5%	88 / 11%klmp	86 / 3%	115 / 5%r	71 / 10%rsw	50 / 14%rsw	25 / 16%rsw	201 / 4%	75 / 15%rrsw	135 / 8%z	216 / 5%
Mean	4.11	4.16bd	4.08	4.16bd	4.09	4.18	4.10	4.16	4.08	4.12	4.17h	4.41lmnopq	4.06mnoq	3.78	3.84	3.76	4.22lmnoq	3.82	4.38stuvwx	4.06tuvx	3.60	3.68	3.74	4.22stuvx	3.70	3.97	4.16y
Std Dev.	0.89	0.86	0.92	0.87	0.91	0.86	0.96	0.96	0.92	0.86	0.87	0.83	0.82	0.87	0.98	1.11	0.84	1.02	0.80	0.82	0.95	1.01	1.22	0.83	1.08	0.96	0.86
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base		6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base		3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied	(1)	119 2%	12 3%	107 2%	* *	51 3%e	64 2%	4 1%	103 2%	14 9%gk	2 2%	1 1%	118 2%	* *
Fairly dissatisfied	(2)	232 4%	7 2%	223 4%	2 5%	65 4%	153 4%	14 4%	212 4%	9 6%	8 11%gk	4 5%	228 4%	- -
Neither satisfied or dissatisfied	(3)	722 12%	46 11%	669 12%	7 17%	201 12%	463 11%	59 18%de	660 11%	27 17%	13 19%	9 12%	700 12%	14 39%
Fairly satisfied	(4)	2803 45%	194 48%	2584 45%	25 60%	758 44%	1894 46%	151 47%	2675 46%h	56 35%	28 41%	31 41%	2759 46%h	13 37%
Very satisfied	(5)	2208 36%	132 33%	2068 36%c	7 18%	602 35%f	1516 37%f	90 28%	2101 36%	54 34%	18 27%	29 39%	2174 36%	5 15%
Don't know		85 1%	10 3%	75 1%	- -	29 2%	53 1%	4 1%	79 1%	1 1%	- -	1 2%	81 1%	3 9%
NET Very/fairly satisfied		5011 81%	326 81%	4652 81%	32 77%	1360 80%	3410 82%f	241 75%	4777 82%hi	110 68%	46 68%	59 80%	4933 81%hi	18 52%
NET Very/fairly dissatisfied		351 6%	19 5%	330 6%	2 5%	117 7%	216 5%	18 6%	315 5%	23 14%gk	9 13%gk	5 6%	346 6%	* *
Mean		4.11	4.10	4.11	3.90	4.07	4.14df	3.97	4.12hi	3.80	3.79	4.13	4.11hi	3.72
Std Dev.		0.89	0.89	0.89	0.76	0.95	0.87	0.87	0.88	1.22	1.04	0.91	0.89	0.75
Std Error		0.01	0.04	0.01	0.11	0.02	0.01	0.05	0.01	0.10	0.13	0.11	0.01	0.14

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

QD3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Quarter				Month												
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied	(1)	119 / 2%	28 / 2%	20 / 1%	28 / 2%	42 / 3%b	10 / 2%	10 / 2%	10 / 2%	4 / 1%	9 / 2%	7 / 1%	8 / 2%	14 / 3%	6 / 1%	16 / 3%h	12 / 2%	14 / 3%h
Fairly dissatisfied	(2)	232 / 4%	58 / 4%	56 / 4%	64 / 4%	54 / 4%	25 / 5%o	21 / 4%	13 / 3%	16 / 3%	26 / 5%o	13 / 3%	18 / 4%	20 / 4%	26 / 5%o	20 / 4%	9 / 2%	25 / 5%o
Neither satisfied or dissatisfied	(3)	722 / 12%	187 / 12%	192 / 12%	178 / 11%	166 / 11%	65 / 12%	61 / 12%	61 / 12%	69 / 13%	64 / 13%	59 / 12%	67 / 14%	56 / 10%	55 / 10%	61 / 11%	56 / 11%	49 / 10%
Fairly satisfied	(4)	2803 / 45%	693 / 45%	712 / 46%	700 / 45%	699 / 46%	241 / 46%	236 / 46%	215 / 43%	235 / 45%	245 / 48%	232 / 46%	220 / 45%	229 / 43%	251 / 48%	223 / 42%	219 / 43%	256 / 52%ghloc
Very satisfied	(5)	2208 / 36%	557 / 36%	544 / 35%	558 / 36%	548 / 36%	181 / 34%	190 / 37%p	187 / 37%p	194 / 37%p	159 / 31%	191 / 38%p	170 / 35%	205 / 38%p	183 / 35%	201 / 38%p	203 / 40%lp	145 / 29%
Don't know		85 / 1%	19 / 1%	17 / 1%	23 / 1%	26 / 2%	6 / 1%	1 / *	12 / 2%f	6 / 1%	7 / 1%	4 / 1%	7 / 1%	9 / 2%f	6 / 1%	11 / 2%f	8 / 2%	7 / 1%
NET Very/fairly satisfied		5011 / 81%	1250 / 81%	1256 / 82%	1257 / 81%	1247 / 81%	422 / 80%	426 / 82%	402 / 81%	429 / 82%	404 / 79%	423 / 83%	390 / 79%	434 / 81%	434 / 82%	424 / 80%	422 / 83%	401 / 81%
NET Very/fairly dissatisfied		351 / 6%	87 / 6%	76 / 5%	92 / 6%	97 / 6%	34 / 7%	29 / 6%	23 / 5%	20 / 4%	34 / 7%	21 / 4%	27 / 5%	34 / 6%	31 / 6%	36 / 7%	22 / 4%	39 / 8%h
Mean		4.11	4.11	4.12	4.11	4.10	4.07	4.12	4.14	4.16p	4.04	4.16p	4.09	4.13	4.11	4.10	4.18lp	4.01
Std Dev.		0.89	0.89	0.86	0.90	0.93	0.91	0.89	0.88	0.83	0.90	0.84	0.89	0.94	0.86	0.96	0.88	0.93
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)		95 2%	10 1%	85 2%	13 1%	83 2%	53 2%	42 1%	18 2%	14 2%	22 2%	11 1%	20 2%	7 1%	4 1%	32 2%q	33 2%	31 1%	11 1%	79 2%	15 2%
Fairly dissatisfied (2)		241 4%	30 2%	210 4%a	30 3%	211 4%	116 4%	125 4%	41 5%	33 4%	50 4%	28 3%	40 4%	31 4%	17 3%	74 4%	78 4%	89 4%	49 3%	216 4%	22 2%
Neither satisfied or dissatisfied (3)		810 13%	106 9%	704 14%a	122 14%	688 13%	420 14%	389 12%	135 16%lm	124 14%lm	143 13%m	126 15%lm	159 14%lm	72 10%	51 8%	259 15%pq	269 14%pq	282 11%	123 9%	676 13%	131 14%
Fairly satisfied (4)		2815 46%	570 46%	2245 45%	362 42%	2453 46%	1347 45%	1460 46%	373 45%	417 48%	526 47%	389 47%	498 44%	332 44%	280 45%	790 47%	915 47%	1110 44%	612 44%	2358 45%	430 48%
Very satisfied (5)		2175 35%	505 41%b	1670 34%	333 39%	1842 35%	1055 35%	1116 36%	249 30%	280 32%	375 33%	260 32%	424 37%gj	318 42%ghij	270 43%ghij	528 31%	635 33%	1012 40%no	588 42%no	1860 36%	300 33%
Don't know		33 1%	11 1%	22 *	1 *	32 1%	22 1%	11 *	8 1%kl	5 1%	7 1%	7 1%k	1 *	* *	4 1%	14 1%p	14 1%	6 *	4 *	24 *	7 1%
NET Very/fairly satisfied		4990 81%	1075 87%b	3915 79%	695 81%	4295 81%	2402 80%	2575 82%	621 75%	697 80%	901 80%g	649 79%	922 81%g	649 85%ghijk	550 88%ghijk	1318 78%	1550 80%	2122 84%no	1200 87%no	4218 81%	731 81%
NET Very/fairly dissatisfied		336 5%	41 3%	295 6%a	42 5%	294 6%	169 6%	167 5%	59 7%m	47 5%	71 6%m	40 5%	60 5%	38 5%	22 3%	106 6%	111 6%	119 5%	59 4%	294 6%	36 4%
Mean		4.10	4.25b	4.06	4.13	4.09	4.08	4.11	3.97	4.06	4.06	4.05	4.11g	4.22ghijk	4.28ghijk	4.02	4.06	4.18no	4.24no	4.10	4.09
Std Dev.		0.88	0.78	0.90	0.89	0.88	0.90	0.87	0.93	0.87	0.90	0.86	0.89	0.84	0.78	0.90	0.88	0.85	0.82	0.88	0.85
Std Error		0.01	0.02	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied (1)	95 2%	28 2%	28 1%	18 1%	21 1%	57 2%	39 1%	66 2%	28 1%	11 2%	8 1%	24 2%	22 1%	15 1%	54 1%	11 2%	69 1%	17 1%	67 1%	11 4%qr
Fairly dissatisfied (2)	241 4%	31 3%	77 4%	63 5%	69 4%	108 3%	132 4%	136 4%	96 4%	25 5%	29 4%	54 3%	62 4%	41 4%	145 4%	27 5%	198 4%	37 3%	188 4%	16 5%
Neither satisfied or dissatisfied (3)	810 13%	136 12%	233 12%	212 15%ab	229 14%	368 12%	441 14%e	517 14%h	278 12%	93 17%km	86 12%	192 12%	217 14%	127 12%	495 13%	101 17%p	658 13%	173 13%	598 13%	39 13%
Fairly satisfied (4)	2815 46%	542 47%d	932 48%d	638 46%	702 42%	1474 48%f	1340 44%	1738 47%h	1039 43%	200 36%	323 45%i	732 47%i	748 48%i	530 50%i	1802 47%i	209 36%	2443 47%o	547 42%	2143 47%q	125 41%
Very satisfied (5)	2175 35%	414 36%	664 34%	454 33%	643 38%bc	1078 35%	1097 36%	1213 33%	939 39%g	226 40%lmn	266 37%	562 36%	499 32%	355 33%	1327 35%	234 40%p	1785 35%	511 39%r	1557 34%	107 36%
Don't know	33 1%	2 *	9 *	9 1%	13 1%	11 *	22 1%	16 *	14 1%	5 1%m	7 1%m	8 *	4 *	1 *	19 *	5 1%	19 *	11 1%	20 *	2 1%
NET Very/fairly satisfied	4990 81%	956 83%c	1596 82%c	1092 78%	1345 80%	2552 82%f	2437 79%	2951 80%	1978 83%g	427 76%	588 82%i	1294 82%i	1247 80%	885 85%i	3129 81%i	443 75%	4228 82%o	1058 82%	3700 81%	232 77%
NET Very/fairly dissatisfied	336 5%	59 5%	106 5%	81 6%	90 5%	165 5%	171 6%	202 5%	124 5%	37 7%	37 5%	78 5%	84 5%	56 5%	200 5%	38 7%	267 5%	54 4%	255 6%	27 9%qr
Mean	4.10	4.11	4.10	4.04	4.13c	4.10	4.09	4.06	4.16g	4.09	4.14	4.12	4.06	4.09	4.10	4.08	4.10	4.17rs	4.08	4.01
Std Dev.	0.88	0.89	0.86	0.88	0.89	0.87	0.89	0.88	0.87	0.97	0.86	0.86	0.87	0.85	0.86	0.97	0.86	0.86	0.87	1.02
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 73

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	351	338	64	441	
Very dissatisfied (1)	95 2%	85 2%	11 1%	1 *	85 2%	6 1%	3 1%	1 1%	4 2%	18 3%mn	4 1%	10 2%	15 3%mn	4 1%	6 1%	15 2%	10 2%	-	6 1%
Fairly dissatisfied (2)	241 4%	216 4%	25 3%	3 2%	212 4%eg	10 2%	15 5%eg	3 2%	6 2%	26 4%	24 5%r	13 3%	13 2%	29 5%r	31 4%	47 6%hlr	24 5%	1 2%	9 2%
Neither satisfied or dissatisfied (3)	810 13%	701 13%	109 13%	23 13%	696 13%	62 12%	33 11%	19 11%	31 12%	83 12%	76 15%	65 15%	63 12%	82 14%	119 15%	103 12%	73 14%	7 11%	55 12%
Fairly satisfied (4)	2815 46%	2411 45%	404 47%	71 41%	2361 46%	244 47%	122 41%	87 51%df	108 43%	295 44%	215 42%	213 47%	249 46%	263 46%	396 49%	397 47%	225 43%	38 55%	206 46%
Very satisfied (5)	2175 35%	1865 35%	310 36%	75 43%a	1802 35%	192 37%	121 41%dg	59 35%	97 39%	250 37%	188 37%	145 32%	198 36%	195 34%	257 32%	279 33%	192 36%	22 32%	170 38%
Don't know	33 1%	28 1%	6 1%	* *	29 1%	2 *	1 *	* *	5 2%ijmnor	4 1%	2 *	3 1%	6 1%	1 *	2 *	2 *	4 1%	-	2 1%
NET Very/fairly satisfied	4990 81%	4276 81%	714 83%	146 84%	4163 80%	436 84%d	244 83%	147 86%d	205 82%	545 81%	403 79%	357 80%	447 82%	458 80%	654 81%	677 80%	417 79%	60 87%	376 84%
NET Very/fairly dissatisfied	336 5%	300 6%c	36 4%	4 2%	297 6%eg	17 3%	18 6%eg	4 3%	10 4%	44 6%	28 5%	23 5%	28 5%	32 6%	37 5%	62 7%r	34 6%	1 2%	15 3%
Mean	4.10	4.09	4.14	4.25a	4.08	4.17d	4.17d	4.18d	4.18	4.09	4.10	4.05	4.12	4.08	4.07	4.04	4.08	4.17	4.18ko
Std Dev.	0.88	0.89	0.84	0.78	0.89	0.81	0.89	0.75	0.86	0.94	0.88	0.89	0.90	0.86	0.82	0.91	0.93	0.70	0.83
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.05	0.05	0.05	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 73

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	95 / 2%	40 / 2%	29 / 1%	57 / 2%	46 / 1%	40 / 2%	8 / 4%	14 / 2%	29 / 1%	* / *	5 / *	20 / 1%	29 / 1%	10 / 1%	23 / 4%klmp	8 / 3%klp	49 / 1%	31 / 4%klmp	22 / 1%	41 / 2%r	15 / 2%r	9 / 3%r	6 / 4%rw	63 / 1%	15 / 3%rw	42 / 3%z	53 / 1%
Fairly dissatisfied (2)	241 / 4%	87 / 4%	97 / 4%	127 / 4%	137 / 4%	87 / 4%	10 / 5%	30 / 4%	97 / 4%	10 / 5%	49 / 5%	55 / 3%	80 / 3%	48 / 6%klp	40 / 7%klp	11 / 5%	135 / 3%	52 / 6%klp	74 / 3%	74 / 3%	42 / 6%rsw	36 / 10%rsw	10 / 6%	148 / 3%	46 / 9%rsw	94 / 6%z	146 / 3%
Neither satisfied or dissatisfied (3)	810 / 13%	277 / 12%	298 / 13%	419 / 12%	441 / 13%	277 / 12%	38 / 19%eg	87 / 11%	298 / 13%	26 / 11%	117 / 11%	129 / 6%	312 / 13%k	237 / 29%klmnopq	85 / 14%klp	46 / 19%klp	441 / 10%k	131 / 16%klp	179 / 7%	315 / 13%rw	212 / 31%rstuvwx	69 / 20%rsw	28 / 18%rw	494 / 10%r	97 / 19%rsw	294 / 18%z	516 / 11%
Fairly satisfied (4)	2815 / 46%	1094 / 46%	1015 / 45%	1595 / 46%	1515 / 46%	1094 / 46%f	52 / 27%	325 / 42%f	1015 / 45%	94 / 41%	478 / 45%	738 / 36%	1366 / 56%kmnopq	318 / 39%	295 / 50%kmc	96 / 40%	2104 / 47%km	391 / 47%km	998 / 39%	1304 / 55%rtuvwx	304 / 45%rv	149 / 42%	54 / 34%	2302 / 47%rvz	203 / 40%	741 / 46%	2074 / 46%
Very satisfied (5)	2175 / 35%	899 / 37%	816 / 36%	1250 / 36%	1167 / 35%	899 / 37%	86 / 44%	320 / 41%	816 / 36%	94 / 42%	418 / 39%	1119 / 54%lmnopq	641 / 26%	190 / 23%	148 / 25%	72 / 30%	1760 / 39%lmnoq	220 / 26%	1295 / 50%stuvwx	628 / 27%t	103 / 15%	87 / 25%t	54 / 34%t	1922 / 39%stuux	141 / 28%t	456 / 28%	1719 / 38%y
Don't know	33 / 1%	7 / *	5 / *	9 / *	8 / *	7 / *	* / *	1 / *	5 / *	2 / 1%	4 / *	1 / *	7 / *	7 / 1%klp	2 / *	5 / 2%klp	9 / *	7 / 1%klp	2 / *	6 / *	5 / 1%rw	3 / 1%rw	* / *	8 / *	11 / 2%rsw	2 / *	32 / 1%y
NET Very/fairly satisfied	4990 / 81%	1993 / 83%	1830 / 81%	2845 / 82%	2682 / 81%	1993 / 83%f	138 / 71%	646 / 83%f	1830 / 81%	188 / 83%	896 / 84%	1857 / 90%lmnopq	2007 / 82%mnno	509 / 63%	443 / 75%m	168 / 70%	3864 / 86%lmnoq	611 / 73%m	2292 / 89%stuvwx	1931 / 82%tuvx	407 / 60%	236 / 67%	109 / 68%	4224 / 86%stuux	345 / 67%t	1197 / 73%	3793 / 84%y
NET Very/fairly dissatisfied	336 / 5%	127 / 5%	126 / 6%	184 / 5%	183 / 6%	127 / 5%	18 / 9%	44 / 6%	126 / 6%	11 / 5%	54 / 5%	76 / 4%	109 / 4%	58 / 7%klp	64 / 11%klp	19 / 8%klp	184 / 4%	83 / 10%klp	96 / 4%	115 / 5%	57 / 8%rsw	45 / 13%rsw	16 / 10%rsw	211 / 4%	61 / 12%rsw	136 / 8%z	200 / 4%
Mean	4.10	4.14	4.10	4.12	4.10	4.14	4.03	4.17	4.10	4.21	4.18	4.40lmnopq	4.03mno	3.78	3.85	3.92	4.20lmnoq	3.87	4.35stuvwx	4.02tux	3.65	3.77	3.93t	4.19stuvx	3.82t	3.91	4.17y
Std Dev.	0.88	0.88	0.88	0.88	0.88	0.88	1.10	0.90	0.88	0.84	0.83	0.80	0.79	0.92	1.00	1.00	0.82	1.00	0.80	0.83	0.89	1.02	1.07	0.83	1.04	0.96	0.84
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 73

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	95 / 2%	5 / 1%	90 / 2%	- / -	32 / 2%	52 / 1%	11 / 4%e	86 / 1%	6 / 4%	- / -	1 / 1%	93 / 2%	2 / 5%
Fairly dissatisfied (2)	241 / 4%	12 / 3%	225 / 4%	4 / 9%	86 / 5%e	138 / 3%	17 / 5%	214 / 4%	14 / 9%gk	6 / 8%	3 / 4%	234 / 4%	4 / 12%
Neither satisfied or dissatisfied (3)	810 / 13%	52 / 13%	751 / 13%	7 / 18%	233 / 14%	502 / 12%	75 / 23%de	734 / 13%	31 / 19%g	20 / 29%gk	11 / 15%	785 / 13%	13 / 38%
Fairly satisfied (4)	2815 / 46%	187 / 47%	2611 / 46%	17 / 41%	760 / 45%f	1942 / 47%f	113 / 35%	2674 / 46%	70 / 44%	27 / 39%	32 / 44%	2771 / 46%	12 / 33%
Very satisfied (5)	2175 / 35%	141 / 35%	2021 / 35%	13 / 32%	590 / 35%	1483 / 36%	102 / 32%	2092 / 36%h	38 / 24%	16 / 24%	25 / 34%	2147 / 35%h	3 / 8%
Don't know	33 / 1%	4 / 1%	29 / 1%	* / *	5 / *	25 / 1%	3 / 1%	30 / 1%	* / *	- / -	1 / 2%	30 / *	2 / 5%
NET Very/fairly satisfied	4990 / 81%	328 / 82%	4632 / 81%	30 / 73%	1350 / 79%f	3425 / 83%df	216 / 67%	4766 / 82%hi	109 / 68%	43 / 63%	58 / 78%	4918 / 81%hi	14 / 41%
NET Very/fairly dissatisfied	336 / 5%	17 / 4%	315 / 6%	4 / 9%	117 / 7%e	190 / 5%	28 / 9%e	300 / 5%	21 / 13%gk	6 / 8%	4 / 5%	326 / 5%	6 / 17%
Mean	4.10	4.13	4.10	3.96	4.05f	4.13df	3.87	4.12hi	3.75	3.78	4.08	4.10hi	3.29
Std Dev.	0.88	0.84	0.88	0.94	0.92	0.84	1.04	0.87	1.04	0.91	0.88	0.88	0.98
Std Error	0.01	0.04	0.01	0.13	0.02	0.01	0.06	0.01	0.09	0.12	0.11	0.01	0.19

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

QD3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied (1)	95 2%	22 1%	23 1%	21 1%	29 2%	12 2%	7 1%	3 1%	4 1%	5 1%	13 3%	6 1%	8 1%	7 1%	7 1%	6 1%	16 3%gh
Fairly dissatisfied (2)	241 4%	59 4%	51 3%	68 4%	63 4%	21 4%	20 4%	18 4%	15 3%	20 4%	16 3%	21 4%	17 3%	30 6%	33 6%hp	17 3%	13 3%
Neither satisfied or dissatisfied (3)	810 13%	226 15%d	213 14%	203 13%	168 11%	82 16%mn	73 14%	71 14%	69 13%	76 15%mn	69 13%	91 18%lmno	61 11%	51 10%	51 10%	53 10%	63 13%
Fairly satisfied (4)	2815 46%	672 44%	731 47%	691 45%	722 47%	238 45%	222 43%	212 42%	233 45%	252 49%k	245 48%	200 41%	235 44%	256 49%	235 44%	228 45%	259 52%fgkln
Very satisfied (5)	2175 35%	554 36%	515 33%	563 36%	543 35%	173 33%	194 38%lp	187 37%lp	201 38%lp	152 30%	162 32%	170 35%	210 40%ijp	182 35%	202 38%jp	200 39%ijp	141 29%
Don't know	33 1%	10 1%	8 1%	5 *	10 1%	2 *	1 *	7 1%	2 *	3 1%	3 1%	2 *	2 *	1 *	4 1%	3 1%	3 1%
NET Very/fairly satisfied	4990 81%	1226 79%	1246 81%	1253 81%	1265 82%	411 78%	417 81%	398 80%	435 83%k	404 79%	407 80%	371 75%	445 84%k	437 83%k	437 82%k	428 84%eik	400 81%
NET Very/fairly dissatisfied	336 5%	81 5%	74 5%	89 6%	92 6%	32 6%	27 5%	22 4%	19 4%	26 5%	29 6%	28 6%	24 5%	37 7%	39 7%h	24 5%	29 6%
Mean	4.10	4.09	4.09	4.10	4.11	4.03	4.12	4.14	4.17eikp	4.04	4.04	4.04	4.18eip	4.10	4.12	4.19eiikp	4.01
Std Dev.	0.88	0.89	0.86	0.88	0.89	0.92	0.88	0.85	0.82	0.84	0.91	0.91	0.86	0.88	0.91	0.85	0.91
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 74

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied	(1)	285 5%	46 4%	239 5%	25 3%	260 5%c	130 4%	153 5%	22 3%	27 3%	58 5%g	38 5%	40 3%	50 7%ghk	50 8%ghjk	49 3%	96 5%n	140 6%n	100 7%no	263 5%s	22 2%
Fairly dissatisfied	(2)	509 8%	60 5%	450 9%a	75 9%	435 8%	242 8%	266 8%	76 9%h	50 6%	79 7%	72 9%	120 10%h	64 8%	48 8%	126 7%	151 8%	232 9%	112 8%	454 9%s	47 5%
Neither satisfied or dissatisfied	(3)	872 14%	135 11%	738 15%a	103 12%	770 15%	437 15%	434 14%	128 16%l	139 16%l	149 13%	127 15%	160 14%	85 11%	84 13%	267 16%pq	276 14%	329 13%	169 12%	726 14%	141 16%
Fairly satisfied	(4)	3020 49%	630 51%	2390 48%	392 46%	2628 50%	1457 48%	1557 50%	379 46%	420 48%	580 52%g	400 49%	563 49%	378 50%	300 48%	799 47%	980 50%	1241 49%	678 49%	2543 49%	450 50%
Very satisfied	(5)	1436 23%	349 28%b	1088 22%	265 31%d	1171 22%	715 24%	718 23%	209 25%	227 26%	249 22%	175 21%	253 22%	180 24%	143 23%	436 26%o	424 22%	576 23%	323 23%	1196 23%	233 26%
Don't know		46 1%	14 1%	32 1%	2 *	45 1%	32 1%f	14 *	10 1%	10 1%	6 1%	10 1%	7 1%	2 *	2 *	19 1%pq	16 1%	11 *	4 *	32 1%	13 1%
NET Very/fairly satisfied		4456 72%	978 79%b	3478 70%	657 76%d	3799 72%	2172 72%	2275 72%	588 71%	647 74%	829 74%	575 70%	816 71%	558 73%	443 71%	1235 73%	1404 72%	1817 72%	1001 72%	3738 72%	683 75%
NET Very/fairly dissatisfied		794 13%	106 9%	689 14%a	100 12%	694 13%	372 12%	419 13%	98 12%	77 9%	138 12%	109 13%h	160 14%h	114 15%h	98 16%h	175 10%	247 13%	372 15%n	212 15%n	717 14%s	68 8%
Mean		3.79	3.96b	3.74	3.93d	3.76	3.80	3.77	3.83	3.89jklm	3.79	3.74	3.76	3.76	3.70	3.86pq	3.77	3.75	3.73	3.76	3.93r
Std Dev.		1.04	0.97	1.05	1.02	1.04	1.03	1.05	1.00	0.96	1.03	1.04	1.02	1.11	1.14	0.98	1.04	1.08	1.12	1.06	0.92
Std Error		0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.04

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

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied (1)	285 5%	43 4%	101 5%	70 5%	72 4%	143 5%	141 5%	155 4%	126 5%	19 3%	32 4%	79 5%	74 5%	46 4%	185 5%	19 3%	238 5%	57 4%	215 5%	13 4%
Fairly dissatisfied (2)	509 8%	100 9%	149 8%	138 10%d	120 7%	250 8%	258 8%	274 7%	227 9%g	53 9%	48 7%	132 8%	111 7%	100 9%	292 8%	56 10%	417 8%	88 7%	395 9%	26 9%
Neither satisfied or dissatisfied (3)	872 14%	153 13%	274 14%	190 14%	255 15%	427 14%	445 14%	525 14%	333 14%	88 16%	113 16%	192 12%	217 14%	151 14%	522 14%	98 17%	720 14%	188 15%	645 14%	39 13%
Fairly satisfied (4)	3020 49%	559 48%	1009 52%d	665 48%	787 47%	1568 51%f	1452 47%	1854 50%h	1125 47%	261 47%	334 47%	780 50%	805 52%	526 49%	1919 50%	271 46%	2563 50%	613 47%	2280 50%s	127 42%
Very satisfied (5)	1436 23%	294 26%b	390 20%	322 23%	429 26%b	685 22%	751 24%	855 23%	564 24%	134 24%	186 26%	380 24%	337 22%	239 22%	904 24%	136 23%	1206 23%	343 26%r	1005 22%	88 29%r
Don't know	46 1%	4 *	20 1%	9 1%	14 1%	24 1%	22 1%	22 1%	20 1%	6 1%	5 1%	8 1%	8 1%	6 1%	21 1%	7 1%	28 1%	6 *	32 1%	8 3%qr
NET Very/fairly satisfied	4456 72%	853 74%	1399 72%	987 71%	1216 73%	2253 73%	2203 72%	2710 73%h	1689 71%	395 70%	520 72%	1160 74%	1143 74%	765 72%	2823 73%	407 69%	3769 73%	956 74%	3285 72%	215 71%
NET Very/fairly dissatisfied	794 13%	143 12%	250 13%	208 15%d	192 11%	393 13%	400 13%	430 12%	353 15%g	72 13%	80 11%	212 13%	185 12%	147 14%	477 12%	75 13%	655 13%	145 11%	610 13%	39 13%
Mean	3.79	3.84	3.75	3.74	3.83	3.78	3.79	3.81	3.75	3.79	3.83	3.80	3.79	3.76	3.80	3.77	3.79	3.85r	3.76	3.85
Std Dev.	1.04	1.02	1.03	1.08	1.03	1.03	1.05	1.01	1.08	1.02	1.03	1.06	1.02	1.04	1.04	1.02	1.04	1.03	1.04	1.08
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01	0.03	0.02	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	351	338	64	441	
Very dissatisfied	(1)	285 5%	257 5%c	28 3%	2 1%	246 5%g	26 5%g	10 3%	3 2%	12 5%n	29 4%n	16 3%	21 5%n	30 6%n	24 4%n	14 2%	66 8%jmn	35 7%jn	2 3%	24 5%n
Fairly dissatisfied	(2)	509 8%	442 8%	68 8%	15 8%	447 9%f	35 7%	17 6%	11 6%	11 4%	72 11%h	52 10%h	34 7%	35 7%	58 10%h	58 7%	77 9%h	51 10%h	2 4%	33 7%
Neither satisfied or dissatisfied	(3)	872 14%	734 14%	138 16%	24 14%	741 14%	69 13%	35 12%	27 16%	39 15%	81 12%	66 13%	74 16%	69 13%	78 14%	130 16%	123 15%	81 15%	10 14%	60 13%
Fairly satisfied	(4)	3020 49%	2622 49%	398 46%	80 46%	2509 48%	268 52%	154 52%	89 52%	117 47%	320 47%	235 46%	240 53%op	301 55%hijop	278 48%	403 50%	375 44%	240 45%	34 49%	234 52%o
Very satisfied	(5)	1436 23%	1215 23%	221 26%	52 30%a	1199 23%	119 23%	77 26%	41 24%	68 27%kl	167 25%k	137 27%kl	78 17%	105 19%	129 23%	203 26%k	197 23%	115 22%	21 31%kl	97 22%
Don't know		46 1%	36 1%	11 1%	-	42 1%	2 *	2 1%	*	4 2%	7 1%	3 *	2 1%	3 1%	7 1%	4 *	5 1%	7 1%	-	2 *
NET Very/fairly satisfied		4456 72%	3837 72%	619 72%	132 77%	3709 72%	386 75%	232 78%d	130 76%d	185 74%	487 72%	372 73%	318 71%	406 75%op	407 71%	606 75%op	572 68%	355 67%	55 80%p	331 74%p
NET Very/fairly dissatisfied		794 13%	699 13%	96 11%	17 10%	693 13%fg	61 12%	27 9%	14 8%	23 9%	101 15%hn	67 13%	55 12%	65 12%	81 14%hn	71 9%	143 17%hnq	86 16%hnq	4 6%	56 13%
Mean		3.79	3.78	3.84	3.95a	3.77	3.81	3.93d	3.90d	3.89kop	3.78	3.84op	3.72	3.77	3.76	3.90kop	3.67	3.67	4.02kop	3.78
Std Dev.		1.04	1.05	1.00	0.95	1.05	1.02	0.96	0.90	1.01	1.07	1.03	1.00	1.02	1.05	0.92	1.16	1.12	0.92	1.04
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.06	0.07	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	285 5%	94 4%	125 6%ac	137 4%	169 5%	94 4%	3 1%	45 6%f	125 6%	12 5%	48 5%	81 4%	103 4%	21 3%	46 8%klmp	31 13%klmp	183 4%	77 9%klmp	89 3%	83 3%	54 8%rsw	29 8%rsw	26 16%rstuw	172 3%	55 11%rsw	91 6%	194 4%
Fairly dissatisfied (2)	509 8%	152 6%	247 11%ac	225 7%	320 10%ac	152 6%	18 9%	67 9%	247 11%	23 10%	119 11%	137 7%	179 7%	74 9%	92 16%klmp	26 11%k	317 7%	119 14%klmp	168 7%	185 8%	71 10%rw	62 17%rstw	17 11%	354 7%	79 15%rst	149 9%	361 8%
Neither satisfied or dissatisfied (3)	872 14%	297 12%	329 15%	448 13%	479 14%	297 12%	32 17%	97 12%	329 15%	35 15%	152 14%	166 8%	315 13%kp	254 31%klmnopq	96 16%kp	38 16%kp	480 11%k	134 16%kp	218 8%	348 15%rw	218 32%rsuvwx	63 18%rw	21 13%	566 11%r	84 16%rw	225 14%	647 14%
Fairly satisfied (4)	3020 49%	1177 49%	1109 49%	1700 49%	1631 49%	1177 49%f	76 39%	348 45%	1109 49%	112 50%	524 49%	929 45%o	1386 57%kmnopq	352 43%	263 44%	83 35%	2315 51%kmnoq	346 42%	1210 47%tvx	1333 56%rtuvwx	267 39%	149 42%	55 34%	2543 52%rtuvx	204 40%	770 47%	2250 50%
Very satisfied (5)	1436 23%	677 28%bd	441 20%	934 27%bd	698 21%	677 28%	63 33%	218 28%	441 20%	45 20%	222 21%	746 36%lmnopq	443 18%m	104 13%	91 15%	48 20%m	1189 26%lmno	139 17%	879 34%stuvwx	406 17%t	61 9%	47 13%	37 23%tu	1285 26%stuvx	84 16%t	389 24%	1047 23%
Don't know	46 1%	6 *	8 *	13 *	15 *	6 *	1 1%	3 *	8 *	- -	6 1%	5 *	9 *	6 1%	5 1%	12 5%klmnpq	14 *	18 2%klp	4 *	12 1%	10 1%rsw	4 1%r	5 3%rsw	16 *	9 2%rsw	5 *	41 1%
NET Very/fairly satisfied	4456 72%	1855 77%bd	1550 69%	2634 76%bd	2330 70%	1855 77%g	139 72%	566 73%	1550 69%	157 69%	746 70%	1675 81%lmnopq	1829 75%mnoq	456 56%	354 60%	131 55%	3504 78%lmnoq	485 58%	2089 81%stuvwx	1739 73%tuvx	328 48%	196 55%	92 57%	3828 78%stuvx	287 56%t	1159 71%	3297 73%
NET Very/fairly dissatisfied	794 13%	246 10%	373 16%ac	363 10%	489 15%ac	246 10%	21 11%	112 14%e	373 16%	34 15%	167 16%	218 11%	282 12%	95 12%	138 23%klmp	57 24%klmp	500 11%	196 24%klmp	257 10%	268 11%	125 18%rsw	91 26%rstw	43 27%rsw	525 11%	133 26%rstw	239 15%z	555 12%
Mean	3.79	3.91bd	3.66	3.89bd	3.72	3.91g	3.93	3.81	3.66	3.69	3.71	4.03lmnopq	3.78mnoq	3.55	3.44	3.40	3.89lmnoq	3.43	4.02stuvwx	3.76tuvx	3.31	3.35	3.39	3.90stuvx	3.36	3.75	3.80
Std Dev.	1.04	1.00	1.08	1.01	1.06	1.00	1.00	1.11	1.08	1.06	1.06	1.03	0.97	0.92	1.16	1.31	1.01	1.20	1.00	0.95	1.05	1.16	1.39	0.98	1.24	1.09	1.02
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.04	0.02	0.07	0.03	0.02	0.02	0.03	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.11	0.01	0.06	0.03	0.02

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

Table 74

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	285 5%	13 3%	271 5%	1 2%	93 5%	178 4%	14 4%	274 5%	8 5%	-	3 4%	282 5%	* *
Fairly dissatisfied (2)	509 8%	27 7%	476 8%	6 15%	169 10%ef	326 8%	14 4%	479 8%	18 12%j	7 11%	1 2%	505 8%	3 10%
Neither satisfied or dissatisfied (3)	872 14%	67 17%	801 14%	5 12%	235 14%	576 14%	61 19%e	787 14%	39 24%gk	20 30%gk	16 21%	846 14%	10 30%
Fairly satisfied (4)	3020 49%	195 49%	2805 49%	20 49%	784 46%	2079 50%d	157 49%	2884 49%	60 38%	28 42%	33 45%	2973 49%h	14 38%
Very satisfied (5)	1436 23%	95 24%	1332 23%	9 22%	414 24%	952 23%	71 22%	1367 23%	34 21%	12 18%	20 27%	1413 23%	3 8%
Don't know	46 1%	4 1%	42 1%	-	11 1%	31 1%	4 1%	39 1%	1 1%	-	1 2%	40 1%	5 14%
NET Very/fairly satisfied	4456 72%	290 72%	4136 72%	30 71%	1197 70%	3030 73%	228 71%	4251 73%h	94 59%	41 60%	54 72%	4386 72%h	16 46%
NET Very/fairly dissatisfied	794 13%	40 10%	747 13%	7 17%	262 15%ef	504 12%	28 9%	753 13%	27 17%	7 11%	4 5%	787 13%	4 10%
Mean	3.79	3.84	3.78	3.74	3.74	3.80	3.81	3.79	3.58	3.67	3.92	3.79	3.51
Std Dev.	1.04	0.98	1.05	1.04	1.10	1.02	0.98	1.04	1.10	0.90	0.94	1.04	0.84
Std Error	0.01	0.05	0.01	0.15	0.03	0.02	0.06	0.01	0.09	0.12	0.11	0.01	0.16

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

QD3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	527	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied (1)	285 / 5%	64 / 4%	53 / 3%	53 / 3%	115 / 7%abc	38 / 7%fghk	10 / 2%	16 / 3%	9 / 2%	24 / 5%fhk	20 / 4%	9 / 2%	23 / 4%h	21 / 4%	42 / 8%fghjkm	30 / 6%fhk	44 / 9%fghijklm
Fairly dissatisfied (2)	509 / 8%	155 / 10%b	115 / 7%	122 / 8%	118 / 8%	67 / 13%ghijlo	55 / 11%lo	34 / 7%	36 / 7%	39 / 8%	40 / 8%	40 / 8%	32 / 6%	49 / 9%	48 / 9%	29 / 6%	40 / 8%
Neither satisfied or dissatisfied (3)	872 / 14%	252 / 16%d	215 / 14%	219 / 14%	186 / 12%	88 / 17%lno	87 / 17%lno	76 / 15%o	73 / 14%	69 / 14%	73 / 14%o	90 / 18%lno	60 / 11%	69 / 13%	56 / 10%	45 / 9%	85 / 17%lno
Fairly satisfied (4)	3020 / 49%	719 / 47%	798 / 52%a	757 / 49%	746 / 49%	221 / 42%	244 / 47%	255 / 51%e	271 / 52%e	270 / 53%e	257 / 51%e	238 / 48%	259 / 49%	261 / 50%	252 / 47%	265 / 52%e	229 / 46%
Very satisfied (5)	1436 / 23%	344 / 22%	353 / 23%	380 / 25%	359 / 23%	112 / 21%	119 / 23%	112 / 23%	135 / 26%p	102 / 20%	115 / 23%	108 / 22%	150 / 28%eip	122 / 23%	128 / 24%	137 / 27%ip	95 / 19%
Don't know	46 / 1%	9 / 1%	7 / *	19 / 1%	11 / 1%	2 / *	2 / *	5 / 1%	1 / *	5 / 1%	2 / *	6 / 1%	9 / 2%h	5 / 1%	6 / 1%	2 / *	3 / 1%
NET Very/fairly satisfied	4456 / 72%	1063 / 69%	1150 / 75%a	1137 / 73%a	1105 / 72%	333 / 63%	363 / 70%	367 / 74%ep	406 / 77%efkp	372 / 73%ep	372 / 73%ep	346 / 70%	409 / 77%ep	383 / 73%e	380 / 71%e	401 / 79%efknp	324 / 65%
NET Very/fairly dissatisfied	794 / 13%	219 / 14%b	168 / 11%	175 / 11%	233 / 15%bc	105 / 20%fghijklmo	65 / 13%	50 / 10%	45 / 9%	63 / 12%	60 / 12%	49 / 10%	55 / 10%	70 / 13%	90 / 17%ghkl	59 / 12%	84 / 17%ghkl
Mean	3.79	3.73	3.84ad	3.84ad	3.73	3.58	3.79ep	3.84ep	3.93einp	3.77ep	3.80ep	3.81ep	3.92ep	3.79ep	3.72	3.88ep	3.59
Std Dev.	1.04	1.05	0.98	1.00	1.13	1.17	0.98	0.96	0.90	1.01	1.01	0.94	1.02	1.03	1.16	1.05	1.15
Std Error	0.01	0.03	0.02	0.03	0.03	0.05	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.05	0.05	0.05	0.05

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

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)	139 2%	24 2%	115 2%	13 1%	126 2%	59 2%	79 3%	14 2%	13 1%	29 3%	22 3%	17 1%	22 3%	23 4%hlk	26 2%	51 3%	62 2%	45 3%n	123 2%	14 2%
Fairly dissatisfied (2)	299 5%	60 5%	239 5%	32 4%	266 5%	144 5%	153 5%	42 5%	38 4%	48 4%	33 4%	68 6%	31 4%	38 6%	80 5%	81 4%	137 5%	69 5%	255 5%	39 4%
Neither satisfied or dissatisfied (3)	781 13%	117 9%	665 13%a	108 13%	673 13%	426 14%f	355 11%	123 15%lm	150 17%jklm	157 14%lm	98 12%m	140 12%m	67 9%	46 7%	273 16%pq	255 13%pq	253 10%	113 8%	632 12%	143 16%r
Fairly satisfied (4)	2803 45%	579 47%	2224 45%	387 45%	2416 46%	1339 44%	1457 46%	382 46%	384 44%	543 48%lm	385 47%	510 45%	341 45%	256 41%	766 45%	928 48%pq	1108 44%	598 43%	2371 45%	402 44%
Very satisfied (5)	2079 34%	444 36%	1635 33%	316 37%	1763 33%	1000 33%	1076 34%	250 30%	280 32%	330 29%	270 33%	399 35%i	295 39%ghi	255 41%ghij	530 31%	600 31%	949 38%no	549 40%no	1781 34%	288 32%
Don't know	69 1%	10 1%	59 1%	5 1%	64 1%	46 2%f	23 1%	13 2%	8 1%	15 1%	13 2%	7 1%	4 1%	9 1%	21 1%	27 1%	21 1%	13 1%	49 1%	19 2%r
NET Very/fairly satisfied	4881 79%	1023 83%b	3859 78%	703 82%	4179 79%	2339 78%	2532 81%e	632 77%	664 76%	873 78%	656 80%	910 80%	636 84%ghi	511 82%	1296 76%	1528 79%	2057 81%n	1147 83%no	4153 80%	689 76%
NET Very/fairly dissatisfied	438 7%	84 7%	354 7%	45 5%	393 7%	202 7%	232 7%	56 7%	51 6%	77 7%	55 7%	85 7%	53 7%	61 10%h	107 6%	133 7%	199 8%	114 8%	378 7%	53 6%
Mean	4.05	4.11b	4.03	4.12d	4.03	4.04	4.06	4.00	4.02	3.99	4.05	4.06	4.13gi	4.10	4.01	4.01	4.09no	4.12no	4.05	4.03
Std Dev.	0.93	0.91	0.94	0.87	0.94	0.92	0.94	0.91	0.90	0.92	0.93	0.92	0.94	1.03	0.90	0.93	0.95	0.98	0.94	0.90
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.04

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

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

			Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	4501	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied	(1)	139 2%	30 3%	35 2%	30 2%	44 3%	65 2%	74 2%	75 2%	58 2%	19 3%m	17 2%	35 2%	34 2%	16 2%	86 2%	19 3%	106 2%	37 3%	94 2%	8 3%
Fairly dissatisfied	(2)	299 5%	55 5%	108 6%	55 4%	81 5%	162 5%	136 4%	177 5%	117 5%	31 6%	27 4%	76 5%	72 5%	45 4%	175 5%	34 6%	240 5%	64 5%	224 5%	10 3%
Neither satisfied or dissatisfied	(3)	781 13%	134 12%	238 12%	189 14%	220 13%	372 12%	409 13%	502 14%h	266 11%	77 14%	95 13%	170 11%	216 14%k	120 11%	481 13%	84 14%	634 12%	138 11%	589 13%	55 18%qr
Fairly satisfied	(4)	2803 45%	530 46%	879 45%	657 47%	736 44%	1408 45%	1393 45%	1706 46%	1055 44%	233 41%	305 42%	727 46%	735 47%	509 48%	1767 46%	242 41%	2380 46%	583 45%	2081 46%	139 46%
Very satisfied	(5)	2079 34%	394 34%	662 34%	455 33%	567 34%	1056 34%	1023 33%	1197 32%	863 36%g	182 32%	270 38%l	544 35%	487 31%	366 34%	1301 34%	189 32%	1767 34%	450 35%s	1549 34%s	79 26%
Don't know		69 1%	11 1%	21 1%	8 1%	29 2%c	32 1%	37 1%	29 1%	35 1%g	19 3%jklmn	5 1%	20 1%	9 1%	12 1%	34 1%	19 3%p	46 1%	24 2%r	35 1%	9 3%r
NET Very/fairly satisfied		4881 79%	924 80%	1541 79%	1112 80%	1304 78%	2465 80%	2416 79%	2903 79%	1918 80%	415 74%	575 80%i	1270 81%i	1222 79%	875 82%i	3068 80%i	432 74%	4146 80%o	1033 80%s	3630 79%s	218 73%
NET Very/fairly dissatisfied		438 7%	84 7%	143 7%	85 6%	125 7%	228 7%	210 7%	252 7%	175 7%	50 9%	44 6%	111 7%	106 7%	62 6%	260 7%	53 9%	346 7%	101 8%	318 7%	18 6%
Mean		4.05	4.05	4.05	4.05	4.03	4.05	4.04	4.03	4.08	3.97	4.10	4.08	4.02	4.10i	4.06	3.97	4.07	4.06	4.05	3.93
Std Dev.		0.93	0.94	0.93	0.90	0.96	0.93	0.93	0.92	0.94	1.01	0.93	0.92	0.92	0.87	0.92	1.01	0.92	0.96	0.92	0.92
Std Error		0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	351	338	64	441
Very dissatisfied (1)	139 2%	112 2%	27 3%	6 4%	117 2%	15 3%	5 2%	2 1%	4 2%	25 4%kn	15 3%kn	3 1%	22 4%kn	13 2%n	4 1%	16 2%	15 3%kn	1 1%	14 3%kn
Fairly dissatisfied (2)	299 5%	258 5%	40 5%	9 5%	233 4%	42 8%df	14 5%	10 6%	12 5%	37 6%	30 6%m	24 5%	24 4%	16 3%	29 4%	41 5%	20 4%	3 5%	38 9%lmnop
Neither satisfied or dissatisfied (3)	781 13%	687 13%	94 11%	22 13%	653 13%	69 13%	36 12%	23 14%	31 12%	90 13%l	65 13%	59 13%l	46 8%	75 13%	127 16%l	101 12%	59 11%	8 11%	61 14%l
Fairly satisfied (4)	2803 45%	2385 45%	418 48%	75 43%	2362 46%	229 44%	128 43%	85 50%f	121 48%i	275 41%	219 43%	217 48%i	274 50%ipr	274 48%	372 46%	385 46%	226 43%	34 50%	194 43%
Very satisfied (5)	2079 34%	1805 34%	274 32%	60 35%	1764 34%g	155 30%	111 38%eg	49 29%	80 32%	238 35%	176 35%	142 32%	172 32%	193 34%	278 34%	288 34%	197 37%r	22 32%	132 29%
Don't know	69 1%	58 1%	10 1%	* *	56 1%	9 2%	2 1%	1 1%	2 1%	10 2%n	3 1%	4 1%	7 1%	2 *	2 *	14 2%	11 2%mn	1 1%	9 2%mn
NET Very/fairly satisfied	4881 79%	4190 79%	692 80%	135 78%	4126 80%e	383 74%	238 81%e	134 78%	201 80%r	512 76%	395 78%	359 80%r	445 82%ir	467 81%r	650 80%r	673 80%r	423 80%r	57 82%	327 73%
NET Very/fairly dissatisfied	438 7%	370 7%	67 8%	16 9%	350 7%	57 11%df	18 6%	13 7%	17 7%	63 9%mn	45 9%mn	27 6%	45 8%n	29 5%	33 4%	56 7%	35 7%	4 6%	53 12%hkmnop
Mean	4.05	4.05	4.02	4.01	4.06e	3.92	4.11eg	3.99	4.05r	4.00	4.01	4.06r	4.02	4.08r	4.10r	4.07r	4.10r	4.09	3.89
Std Dev.	0.93	0.93	0.95	1.01	0.92	1.01	0.91	0.89	0.90	1.03	0.99	0.85	0.97	0.88	0.83	0.91	0.95	0.85	1.04
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.05	0.05	0.07	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 75

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	139 / 2%	48 / 2%	60 / 3%	64 / 2%	76 / 2%	48 / 2%	2 / 1%	20 / 3%	60 / 3%	7 / 3%	26 / 2%	55 / 3%l	36 / 1%	12 / 2%	18 / 3%l	14 / 6%klmp	90 / 2%	32 / 4%lmp	53 / 2%	37 / 2%	14 / 2%	18 / 5%rstw	12 / 8%rstw	90 / 2%	31 / 6%rstw	59 / 4%z	80 / 2%
Fairly dissatisfied (2)	299 / 5%	96 / 4%	138 / 6%ac	150 / 4%	192 / 6%ac	96 / 4%	12 / 6%	37 / 5%	138 / 6%	17 / 8%	60 / 6%	95 / 5%	110 / 5%	49 / 6%	32 / 5%	13 / 6%	204 / 5%	45 / 5%	102 / 4%	120 / 5%	36 / 5%	30 / 8%rsw	10 / 6%	223 / 5%	40 / 8%rw	102 / 6%z	197 / 4%
Neither satisfied or dissatisfied (3)	781 / 13%	272 / 11%	252 / 11%	420 / 12%	400 / 12%	272 / 11%	27 / 14%	90 / 12%	252 / 11%i	29 / 13%	87 / 8%	117 / 6%	311 / 13%kp	229 / 28%klnopq	79 / 13%kp	41 / 17%kp	427 / 9%k	120 / 14%kp	215 / 8%	270 / 11%r	211 / 31%rsuvwx	56 / 16%w	23 / 14%r	485 / 10%	79 / 15%rw	296 / 15%z	545 / 12%
Fairly satisfied (4)	2803 / 45%	1119 / 47%	1013 / 45%	1590 / 46%	1484 / 45%	1119 / 47%g	76 / 39%	322 / 41%	1013 / 45%	87 / 38%	488 / 46%	749 / 36%	1301 / 53%kmopq	365 / 45%k	294 / 50%ko	89 / 37%	2050 / 46%ko	383 / 46%k	978 / 38%	1325 / 56%rtuvwx	287 / 42%	146 / 41%	61 / 38%	2302 / 47%rx	207 / 40%	753 / 46%	2050 / 45%
Very satisfied (5)	2079 / 34%	850 / 35%	788 / 35%	1207 / 35%	1145 / 35%	850 / 35%	69 / 36%	292 / 38%	788 / 35%	85 / 38%	407 / 38%	1037 / 50%lmnopq	663 / 27%m	147 / 18%	164 / 28%m	60 / 25%	1700 / 38%lmnoq	224 / 27%m	1202 / 47%stuvwx	600 / 25%t	125 / 18%	98 / 28%t	41 / 25%	1802 / 37%stuvx	139 / 27%t	466 / 29%	1613 / 36%y
Don't know	69 / 1%	19 / 1%	10 / *	27 / 1%	17 / 1%	19 / 1%	8 / 4%e	16 / 2%e	10 / *	1 / *	3 / *	11 / 1%	15 / 1%	8 / 1%	6 / 1%	21 / 9%klmnoq	26 / 1%	27 / 3%klmnq	18 / 1%	16 / 1%	8 / 1%	6 / 2%	14 / 8%rstuw	34 / 1%	19 / 4%rstw	13 / 1%	56 / 1%
NET: Very/fairly satisfied	4881 / 79%	1969 / 82%	1801 / 80%	2798 / 81%	2629 / 79%	1969 / 82%	145 / 75%	614 / 79%	1801 / 80%	172 / 76%	895 / 84%hi	1786 / 87%lmnopq	1964 / 81%moq	512 / 63%	458 / 77%mo	149 / 63%	3750 / 83%lmnoq	607 / 73%mo	2180 / 85%stuvx	1925 / 81%tuvx	412 / 60%	244 / 69%t	101 / 63%	4104 / 83%tuvx	345 / 67%	1219 / 75%	3663 / 81%y
NET: Very/fairly dissatisfied	438 / 7%	144 / 6%	198 / 9%ac	213 / 6%	267 / 8%ac	144 / 6%	14 / 7%	57 / 7%	198 / 9%	25 / 11%	86 / 8%	149 / 7%	145 / 6%	61 / 8%	50 / 8%	27 / 11%lp	295 / 7%	77 / 9%lp	155 / 6%	157 / 7%	50 / 7%	48 / 14%rstw	23 / 14%rstw	312 / 6%	71 / 14%rstw	161 / 10%z	277 / 6%
Mean	4.05	4.10	4.04	4.09	4.04	4.10	4.07	4.09	4.04	4.00	4.11	4.28lmoq	4.01moq	3.73	3.94m	3.78	4.13lmnoq	3.90m	4.24stuvwx	3.99tuvx	3.70	3.79	3.73	4.12stuvx	3.77	3.91	4.10y
Std Dev.	0.93	0.90	0.97	0.90	0.95	0.90	0.93	0.96	0.97	1.05	0.94	0.95	0.85	0.88	0.96	1.11	0.91	1.00	0.92	0.85	0.90	1.10	1.18	0.89	1.13	1.00	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 75

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	139 / 2%	12 / 3%	125 / 2%	2 / 5%	51 / 3%	82 / 2%	6 / 2%	131 / 2%	3 / 2%	3 / 5%	-	137 / 2%	2 / 5%
Fairly dissatisfied (2)	299 / 5%	28 / 7%	270 / 5%	1 / 2%	113 / 7%ef	177 / 4%	8 / 2%	284 / 5%	8 / 5%	2 / 2%	4 / 6%	293 / 5%	1 / 2%
Neither satisfied or dissatisfied (3)	781 / 13%	56 / 14%	713 / 12%	12 / 28%ab	221 / 13%	489 / 12%	72 / 22%de	708 / 12%	32 / 20%gk	17 / 25%gk	9 / 12%	758 / 13%	15 / 41%
Fairly satisfied (4)	2803 / 45%	180 / 45%	2609 / 46%	14 / 34%	744 / 44%	1913 / 46%	145 / 45%	2660 / 46%	72 / 45%	26 / 38%	32 / 43%	2757 / 46%	14 / 39%
Very satisfied (5)	2079 / 34%	113 / 28%	1953 / 34%	13 / 31%	547 / 32%	1444 / 35%f	88 / 27%	1988 / 34%	44 / 28%	17 / 24%	27 / 36%	2049 / 34%	3 / 8%
Don't know	69 / 1%	12 / 3%b	57 / 1%	-	30 / 2%e	36 / 1%	3 / 1%	59 / 1%	2 / 1%	4 / 6%gk	2 / 3%	65 / 1%	2 / 5%
NET Very/fairly satisfied	4881 / 79%	293 / 73%	4562 / 80%ac	27 / 65%	1291 / 76%	3357 / 81%df	233 / 72%	4648 / 80%i	116 / 72%	43 / 62%	59 / 79%	4806 / 79%i	16 / 47%
NET Very/fairly dissatisfied	438 / 7%	40 / 10%	395 / 7%	3 / 7%	164 / 10%ef	260 / 6%	14 / 4%	415 / 7%	11 / 7%	5 / 7%	4 / 6%	431 / 7%	3 / 7%
Mean	4.05	3.91	4.05a	3.84	3.97	4.09df	3.94	4.06	3.93	3.78	4.13	4.05	3.45
Std Dev.	0.93	1.00	0.93	1.06	1.00	0.90	0.88	0.93	0.91	1.03	0.86	0.93	0.89
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.05	0.01	0.08	0.14	0.10	0.01	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied	(1)	139 2%	36 2%	36 2%	33 2%	34 2%	22 4%fgijlp	7 1%	7 1%	11 2%	7 1%	17 3%	12 2%	7 1%	15 3%	14 3%	13 3%	7 1%
Fairly dissatisfied	(2)	299 5%	63 4%	77 5%	78 5%	81 5%	24 5%	21 4%	18 4%	26 5%	26 5%	25 5%	21 4%	30 6%	27 5%	32 6%	18 4%	31 6%
Neither satisfied or dissatisfied	(3)	781 13%	204 13%	183 12%	209 14%	184 12%	70 13%	72 14%	62 12%	67 13%	61 12%	55 11%	71 15%	75 14%	63 12%	75 14%	48 9%	61 12%
Fairly satisfied	(4)	2803 45%	686 44%	753 49%c	658 42%	706 46%	247 47%	224 43%	214 43%	252 48%ln	264 52%fgilmn	238 47%	219 45%	212 40%	227 43%	211 40%	236 47%	258 52%fgilmn
Very satisfied	(5)	2079 34%	537 35%	476 31%	554 36%b	511 33%	161 30%	189 37%lp	187 38%lp	159 30%	148 29%	169 33%	164 33%	203 38%ehip	187 35%p	188 35%p	190 37%lp	133 27%
Don't know		69 1%	17 1%	16 1%	17 1%	19 1%	3 1%	3 1%	11 2%	10 2%	3 1%	3 1%	4 1%	5 1%	8 2%	12 2%	2 *	5 1%
NET Very/fairly satisfied		4881 79%	1223 79%	1229 80%	1212 78%	1217 79%	408 77%	413 80%	401 81%	410 78%	412 81%	407 80%	383 78%	416 78%	413 78%	400 75%	426 84%en	391 79%
NET Very/fairly dissatisfied		438 7%	99 6%	113 7%	111 7%	115 7%	46 9%	28 5%	25 5%	37 7%	34 7%	42 8%	33 7%	36 7%	42 8%	46 9%	31 6%	38 8%
Mean		4.05	4.06	4.02	4.06	4.04	3.96	4.19e	4.14ep	4.01	4.02	4.02	4.03	4.09	4.05	4.02	4.13ep	3.98
Std Dev.		0.93	0.93	0.92	0.95	0.93	1.00	0.89	0.88	0.91	0.87	0.98	0.94	0.93	0.97	0.99	0.91	0.88
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Table 76

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)	283 5%	66 5%	217 4%	15 2%	267 5%c	143 5%	138 4%	13 2%	29 3%	41 4%g	48 6%g	69 6%ghi	48 6%ghi	35 6%g	42 2%	88 8%n	152 6%n	83 6%n	267 5%s	15 2%
Fairly dissatisfied (2)	666 11%	106 9%	560 11%a	65 8%	601 11%c	315 10%	349 11%	89 11%	75 9%	101 9%	94 11%	122 11%	105 14%hi	81 13%hi	165 10%	194 10%	307 12%	185 13%no	597 11%s	66 7%
Neither satisfied or dissatisfied (3)	836 14%	138 11%	698 14%a	103 12%	732 14%	413 14%	421 13%	120 15%m	127 15%m	154 14%m	113 14%m	177 15%m	87 11%	58 9%	247 15%q	267 14%q	322 13%	146 11%	717 14%	112 12%
Fairly satisfied (4)	2796 45%	585 47%	2211 45%	387 45%	2409 45%	1380 46%	1410 45%	364 44%	407 47%	555 49%km	372 45%	496 43%	341 45%	261 42%	771 45%	927 48%p	1098 43%	601 43%	2324 45%	444 49%
Very satisfied (5)	1551 25%	334 27%	1216 25%	290 34%d	1261 24%	740 25%	808 26%	225 27%	233 27%	264 23%	189 23%	276 24%	179 24%	185 30%ij	458 27%o	453 23%	640 25%	364 26%	1285 25%	258 28%
Don't know	38 1%	4 *	34 1%	* *	38 1%	22 1%	16 1%	12 1%hkl	2 *	8 1%	7 1%	3 *	* *	7 1%l	14 1%	15 1%	9 *	7 *	23 *	11 1%r
NET Very/fairly satisfied	4347 70%	919 75%b	3427 69%	677 79%d	3669 69%	2120 70%	2218 71%	590 72%	640 73%k	818 73%k	561 68%	772 68%	519 68%	446 71%	1229 72%p	1380 71%	1737 69%	965 70%	3609 69%	701 78%r
NET Very/fairly dissatisfied	949 15%	172 14%	777 16%	80 9%	868 16%c	458 15%	487 16%	102 12%	104 12%	141 13%	141 17%ghi	191 17%ghi	153 20%ghi	116 18%ghi	206 12%	283 15%	460 18%no	269 19%no	864 17%s	80 9%
Mean	3.76	3.83	3.74	4.01d	3.72	3.76	3.77	3.86jkl	3.85jkl	3.81kl	3.69	3.69	3.65	3.77	3.86pq	3.76	3.70	3.71	3.72	3.97r
Std Dev.	1.09	1.09	1.09	0.96	1.10	1.08	1.09	1.00	1.02	1.02	1.12	1.13	1.16	1.17	1.01	1.06	1.15	1.17	1.11	0.92
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.04

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

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied (1)	283 5%	61 5%	82 4%	64 5%	75 4%	144 5%	139 5%	154 4%	120 5%	25 5%	28 4%	71 5%	63 4%	54 5%	161 4%	26 4%	235 5%	61 5%	211 5%	11 4%
Fairly dissatisfied (2)	666 11%	107 9%	215 11%	169 12%	174 10%	322 10%	343 11%	382 10%	273 11%	70 12%	70 10%	173 11%	166 11%	108 10%	408 11%	73 12%	540 10%	134 10%	509 11%	24 8%
Neither satisfied or dissatisfied (3)	836 14%	144 12%	262 13%	201 14%	228 14%	406 13%	429 14%	491 13%	331 14%	79 14%	107 15%	211 13%	211 14%	119 11%	529 14%	84 14%	682 13%	176 14%	624 14%	36 12%
Fairly satisfied (4)	2796 45%	521 45%	898 46%	619 44%	759 45%	1419 46%	1377 45%	1722 47%	1046 44%	219 39%	317 44%	709 48%i	745 48%i	520 49%i	1771 46%i	229 39%	2415 47%o	567 44%	2092 46%	137 46%
Very satisfied (5)	1551 25%	315 27%	475 24%	337 24%	423 25%	790 26%	760 25%	925 25%	606 25%	155 28%	194 27%	400 25%	366 24%	264 25%	961 25%	164 28%	1286 25%	345 27%	1121 25%	84 28%
Don't know	38 1%	5 *	10 1%	4 *	18 1%c	16 1%	22 1%	14 *	18 1%	12 2%jklmn	1 *	8 *	3 *	4 *	12 *	12 2%p	15 *	14 1%r	16 *	8 3%r
NET Very/fairly satisfied	4347 70%	836 72%	1373 71%	956 69%	1182 70%	2209 71%	2138 70%	2646 72%	1652 69%	374 67%	512 71%	1110 71%	1111 72%	784 73%i	2732 71%	393 67%	3701 72%	912 70%	3213 70%	221 74%
NET Very/fairly dissatisfied	949 15%	168 15%	297 15%	232 17%	249 15%	466 15%	482 16%	535 15%	393 16%	96 17%	98 14%	243 15%	228 15%	162 15%	570 15%	98 17%	775 15%	194 15%	720 16%	35 12%
Mean	3.76	3.80	3.76	3.72	3.77	3.78	3.75	3.78	3.73	3.74	3.81	3.76	3.77	3.78	3.77	3.75	3.77	3.78	3.75	3.89
Std Dev.	1.09	1.10	1.07	1.10	1.08	1.08	1.09	1.06	1.11	1.14	1.06	1.09	1.05	1.08	1.07	1.13	1.08	1.10	1.09	1.03
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very dissatisfied	(1)	283 5%	234 4%	48 6%	16 9%a	239 5%g	27 5%g	14 5%g	2 1%	16 6%	28 4%	27 5%	19 4%	27 5%	27 5%	29 4%	36 4%	31 6%	1 2%	26 6%
Fairly dissatisfied	(2)	666 11%	557 10%	110 13%	18 10%	554 11%g	67 13%g	36 12%g	9 6%	32 13%	79 12%	89 17%iklmnop	47 10%	50 9%	53 9%	72 9%	85 10%	47 9%	10 14%	57 13%
Neither satisfied or dissatisfied	(3)	836 14%	710 13%	126 15%	19 11%	694 13%	78 15%	41 14%	23 13%	36 14%l	97 14%l	65 13%	61 14%	50 9%	83 14%l	113 14%l	112 13%	77 15%l	5 7%	73 16%l
Fairly satisfied	(4)	2796 45%	2438 46%c	358 41%	67 39%	2363 46%	225 43%	123 42%	85 50%ef	93 37%	286 42%	183 36%	221 49%hjr	275 51%hijr	259 45%hj	387 48%hj	421 50%hjr	239 45%hj	40 58%hijr	185 41%
Very satisfied	(5)	1551 25%	1332 25%	218 25%	53 31%	1303 25%	118 23%	80 27%	50 29%de	70 28%o	178 26%	144 28%o	100 22%	140 26%	149 26%	209 26%	183 22%	130 25%	13 18%	105 23%
Don't know		38 1%	35 1%	3 *	* *	33 1%	4 1%	1 *	1 1%	3 1%n	8 1%	1 *	1 *	1 *	4 1%	2 *	7 1%	4 1%	- -	4 1%
NET Very/fairly satisfied		4347 70%	3770 71%	577 67%	120 69%	3665 71%c	343 66%	203 69%	135 79%def	163 65%	464 69%l	327 64%	321 72%jr	415 76%hijr	408 71%	595 73%hjr	604 72%jr	369 70%	53 76%	291 65%
NET Very/fairly dissatisfied		949 15%	791 15%	158 18%	34 20%	793 15%g	94 18%	50 17%g	12 7%	48 19%n	107 16%	115 23%iklmnop	66 15%	77 14%	79 14%	101 12%	121 14%	79 15%	11 16%	83 18%n
Mean		3.76	3.77	3.68	3.71	3.76	3.66	3.74	4.01def	3.69	3.76	3.65	3.75	3.83jr	3.79	3.83jr	3.75	3.74	3.77	3.65
Std Dev.		1.09	1.08	1.15	1.26	1.09	1.12	1.13	0.88	1.20	1.10	1.21	1.05	1.07	1.07	1.02	1.04	1.11	0.98	1.14
Std Error		0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.03	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.05	0.06	0.08	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	283 5%	105 4%	115 5%	146 4%	156 5%	105 4%	4 2%	45 6%	115 5%	16 7%	57 5%	108 5%lm	86 4%	24 3%	36 6%lm	26 11%klmp	194 4%	61 7%klmp	119 5%s	76 3%	25 4%	40 11%rstw	19 12%rstw	195 4%	59 11%rstw	91 6%	192 4%
Fairly dissatisfied (2)	666 11%	231 10%	288 13%ac	341 10%	398 12%ac	231 10%	22 11%	92 12%	288 13%	34 15%	134 13%	214 10%	250 10%	91 11%	77 13%	35 15%	464 10%	112 13%lp	249 10%	244 10%	91 13%rw	58 16%rsw	23 14%	493 10%	81 16%rsw	194 12%	472 10%
Neither satisfied or dissatisfied (3)	836 14%	270 11%	318 14%a	420 12%	468 14%a	270 11%	21 11%	102 13%	318 14%	32 14%	137 13%	169 8%	310 13%kp	219 27%klmnopq	93 16%kp	40 17%kp	480 11%k	134 16%kp	247 10%	314 13%r	195 29%rstuvwx	47 13%	26 16%r	561 11%	73 14%r	232 14%	604 13%
Fairly satisfied (4)	2796 45%	1128 47%	988 44%	1606 46%	1466 44%	1128 47%fg	69 36%	317 41%	988 44%	86 38%	477 44%	806 39%	1244 51%kmopq	368 45%ko	285 48%ko	85 36%	2050 46%ko	371 45%k	1029 40%	1257 53%rtuvwx	296 43%	146 41%	55 34%	2286 46%rvz	202 39%	708 43%	2088 46%
Very satisfied (5)	1551 25%	662 28%b	544 24%	934 27%b	816 25%	662 28%	74 38%eg	218 28%	544 24%	57 25%	265 25%	761 37%lmnopq	529 22%mn	106 13%	101 17%	47 20%m	1291 29%lmnoq	148 18%m	916 36%stuvwx	463 20%t	69 10%	61 17%t	35 22%t	1379 28%stuux	97 19%t	399 25%	1151 25%
Don't know	38 1%	7 *	7 *	10 *	9 *	7 *	4 2%e	5 1%	7 *	1 *	2 *	4 *	16 1%	3 *	2 *	5 2%kmmp	20 *	7 1%	9 *	13 1%	4 1%	1 *	2 1%	22 *	3 1%	4 *	34 1%
NET: Very/fairly satisfied	4347 70%	1790 74%bd	1532 68%	2540 73%bd	2282 69%	1790 74%g	143 74%	534 69%	1532 68%	143 63%	741 69%	1567 76%mnoq	1773 73%mnoq	474 58%	386 65%mo	133 56%	3341 74%mnoq	519 62%	1945 76%tuvx	1720 73%tuvx	365 54%	208 59%	91 56%	3665 74%tuvx	298 58%	1108 68%	3239 71%y
NET: Very/fairly dissatisfied	949 15%	336 14%	404 18%ac	487 14%	555 17%ac	336 14%	26 13%	137 18%e	404 18%	50 22%	191 18%	322 16%	336 14%	115 14%	112 19%lp	60 25%klmp	658 15%	173 21%klmp	368 14%	320 14%	117 17%	98 28%rstw	42 26%rstw	688 14%	139 27%rstw	285 17%z	664 15%
Mean	3.76	3.84bd	3.69	3.82bd	3.72	3.84	3.99g	3.74	3.69	3.60	3.71	3.92lmnopq	3.78mnoq	3.54	3.57	3.41	3.84mnoq	3.53	3.93stuvwx	3.76tuvx	3.43	3.37	3.42	3.85stuvx	3.39	3.70	3.78y
Std Dev.	1.09	1.07	1.12	1.07	1.10	1.07	1.07	1.16	1.12	1.22	1.13	1.16	1.02	0.96	1.10	1.27	1.08	1.15	1.12	0.99	0.97	1.26	1.30	1.06	1.27	1.13	1.07
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.08	0.03	0.03	0.02	0.03	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02

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

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base		6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base		3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied	(1)	283 5%	26 6%	254 4%	2 6%	99 6%e	173 4%	11 3%	275 5%	1 1%	3 4%	3 5%	279 5%	* 1%
Fairly dissatisfied	(2)	666 11%	43 11%	620 11%	4 8%	220 13%e	410 10%	36 11%	622 11%	23 14%	9 13%	9 12%	654 11%	3 8%
Neither satisfied or dissatisfied	(3)	836 14%	55 14%	768 13%	12 30%ab	232 14%	535 13%	68 21%de	759 13%	33 21%gk	18 26%gk	11 15%	810 13%	15 43%
Fairly satisfied	(4)	2796 45%	162 40%	2619 46%	14 34%	703 41%	1966 47%df	127 40%	2662 46%j	72 45%	30 44%	22 29%	2764 46%j	11 31%
Very satisfied	(5)	1551 25%	108 27%	1433 25%	9 22%	441 26%	1035 25%	74 23%	1479 25%	31 19%	9 14%	28 38%ghik	1519 25%	3 8%
Don't know		38 1%	6 2%	32 1%	-	10 1%	22 1%	6 2%de	34 1%	*	-	1 1%	34 1%	3 10%
NET Very/fairly satisfied		4347 70%	270 67%	4053 71%	23 56%	1145 67%	3001 72%df	201 62%	4141 71%	103 64%	39 57%	50 67%	4283 71%	14 39%
NET Very/fairly dissatisfied		949 15%	69 17%	874 15%	6 14%	319 19%e	583 14%	47 14%	897 15%	25 15%	12 17%	13 17%	933 15%	3 8%
Mean		3.76	3.72	3.77	3.59	3.69	3.80d	3.69	3.77	3.67	3.50	3.85	3.76	3.42
Std Dev.		1.09	1.17	1.08	1.10	1.16	1.06	1.06	1.09	0.98	1.02	1.20	1.09	0.81
Std Error		0.01	0.06	0.01	0.15	0.03	0.02	0.06	0.01	0.08	0.13	0.14	0.01	0.16

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied	(1)	283 5%	74 5%	77 5%	51 3%	80 5%c	38 7%gilm	21 4%	15 3%	34 6%glm	17 3%	26 5%	22 4%	14 3%	15 3%	24 5%	29 6%	27 5%
Fairly dissatisfied	(2)	666 11%	169 11%	148 10%	191 12%	158 10%	59 11%	52 10%	58 12%	44 8%	54 11%	50 10%	65 13%	59 11%	67 13%	50 9%	52 10%	55 11%
Neither satisfied or dissatisfied	(3)	836 14%	192 12%	211 14%	228 15%	205 13%	77 15%g	70 13%	45 9%	73 14%	64 13%	74 15%g	64 13%	74 14%	90 17%go	75 14%	48 9%	83 17%go
Fairly satisfied	(4)	2796 45%	692 45%	740 48%cd	699 45%	665 43%	228 43%	246 48%	219 44%	252 48%	252 49%p	237 47%	232 47%	232 44%	235 45%	230 43%	230 45%	205 41%
Very satisfied	(5)	1551 25%	404 26%	357 23%	375 24%	415 27%	123 23%	129 25%	153 31%ehijkm	119 23%	119 23%	119 23%	107 22%	150 28%	119 23%	144 27%	147 29%k	124 25%
Don't know		38 1%	12 1%	8 1%	7 *	12 1%	3 1%	*	8 2%f	3 1%	3 1%	2 *	1 *	4 1%	1 *	9 2%f	1 *	1 *
NET Very/fairly satisfied		4347 70%	1096 71%	1097 71%	1074 69%	1079 70%	351 66%	374 72%	371 75%emq	371 71%	371 73%	356 70%	339 69%	381 72%	353 67%	373 70%	376 74%ep	330 67%
NET Very/fairly dissatisfied		949 15%	243 16%	225 15%	242 16%	239 16%	97 18%	73 14%	73 15%	78 15%	71 14%	76 15%	87 18%	73 14%	82 16%	75 14%	82 16%	82 17%
Mean		3.76	3.77	3.75	3.75	3.77	3.64	3.79	3.89ekmp	3.73	3.79	3.74	3.69	3.84e	3.71	3.80	3.81	3.70
Std Dev.		1.09	1.10	1.07	1.06	1.12	1.17	1.05	1.07	1.10	1.03	1.08	1.09	1.04	1.04	1.09	1.14	1.12
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 77

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)	966 16%	146 12%	820 17%a	68 8%	898 17%c	420 14%	544 17%e	59 7%	63 7%	124 11%gh	160 19%ghi	254 22%ghi	159 21%ghi	147 23%ghi	122 7%	284 16%n	561 22%no	306 22%no	877 17%s	85 9%
Fairly dissatisfied (2)	1335 22%	198 16%	1136 23%a	141 16%	1194 22%c	639 21%	688 22%	136 17%	122 14%	207 18%h	179 22%gh	294 26%ghi	203 27%ghi	193 31%ghij	258 15%	386 20%n	691 27%no	397 29%no	1229 24%s	94 10%
Neither satisfied or dissatisfied (3)	1371 22%	313 25%b	1058 21%	178 21%	1193 22%	702 23%	667 21%	214 26%ijlm	193 22%	234 21%	164 20%	249 22%	189 25%	128 20%	407 24%o	398 20%	566 22%	317 23%	1152 22%	206 23%
Fairly satisfied (4)	1829 30%	444 36%b	1385 28%	324 38%d	1505 28%	913 30%	914 29%	280 34%klm	345 40%ijklm	415 37%jklm	238 29%klm	257 22%	164 22%	129 21%	625 37%pq	654 34%pq	550 22%	293 21%	1460 28%	352 39%r
Very satisfied (5)	608 10%	110 9%	499 10%	148 17%d	461 9%	304 10%	303 10%	115 14%jklm	143 16%ijklm	134 12%klm	74 9%lm	81 7%lm	41 5%	21 3%	259 15%opq	207 11%pq	143 6%	62 4%	453 9%	153 17%r
Don't know	60 1%	22 2%b	38 1%	3 *	57 1%	34 1%	26 1%	19 2%hikl	6 1%	9 1%	7 1%	6 1%	4 1%	9 1%	26 2%	16 1%	19 1%	13 1%	43 1%	14 2%
NET Very/fairly satisfied	2437 40%	553 45%b	1884 38%	471 55%d	1966 40%	1217 40%	1217 39%	396 48%jklm	488 56%gjiklm	549 49%jklm	312 38%klm	338 30%m	204 27%	150 24%	884 52%opq	861 44%pq	692 27%	354 26%	1912 37%	505 56%r
NET Very/fairly dissatisfied	2301 37%	344 28%	1956 40%a	209 24%	2092 39%c	1059 35%	1232 39%e	195 24%	185 21%	331 29%gh	339 41%ghij	549 48%ghij	362 48%ghij	340 54%ghijk	380 22%	669 34%n	1252 49%no	703 51%no	2106 40%s	180 20%
Mean	2.96	3.14b	2.92	3.40d	2.89	3.01f	2.92	3.32jklm	3.44ijklm	3.21jklm	2.86klm	2.66m	2.63	2.49	3.38pq	3.06pq	2.61	2.57	2.88	3.44r
Std Dev.	1.24	1.16	1.26	1.18	1.24	1.22	1.26	1.13	1.14	1.20	1.28	1.25	1.19	1.16	1.14	1.25	1.21	1.18	1.24	1.17
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 77

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied (1)	966 16%	135 12%	326 17%a	213 15%a	291 17%a	461 15%	504 16%	486 13%	460 19%g	112 20%mn	111 15%	245 16%m	242 16%m	125 12%	598 18%m	118 20%p	757 15%	188 15%	730 16%	48 16%
Fairly dissatisfied (2)	1335 22%	213 18%	456 23%a	293 21%	372 22%	669 22%	666 22%	727 20%	586 24%g	115 21%	154 21%	361 23%	314 20%	224 21%	829 22%	121 21%	1107 21%	247 19%	1031 23%q	56 19%
Neither satisfied or dissatisfied (3)	1371 22%	254 22%	435 22%	305 22%	377 22%	689 22%	682 22%	797 22%	556 23%	118 21%	172 24%	322 21%	373 24%	229 21%	868 22%	127 22%	1160 22%	285 22%	1017 22%	68 23%
Fairly satisfied (4)	1829 30%	394 34%bcd	557 29%	442 32%d	437 26%	951 31%	878 29%	1238 34%h	569 24%	145 26%	200 28%	453 29%	492 32%i	367 34%ijkln	1145 30%	149 25%	1599 31%o	405 31%	1342 29%	82 27%
Very satisfied (5)	608 10%	148 13%b	144 7%	138 10%	178 11%b	292 9%	316 10%	419 11%h	188 8%	55 10%	75 10%	180 11%i	120 8%	122 11%i	375 10%	57 10%	519 10%	150 12%r	423 9%	35 12%
Don't know	60 1%	10 1%	25 1%c	3 *	22 1%c	35 1%	25 1%	20 1%	36 2%g	15 3%jklmn	5 1%	11 1%	11 1%	2 *	27 1%	15 3%p	32 1%	20 2%r	29 1%	11 4%r
NET Very/fairly satisfied	2437 40%	542 47%bcd	701 36%	579 42%bd	615 37%	1243 40%	1194 39%	1657 45%h	757 32%	200 36%	275 38%	633 40%	613 39%	488 46%ijkln	1521 40%	206 35%	2117 41%o	555 43%r	1765 39%	118 39%
NET Very/fairly dissatisfied	2301 37%	348 30%	782 40%a	506 36%	663 40%a	1130 36%	1170 38%	1213 33%	1045 44%h	227 41%m	266 37%	606 39%m	556 36%	349 33%	1427 37%	239 41%	1864 36%	436 34%	1761 39%q	104 35%
Mean	2.96	3.18bcd	2.86	3.00b	2.90	2.98	2.95	3.10h	2.76	2.85	2.96	2.98	2.96	3.13ijkln	2.97	2.83	3.00o	3.06r	2.93	3.00
Std Dev.	1.24	1.22	1.22	1.24	1.27	1.23	1.26	1.23	1.24	1.30	1.24	1.27	1.21	1.21	1.24	1.29	1.23	1.25	1.24	1.28
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.08

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very dissatisfied	(1)	966 16%	821 15%	145 17%	29 17%	831 16%eg	63 12%	52 18%eg	20 12%	33 13%	118 17%nr	84 17%n	66 15%	105 19%hnr	90 16%	89 11%	155 18%nr	91 17%n	8 12%	54 12%
Fairly dissatisfied	(2)	1335 22%	1121 21%	213 25%	42 24%	1135 22%g	114 22%	56 19%	30 17%	63 25%ln	156 23%n	133 26%ln	120 27%ln	96 18%	140 24%ln	116 14%	198 23%n	113 21%n	17 24%n	98 22%n
Neither satisfied or dissatisfied	(3)	1371 22%	1180 22%	191 22%	43 25%	1099 21%	142 27%d	75 25%d	55 32%df	49 20%	121 18%	86 17%	117 26%hijo	109 20%	132 23%j	187 23%j	166 20%	133 25%ij	21 30%ij	122 27%hijlo
Fairly satisfied	(4)	1829 30%	1595 30%c	234 27%	40 23%	1544 30%	154 30%	85 29%	46 27%	79 32%	188 28%	144 28%	115 26%	175 32%	169 30%	308 38%ijklmopqr	228 27%	136 26%	20 29%	134 30%
Very satisfied	(5)	608 10%	537 10%	71 8%	19 11%	524 10%	40 8%	26 9%	18 11%	20 8%	79 12%k	57 11%k	28 6%	54 10%	42 7%	111 14%hkmpqr	86 10%	47 9%	3 5%	37 8%
Don't know		60 1%	51 1%	9 1%	* *	53 1%	4 1%	1 *	1 1%	6 2%imn	14 2%mn	5 1%n	3 1%	4 1%	- -	- -	11 1%mn	9 2%mn	- -	4 1%mn
NET Very/fairly satisfied		2437 40%	2132 40%b	305 35%	59 34%	2068 40%	194 38%	111 38%	64 38%	99 40%k	267 39%k	201 40%k	143 32%	230 42%kp	211 37%	419 52%hijklmopqr	314 37%	183 35%	23 33%	171 38%
NET Very/fairly dissatisfied		2301 37%	1942 37%	358 42%a	71 41%	1966 38%g	177 34%	108 37%g	50 29%	96 38%n	274 41%nr	217 43%nr	185 41%nr	201 37%	230 40%n	205 25%	353 42%nr	204 39%n	25 36%	152 34%n
Mean		2.96	2.98b	2.85	2.87	2.96	2.99	2.92	3.07	2.96	2.93	2.91	2.82	2.96	2.88	3.29hijklmopqr	2.87	2.88	2.90	3.00k
Std Dev.		1.24	1.25	1.23	1.26	1.26	1.15	1.24	1.17	1.21	1.31	1.29	1.16	1.30	1.20	1.19	1.29	1.24	1.10	1.16
Std Error		0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.06	0.07	0.06	0.06	0.07	0.07	0.08	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
			1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base		6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base		6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base		3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)		966 16%	262 11%	521 23%acd	379 11%	637 19%ac	262 11%	28 15%	107 14%	521 23%	63 28%	272 25%	313 15%	346 14%	111 14%	125 21%klmp	59 25%klmp	660 15%	184 22%klmp	376 15%	321 14%	116 17%	89 25%rstw	50 31%rstw	697 14%	138 27%rstw	306 19%z	660 15%
Fairly dissatisfied (2)		1335 22%	402 17%	663 29%acd	598 17%	859 26%ac	402 17%	40 21%	167 21%e	663 29%	60 26%	326 30%	482 23%m	505 21%	154 19%	150 25%m	42 17%	987 22%	192 23%	548 21%	511 22%	144 21%	96 27%w	35 22%	1059 21%	132 26%	280 17%	1055 23%y
Neither satisfied or dissatisfied (3)		1371 22%	516 21%	474 21%	768 22%	726 22%	516 21%	31 16%	179 23%	474 21%	43 19%	232 22%	397 19%	498 20%	300 37%klmnopq	120 20%	54 23%	895 20%	174 21%	502 20%	536 23%r	232 34%rsuvwx	69 19%	26 16%	1038 21%	95 18%	291 18%	1079 24%y
Fairly satisfied (4)		1829 30%	864 36%bd	458 20%	1247 36%bd	842 28%b	864 36%g	60 31%	221 28%	458 20%	43 19%	181 17%	578 28%	859 35%kmnopq	185 23%	155 26%	51 21%	1436 32%kmnoq	206 25%	770 30%tuvx	799 34%rtuvx	154 23%	82 23%v	21 13%	1569 32%tuvx	103 20%	522 32%	1306 29%
Very satisfied (5)		608 10%	341 14%bd	139 6%	443 13%bd	241 7%	341 14%	28 15%	91 12%	139 6%	17 7%	56 5%	286 14%lmnpq	204 8%	53 7%	38 6%	22 9%	491 11%lmnq	60 7%	355 14%stuvx	183 8%t	31 5%	16 4%	16 10%t	538 11%stuvx	32 6%	226 14%z	382 8%
Don't know		60 1%	19 1%bd	5 *	22 1%	8 *	19 1%	6 3%e	13 2%	5 *	1 *	4 *	7 *	23 1%k	7 1%	5 1%	11 5%klmnp	30 1%	16 2%kp	17 1%	18 1%	5 1%	2 1%	12 7%rstuwx	35 1%	14 3%rstw	3 *	57 1%
NET Very/fairly satisfied		2437 40%	1204 50%bd	597 26%	1690 49%bd	1083 33%b	1204 50%g	88 46%	312 40%	597 26%	60 26%	237 22%	864 42%mnoq	1063 44%mnoq	239 29%	193 33%	73 31%	1927 43%mnoq	266 32%	1125 44%tuvx	982 41%tuvx	185 27%	98 28%	37 23%	2107 43%tuvx	135 26%	749 46%z	1689 37%
NET Very/fairly dissatisfied		2301 37%	665 28%	1184 52%acd	977 28%	1496 45%ac	665 28%	68 35%	274 35%e	1184 52%	123 54%	599 56%	795 39%m	851 35%	265 33%	275 46%klmp	101 42%m	1647 37%	376 45%klmp	924 36%	832 35%	259 38%	185 52%rstw	85 53%rstw	1756 36%	270 52%rstw	586 36%	1715 38%
Mean		2.96	3.26bd	2.57	3.23bd	2.76b	3.26g	3.11	3.03	2.57j	2.51	2.46	3.02noq	3.03nnq	2.90nq	2.71	2.71	3.02mnoq	2.71	3.07tuvx	3.01tuvx	2.77uvx	2.54	2.46	3.04tuvx	2.52	3.05z	2.93
Std Dev.		1.24	1.21	1.22	1.20	1.23	1.21	1.32	1.24	1.22	1.28	1.19	1.30	1.22	1.11	1.24	1.33	1.25	1.27	1.29	1.19	1.12	1.22	1.37	1.24	1.27	1.34	1.21
Std Error		0.02	0.03	0.03	0.02	0.02	0.03	0.09	0.04	0.03	0.09	0.03	0.03	0.03	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02

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

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	966 16%	60 15%	900 16%	6 15%	315 18%e	608 15%	43 13%	935 16%	20 12%	5 8%	5 7%	961 16%	* 1%
Fairly dissatisfied (2)	1335 22%	62 15%	1266 22%a	7 17%	358 21%	905 22%	72 22%	1275 22%h	19 12%	15 22%	16 22%	1310 22%h	9 25%
Neither satisfied or dissatisfied (3)	1371 22%	97 24%	1267 22%	6 15%	377 22%	922 22%	72 22%	1283 22%	39 24%	16 23%	22 29%	1337 22%	11 33%
Fairly satisfied (4)	1829 30%	131 33%	1683 29%	15 36%	468 27%	1264 31%	97 30%	1712 29%	56 35%	28 41%	22 29%	1797 30%	10 29%
Very satisfied (5)	608 10%	44 11%	558 10%	6 14%	167 10%	407 10%	34 11%	570 10%	24 15%	4 4%	7 9%	599 10%	3 8%
Don't know	60 1%	7 2%	53 1%	1 2%	21 1%	36 1%	4 1%	55 1%	2 1%	-	2 3%	57 1%	2 5%
NET Very/fairly satisfied	2437 40%	175 44%	2241 39%	21 50%	635 37%	1671 40%	131 41%	2282 39%	81 50%gk	32 47%	29 39%	2395 40%	13 37%
NET Very/fairly dissatisfied	2301 37%	122 30%	2166 38%a	13 32%	673 39%	1513 37%	115 36%	2211 38%h	39 24%	21 30%	21 29%	2270 37%h	9 25%
Mean	2.96	3.10	2.95	3.17	2.89	2.99d	3.03	2.95	3.29gk	3.14	3.13	2.96	3.20
Std Dev.	1.24	1.24	1.24	1.32	1.27	1.23	1.23	1.25	1.23	1.08	1.10	1.25	0.95
Std Error	0.02	0.06	0.02	0.19	0.03	0.02	0.07	0.02	0.11	0.14	0.13	0.02	0.18

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

QD3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied (1)		966 16%	245 16%	231 15%	206 13%	285 19%bc	86 16%	64 12%	94 19%fkl	74 14%	85 17%	72 14%	64 13%	64 12%	78 15%	111 21%fhjkl	83 16%	91 18%fl
Fairly dissatisfied (2)		1335 22%	336 22%	337 22%	363 23%d	298 19%	104 20%	132 26%	100 20%	115 22%	115 23%	108 21%	108 22%	120 23%	135 26%	103 19%	100 20%	95 19%
Neither satisfied or dissatisfied (3)		1371 22%	333 22%	357 23%	330 21%	350 23%	123 23%	107 21%	104 21%	119 23%	118 23%	121 24%	126 26%m	109 20%	96 18%	108 20%	115 23%	126 25%m
Fairly satisfied (4)		1829 30%	446 29%	461 30%	496 32%d	426 28%	156 30%	154 30%	136 27%	157 30%	158 31%	146 29%	146 30%	177 33%	173 33%	147 28%	140 28%	138 28%
Very satisfied (5)		608 10%	166 11%	140 9%	140 9%	162 11%	53 10%i	58 11%i	55 11%i	54 10%i	28 5%	58 11%i	39 8%	59 11%i	42 8%	53 10%i	67 13%ikm	42 9%
Don't know		60 1%	17 1%	14 1%	15 1%	14 1%	6 1%	2 *	9 2%	5 1%	6 1%	3 1%	8 2%	4 1%	2 *	10 2%	2 *	3 1%
NET Very/fairly satisfied		2437 40%	612 40%	601 39%	636 41%	588 38%	209 40%	212 41%	191 38%	212 40%	186 37%	204 40%	185 38%	235 44%i	215 41%	200 38%	207 41%	181 36%
NET Very/fairly dissatisfied		2301 37%	581 38%	568 37%	569 37%	583 38%	190 36%	197 38%	194 39%	188 36%	200 39%	180 35%	172 35%	184 35%	213 40%	213 40%	184 36%	186 38%
Mean		2.96	2.97	2.96	3.00	2.92	2.98	3.02	2.91	3.01	2.86	3.02	2.97	3.09imp	2.94	2.87	3.01	2.89
Std Dev.		1.24	1.26	1.22	1.21	1.28	1.25	1.23	1.30	1.23	1.19	1.24	1.18	1.22	1.23	1.31	1.29	1.24
Std Error		0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.06	0.05	0.05	0.06	0.05	0.05	0.05	0.06	0.06	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)	109 2%	13 1%	96 2%	22 3%	87 2%	64 2%	45 1%	17 2%	15 2%	23 2%	21 3%k	11 1%	11 1%	10 2%	33 2%	44 2%	33 1%	22 2%	94 2%	15 2%
Fairly dissatisfied (2)	311 5%	55 4%	256 5%	29 3%	283 5%	132 4%	178 6%	52 6%h	31 4%	55 5%	30 4%	64 6%	40 5%	41 6%h	83 5%	85 4%	144 6%	80 6%	283 5%s	26 3%
Neither satisfied or dissatisfied (3)	1100 18%	167 14%	933 19%a	131 15%	969 18%	535 18%	561 18%	128 15%	151 17%	198 18%	156 19%	231 20%g	123 16%	114 18%	279 16%	354 18%	467 18%	237 17%	946 18%	143 16%
Fairly satisfied (4)	3002 49%	635 52%	2367 48%	403 47%	2599 49%	1460 48%	1536 49%	402 49%	454 52%m	550 49%	399 49%	540 47%	385 51%m	271 43%	856 50%	950 49%	1196 47%	656 47%	2514 48%	464 51%
Very satisfied (5)	1493 24%	325 26%	1167 24%	268 31%d	1225 23%	734 24%	756 24%	198 24%	207 24%	273 24%	193 23%	262 23%	187 25%	172 27%	405 24%	466 24%	621 25%	359 26%	1249 24%	232 26%
Don't know	154 2%	38 3%	116 2%	8 1%	146 3%c	87 3%	66 2%	27 3%	14 2%	23 2%	23 3%	34 3%	14 2%	20 3%	41 2%	46 2%	68 3%	33 2%	126 2%	26 3%
NET Very/fairly satisfied	4495 73%	960 78%b	3535 72%	671 78%d	3823 72%	2194 73%	2292 73%	600 73%	661 76%k	823 73%	593 72%	803 70%	572 75%	442 71%	1262 74%	1416 73%	1817 72%	1015 73%	3763 72%	695 77%r
NET Very/fairly dissatisfied	421 7%	68 6%	352 7%	51 6%	370 7%	196 7%	223 7%	69 8%	46 5%	78 7%	51 6%	75 7%	51 7%	51 8%	115 7%	129 7%	177 7%	102 7%	377 7%s	41 5%
Mean	3.91	4.01b	3.88	4.02d	3.89	3.91	3.90	3.89	3.94	3.91	3.89	3.88	3.93	3.91	3.92	3.90	3.91	3.92	3.89	3.99r
Std Dev.	0.89	0.83	0.90	0.91	0.89	0.90	0.88	0.92	0.85	0.90	0.90	0.87	0.87	0.94	0.88	0.90	0.89	0.90	0.90	0.84
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

			Social Grade			Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	**6169**	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	**6169**	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	**3793**	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied (1)	**109 2%**	22 2%	36 2%	25 2%	26 2%	59 2%	51 2%	64 2%	44 2%	11 2%	10 1%	29 2%	24 2%	25 2%	63 2%	11 2%	92 2%	26 2%	80 2%	4 1%
Fairly dissatisfied (2)	**311 5%**	56 5%	103 5%	72 5%	80 5%	159 5%	152 5%	181 5%	125 5%	21 4%	30 4%	78 5%	89 6%	47 4%	197 5%	21 4%	265 5%	59 5%	236 5%	16 5%
Neither satisfied or dissatisfied (3)	**1100 18%**	167 14%	359 18%a	262 19%a	312 19%a	526 17%	574 19%	624 17%	461 19%	126 22%klmn	147 20%m	272 17%	258 17%	161 15%	677 18%	131 22%p	881 17%	213 16%	840 18%	47 16%
Fairly satisfied (4)	**3002 49%**	596 52%d	959 49%	673 48%	774 46%	1555 50%	1447 47%	1884 51%h	1076 45%	235 42%	327 46%	759 48%i	811 52%ij	543 51%i	1897 49%i	250 43%	2563 50%o	624 48%	2229 49%	149 50%
Very satisfied (5)	**1493 24%**	285 25%	443 23%	331 24%	433 26%	728 24%	764 25%	866 23%	608 25%	147 26%	190 26%	399 25%	343 22%	267 25%	932 24%	152 26%	1261 24%	337 26%	1082 24%	73 24%
Don't know	**154 2%**	27 2%	43 2%	31 2%	53 3%	70 2%	84 3%	69 2%	80 3%g	21 4%kn	14 2%	34 2%	29 2%	26 2%	76 2%	23 4%p	111 2%	38 3%	106 2%	10 3%
NET Very/fairly satisfied	**4495 73%**	881 76%bcd	1402 72%	1004 72%	1207 72%	2284 74%	2211 72%	2750 75%h	1685 70%	382 68%	517 72%	1158 74%i	1154 74%i	810 76%i	2829 74%i	402 68%	3824 74%o	961 74%	3311 72%	223 74%
NET Very/fairly dissatisfied	**421 7%**	78 7%	139 7%	97 7%	105 6%	217 7%	202 7%	245 7%	168 7%	32 6%	40 6%	107 7%	113 7%	72 7%	260 7%	32 5%	357 7%	85 7%	316 7%	20 7%
Mean	**3.91**	3.95	3.88	3.89	3.93	3.90	3.91	3.91	3.90	3.90	3.93	3.92	3.89	3.94	3.91	3.90	3.92	3.94	3.89	3.94
Std Dev.	**0.89**	0.88	0.89	0.89	0.89	0.89	0.89	0.87	0.92	0.91	0.88	0.90	0.87	0.89	0.88	0.90	0.89	0.90	0.89	0.87
Std Error	**0.01**	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very dissatisfied (1)		109 2%	96 2%	13 2%	4 2%	89 2%	9 2%	9 3%g	2 1%	5 2%n	23 3%kn	13 3%n	4 1%	7 1%	14 3%n	5 1%	12 1%	7 1%	1 1%	8 2%
Fairly dissatisfied (2)		311 5%	273 5%	38 4%	10 6%	259 5%	29 6%	18 6%g	5 3%	15 6%n	39 6%n	36 7%n	20 4%	21 4%	22 4%n	13 2%	69 8%lmn	25 5%n	2 3%	27 6%n
Neither satisfied or dissatisfied (3)		1100 18%	954 18%	146 17%	24 14%	924 18%	98 19%	49 17%	29 17%	42 17%	120 18%	113 22%lp	83 18%	83 15%	113 20%	144 18%	141 17%	85 16%	10 14%	88 20%
Fairly satisfied (4)		3002 49%	2576 49%	426 49%	76 44%	2541 49%	242 47%	131 44%	88 51%f	116 46%	317 47%	207 41%	230 51%j	291 54%jr	278 48%j	439 54%hjr	407 48%j	256 48%j	42 61%hljr	200 45%
Very satisfied (5)		1493 24%	1274 24%	218 25%	56 32%a	1243 24%	125 24%	81 27%	44 26%	67 27%	153 23%	131 26%	105 23%	127 23%	137 24%	193 24%	190 23%	140 26%	13 19%	111 25%
Don't know		154 2%	132 2%	22 2%	4 2%	128 2%	15 3%	8 3%	3 2%	5 2%	24 3%	9 2%	7 2%	14 3%	9 2%	18 2%	25 3%	16 3%	1 2%	14 3%
NET Very/fairly satisfied		4495 73%	3850 73%	644 75%	132 76%	3784 73%	367 71%	212 72%	132 77%def	183 73%	470 70%	337 66%	335 75%j	418 77%ijr	415 72%	632 78%hjor	598 71%	395 75%j	55 80%j	311 69%
NET Very/fairly dissatisfied		421 7%	369 7%	52 6%	13 8%	349 7%g	38 7%g	27 9%g	7 4%	20 8%n	62 9%kn	49 10%kln	24 5%	28 5%n	37 6%n	17 2%	80 10%kln	32 6%n	3 4%	35 8%n
Mean		3.91	3.90	3.95	4.01	3.91	3.88	3.89	4.00de	3.92	3.83	3.81	3.93	3.96ij	3.89	4.01ijmor	3.85	3.97ij	3.96	3.87
Std Dev.		0.89	0.89	0.87	0.95	0.89	0.91	0.98	0.81	0.93	0.97	0.99	0.83	0.82	0.90	0.74	0.92	0.87	0.75	0.93
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.04	0.05	0.04	0.05	0.05	0.06	0.03

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

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	109 2%	38 2%	29 1%	69 2%	61 2%	38 2%	6 3%	15 2%	29 1%	2 1%	12 1%	28 1%	32 1%	11 1%	19 3%klp	18 8%klmnp	59 1%	37 4%klmp	33 1%	27 1%	19 3%rsw	14 4%rsw	14 8%rstw	60 1%	28 5%rsw	59 4%z	50 1%
Fairly dissatisfied (2)	311 5%	124 5%	134 6%	159 5%	168 5%	124 5%	4 2%	53 7%f	134 6%	13 6%	50 5%	96 5%	100 4%	46 6%	44 7%klp	23 10%klg	196 4%	68 8%klp	105 4%	117 5%	34 5%	38 11%rstw	16 10%rsw	222 4%	54 10%rstw	104 6%z	207 5%
Neither satisfied or dissatisfied (3)	1100 18%	357 15%	444 20%ac	541 16%	628 19%ac	357 15%	44 23%e	136 18%	444 20%	53 23%	218 20%	268 13%	379 16%	273 34%klmnopq	116 18%kp	58 24%klp	647 14%	174 21%klp	340 13%	395 17%r	249 37%rstuvwx	75 21%w	33 21%r	735 15%	108 21%rw	305 19%	795 18%
Fairly satisfied (4)	3002 49%	1188 49%	1077 48%	1728 50%	1617 49%	1188 49%fg	74 38%	345 44%	1077 48%	90 40%	491 46%	824 40%	1430 59%kmnopq	370 46%ko	297 50%ko	77 32%	2254 50%koq	374 45%o	1108 43%v	1379 58%rtuvwx	287 42%	169 48%v	51 32%	2487 50%rtvx	221 43%	792 49%	2210 49%
Very satisfied (5)	1493 24%	660 27%bd	519 23%	905 26%bd	764 23%	660 27%	63 33%	211 27%	519 23%	62 28%	271 25%	804 39%lmnopq	452 19%m	86 11%	100 17%m	45 19%m	1256 28%lmnoq	145 17%m	927 36%stuvwx	413 17%t	66 10%	47 13%	29 18%t	1340 27%stuvx	76 15%t	354 22%	1139 25%y
Don't know	154 2%	37 2%	57 3%	56 2%	76 2%	37 2%	2 1%	17 2%	57 3%	6 3%	29 3%	44 2%	43 2%	25 3%	17 3%	17 7%klmnp	86 2%	34 4%klp	55 2%	37 2%	25 4%sw	11 3%	17 11%rstuw	92 2%	28 6%rsw	15 1%	138 3%y
NET Very/fairly satisfied	4495 73%	1847 77%bd	1596 71%	2632 76%bd	2381 72%	1847 77%g	138 71%	556 71%	1596 71%	153 67%	762 71%	1628 79%mnoq	1882 77%mnoq	456 56%	397 67%mo	122 51%	3510 78%mnoq	519 62%mo	2035 79%stuvx	1792 76%tuvx	353 52%	216 61%t	80 50%	3827 78%tuvx	296 58%	1145 70%	3349 74%y
NET Very/fairly dissatisfied	421 7%	162 7%	163 7%	228 7%	229 7%	162 7%	10 5%	68 9%	163 7%	15 7%	62 6%	124 6%	132 5%	57 7%	64 11%klmp	41 17%klmp	255 6%	105 13%klp	138 5%	143 6%	53 8%	52 15%rstw	30 18%rstw	282 6%	82 16%rstw	163 10%z	258 6%
Mean	3.91	3.97bd	3.87	3.95bd	3.88	3.97	3.97	3.90	3.87	3.89	3.92	4.13lmnopq	3.91mnoq	3.60	3.72o	3.49	4.01lmnoq	3.65	4.11stuvwx	3.87tuvx	3.53	3.57	3.46	4.00stuvx	3.54	3.79	3.95y
Std Dev.	0.89	0.88	0.89	0.89	0.89	0.88	0.96	0.95	0.89	0.92	0.87	0.91	0.79	0.81	0.95	1.17	0.85	1.02	0.88	0.80	0.86	1.00	1.21	0.85	1.06	0.98	0.85
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.03	0.06	0.10	0.01	0.05	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 78

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	109 2%	10 3%	99 2%	- -	50 3%e	54 1%	5 2%	94 2%	9 6%gk	4 7%gk	1 1%	108 2%	- -
Fairly dissatisfied (2)	311 5%	20 5%	288 5%	4 9%	122 7%e	175 4%	14 4%	294 5%	6 4%	6 8%	5 7%	306 5%	* 1%
Neither satisfied or dissatisfied (3)	1100 18%	76 19%	1016 18%	7 18%	297 17%	715 17%	87 27%de	1017 17%	32 20%	22 32%gk	16 21%	1071 18%	13 37%
Fairly satisfied (4)	3002 49%	198 49%	2787 49%	17 42%	778 46%	2077 50%d	147 46%	2861 49%	67 42%	25 37%	32 43%	2953 49%	17 48%
Very satisfied (5)	1493 24%	81 20%	1401 24%	11 27%	420 25%	1010 24%	63 20%	1422 24%	40 25%	11 16%	17 22%	1473 24%	3 8%
Don't know	154 2%	16 4%	136 2%	2 4%	39 2%	110 3%	5 1%	143 2%	6 4%	- -	3 5%	149 2%	2 5%
NET Very/fairly satisfied	4495 73%	278 69%	4188 73%	29 69%	1197 70%	3088 75%df	210 65%	4283 73%i	107 67%	36 53%	49 65%	4426 73%i	20 56%
NET Very/fairly dissatisfied	421 7%	30 8%	387 7%	4 9%	172 10%e	229 6%	20 6%	388 7%	16 10%	10 15%gk	6 9%	414 7%	* 1%
Mean	3.91	3.83	3.91	3.92	3.84	3.95df	3.78	3.92i	3.79	3.47	3.82	3.91i	3.66
Std Dev.	0.89	0.91	0.89	0.92	0.98	0.85	0.87	0.88	1.06	1.07	0.93	0.89	0.66
Std Error	0.01	0.05	0.01	0.13	0.02	0.01	0.05	0.01	0.09	0.14	0.11	0.01	0.13

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied	(1)	109 2%	34 2%	27 2%	23 2%	25 2%	19 4%lh	8 2%	7 1%	11 2%	5 1%	11 2%	6 1%	9 2%	9 2%	5 1%	8 2%	13 3%
Fairly dissatisfied	(2)	311 5%	82 5%	87 6%	79 5%	63 4%	32 6%o	24 5%	25 5%	29 5%	25 5%	34 7%o	23 5%	21 4%	35 7%o	26 5%	14 3%	22 5%
Neither satisfied or dissatisfied	(3)	1100 18%	285 18%	280 18%	268 17%	268 17%	90 17%	110 21%lo	85 17%	94 18%	103 20%	82 16%	92 19%	77 14%	99 19%	86 16%	76 15%	106 21%lo
Fairly satisfied	(4)	3002 49%	735 48%	770 50%	742 48%	755 49%	265 50%	238 46%	233 47%	255 49%	253 50%	262 52%	236 48%	258 48%	248 47%	250 47%	252 50%	252 51%
Very satisfied	(5)	1493 24%	373 24%	351 23%	389 25%	380 25%	116 22%	126 24%	131 26%p	129 25%p	111 22%	111 22%	115 23%	155 29%ehjo	119 23%	140 26%p	150 30%ejmp	89 18%
Don't know		154 2%	34 2%	26 2%	49 3%b	45 3%	6 1%	11 2%	17 3%	6 1%	12 2%	8 2%	18 4%eh	13 2%	18 3%	25 5%ehjo	7 1%	13 3%
NET Very/fairly satisfied		4495 73%	1108 72%	1121 73%	1131 73%	1134 74%	380 72%	364 70%	364 73%	384 73%	364 72%	373 74%	351 72%	413 78%fmp	367 70%	391 73%	403 79%efikmp	341 69%
NET Very/fairly dissatisfied		421 7%	116 7%	114 7%	103 7%	88 6%	51 10%o	32 6%	32 6%	40 8%	30 6%	44 9%o	29 6%	30 6%	43 8%o	31 6%	22 4%	35 7%
Mean		3.91	3.88	3.88	3.93	3.94	3.82	3.89	3.95p	3.89	3.89	3.86	3.91	4.02ejmp	3.85	3.98ep	4.04efhijmp	3.79
Std Dev.		0.89	0.92	0.89	0.89	0.87	0.97	0.89	0.89	0.91	0.84	0.91	0.86	0.87	0.91	0.86	0.84	0.89
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)	172 3%	25 2%	147 3%	15 2%	157 3%	94 3%	77 2%	16 2%	21 2%	33 3%	27 3%	37 3%	20 3%	18 3%	36 2%	60 3%	75 3%	38 3%	147 3%	23 2%
Fairly dissatisfied (2)	377 6%	45 4%	332 7%a	60 7%	318 6%	163 5%	214 7%	71 9%jlm	64 7%jl	70 6%	36 4%	75 7%l	30 4%	32 5%	135 8%opq	106 5%	137 5%	61 4%	310 6%	62 7%
Neither satisfied or dissatisfied (3)	1631 26%	303 25%	1328 27%	177 21%	1454 27%c	797 26%	829 26%	195 24%	190 22%	239 21%	223 27%i	355 31%ghi	242 32%ghi	187 30%ghi	386 23%	461 24%	784 31%no	429 31%no	1452 28%s	174 19%
Fairly satisfied (4)	2124 34%	409 33%	1715 35%	356 41%d	1768 33%	1065 35%	1056 34%	315 38%klm	324 37%klm	465 41%klm	298 36%klm	330 29%	228 30%	164 26%	639 38%pq	763 39%pq	722 29%	392 28%	1724 33%	378 42%r
Very satisfied (5)	986 16%	195 16%	790 16%	218 25%d	768 14%	495 16%	489 16%	182 22%jklm	205 23%jklm	212 19%jklm	108 13%	135 12%	88 12%	56 9%	387 23%opq	320 16%pq	279 11%	144 10%	776 15%	201 22%r
Don't know	879 14%	255 21%b	624 13%	35 4%	844 16%c	400 13%	477 15%	45 5%	69 8%	103 9%g	130 16%ghi	210 18%ghi	153 20%ghi	169 27%ghijkl	114 7%	233 12%n	532 21%no	322 23%no	803 15%s	68 8%
NET Very/fairly satisfied	3110 50%	604 49%	2505 51%	574 67%d	2536 48%	1559 52%	1545 49%	497 60%jklm	529 61%jklm	677 60%jklm	406 49%klm	465 41%	316 42%	220 35%	1026 60%opq	1083 56%pq	1001 40%	536 39%	2500 48%	579 64%r
NET Very/fairly dissatisfied	549 9%	70 6%	479 10%a	75 9%	474 9%	257 9%	292 9%	86 10%l	85 10%	103 9%	63 8%	113 10%l	49 6%	50 8%	171 10%q	166 9%	212 8%	99 7%	457 9%	84 9%
Mean	3.64	3.72b	3.62	3.85d	3.60	3.65	3.62	3.74jklm	3.78jklm	3.74jklm	3.61km	3.48	3.55	3.46	3.76pq	3.69pq	3.50	3.51	3.61	3.80r
Std Dev.	0.97	0.92	0.98	0.95	0.97	0.97	0.97	0.98	1.00	0.97	0.94	0.97	0.91	0.94	0.99	0.96	0.94	0.92	0.97	0.97
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied	(1)	172 3%	29 2%	64 3%	31 2%	48 3%	93 3%	79 3%	105 3%	61 3%	20 4%	22 3%	45 3%	38 2%	27 3%	105 3%	20 3%	138 3%	44 3%	118 3%	10 3%
Fairly dissatisfied	(2)	377 6%	66 6%	123 6%	102 7%d	86 5%	189 6%	188 6%	234 6%	135 6%	36 7%	44 6%	89 6%	82 6%	64 6%	214 6%	40 7%	290 6%	85 7%	270 6%	22 7%
Neither satisfied or dissatisfied	(3)	1631 26%	274 24%	472 24%	398 29%ab	486 29%ab	746 24%	883 29%e	918 25%	696 29%g	148 26%	183 25%	450 29%	392 25%	268 25%	1026 27%	157 27%	1368 26%	334 26%	1230 27%	67 22%
Fairly satisfied	(4)	2124 34%	427 37%d	707 36%d	486 35%d	504 30%	1134 37%f	990 32%	1400 38%h	693 29%	167 30%	226 31%	522 33%	608 39%ijkn	419 39%ijk	1356 35%i	173 29%	1858 36%o	434 34%	1602 35%	87 29%
Very satisfied	(5)	986 16%	215 19%b	284 15%	210 15%	277 17%	499 16%	487 16%	633 17%h	336 14%	82 15%	123 17%	271 17%	238 15%	174 16%	631 16%	82 14%	837 16%	158 19%r	683 15%	62 21%r
Don't know		879 14%	143 12%	293 15%c	166 12%	277 16%ac	436 14%	443 14%	397 11%	474 20%g	107 19%klmn	121 17%klmn	194 12%	196 13%	116 11%	511 13%	114 19%p	681 13%	158 12%	669 15%	51 17%
NET Very/fairly satisfied		3110 50%	641 56%cd	991 51%d	696 50%	781 47%	1633 53%f	1477 48%	2033 55%h	1029 43%	249 44%	348 49%	793 50%i	846 54%ij	593 55%ij	1987 52%i	255 43%	2695 52%o	675 52%	2285 50%	150 50%
NET Very/fairly dissatisfied		549 9%	95 8%	187 10%	133 10%	134 8%	282 9%	267 9%	339 9%	196 8%	57 10%	66 9%	134 9%	119 8%	91 9%	319 8%	60 10%	428 8%	129 10%	388 8%	32 11%
Mean		3.64	3.72bc	3.62	3.60	3.63	3.66	3.62	3.68h	3.58	3.56	3.64	3.64	3.68	3.68	3.66	3.54	3.66o	3.65	3.63	3.68
Std Dev.		0.97	0.96	0.98	0.95	0.98	0.98	0.96	0.97	0.96	1.02	1.01	0.97	0.92	0.94	0.96	1.01	0.95	1.02	0.95	1.07
Std Error		0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.02	0.03	0.02	0.05	0.01	0.03	0.02	0.07

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

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very dissatisfied (1)		172 3%	149 3%	23 3%	3 2%	151 3%g	11 2%	8 3%	2 1%	5 2%	33 5%lnpr	16 3%	18 4%n	10 2%	21 4%n	10 1%	29 3%	9 2%	2 2%	9 2%
Fairly dissatisfied (2)		377 6%	314 6%	63 7%	10 6%	314 6%	33 6%	23 8%g	7 4%	13 5%	36 5%	28 5%	31 7%	38 7%	32 6%	51 6%	50 6%	36 7%	4 6%	29 6%
Neither satisfied or dissatisfied (3)		1631 26%	1404 26%	228 26%	46 27%	1352 26%	155 30%	78 26%	46 27%	62 25%	166 25%	171 34%hilmno	147 33%hilmno	125 23%	124 22%	198 24%	213 25%	146 28%	19 28%	136 30%klm
Fairly satisfied (4)		2124 34%	1836 35%	288 33%	58 33%	1788 34%	176 34%	95 32%	65 38%f	85 34%j	197 29%	122 24%	135 30%	197 36%ijp	222 39%ijkp	347 43%hijkpr	330 39%lijkp	154 29%	27 39%j	149 33%j
Very satisfied (5)		986 16%	853 16%	133 15%	30 17%	836 16%	75 14%	47 16%	28 17%	43 17%	116 17%	92 18%	60 13%	85 16%	104 18%	140 17%	120 14%	75 14%	7 11%	67 15%
Don't know		879 14%	749 14%	130 15%	27 15%	743 14%	69 13%	45 15%	22 13%	42 17%n	128 19%kmnor	80 16%n	57 13%n	88 16%n	70 12%	65 8%	103 12%	109 21%kmncr	10 15%	59 13%n
NET Very/fairly satisfied		3110 50%	2689 51%	420 49%	88 51%	2625 51%	251 48%	141 48%	93 55%ef	128 51%jp	313 46%	214 42%	196 44%	282 52%jkp	326 57%ijkpr	487 60%hijklpr	450 53%jkp	229 43%	34 49%	217 48%
NET Very/fairly dissatisfied		549 9%	464 9%	86 10%	13 7%	466 9%g	43 8%	31 10%g	10 6%	18 7%	68 10%	44 9%	49 11%	48 9%	53 9%	62 8%	79 9%	44 8%	6 8%	38 8%
Mean		3.64	3.64	3.61	3.70	3.64	3.60	3.60	3.74def	3.71k	3.60	3.57	3.48	3.68k	3.71k	3.74kr	3.62	3.60	3.58	3.61
Std Dev.		0.97	0.97	0.98	0.94	0.98	0.93	0.99	0.87	0.95	1.08	1.01	1.00	0.95	1.00	0.89	0.96	0.95	0.90	0.93
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.06	0.06	0.06	0.05	0.06	0.05	0.05	0.06	0.07	0.03

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

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	172 3%	52 2%	64 3%	89 3%	101 3%	52 2%	3 2%	21 3%	64 3%	11 5%	25 2%	54 3%	51 2%	18 2%	31 5%klmp	15 6%klmp	104 2%	46 6%klmp	70 3%	51 2%	25 4%	11 3%	11 7%rsw	121 2%	22 4%s	72 4%z	100 2%
Fairly dissatisfied (2)	377 6%	143 6%	149 7%	200 6%	206 6%	143 6%	16 8%	48 6%	149 7%	16 7%	53 5%	103 5%	141 6%	69 8%klp	40 7%	19 8%	244 5%	59 7%	137 5%	139 6%	45 7%	35 10%rsw	17 11%rw	276 6%	53 10%rsw	128 8%z	249 5%
Neither satisfied or dissatisfied (3)	1631 26%	564 23%	650 29%ac	835 24%	921 28%ac	564 23%	49 26%	214 28%	650 29%	63 28%	337 31%	496 24%	609 25%	294 36%klmnopq	169 28%	59 25%	1105 25%	228 27%	595 23%	611 26%	249 37%rsvw	132 37%rsvw	35 22%	1206 24%	167 33%rsvw	364 22%	1267 28%y
Fairly satisfied (4)	2124 34%	864 36%b	726 32%	1266 37%b	1128 34%	864 36%fg	48 25%	223 29%	726 32%j	67 30%	293 27%	566 27%	1053 43%kmnopq	251 31%o	203 34%ko	49 21%	1618 36%kmoq	253 30%o	775 30%uvx	1019 43%rtuvwx	219 32%uvx	81 23%	28 17%	1794 36%uvx	109 21%	635 39%z	1489 33%
Very satisfied (5)	986 16%	466 19%bd	285 13%	648 19%bd	467 14%	466 19%g	35 18%	118 15%	285 13%	26 12%	136 13%	492 24%lmnopq	321 13%m	79 10%	57 10%	35 15%	814 18%lmnq	92 11%	612 24%stuvwx	284 12%t	38 6%	29 8%	19 12%t	896 18%stuvx	48 9%	329 20%z	657 14%
Don't know	879 14%	316 13%	386 17%ac	419 12%	489 15%c	316 13%	42 22%e	153 20%e	386 17%	44 20%	227 21%h	352 17%lmp	261 11%	100 12%	93 16%l	61 26%klmnp	613 14%l	154 19%klmp	379 15%	264 11%	104 16%s	65 18%sw	50 31%rstuw	643 13%	115 22%rstw	101 6%	778 17%y
NET Very/fairly satisfied	3110 50%	1330 55%bd	1011 45%	1914 55%bd	1596 48%b	1330 55%fg	84 43%	341 44%	1011 45%	93 41%	429 40%	1058 51%mnoq	1374 56%kmnoq	330 41%	260 44%	84 35%	2432 54%mnoq	345 41%	1387 54%tuvx	1303 55%tuvx	258 38%x	110 31%	47 29%	2690 54%tuvx	157 31%	964 59%z	2146 47%
NET Very/fairly dissatisfied	549 9%	194 8%	213 9%	289 8%	307 9%	194 8%	19 10%	69 9%	213 9%	26 12%	79 7%	157 8%	192 8%	87 11%klp	71 12%klp	33 14%klp	349 8%	105 13%klp	207 8%	190 8%	70 10%	47 13%rsw	28 18%rstw	397 8%	75 15%rstw	200 12%z	349 8%
Mean	3.64	3.74bd	3.54	3.72bd	3.59	3.74g	3.63	3.59	3.54	3.45	3.55	3.78lmnoq	3.67mnoq	3.43	3.43	3.40	3.72mnoq	3.42	3.79stuvwx	3.64tuvx	3.35	3.28	3.25	3.71stuvx	3.27	3.67	3.63
Std Dev.	0.97	0.96	0.96	0.97	0.97	0.96	1.02	0.99	0.96	1.03	0.94	1.03	0.89	0.90	1.00	1.16	0.95	1.05	1.02	0.88	0.88	0.94	1.21	0.96	1.02	1.05	0.94
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.12	0.01	0.05	0.03	0.02

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

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	172 3%	20 5%b	151 3%	- -	68 4%e	93 2%	10 3%	166 3%	1 1%	2 3%	2 2%	170 3%	* *
Fairly dissatisfied (2)	377 6%	24 6%	348 6%	5 13%	154 9%e	206 5%	18 6%	350 6%	19 12%gjk	5 7%	- -	374 6%	3 9%
Neither satisfied or dissatisfied (3)	1631 26%	99 25%	1517 26%	15 36%	448 26%	1063 26%	90 28%	1513 26%	54 34%	25 37%	25 34%	1593 26%	13 38%
Fairly satisfied (4)	2124 34%	138 34%	1972 34%	14 34%	566 33%	1450 35%	109 34%	2022 35%	51 32%	24 35%	18 24%	2097 35%	10 28%
Very satisfied (5)	986 16%	68 17%	915 16%	3 8%	277 16%	648 16%	60 19%	943 16%	22 13%	7 10%	9 12%	972 16%	5 15%
Don't know	879 14%	52 13%	823 14%	4 9%	192 11%	652 16%d	34 11%	835 14%	14 9%	5 7%	21 29%ghik	854 14%	3 9%
NET Very/fairly satisfied	3110 50%	206 51%	2887 50%	17 42%	843 49%	2098 51%	169 53%	2965 51%j	72 45%	31 46%	26 35%	3069 51%j	15 43%
NET Very/fairly dissatisfied	549 9%	44 11%	500 9%	5 13%	222 13%e	299 7%	29 9%	517 9%	20 13%j	7 10%	2 2%	544 9%	3 10%
Mean	3.64	3.60	3.64	3.41	3.55	3.67d	3.66	3.65	3.49	3.46	3.59	3.64	3.53
Std Dev.	0.97	1.06	0.96	0.86	1.04	0.93	1.00	0.97	0.93	0.91	0.88	0.97	0.90
Std Error	0.01	0.06	0.01	0.13	0.03	0.02	0.06	0.01	0.08	0.13	0.13	0.01	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied	(1)	172	49	50	25	48	18	10	21	18	19	13	10	13	3	14	14	19
		3%	3%c	3%c	2%	3%c	3%m	2%	4%m	3%m	4%m	3%m	2%	2%m	*	3%m	3%m	4%m
Fairly dissatisfied	(2)	377	99	75	106	98	33	29	37	33	16	26	32	34	40	36	31	30
		6%	6%	5%	7%	6%	6%	6%	7%l	6%	3%	5%	7%l	6%	8%l	7%l	6%	6%
Neither satisfied or dissatisfied	(3)	1631	409	405	423	394	151	144	115	120	158	127	145	132	146	153	103	138
		26%	27%	26%	27%	26%	29%o	28%o	23%	23%	31%gho	25%	29%o	25%	28%o	29%o	20%	28%o
Fairly satisfied	(4)	2124	513	549	540	523	163	171	178	196	185	168	155	190	195	152	188	182
		34%	33%	36%	35%	34%	31%	33%	36%	37%n	36%n	33%	32%	36%	37%n	29%	37%n	37%n
Very satisfied	(5)	986	245	246	231	264	83	92	71	83	66	98	68	88	74	83	107	74
		16%	16%	16%	15%	17%	16%	18%	14%	16%	13%	19%l	14%	17%	14%	16%	21%gikmp	15%
Don't know		879	229	215	225	210	81	71	77	74	65	76	81	75	70	93	64	52
		14%	15%	14%	15%	14%	15%	14%	15%	14%	13%	15%	16%p	14%	13%	18%p	13%	11%
NET Very/fairly satisfied		3110	757	795	771	786	246	263	249	279	251	266	223	279	269	235	295	256
		50%	49%	52%	50%	51%	47%	51%	50%	53%n	49%	52%n	45%	52%n	51%	44%	58%egikn	52%
NET Very/fairly dissatisfied		549	147	125	131	145	51	39	58	51	35	39	42	47	42	50	45	50
		9%	10%	8%	8%	9%	10%	8%	12%l	10%	7%	8%	9%	9%	8%	9%	9%	10%
Mean		3.64	3.61	3.65	3.64	3.65	3.58	3.68	3.57	3.65	3.59	3.72	3.58	3.67	3.65	3.58	3.77egiknp	3.59
Std Dev.		0.97	0.99	0.97	0.92	0.99	1.00	0.95	1.03	0.99	0.93	0.98	0.94	0.96	0.87	0.99	1.00	0.99
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.04	0.05	0.05	0.04	0.05	0.04	0.05	0.04	0.05	0.05	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 80

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very dissatisfied (1)	100 2%	4 *	96 2%a	15 2%	85 2%	60 2%	40 1%	13 2%	13 2%	18 2%	13 2%	28 2%l	6 1%	8 1%	26 2%	31 2%	42 2%	14 1%	88 2%	11 1%
Fairly dissatisfied (2)	286 5%	29 2%	257 5%a	37 4%	249 5%	141 5%	143 5%	52 6%lm	38 4%	69 6%lm	33 4%	46 4%	27 4%	21 3%	90 5%	102 5%	94 4%	48 3%	250 5%	32 4%
Neither satisfied or dissatisfied (3)	1907 31%	328 27%	1579 32%a	218 25%	1689 32%c	924 31%	976 31%	221 27%	236 27%	281 25%	272 33%ghi	406 36%ghi	256 34%ghi	235 37%ghi	458 27%	553 28%	897 35%no	491 35%no	1700 33%s	197 22%
Fairly satisfied (4)	2369 38%	526 43%b	1843 37%	319 37%	2050 39%	1179 39%	1186 38%	307 37%m	361 41%m	511 46%gjklm	311 38%m	411 36%	277 36%	192 31%	667 39%pq	822 42%pq	879 35%	469 34%	1935 37%	409 45%r
Very satisfied (5)	982 16%	183 15%	798 16%	254 30%d	728 14%	472 16%	509 16%	190 23%ijklm	180 21%jklm	188 17%lm	112 14%	151 13%	94 12%	67 11%	370 22%opq	300 15%pq	313 12%	161 12%	774 15%	202 22%r
Don't know	526 9%	162 13%b	364 7%	18 2%	507 10%c	238 8%	288 9%	41 5%	45 5%	55 5%	81 10%ghi	101 9%ghi	100 13%ghik	103 17%ghijk	86 5%	136 7%	304 12%no	203 15%no	465 9%s	53 6%
NET Very/fairly satisfied	3351 54%	710 58%b	2641 54%	573 67%d	2778 52%	1650 55%	1696 54%	496 60%jklm	541 62%jklm	699 62%jklm	423 51%m	562 49%m	371 49%m	259 41%	1037 61%pq	1122 58%pq	1192 47%	630 45%	2709 52%	612 68%r
NET Very/fairly dissatisfied	385 6%	33 3%	353 7%a	52 6%	334 6%	201 7%	183 6%	65 8%l	51 6%	88 8%lm	46 6%	74 6%	33 4%	29 5%	116 7%q	134 7%q	136 5%	62 4%	338 6%	44 5%
Mean	3.68	3.80b	3.65	3.90d	3.64	3.67	3.69	3.78jklm	3.78jklm	3.73km	3.64	3.59	3.65	3.55	3.78opq	3.69pq	3.60	3.60	3.64	3.88r
Std Dev.	0.88	0.76	0.90	0.94	0.86	0.89	0.87	0.94	0.89	0.88	0.85	0.89	0.81	0.82	0.92	0.87	0.85	0.81	0.88	0.85
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very dissatisfied	(1)	100 2%	17 1%	42 2%c	14 1%	27 2%	59 2%	40 1%	63 2%	36 2%	9 2%	8 1%	24 2%	25 2%	22 2%	58 2%	10 2%	82 2%	18 1%	73 2%	8 3%
Fairly dissatisfied	(2)	286 5%	67 6%d	101 5%	57 4%	62 4%	168 5%f	118 4%	188 5%	94 4%	21 4%	26 4%	70 4%	86 6%	61 6%	182 5%	21 4%	250 5%	45 3%	225 5%	15 5%
Neither satisfied or dissatisfied	(3)	1907 31%	317 28%	586 30%	465 33%a	537 32%a	903 29%	1002 33%e	1034 28%	844 35%g	186 33%	209 29%	460 29%	480 31%	313 29%	1149 30%	202 34%	1545 30%	379 29%	1442 32%	86 29%
Fairly satisfied	(4)	2369 38%	448 39%	754 39%	576 41%d	590 35%	1203 39%	1166 38%	1556 42%h	784 33%	173 31%	286 40%i	596 38%i	649 42%i	438 41%i	1530 40%i	179 31%	2083 40%o	470 36%	1796 39%	103 34%
Very satisfied	(5)	982 16%	215 19%bc	284 15%	204 15%	280 17%	498 16%	484 16%	624 17%h	345 14%	100 18%	114 16%	290 18%i	212 14%	176 16%	616 16%	101 17%	817 16%	260 20%r	667 15%	54 18%
Don't know		526 9%	89 8%	176 9%c	78 6%	182 11%ac	266 9%	260 8%	223 6%	291 12%g	73 13%klmn	74 10%lm	131 8%m	102 7%	59 6%	307 8%m	74 13%p	395 8%	123 9%	368 8%	34 11%
NET Very/fairly satisfied		3351 54%	663 57%d	1038 53%	780 56%	870 52%	1701 55%	1650 54%	2180 59%h	1129 47%	272 49%	400 56%i	886 56%i	861 55%i	614 57%i	2146 56%i	280 48%	2900 56%o	731 56%	2463 54%	157 52%
NET Very/fairly dissatisfied		385 6%	84 7%cd	143 7%cd	70 5%	88 5%	227 7%f	159 5%	250 7%	131 5%	30 5%	34 5%	95 6%	111 7%	83 8%	240 6%	31 5%	333 6%	64 5%	299 7%	23 8%
Mean		3.68	3.73	3.64	3.68	3.69	3.68	3.69	3.72h	3.62	3.68	3.73	3.73l	3.65	3.68	3.70	3.66	3.69	3.77r	3.66	3.68
Std Dev.		0.88	0.91	0.90	0.82	0.88	0.90	0.85	0.88	0.87	0.91	0.84	0.89	0.86	0.90	0.87	0.90	0.87	0.89	0.87	0.96
Std Error		0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very dissatisfied	(1)	100 2%	91 2%	9 1%	1 *	84 2%	9 2%	6 2%	1 1%	7 3%k	12 2%	8 2%	4 1%	10 2%	12 2%	10 1%	13 2%	7 1%	2 2%	7 2%
Fairly dissatisfied	(2)	286 5%	248 5%	38 4%	6 3%	247 5%	19 4%	15 5%	5 3%	8 3%	38 6%n	28 5%n	25 5%n	23 4%	27 5%n	17 2%	56 7%n	25 5%n	2 4%	16 4%
Neither satisfied or dissatisfied	(3)	1907 31%	1613 30%	294 34%	64 37%	1582 31%	178 34%	95 32%	52 30%	69 28%	199 29%	188 37%hilno	158 35%hln	145 27%	192 33%n	202 25%	252 30%	176 33%n	25 36%	153 34%kln
Fairly satisfied	(4)	2369 38%	2052 39%	317 37%	61 35%	1984 38%	205 40%	105 36%	75 44%df	93 37%j	227 34%	149 29%	175 39%j	239 44%ijp	211 37%j	402 50%hijkmopr	311 37%j	178 34%	30 44%j	175 39%j
Very satisfied	(5)	982 16%	856 16%	126 15%	28 16%	838 16%	68 13%	47 16%	29 17%	49 19%kqr	113 17%	92 18%kq	52 12%	85 16%	97 17%k	138 17%k	139 16%	75 14%	5 8%	62 14%
Don't know		526 9%	445 8%	80 9%	13 8%	449 9%g	40 8%	28 9%g	9 5%	23 9%n	88 13%klmnr	44 9%	35 8%	43 8%	34 6%	43 5%	73 9%	67 13%klmnr	4 6%	36 8%
NET Very/fairly satisfied		3351 54%	2908 55%	443 51%	89 51%	2822 54%	273 53%	152 51%	104 61%def	142 57%jp	340 50%	241 47%	226 50%	323 59%ijkp	308 54%	539 66%hijkmopqr	449 53%	253 48%	36 52%	237 53%
NET Very/fairly dissatisfied		385 6%	339 6%	46 5%	7 4%	331 6%g	27 5%	21 7%g	6 4%	16 6%	49 7%n	36 7%n	28 6%	33 6%	40 7%n	27 3%	69 8%n	33 6%	4 6%	23 5%
Mean		3.68	3.69	3.66	3.69	3.69	3.64	3.64	3.78def	3.74k	3.67	3.62	3.60	3.73k	3.66	3.83ijkmopqr	3.66	3.62	3.54	3.65
Std Dev.		0.88	0.88	0.84	0.82	0.88	0.84	0.90	0.81	0.95	0.92	0.93	0.82	0.87	0.91	0.79	0.91	0.88	0.81	0.84
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.05	0.05	0.07	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very dissatisfied (1)	100 2%	36 1%	38 2%	56 2%	58 2%	36 1%	3 2%	15 2%	38 2%	* *	12 1%	45 2%lm	26 1%	6 1%	10 2%	12 5%klmnp	71 2%	22 3%klm	33 1%	28 1%	14 2%	16 4%rsw	8 5%rsw	61 1%	24 5%rsw	39 2%z	61 1%
Fairly dissatisfied (2)	286 5%	95 4%	119 5%	140 4%	164 5%	95 4%	1 1%	30 4%	119 5%	15 7%	42 4%	57 3%	96 4%	53 7%klp	48 8%klp	29 12%klmp	153 3%	78 9%klp	96 4%	100 4%	40 6%	34 9%rsw	14 9%rsw	196 4%	48 9%rsw	96 6%z	190 4%
Neither satisfied or dissatisfied (3)	1907 31%	655 27%	781 35%ac	988 28%	1093 33%ac	655 27%	59 31%	261 34%e	781 35%	88 39%	410 38%	582 28%	698 29%	338 42%klopq	213 36%klp	70 30%	1280 28%	284 34%klp	709 28%	700 30%v	308 45%rsvwx	149 42%rsvw	33 35%rsvw	1409 29%	182 35%rsvw	442 27%	1465 32%y
Fairly satisfied (4)	2369 38%	986 41%bd	792 35%	1438 42%bd	1244 38%	986 41%g	64 33%	249 32%	792 38%i	60 26%	330 31%	666 32%o	1170 48%kmnopq	283 35%o	204 34%o	44 18%	1836 41%kmnoq	248 30%o	912 36%ux	1104 47%rtuvwx	218 32%	90 25%	42 26%	2016 41%rtuvx	132 26%	656 40%	1713 38%
Very satisfied (5)	982 16%	467 19%bd	292 13%	639 18%bd	464 14%	467 19%	44 23%	127 16%	292 13%	34 15%	142 13%	507 25%lmnopq	306 13%	78 10%	58 10%	29 12%	813 18%lmno	87 10%	587 23%stuvwx	297 13%t	38 6%	30 8%	23 14%t	883 18%stuux	53 10%t	335 21%z	646 14%
Don't know	526 9%	164 7%	239 11%ac	216 6%	291 9%ac	164 7%	22 11%	96 12%e	239 11%	29 13%	135 13%	206 10%lmp	139 6%	52 6%	61 10%lm	53 22%klmnpq	345 8%l	114 14%klmp	231 9%s	140 6%	62 9%s	35 10%s	39 25%rstuvw	371 8%s	75 15%rstw	60 4%	466 10%y
NET Very/fairly satisfied	3351 54%	1454 60%bd	1084 48%	2077 60%bd	1708 52%b	1454 60%g	108 56%	376 48%	1084 48%	94 42%	472 44%	1173 57%mnoq	1476 61%kmnoq	361 45%o	262 44%o	73 31%	2649 59%mnno	335 40%o	1499 58%tuvx	1400 59%tuvx	256 38%	120 34%	66 41%	2899 59%tuvx	185 36%	991 61%z	2359 52%
NET Very/fairly dissatisfied	385 6%	131 5%	157 7%	197 6%	222 7%	131 5%	4 2%	44 6%	157 7%	15 7%	54 5%	102 5%	122 5%	60 7%klp	58 10%klp	42 17%klmnp	225 5%	100 12%klmp	129 5%	128 5%	54 8%rw	49 14%rstw	23 14%rsw	257 5%	72 14%rstw	135 8%z	251 6%
Mean	3.68	3.76bd	3.58	3.76bd	3.63	3.76g	3.64g	3.65	3.58	3.57	3.58	3.82lmnopq	3.71mnoq	3.49o	3.47o	3.26	3.76mnoq	3.42	3.82stuvwx	3.69tuvx	3.36	3.27	3.48	3.76stuvx	3.32	3.73z	3.66
Std Dev.	0.88	0.88	0.87	0.88	0.87	0.88	0.88	0.90	0.87	0.87	0.85	0.95	0.79	0.80	0.87	1.11	0.87	0.94	0.90	0.80	0.79	0.95	1.14	0.86	1.00	0.95	0.85
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.06	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.08	0.01	0.03	0.02	0.02	0.03	0.06	0.11	0.01	0.05	0.02	0.01

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

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very dissatisfied (1)	100 2%	11 3%	88 2%	1 2%	39 2%e	55 1%	6 2%	94 2%	4 3%	1 1%	1 1%	99 2%	* *
Fairly dissatisfied (2)	286 5%	15 4%	270 5%	1 2%	93 5%	178 4%	15 5%	274 5%	2 1%	6 8%.h	2 2%	282 5%	2 5%
Neither satisfied or dissatisfied (3)	1907 31%	132 33%	1760 31%	14 34%	550 32%	1261 30%	96 30%	1803 31%	53 33%	17 25%	20 27%	1872 31%	14 41%
Fairly satisfied (4)	2369 38%	129 32%	2222 39%a	18 43%	565 33%	1688 41%d	116 36%	2238 38%	67 42%	29 42%	24 33%	2333 39%	12 33%
Very satisfied (5)	982 16%	74 18%	903 16%	5 11%	312 18%e	612 15%	58 18%	925 16%	26 16%	14 20%	12 17%	964 16%	5 15%
Don't know	526 9%	39 10%	483 8%	3 7%	148 9%	348 8%	30 9%	498 9%	8 5%	3 4%	15 20%ghik	509 8%	2 6%
NET Very/fairly satisfied	3351 54%	202 51%	3126 55%	23 55%	876 51%	2300 56%d	174 54%	3162 54%	93 58%	42 62%	37 49%	3297 54%	17 48%
NET Very/fairly dissatisfied	385 6%	26 7%	358 6%	2 4%	132 8%e	233 6%	21 6%	368 6%	7 4%	6 9%	3 4%	381 6%	2 6%
Mean	3.68	3.66	3.68	3.65	3.65	3.69	3.71	3.68	3.71	3.75	3.76	3.68	3.60
Std Dev.	0.88	0.95	0.87	0.81	0.95	0.85	0.91	0.88	0.87	0.93	0.87	0.88	0.84
Std Error	0.01	0.05	0.01	0.12	0.02	0.01	0.05	0.01	0.08	0.12	0.12	0.01	0.16

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very dissatisfied	(1)	100 2%	24 2%	18 1%	24 2%	34 2%	10 2%	5 1%	9 2%	5 1%	6 1%	7 1%	7 1%	10 2%	6 1%	13 2%	8 2%	13 3%
Fairly dissatisfied	(2)	286 5%	76 5%	69 4%	74 5%	67 4%	38 7%h	19 4%	19 4%	17 3%	21 4%	30 6%	31 6%	20 4%	23 4%	29 5%	20 4%	18 4%
Neither satisfied or dissatisfied	(3)	1907 31%	475 31%	490 32%	490 32%	453 29%	169 32%o	157 30%o	149 30%o	184 35%o	156 31%o	150 30%o	177 36%lo	150 28%o	163 31%o	165 31%o	105 21%	183 37%lo
Fairly satisfied	(4)	2369 38%	579 38%	622 40%	592 38%	577 38%	193 37%	200 39%	186 37%	205 39%	228 45%egjkn	189 37%	162 33%	211 40%	218 41%kn	176 33%	212 42%kn	189 38%
Very satisfied	(5)	982 16%	254 16%	218 14%	244 16%	266 17%	72 14%	89 17%i	93 19%hi	68 13%	57 11%	93 18%i	77 16%	97 18%i	69 13%	98 18%i	103 20%ehimp	65 13%
Don't know		526 9%	136 9%	123 8%	128 8%	139 9%	46 9%	47 9%	43 9%	45 9%	40 8%	38 8%	36 7%	44 8%	47 9%	51 10%	60 12%p	28 6%
NET Very/fairly satisfied		3351 54%	833 54%	840 54%	836 54%	843 55%	265 50%	289 56%	279 56%	273 52%	285 56%	282 55%	240 49%	308 58%ok	288 55%	274 52%	315 62%ehknp	254 51%
NET Very/fairly dissatisfied		385 6%	100 6%	88 6%	97 6%	101 7%	48 9%fh	24 5%	27 6%	22 4%	28 5%	38 7%	38 8%	30 6%	29 6%	42 8%	28 5%	31 6%
Mean		3.68	3.68	3.67	3.67	3.70	3.58	3.74ekp	3.74ep	3.65	3.66	3.70	3.60	3.75ekp	3.67	3.66	3.86ehijkmnp	3.59
Std Dev.		0.88	0.89	0.84	0.88	0.91	0.91	0.85	0.89	0.80	0.80	0.91	0.90	0.89	0.83	0.96	0.88	0.88
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4940 80%	1048 85%b	3892 79%	716 83%	4224 80%	2373 79%	2555 81%e	643 78%	686 79%	905 81%	637 77%	913 80%	633 83%gj	524 84%gj	1328 78%	1542 79%	2070 82%n	1157 83%no	4150 80%	747 83%
Items you send reaching their destination	5011 81%	1071 87%b	3940 80%	716 83%	4295 81%	2420 80%	2578 82%	648 79%	711 81%	911 81%	662 80%	920 81%	650 85%jk	510 81%	1358 80%	1573 81%	2079 82%	1160 84%n	4225 81%	741 82%
Items being delivered intact/undamaged	4990 81%	1075 87%b	3915 79%	695 81%	4295 81%	2402 80%	2575 82%	621 75%	697 80%	901 80%g	649 79%	922 81%g	649 85%ghijk	550 86%ghijk	1318 78%	1550 80%	2122 84%no	1200 87%no	4218 81%	731 81%
Speed of delivery	4456 72%	978 79%b	3478 70%	657 76%d	3799 72%	2172 72%	2275 72%	588 71%	647 74%	829 74%	575 70%	816 71%	558 73%	443 71%	1235 73%	1404 72%	1817 72%	1001 72%	3738 72%	683 75%
Availability of post boxes	4881 79%	1023 83%b	3859 78%	703 82%	4179 79%	2339 78%	2532 81%e	632 77%	664 76%	873 78%	656 80%	910 80%	636 84%ghi	511 82%	1296 76%	1528 79%	2057 81%n	1147 83%no	4153 80%	689 76%
Availability of Post Office branches	4347 70%	919 76%b	3427 69%	677 79%d	3669 69%	2120 70%	2218 71%	590 72%	640 73%k	818 73%k	561 68%	772 68%	519 68%	446 71%	1229 72%p	1380 71%	1737 69%	965 70%	3609 69%	701 78%r
Cost of postage	2437 40%	553 46%b	1884 38%	471 55%d	1966 37%	1217 40%	1217 39%	396 48%jklm	488 56%gijklm	549 49%jklm	312 38%klm	338 30%m	204 27%	150 24%	884 52%opq	861 44%pq	692 27%	354 26%	1912 37%	505 56%r
Accessibility of services	4495 73%	960 78%b	3535 72%	671 78%d	3823 73%	2194 73%	2292 73%	600 73%	661 76%k	823 73%	593 73%	803 75%	572 75%	442 71%	1262 74%	1416 73%	1817 72%	1015 73%	3763 72%	695 77%r
Easy to access information, e.g. about complaints procedures	3110 50%	604 49%	2505 51%	574 67%d	2536 48%	1559 52%	1545 49%	497 60%jklm	529 61%jklm	677 60%jklm	406 49%klm	465 41%	316 42%	220 35%	1026 60%opq	1083 56%pq	1001 40%	536 39%	2500 48%	579 64%r
Product and service innovation	3351 54%	710 58%b	2641 54%	573 67%d	2778 52%	1650 55%	1696 54%	496 60%jklm	541 62%jklm	699 62%jklm	423 51%m	562 49%m	371 49%m	259 41%	1037 61%pq	1122 58%pq	1192 47%	630 45%	2709 52%	612 68%rs

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4940 80%	947 82%c	1579 81%c	1080 77%	1335 80%	2525 82%f	2415 79%	2951 80%	1926 80%	426 76%	586 82%i	1262 80%	1273 82%i	874 82%i	3121 81%i	439 75%	4198 81%o	1045 81%s	3672 80%s	223 74%
Items you send reaching their destination	5011 81%	965 84%c	1581 81%	1101 79%	1362 81%	2546 82%	2464 80%	3004 81%	1943 81%	427 76%	594 83%i	1299 81%	1261 83%i	890 83%i	3154 82%i	447 76%	4257 82%o	1070 83%s	3712 81%	228 76%
Items being delivered intact/undamaged	4990 81%	956 83%c	1596 82%c	1092 78%	1345 80%	2552 82%f	2437 79%	2951 80%	1978 83%g	427 76%	588 82%i	1294 81%	1247 82%i	885 83%i	3129 82%i	443 75%	4228 82%o	1058 82%	3700 81%	232 77%
Speed of delivery	4456 72%	853 74%	1399 72%	987 71%	1216 73%	2253 73%	2203 72%	2710 73%h	1689 71%	395 72%	520 72%	1160 74%	1143 74%	765 72%	2823 73%	407 69%	3769 73%	956 74%	3285 72%	215 71%
Availability of post boxes	4881 79%	924 80%	1541 79%	1112 80%	1304 78%	2465 80%	2416 79%	2903 79%	1918 80%	415 74%	575 80%i	1270 81%i	1222 79%	875 82%i	3068 80%i	432 74%	4146 80%o	1033 80%s	3630 79%s	218 73%
Availability of Post Office branches	4347 70%	836 72%	1373 71%	956 69%	1182 70%	2209 71%	2138 70%	2646 72%	1652 69%	374 67%	512 71%	1110 71%	1111 72%	784 73%i	2732 71%	393 67%	3701 72%	912 70%	3213 70%	221 74%
Cost of postage	2437 40%	542 47%bcd	701 36%	579 42%bd	615 37%	1243 40%	1194 39%	1657 45%h	757 32%	200 36%	275 38%	633 40%	613 39%	488 46%ijkln	1521 40%	206 35%	2117 41%o	555 43%r	1765 39%	118 39%
Accessibility of services	4495 73%	881 76%bcd	1402 72%	1004 72%	1207 72%	2284 74%	2211 72%	2750 75%h	1685 70%	382 68%	517 72%	1158 74%i	1154 74%i	810 76%i	2829 74%i	402 68%	3824 74%o	961 74%	3311 72%	223 74%
Easy to access information, e.g. about complaints procedures	3110 50%	641 56%cd	991 51%d	696 50%	781 47%	1633 53%f	1477 48%	2033 55%h	1029 43%	249 44%	348 49%	793 50%i	846 54%ij	593 55%ij	1987 52%i	255 43%	2695 52%o	675 52%	2285 50%	150 50%
Product and service innovation	3351 54%	663 57%d	1038 53%	780 56%	870 52%	1701 55%	1650 54%	2180 59%h	1129 47%	272 49%	400 56%i	886 56%i	861 55%i	614 57%i	2146 56%i	280 48%	2900 56%o	731 56%	2463 54%	157 52%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 81

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4940 80%	4225 80%	715 83%	144 83%	4119 79%	425 82%	252 85%d	144 84%d	205 82%	534 79%	409 80%	348 78%	463 85%ikmop	451 79%	645 79%	654 77%	411 78%	58 85%	367 82%
Items you send reaching their destination	5011 81%	4301 81%	710 82%	153 88%a	4190 81%	427 82%	251 85%d	142 83%	216 86%ikop	530 79%	410 81%	349 78%	454 84%	468 82%	667 82%	672 80%	424 80%	62 90%ik	365 81%
Items being delivered intact/undamaged	4990 81%	4276 81%	714 83%	146 84%	4163 80%	436 84%d	244 83%	147 86%d	205 82%	545 81%	403 79%	357 80%	447 82%	458 80%	654 81%	677 79%	417 79%	60 87%	376 81%
Speed of delivery	4456 72%	3837 72%	619 72%	132 77%	3709 72%	386 75%	232 78%d	130 76%d	185 74%	487 72%	372 73%	318 71%	406 75%op	407 71%	606 75%op	572 68%	355 67%	55 80%p	331 74%p
Availability of post boxes	4881 79%	4190 79%	692 80%	135 78%	4126 80%e	383 74%	238 81%e	134 78%	201 80%r	512 76%	395 78%	359 80%r	445 82%r	467 81%r	650 80%r	673 80%r	423 80%r	57 82%	327 73%
Availability of Post Office branches	4347 70%	3770 71%	577 67%	120 69%	3665 71%e	343 66%	203 69%	135 79%def	163 65%	464 69%	327 64%	321 72%jr	415 76%hijr	408 71%	595 73%hjr	604 72%jr	369 70%	53 76%	291 65%
Cost of postage	2437 40%	2132 40%b	305 35%	59 34%	2068 40%	194 38%	111 38%	64 38%	99 40%k	267 39%k	201 40%k	143 32%	230 42%kp	211 37%	419 52%hijklmopqr	314 37%	183 35%	23 33%	171 38%
Accessibility of services	4495 73%	3850 73%	644 75%	132 76%	3784 73%	367 71%	212 72%	132 77%def	183 73%	470 70%	337 66%	335 75%l	418 77%lr	415 72%	632 78%ijor	598 71%	395 75%l	55 80%p	311 69%
Easy to access information, e.g. about complaints procedures	3110 50%	2689 51%	420 49%	88 51%	2625 51%	251 48%	141 48%	93 55%ef	128 51%jp	313 46%	214 42%	196 44%	282 52%jp	326 57%ijkpr	487 60%hijklpr	450 53%jkp	229 43%	34 49%	217 48%
Product and service innovation	3351 54%	2908 55%	443 51%	89 51%	2822 54%	273 53%	152 51%	104 61%def	142 57%jp	340 50%	241 47%	226 50%	323 59%ijkp	308 54%	539 66%hijkmopqr	449 53%	253 48%	36 52%	237 53%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 81

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance (letters/cards) Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance (parcels) Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4940 / 80%	1954 / 81%	1807 / 80%	2827 / 82%	2679 / 81%	1954 / 81%f	143 / 74%	605 / 78%	1807 / 80%	175 / 77%	889 / 83%	1833 / 69%lmnopq	1998 / 82%mnoq	517 / 64%	430 / 72%m	152 / 64%	3832 / 85%lmnoq	582 / 70%m	2251 / 88%stuvwx	1922 / 81%tuvx	407 / 60%	244 / 69%t	102 / 63%	4173 / 85%stuvx	346 / 67%t	1228 / 75%	3712 / 82%y
Items you send reaching their destination	5011 / 81%	2037 / 85%bd	1824 / 81%	2890 / 84%bd	2677 / 81%	2037 / 85%f	146 / 76%	632 / 81%	1824 / 81%	186 / 82%	898 / 84%	1867 / 91%lmnopq	2045 / 84%mnoq	531 / 65%	419 / 71%o	141 / 59%	3912 / 87%lmnoq	560 / 67%	2310 / 90%stuvwx	1971 / 83%tuvx	398 / 58%	218 / 62%	96 / 60%	4281 / 87%stuvx	315 / 61%	1272 / 78%	3738 / 82%y
Items being delivered intact/undamaged	4990 / 81%	1993 / 83%	1830 / 81%	2845 / 82%	2682 / 81%	1993 / 83%f	138 / 71%	646 / 83%f	1830 / 81%	188 / 83%	896 / 84%	1857 / 90%lmnopq	2007 / 82%mnoq	509 / 63%	443 / 75%m	168 / 70%	3864 / 86%lmnoq	611 / 73%m	2292 / 88%stuvwx	1931 / 82%tuvx	407 / 60%	236 / 67%	109 / 68%	4224 / 86%stuvx	345 / 67%t	1197 / 73%	3793 / 84%y
Speed of delivery	4456 / 72%	1855 / 77%bd	1550 / 69%	2634 / 76%bd	2330 / 70%	1855 / 77%g	139 / 72%	556 / 73%	1550 / 69%	157 / 69%	746 / 70%	1675 / 81%lmnopq	1829 / 75%mnoq	456 / 56%	354 / 60%	131 / 55%	3504 / 78%lmnoq	485 / 58%	2089 / 81%stuvwx	1739 / 73%tuvx	328 / 55%	196 / 55%	92 / 57%	3828 / 78%stuvx	287 / 56%t	1159 / 71%	3297 / 73%
Availability of post boxes	4881 / 79%	1969 / 82%	1801 / 80%	2798 / 81%	2629 / 79%	1969 / 82%	145 / 75%	614 / 79%	1801 / 80%	172 / 76%	895 / 84%hi	1786 / 87%lmnopq	1964 / 81%mnoq	512 / 63%	458 / 77%mo	149 / 63%	3750 / 83%lmnoq	607 / 73%mo	2180 / 85%stuvx	1925 / 81%tuvx	412 / 60%	244 / 69%t	101 / 63%	4104 / 83%stuvx	345 / 67%	1219 / 75%	3663 / 81%y
Availability of Post Office branches	4347 / 70%	1790 / 74%bd	1532 / 68%	2540 / 73%bd	2282 / 69%	1790 / 74%g	143 / 74%	534 / 69%	1532 / 68%	143 / 63%	741 / 69%	1567 / 76%mnoq	1773 / 73%mnoq	474 / 58%	386 / 65%mo	133 / 56%	3341 / 74%mnoq	519 / 62%	1945 / 76%tuvx	1720 / 73%tuvx	365 / 54%	208 / 59%	91 / 56%	3665 / 74%tuvx	298 / 58%	1108 / 68%	3239 / 71%y
Cost of postage	2437 / 40%	1204 / 50%bd	597 / 26%	1690 / 49%bd	1083 / 33%b	1204 / 50%g	88 / 46%	312 / 40%	597 / 26%	60 / 26%	237 / 22%	864 / 42%mnoq	1063 / 44%mnoq	239 / 29%	193 / 33%	73 / 31%	1927 / 43%mnoq	266 / 32%	1125 / 44%tuvx	982 / 41%tuvx	185 / 27%	98 / 28%	37 / 23%	2107 / 43%tuvx	135 / 26%	749 / 46%z	1689 / 37%
Accessibility of services	4495 / 73%	1847 / 77%bd	1596 / 71%	2632 / 76%bd	2381 / 72%	1847 / 77%g	138 / 71%	556 / 71%	1596 / 71%	153 / 67%	762 / 71%	1628 / 79%mnoq	1882 / 77%mnoq	456 / 56%	397 / 67%mo	122 / 51%	3510 / 78%mnoq	519 / 62%mo	2035 / 79%tuvx	1792 / 76%tuvx	353 / 52%	216 / 61%t	80 / 50%	3827 / 78%tuvx	296 / 58%	1145 / 70%	3349 / 74%y
Easy to access information, e.g. about complaints procedures	3110 / 50%	1330 / 55%bd	1011 / 45%	1914 / 55%bd	1596 / 48%b	1330 / 55%fg	84 / 43%	341 / 44%	1011 / 45%j	93 / 41%	429 / 40%	1058 / 51%mnoq	1374 / 56%kmnoq	330 / 41%	260 / 44%	84 / 35%	2432 / 54%mnoq	345 / 41%	1387 / 54%tuvx	1303 / 55%tuvx	258 / 38%x	110 / 31%	47 / 29%	2690 / 54%tuvx	157 / 31%	964 / 59%z	2146 / 47%
Product and service innovation	3351 / 54%	1454 / 60%bd	1084 / 48%	2077 / 60%bd	1708 / 52%b	1454 / 60%g	108 / 56%	376 / 48%	1084 / 48%	94 / 42%	472 / 44%	1173 / 57%mnoq	1476 / 61%kmnoq	361 / 45%o	262 / 44%o	73 / 31%	2649 / 59%mnoq	335 / 40%o	1499 / 58%tuvx	1400 / 59%tuvx	256 / 38%	120 / 34%	66 / 41%	2899 / 59%tuvx	185 / 36%	991 / 61%z	2359 / 52%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4940 80%	319 80%	4593 80%	29 69%	1339 78%	3368 81%df	233 73%	4712 81%hi	111 69%	40 58%	61 82%i	4864 80%hi	16 44%
Items you send reaching their destination	5011 81%	326 81%	4652 81%	32 77%	1360 80%	3410 82%f	241 75%	4777 82%hi	110 68%	46 68%	59 80%	4933 81%hi	18 52%
Items being delivered intact/undamaged	4990 81%	328 82%	4632 81%	30 73%	1350 79%f	3425 83%df	216 67%	4766 82%hi	109 68%	43 63%	58 78%	4918 81%hi	14 41%
Speed of delivery	4456 72%	290 72%	4136 72%	30 71%	1197 70%	3030 73%	228 71%	4251 73%h	94 59%	41 60%	54 72%	4386 72%h	16 46%
Availability of post boxes	4881 79%	293 73%	4562 80%ac	27 65%	1291 76%	3357 81%df	233 72%	4648 80%i	116 72%	43 62%	59 79%	4806 79%i	16 47%
Availability of Post Office branches	4347 70%	270 67%	4053 71%	23 56%	1145 67%	3001 72%df	201 62%	4141 71%	103 64%	39 57%	50 67%	4283 71%	14 39%
Cost of postage	2437 40%	175 44%	2241 39%	21 50%	635 37%	1671 40%	131 41%	2282 39%	81 50%ghi	32 47%	29 39%	2395 40%	13 37%
Accessibility of services	4495 73%	278 69%	4188 73%	29 69%	1197 70%	3088 75%df	210 65%	4283 73%i	107 67%	36 53%	49 65%	4426 73%i	20 56%
Easy to access information, e.g. about complaints procedures	3110 50%	206 51%	2887 50%	17 42%	843 49%	2098 51%	169 53%	2965 51%j	72 45%	31 46%	26 35%	3069 51%j	15 43%
Product and service innovation	3351 54%	202 51%	3126 55%	23 55%	876 51%	2300 56%d	174 54%	3162 54%	93 58%	42 62%	37 49%	3297 54%	17 48%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4940 80%	1218 79%	1244 81%	1258 81%	1220 79%	399 76%	414 80%	405 81%	420 80%	408 80%	416 82%ep	398 81%	438 82%ep	422 80%	424 80%	422 83%ep	374 75%
Items you send reaching their destination	5011 81%	1250 81%	1256 82%	1257 81%	1247 81%	422 80%	426 82%	402 81%	429 82%	404 79%	423 83%	390 79%	434 81%	434 82%	424 80%	422 83%	401 81%
Items being delivered intact/undamaged	4990 81%	1226 79%	1246 81%	1253 81%	1265 82%	411 78%	417 81%	398 80%	435 83%k	404 79%	407 80%	371 75%	445 84%k	437 83%k	437 82%k	428 84%ek	400 81%
Speed of delivery	4456 72%	1063 69%	1150 75%a	1137 73%a	1105 72%	333 63%	363 70%	367 74%ep	406 77%efkp	372 73%ep	372 73%ep	346 70%	409 77%ep	383 73%e	380 71%e	401 79%efknp	324 65%
Availability of post boxes	4881 79%	1223 79%	1229 80%	1212 78%	1217 79%	408 77%	413 80%	401 81%	410 78%	412 81%	407 80%	383 78%	416 78%	413 78%	400 75%	426 84%en	391 79%
Availability of Post Office branches	4347 70%	1096 71%	1097 71%	1074 69%	1079 70%	351 66%	374 72%	371 75%emp	371 71%	371 73%	356 70%	339 69%	381 72%	353 67%	373 70%	376 74%ep	330 67%
Cost of postage	2437 40%	612 40%	601 39%	636 41%	588 38%	209 40%	212 41%	191 38%	212 40%	186 37%	204 40%	185 38%	235 44%i	215 41%	200 38%	207 41%	181 36%
Accessibility of services	4495 73%	1108 72%	1121 73%	1131 73%	1134 74%	380 72%	364 70%	364 73%	384 73%	364 72%	373 74%	351 72%	413 78%fmp	367 70%	391 73%	403 79%efikmp	341 69%
Easy to access information, e.g. about complaints procedures	3110 50%	757 49%	795 52%	771 50%	786 51%	246 47%	263 51%	249 50%	279 53%n	251 49%	266 52%n	223 45%	279 52%n	269 51%	235 44%	295 58%egikn	256 52%
Product and service innovation	3351 54%	833 54%	840 54%	836 54%	843 55%	265 50%	289 56%	279 56%	273 52%	285 56%	282 55%	240 49%	308 58%ek	288 55%	274 52%	315 62%ehknp	254 51%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 82

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	411 7%	53 4%	358 7%a	47 5%	364 7%	207 7%	204 6%	54 7%	57 7%	66 6%	57 7%	70 6%	54 7%	54 9%	111 7%	123 6%	177 7%	107 8%	366 7%s	41 4%
Items you send reaching their destination	351 6%	40 3%	311 6%a	55 6%	296 6%	163 5%	188 6%	46 6%	49 6%	61 5%	44 5%	68 6%	40 5%	43 7%	95 6%	105 5%	151 6%	83 6%	318 6%s	31 3%
Items being delivered intact/undamaged	336 5%	41 3%	295 6%a	42 5%	294 6%	169 6%	167 5%	59 7%m	47 5%	71 6%m	40 5%	60 5%	38 5%	22 3%	106 6%	111 6%	119 5%	59 4%	294 6%	36 4%
Speed of delivery	794 13%	106 9%	689 14%a	100 12%	694 13%	372 12%	419 13%	98 12%	77 9%	138 12%	109 13%h	160 14%h	114 15%h	98 16%h	175 10%	247 13%	372 15%n	212 15%n	717 14%s	68 8%
Availability of post boxes	438 7%	84 7%	354 7%	45 5%	393 7%	202 7%	232 7%	56 7%	51 6%	77 7%	55 7%	85 7%	53 7%	61 10%h	107 6%	133 7%	199 8%	114 8%	378 7%	53 6%
Availability of Post Office branches	949 15%	172 14%	777 16%	80 9%	868 16%c	458 15%	487 16%	102 12%	104 12%	141 13%	141 17%ghi	191 17%ghi	153 20%ghi	116 18%ghi	206 12%	283 15%	460 18%no	269 19%no	864 17%s	80 9%
Cost of postage	2301 37%	344 28%	1956 40%a	209 24%	2092 39%c	1059 35%	1232 39%e	195 24%	185 21%	331 29%gh	339 41%ghi	549 48%ghij	362 48%ghij	340 54%ghijk	380 22%	669 34%n	1252 49%no	703 51%no	2106 40%s	180 20%
Accessibility of services	421 7%	68 6%	352 7%	51 6%	370 7%	196 7%	223 7%	69 8%	46 5%	78 7%	51 6%	75 7%	51 7%	51 8%	115 7%	129 7%	177 7%	102 7%	377 7%s	41 5%
Easy to access information, e.g. about complaints procedures	549 9%	70 6%	479 10%a	75 9%	474 9%	257 9%	292 9%	86 10%l	85 10%	103 9%	63 8%	113 10%l	49 6%	50 8%	171 10%q	166 9%	212 8%	99 7%	457 9%	84 9%
Product and service innovation	385 6%	33 3%	353 7%a	52 6%	334 6%	201 7%	183 6%	65 8%l	51 6%	88 6%lm	46 6%	74 6%	33 4%	29 5%	116 7%q	134 7%q	136 5%	62 4%	338 6%	44 5%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 82

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	411 7%	72 6%	135 7%	93 7%	109 7%	207 7%	202 7%	232 6%	169 7%	33 6%	53 7%	112 7%	95 6%	71 7%	260 7%	37 6%	344 7%	94 7%	299 7%	17 6%
Items you send reaching their destination	351 5%	59 5%	112 6%	97 7%	83 5%	171 6%	180 6%	206 6%	143 6%	30 5%	39 5%	88 6%	95 6%	58 5%	221 6%	32 5%	288 6%	70 5%	258 6%	24 8%
Items being delivered intact/undamaged	336 5%	59 5%	106 5%	81 6%	90 5%	165 5%	171 6%	202 5%	124 5%	37 7%	37 5%	78 5%	84 5%	56 5%	200 5%	38 7%	267 5%	54 4%	255 6%	27 9%qr
Speed of delivery	794 13%	143 12%	250 13%	208 15%d	192 11%	393 13%	400 13%	430 12%	353 15%g	72 13%	80 11%	212 13%	185 12%	147 14%	477 12%	75 13%	655 13%	145 11%	610 13%	39 13%
Availability of post boxes	438 7%	84 7%	143 7%	85 6%	125 7%	228 7%	210 7%	252 7%	175 7%	50 9%	44 6%	111 7%	106 7%	62 6%	260 7%	53 9%	346 7%	101 8%	318 7%	18 6%
Availability of Post Office branches	949 15%	168 15%	297 15%	232 17%	249 15%	466 15%	482 16%	535 15%	393 16%	96 17%	98 14%	243 15%	228 15%	162 15%	570 15%	98 17%	775 15%	194 15%	720 16%	35 12%
Cost of postage	2301 37%	348 30%	782 40%a	506 36%a	663 40%a	1130 36%	1170 38%	1213 33%	1045 44%g	227 41%m	266 37%	606 39%m	556 36%	349 33%	1427 37%m	239 41%	1864 36%	436 34%	1761 39%q	104 35%
Accessibility of services	421 7%	78 7%	139 7%	97 7%	105 6%	217 7%	202 7%	245 7%	168 7%	32 6%	40 6%	107 7%	113 7%	72 7%	260 7%	32 5%	357 7%	85 7%	316 7%	20 7%
Easy to access information, e.g. about complaints procedures	549 9%	95 8%	187 10%	133 10%	134 8%	282 9%	267 9%	339 9%	196 8%	57 10%	66 9%	134 9%	119 8%	91 9%	319 8%	60 10%	428 8%	129 10%	388 8%	32 11%
Product and service innovation	385 6%	84 7%	143 7%cd	70 5%	88 5%	227 7%f	159 5%	250 7%	131 5%	30 5%	34 5%	95 6%	111 7%	83 8%	240 6%	31 5%	333 6%	64 5%	299 7%	23 8%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	411 7%	371 7%b	40 5%	9 5%	364 7%fg	28 5%	13 4%	6 3%	12 5%	66 10%hlnr	48 9%hlnr	27 6%	27 5%	42 7%n	31 4%	61 7%n	50 9%hln	3 4%	26 6%
Items you send reaching their destination	351 6%	306 6%	45 5%	6 3%	311 6%fg	24 5%	10 3%	6 4%	10 4%	53 8%hn	31 6%	29 6%n	36 7%n	31 5%	27 3%	61 7%n	33 6%	2 3%	22 5%
Items being delivered intact/undamaged	336 5%	300 6%c	36 4%	4 2%	297 6%eg	17 3%	18 6%eg	4 3%	10 4%	44 6%	28 5%	23 5%	28 5%	32 6%	37 5%	62 7%f	34 6%	1 2%	15 3%
Speed of delivery	794 13%	699 13%	96 11%	17 10%	693 13%fg	61 12%	27 9%	14 8%	23 9%	101 15%hn	67 13%	55 12%	65 12%	81 14%hn	71 9%	143 17%hnq	86 16%hhn	4 6%	56 13%
Availability of post boxes	438 7%	370 7%	67 8%	16 9%	350 7%	57 11%df	18 6%	13 7%	17 7%	63 9%mn	45 9%mn	27 6%	45 8%n	29 5%	33 4%	56 7%	35 7%	4 6%	53 12%hikmnop
Availability of Post Office branches	949 15%	791 15%	158 18%	34 20%	793 15%g	94 18%g	50 17%g	12 7%	48 19%n	107 16%	115 23%iklmnop	66 15%	77 14%	79 14%	101 12%	121 14%	79 15%	11 16%	83 18%n
Cost of postage	2301 37%	1942 37%	358 42%a	71 41%	1966 38%g	177 34%	108 37%g	50 29%	96 38%n	274 41%n	217 43%nr	185 41%nr	201 37%n	230 40%n	205 25%	353 42%nr	204 39%n	25 36%	152 34%n
Accessibility of services	421 7%	369 7%	52 6%	13 8%	349 7%g	38 7%g	27 9%g	7 4%	20 8%n	62 9%ln	49 10%kln	24 5%n	28 5%n	37 6%n	17 2%	80 10%kln	32 6%	3 4%	35 8%n
Easy to access information, e.g. about complaints procedures	549 9%	464 9%	86 10%	13 7%	466 9%g	43 8%	31 10%g	10 6%	18 7%	68 10%	44 9%	49 11%	48 9%	53 9%	62 8%	79 9%	44 8%	6 8%	38 8%
Product and service innovation	385 6%	339 6%	46 5%	7 4%	331 6%g	27 5%	21 7%g	6 4%	16 6%	49 7%n	36 7%n	28 6%	33 6%	40 7%n	27 3%	69 8%n	33 6%	4 6%	23 5%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 82

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	411 7%	153 6%	169 7%	216 6%	232 7%	153 6%	14 7%	71 9%e	169 7%	16 7%	70 7%	100 5%	142 6%	64 8%kp	66 11%klp	33 14%klmp	243 5%	99 12%klmp	112 4%	149 6%r	71 10%rsw	41 12%rsw	29 18%rstw	262 5%	70 14%rsw	148 9%z	263 6%
Items you send reaching their destination	351 6%	117 5%	146 6%	185 5%	213 6%	117 5%	10 5%	50 6%	146 6%	14 6%	55 5%	87 4%	122 5%	49 6%	59 10%klmp	29 12%klmp	209 5%	88 11%klmp	86 3%	115 5%r	71 10%rsw	50 14%rsw	25 16%rsw	201 4%	75 18%rsw	135 8%z	216 5%
Items being delivered intact/undamaged	336 5%	127 5%	126 6%	184 5%	183 6%	127 5%	18 9%	44 6%	126 6%	11 5%	54 5%	76 4%	109 4%	58 7%klp	64 11%klp	19 8%kp	184 4%	83 10%klp	96 4%	115 5%	57 8%rsw	45 13%rsw	16 10%rsw	211 4%	61 12%rsw	136 8%z	200 4%
Speed of delivery	794 13%	246 10%	373 16%ac	363 10%	489 15%ac	246 10%	21 11%	112 14%e	373 16%	34 15%	167 16%	218 11%	282 12%	95 12%	138 23%klmp	57 24%klmp	500 11%	196 24%klmp	257 10%	268 11%	125 18%rsw	91 26%rsw	43 27%rsw	525 11%	133 26%rstw	239 15%z	555 12%
Availability of post boxes	438 7%	144 6%	198 9%ac	213 6%	267 8%ac	144 6%	14 7%	57 7%	198 9%	25 11%	86 8%	149 7%	145 6%	61 8%	50 8%	27 11%lp	295 7%	77 9%lp	155 6%	157 7%	50 7%	48 14%rsw	23 14%rsw	312 6%	71 14%rsw	161 10%z	277 6%
Availability of Post Office branches	949 15%	336 14%	404 18%ac	487 14%	555 17%ac	336 14%	26 13%	137 18%e	404 18%	50 22%	191 18%	322 16%	336 14%	115 14%	112 19%lp	60 25%klmp	658 15%	173 21%lp	368 14%	320 14%	117 17%	98 28%rsw	42 26%rsw	688 14%	139 27%rstw	285 17%z	664 15%
Cost of postage	2301 37%	665 28%	1184 52%abcd	977 28%	1496 45%ac	665 28%	68 35%	274 35%e	1184 52%	123 54%	599 56%	795 39%m	851 35%	265 33%	275 46%klp	101 42%m	1647 37%	376 45%klmp	924 36%	832 35%	259 38%	185 52%rsw	85 53%rsw	1756 36%	270 52%rstw	586 36%	1715 38%
Accessibility of services	421 7%	162 7%	163 7%	228 7%	229 7%	162 7%	10 5%	68 9%	163 7%	15 7%	62 6%	124 6%	132 5%	57 7%	64 11%klp	41 17%klmp	255 6%	105 13%klmp	138 5%	143 6%	53 8%	52 15%rsw	30 18%rsw	282 6%	82 16%rstw	163 10%z	258 6%
Easy to access information, e.g. about complaints procedures	549 9%	194 8%	213 9%	289 8%	307 9%	194 8%	19 10%	69 9%	213 9%	26 12%	79 7%	157 8%	192 8%	87 11%klp	71 12%klp	33 14%klp	349 8%	105 13%klp	207 8%	190 8%	70 10%	47 13%rsw	28 18%rsw	397 8%	75 15%rsw	200 12%z	349 8%
Product and service innovation	385 6%	131 5%	157 7%	197 6%	222 7%	131 5%	4 2%	44 6%	157 7%	15 7%	54 5%	102 5%	122 5%	60 7%klp	58 10%klp	42 17%klmp	225 5%	100 12%klp	129 5%	128 5%	54 8%rw	49 14%rstw	23 14%rsw	257 5%	72 14%rstw	135 8%z	251 6%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	411 7%	31 8%	375 7%	5 11%	154 9%e	238 6%	19 6%	380 7%	17 10%	7 10%	4 6%	403 7%	3 9%
Items you send reaching their destination	351 6%	19 5%	330 6%	2 5%	117 7%	216 5%	18 6%	315 5%	23 14%gk	9 13%gk	5 6%	346 6%	* *
Items being delivered intact/undamaged	336 5%	17 4%	315 6%	4 9%	117 7%e	190 5%	28 9%e	300 5%	21 13%gk	6 8%	4 5%	326 5%	6 17%
Speed of delivery	794 13%	40 10%	747 13%	7 17%	262 15%ef	504 12%	28 9%	753 13%	27 17%	7 11%	4 5%	787 13%	4 10%
Availability of post boxes	438 7%	40 10%	395 7%	3 7%	164 10%ef	260 6%	14 4%	415 7%	11 7%	5 7%	4 6%	431 7%	3 7%
Availability of Post Office branches	949 15%	69 17%	874 15%	6 14%	319 19%e	583 14%	47 14%	897 15%	25 15%	12 17%	13 17%	933 15%	3 8%
Cost of postage	2301 37%	122 30%	2166 38%a	13 32%	673 39%	1513 37%	115 36%	2211 38%h	39 24%	21 30%	21 29%	2270 37%h	9 25%
Accessibility of services	421 7%	30 8%	387 7%	4 9%	172 10%e	229 6%	20 6%	388 7%	16 10%	10 15%gk	6 9%	414 7%	* 1%
Easy to access information, e.g. about complaints procedures	549 9%	44 11%	500 9%	5 13%	222 13%e	299 7%	29 9%	517 9%	20 13%j	7 10%	2 2%	544 9%	3 10%
Product and service innovation	385 6%	26 7%	358 6%	2 4%	132 8%e	233 6%	21 6%	368 6%	7 4%	6 9%	3 4%	381 6%	2 6%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	524	505	521	512	502	
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	411 7%	98 6%	94 6%	85 5%	134 9%bc	50 9%fpk	25 5%	23 5%	30 6%	33 6%	32 6%	23 5%	33 6%	29 6%	43 8%	36 7%	55 11%fghijklm
Items you send reaching their destination	351 6%	87 6%	76 5%	92 6%	97 6%	34 7%	29 6%	23 5%	20 4%	34 7%	21 4%	27 5%	34 6%	31 6%	36 7%	22 4%	39 8%ghi
Items being delivered intact/undamaged	336 5%	81 5%	74 5%	89 6%	92 6%	32 6%	27 5%	22 4%	19 4%	26 5%	29 6%	28 6%	24 5%	37 7%	39 7%h	24 5%	29 6%
Speed of delivery	794 13%	219 14%b	168 11%	175 11%	233 15%bc	105 20%fghijklmo	65 13%	50 10%	45 9%	63 12%	60 12%	49 10%	55 10%	70 13%	90 17%ghkl	59 12%	84 17%ghkl
Availability of post boxes	438 7%	99 6%	113 7%	111 7%	115 7%	46 9%	28 5%	25 5%	37 7%	34 7%	42 8%	33 7%	36 7%	42 8%	46 9%	31 6%	38 8%
Availability of Post Office branches	949 15%	243 16%	225 15%	242 16%	239 16%	97 18%	73 14%	73 15%	78 15%	76 15%	71 14%	76 15%	87 18%	73 14%	82 16%	75 14%	82 17%
Cost of postage	2301 37%	581 38%	568 37%	569 37%	583 38%	190 36%	197 38%	194 39%	188 36%	200 39%	180 35%	172 35%	184 35%	213 40%	213 40%	184 36%	186 38%
Accessibility of services	421 7%	116 7%	114 7%	103 7%	88 6%	51 10%o	32 6%	32 6%	40 8%	30 6%	44 9%o	29 6%	30 6%	43 8%o	31 6%	22 4%	35 7%
Easy to access information, e.g. about complaints procedures	549 9%	147 10%	125 8%	131 8%	145 9%	51 10%	39 8%	58 12%l	51 10%	35 7%	39 8%	42 9%	47 9%	42 8%	50 9%	45 9%	50 10%
Product and service innovation	385 6%	100 6%	88 6%	97 6%	101 7%	48 9%fh	24 5%	27 6%	22 4%	28 5%	38 7%	38 8%	30 6%	29 6%	42 8%	28 5%	31 6%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.08	4.17b	4.05	4.17d	4.06	4.05	4.10e	4.02	4.02	4.05	4.02	4.11ghij	4.16ghij	4.17ghij	4.02	4.03	4.14no	4.17no	4.07	4.10
Items you send reaching their destination	4.11	4.25b	4.07	4.17d	4.10	4.11	4.11	4.05	4.09	4.07	4.10	4.12g	4.20ghijk	4.18ghi	4.07	4.08	4.16no	4.19no	4.11	4.13
Items being delivered intact/undamaged	4.10	4.25b	4.06	4.13	4.09	4.08	4.11	3.97	4.06	4.06	4.05	4.11g	4.22ghijk	4.26ghijk	4.02	4.06	4.18no	4.24no	4.10	4.09
Speed of delivery	3.79	3.96b	3.74	3.93d	3.76	3.80	3.77	3.83	3.89jklm	3.79	3.74	3.76	3.76	3.70	3.86opq	3.77	3.75	3.73	3.76	3.93r
Availability of post boxes	4.05	4.11b	4.03	4.12d	4.03	4.04	4.06	4.00	4.02	3.99	4.05	4.06	4.13gi	4.10	4.01	4.01	4.09no	4.12no	4.05	4.03
Availability of Post Office branches	3.76	3.83	3.74	4.01d	3.72	3.76	3.77	3.86jkl	3.85jkl	3.81kl	3.69	3.69	3.65	3.77	3.86opq	3.76	3.70	3.71	3.72	3.97r
Cost of postage	2.96	3.14b	2.92	3.40d	2.89	3.01f	2.92	3.32jklm	3.44ijklm	3.21jklm	2.86klm	2.66m	2.63	2.49	3.38opq	3.06pq	2.61	2.57	2.88	3.44r
Accessibility of services	3.91	4.01b	3.88	4.02d	3.89	3.91	3.90	3.89	3.94	3.91	3.89	3.88	3.93	3.91	3.92	3.90	3.91	3.92	3.89	3.99r
Easy to access information, e.g. about complaints procedures	3.64	3.72b	3.62	3.85d	3.60	3.65	3.62	3.74jklm	3.78jklm	3.74jklm	3.61km	3.48	3.55	3.46	3.76pq	3.69pq	3.50	3.51	3.61	3.80r
Product and service innovation	3.68	3.80b	3.65	3.90d	3.64	3.67	3.69	3.78jklm	3.79jklm	3.73km	3.64	3.59	3.65	3.55	3.78opq	3.69pq	3.60	3.60	3.64	3.89r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.08	4.11c	4.08c	4.02	4.10c	4.09	4.06	4.05	4.11g	4.05	4.09	4.10	4.08	4.08	4.09	4.02	4.09	4.08	4.08	4.02
Items you send reaching their destination	4.11	4.16bc	4.11c	4.03	4.14c	4.13f	4.09	4.10	4.13g	4.06	4.18iln	4.14il	4.07	4.12l	4.12l	4.07	4.12	4.17rs	4.10	4.02
Items being delivered intact/undamaged	4.10	4.11	4.10	4.04	4.13c	4.10	4.09	4.06	4.16g	4.09	4.14	4.12	4.06	4.09	4.10	4.08	4.10	4.17rs	4.08	4.01
Speed of delivery	3.79	3.84	3.75	3.74	3.83	3.78	3.79	3.81	3.75	3.79	3.83	3.80	3.79	3.76	3.80	3.77	3.79	3.85r	3.76	3.85
Availability of post boxes	4.05	4.05	4.05	4.05	4.03	4.05	4.04	4.03	4.08	3.97	4.10	4.08	4.02	4.10l	4.06	3.97	4.07	4.06	4.05	3.93
Availability of Post Office branches	3.76	3.80	3.76	3.72	3.77	3.78	3.75	3.78	3.73	3.74	3.81	3.76	3.77	3.78	3.77	3.75	3.77	3.78	3.75	3.89
Cost of postage	2.96	3.18bcd	2.86	3.00b	2.90	2.98	2.95	3.10h	2.76	2.85	2.96	2.98	2.96	3.13ijkln	2.97	2.83	3.00o	3.06r	2.93	3.00
Accessibility of services	3.91	3.95	3.88	3.89	3.93	3.90	3.91	3.91	3.90	3.90	3.93	3.92	3.89	3.94	3.91	3.90	3.92	3.94	3.89	3.94
Easy to access information, e.g. about complaints procedures	3.64	3.72bc	3.62	3.60	3.63	3.66	3.62	3.68h	3.58	3.56	3.64	3.64	3.68	3.68	3.66	3.54	3.66o	3.65	3.63	3.68
Product and service innovation	3.68	3.73	3.64	3.68	3.69	3.68	3.69	3.72h	3.62	3.68	3.73	3.73l	3.65	3.68	3.70	3.66	3.69	3.77r	3.66	3.68

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.08	4.06	4.17a	4.24a	4.05	4.15d	4.25d	4.16	4.13	4.04	4.10o	4.03	4.10o	4.06	4.05	4.01	4.05	4.24o	4.14no
Items you send reaching their destination	4.11	4.11	4.11	4.26ab	4.10	4.13	4.25d	4.13	4.26iklmno	4.09	4.12o	4.04	4.11o	4.11o	4.10o	4.03	4.15ko	4.21	4.12
Items being delivered intact/undamaged	4.10	4.09	4.14	4.25a	4.08	4.17d	4.17d	4.18d	4.18	4.09	4.10	4.05	4.12	4.08	4.07	4.04	4.08	4.17	4.18ko
Speed of delivery	3.79	3.78	3.84	3.95a	3.77	3.81	3.93d	3.90d	3.89kop	3.78	3.84op	3.72	3.77	3.76	3.90kop	3.67	3.67	4.02kop	3.78
Availability of post boxes	4.05	4.05	4.02	4.01	4.06e	3.92	4.11eg	3.99	4.05r	4.00	4.01	4.06r	4.02	4.08r	4.10r	4.07r	4.10r	4.09	3.89
Availability of Post Office branches	3.76	3.77	3.68	3.71	3.76	3.66	3.74	4.01def	3.69	3.76	3.65	3.75	3.83jr	3.79	3.83jr	3.75	3.74	3.77	3.65
Cost of postage	2.96	2.98b	2.85	2.87	2.96	2.99	2.92	3.07	2.96	2.93	2.91	2.82	2.96	2.88	3.29hijklmopqr	2.87	2.88	2.90	3.00k
Accessibility of services	3.91	3.90	3.95	4.01	3.91	3.88	3.89	4.00de	3.92	3.83	3.81	3.93	3.98ij	3.89	4.01ijmor	3.85	3.97ij	3.96	3.87
Easy to access information, e.g. about complaints procedures	3.64	3.64	3.61	3.70	3.64	3.60	3.60	3.74def	3.71k	3.60	3.57	3.48	3.68k	3.71k	3.74kr	3.62	3.60	3.58	3.61
Product and service innovation	3.68	3.69	3.66	3.69	3.69	3.64	3.64	3.78def	3.74k	3.67	3.62	3.60	3.73k	3.66	3.83ijkmopqr	3.66	3.62	3.54	3.65

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time	2nd class - all/most of the time	Use 1st class	Use 2nd class	Use 1st class all/most of the time	Use 1st class all/most of the time and HH income <£11.5	Use 1st class all/most of the time and Not Working	Use 2nd class all/most of the time	Use 2nd class all/most of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	ANY affordability challenges	No affordability challenges
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.08	4.11b	4.06	4.11b	4.08	4.11	4.07	4.08	4.06	4.01	4.15hi	4.38lmnopq	4.03mnoq	3.76	3.81	3.72	4.19lmnoq	3.79	4.33stuvwx	4.01tuvx	3.61	3.79t	3.71	4.18stuvx	3.77t	3.94	4.13y
Items you send reaching their destination	4.11	4.18bd	4.08	4.16bd	4.09	4.18	4.10	4.16	4.08	4.12	4.17h	4.41lmnopq	4.06mnoq	3.78	3.84	3.76	4.22lmnoq	3.82	4.38stuvwx	4.05tuvx	3.60	3.68	3.74	4.22stuvx	3.70t	3.97	4.16y
Items being delivered intact/undamaged	4.10	4.14	4.10	4.12	4.10	4.14	4.21	4.17	4.10	4.21	4.18	4.40lmnopq	4.03mnoq	3.78	3.85	3.92	4.20lmnoq	3.87	4.35stuvwx	4.02tuvx	3.65	3.77	3.99t	4.19stuvx	3.82t	3.91	4.17y
Speed of delivery	3.79	3.91bd	3.66	3.89bd	3.72	3.91g	3.93	3.81	3.66	3.69	3.71	4.03lmnopq	3.78mnoq	3.55	3.44	3.40	3.89lmnoq	3.43	4.02stuvwx	3.76tuvx	3.31	3.35	3.39	3.90stuvx	3.36	3.75	3.80
Availability of post boxes	4.05	4.10	4.04	4.09	4.04	4.10	4.07	4.09	4.04	4.00	4.11	4.28lmnopq	4.01mnoq	3.73	3.94m	3.78	4.13lmnoq	3.90m	4.24stuvwx	3.99tuvx	3.70	3.79	3.73	4.12stuvx	3.77	3.91	4.10y
Availability of Post Office branches	3.76	3.84bd	3.69	3.82bd	3.72	3.84	3.89g	3.74	3.69	3.60	3.71	3.92lmnopq	3.78mnoq	3.54	3.57	3.41	3.84lmnoq	3.53	3.93stuvwx	3.76tuvx	3.43	3.37	3.42	3.85stuvx	3.39	3.70	3.78y
Cost of postage	2.96	3.26bd	2.57	3.23bd	2.76b	3.26g	3.11	3.03	2.57j	2.51	2.46	3.02noq	3.03mnoq	2.90nq	2.71	2.71	3.02noq	2.71	3.07tuvx	3.01tuvx	2.77uvx	2.54	2.46	3.04tuvx	2.52	3.05z	2.93
Accessibility of services	3.91	3.97bd	3.87	3.95bd	3.88	3.97	3.97	3.90	3.87	3.89	3.92	4.13lmnopq	3.91mnoq	3.60	3.72o	3.49	4.01lmnoq	3.65	4.11stuvwx	3.87tuvx	3.53	3.57	3.46	4.00stuvx	3.54	3.79	3.95y
Easy to access information, e.g. about complaints procedures	3.64	3.74bd	3.54	3.72bd	3.59	3.74g	3.63	3.59	3.54	3.45	3.55	3.78lmnoq	3.67mnoq	3.43	3.43	3.40	3.72mnoq	3.42	3.79stuvwx	3.64tuvx	3.35	3.28	3.25	3.71stuvx	3.27	3.67	3.63
Product and service innovation	3.68	3.78bd	3.58	3.76bd	3.63	3.78g	3.84g	3.65	3.58	3.57	3.58	3.82lmnopq	3.71mnoq	3.49o	3.47o	3.26	3.76mnoq	3.42	3.82stuvwx	3.68tuvx	3.36	3.27	3.48	3.76stuvx	3.32	3.73z	3.66

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.08	4.02	4.08	3.92	4.03f	4.11df	3.93	4.09hiI	3.86I	3.64	4.19hiI	4.08hiI	3.42
Items you send reaching their destination	4.11	4.10	4.11	3.90	4.07f	4.14df	3.97	4.12hiI	3.80	3.79	4.13hiI	4.11hiI	3.72
Items being delivered intact/undamaged	4.10	4.13	4.10	3.96	4.05f	4.13df	3.87	4.12hi	3.75	3.78	4.08	4.10hi	3.29
Speed of delivery	3.79	3.84	3.78	3.74	3.74	3.80	3.81	3.79	3.58	3.67	3.92	3.79	3.51
Availability of post boxes	4.05	3.91	4.06a	3.84	3.97	4.09df	3.94	4.06	3.93	3.78	4.13	4.05	3.45
Availability of Post Office branches	3.76	3.72	3.77	3.59	3.69	3.80d	3.69	3.77	3.67	3.50	3.85	3.76	3.42
Cost of postage	2.96	3.10	2.95	3.17	2.89	2.99d	3.03	2.95	3.29gk	3.14	3.13	2.96	3.20
Accessibility of services	3.91	3.83	3.91	3.92	3.84	3.98d	3.78	3.92I	3.79	3.47	3.82	3.91I	3.66
Easy to access information, e.g. about complaints procedures	3.64	3.60	3.64	3.41	3.55	3.67d	3.66	3.65	3.49	3.46	3.59	3.64	3.53
Product and service innovation	3.68	3.66	3.68	3.65	3.65	3.69	3.71	3.68	3.71	3.75	3.76	3.68	3.60

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.08	4.09	4.06	4.11d	4.05	3.99	4.11eip	4.16eip	4.09ep	4.01p	4.08p	4.12eip	4.12eip	4.08p	4.08p	4.14eip	3.91
Items you send reaching their destination	4.11	4.11	4.12	4.11	4.10	4.07	4.12p	4.14ip	4.16ip	4.04	4.16eip	4.09	4.13ip	4.11p	4.10p	4.18eikp	4.01
Items being delivered intact/undamaged	4.10	4.09	4.09	4.10	4.11	4.03	4.12	4.14	4.17eikp	4.04	4.04	4.04	4.18eip	4.10	4.12	4.19eijkp	4.01
Speed of delivery	3.79	3.73	3.84ad	3.84ad	3.73	3.58	3.79ep	3.84ep	3.93einp	3.77ep	3.80ep	3.81ep	3.92enp	3.79ep	3.72	3.89ep	3.59
Availability of post boxes	4.05	4.06	4.02	4.06	4.04	3.96	4.10e	4.14ep	4.01	4.02	4.02	4.03	4.09	4.05	4.02	4.13ep	3.98
Availability of Post Office branches	3.76	3.77	3.75	3.75	3.77	3.64	3.79	3.89ekmp	3.73	3.79	3.74	3.69	3.84e	3.71	3.80	3.81	3.70
Cost of postage	2.96	2.97	2.96	3.00	2.92	2.98	3.02	2.91	3.01	2.86	3.02	2.97	3.09inp	2.94	2.87	3.01	2.89
Accessibility of services	3.91	3.88	3.88	3.93	3.94	3.82	3.89	3.95p	3.89	3.89	3.86	3.91	4.02ejmp	3.85	3.98ep	4.04efhijmp	3.79
Easy to access information, e.g. about complaints procedures	3.64	3.61	3.65	3.64	3.65	3.58	3.68	3.57	3.65	3.59	3.72	3.58	3.67	3.65	3.58	3.77egiknp	3.59
Product and service innovation	3.68	3.68	3.67	3.67	3.70	3.58	3.74ekp	3.74ep	3.65	3.66	3.70	3.60	3.75ekp	3.67	3.66	3.86ehijkmnp	3.59

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I was not aware of the Royal Mail app	2275 37%	620 50%b	1654 34%	208 24%	2067 39%c	1005 33%	1265 40%e	269 33%	315 36%	351 31%	278 34%	447 39%gji	311 41%gji	303 48%ghijk	584 34%	630 32%	1061 42%no	614 44%no	1973 38%s	285 32%
I was aware of the Royal Mail app but I haven't installed it	2646 43%	412 33%	2234 45%a	366 43%	2280 43%	1345 45%f	1295 41%	320 39%	329 38%	505 45%ghm	381 46%ghm	523 46%ghm	346 46%ghm	242 39%	649 38%	886 46%n	1111 44%n	588 42%	2229 43%	394 44%
I have installed the Royal Mail app but I haven't used it	324 5%	34 3%	290 6%a	86 10%d	238 4%	177 6%	145 5%	69 8%jklm	65 8%jklm	63 6%	37 4%	45 4%	27 4%	19 3%	134 8%opq	99 5%pq	90 4%	45 3%	259 5%	60 7%
I have installed the Royal Mail app and I have used it	840 14%	154 13%	686 14%	196 23%d	644 12%	440 15%	398 13%	147 18%klm	155 18%klm	191 17%klm	117 14%klm	111 10%	66 9%	54 9%	301 18%pq	308 16%pq	230 9%	120 9%	686 13%	148 16%
Don't know	85 1%	13 1%	72 1%	5 1%	80 2%	46 2%	39 1%	18 2%	9 1%	12 1%	9 1%	17 1%	10 1%	10 2%	28 2%	20 1%	37 1%	20 1%	65 1%	17 2%
NET Aware	3809 62%	599 49%	3210 65%a	648 75%d	3161 60%	1962 65%f	1839 59%	536 65%klm	549 63%m	759 68%klm	535 65%klm	678 59%m	439 58%m	314 50%	1084 64%pq	1294 67%pq	1431 57%	753 54%	3174 61%	602 67%r
NET Installed	1164 19%	188 15%	976 20%a	282 33%d	882 17%	617 20%f	543 17%	216 26%jklm	220 26%jklm	253 23%klm	154 19%klm	155 14%	93 12%	72 12%	436 26%opq	407 21%pq	320 13%	165 12%	945 18%	209 23%r

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per yea (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I was not aware of the Royal Mail app	2275 37%	387 34%	729 38%	513 37%	644 38%a	1116 36%	1157 38%	1244 34%	998 42%g	231 41%klmn	290 40%klm	544 35%	536 35%	345 32%	1371 36%	247 42%p	1833 35%	453 35%	1708 37%	114 38%
I was aware of the Royal Mail app but I haven't installed it	2646 43%	472 41%	885 46%ad	598 43%	691 41%	1357 44%	1289 42%	1591 43%	1035 43%	220 39%	282 39%	728 46%ij	657 42%	490 46%ij	1668 43%	227 39%	2267 44%	525 41%	1992 44%	128 43%
I have installed the Royal Mail app but I haven't used it	324 5%	85 7%bcd	87 4%	74 5%	78 5%	172 6%	151 5%	239 6%h	80 3%	21 4%	36 5%	87 6%	115 7%im	48 5%	238 6%	21 4%	291 6%	70 5%	243 5%	10 3%
I have installed the Royal Mail app and I have used it	840 14%	196 17%b	217 11%	194 14%	234 14%b	413 13%	427 14%	576 16%h	248 10%	74 13%	100 14%	189 12%	234 15%	175 16%k	524 14%	78 13%	725 14%	228 18%rs	582 13%	30 10%
Don't know	85 1%	14 1%	25 1%	16 1%	30 2%	39 1%	46 1%	37 1%	33 1%	15 3%lmn	9 1%	22 1%	11 1%	11 1%	42 1%	15 3%p	56 1%	19 2%	47 1%	18 6%qr
NET Aware	3809 62%	752 65%d	1189 61%	865 62%	1003 60%	1942 63%	1868 61%	2406 65%h	1363 57%	315 56%	419 58%	1005 64%ij	1007 65%ij	713 67%ij	2430 63%ij	325 55%	3284 63%o	823 64%	2817 62%	169 56%
NET Installed	1164 19%	281 24%bcd	304 16%	267 19%b	312 19%	585 19%	579 19%	815 22%h	328 14%	95 17%	136 19%	277 18%	349 22%ik	223 21%	762 20%	98 17%	1017 20%	298 23%rs	825 18%	40 13%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I was not aware of the Royal Mail app	2275 37%	1956 37%	319 37%	74 43%	1841 36%	229 44%d	130 44%d	75 44%d	95 38%n	264 39%n	183 36%n	161 36%	195 36%n	218 38%n	236 29%	299 35%	190 36%n	27 39%	203 45%ikmnop
I was aware of the Royal Mail app but I haven't installed it	2646 43%	2288 43%	357 41%	73 42%	2252 43%g	211 41%	117 40%	66 39%	108 43%	252 37%	203 40%	216 48%ijr	246 45%i	237 41%	371 46%i	390 46%i	230 43%	33 48%	177 39%
I have installed the Royal Mail app but I haven't used it	324 5%	277 5%	47 5%	7 4%	281 5%	22 4%	13 4%	8 5%	9 4%	37 6%	33 6%	25 6%	27 5%	41 7%	51 6%	34 4%	23 4%	2 2%	20 5%
I have installed the Royal Mail app and I have used it	840 14%	713 13%	127 15%	18 10%	736 14%e	52 10%	33 11%	19 11%	33 13%	117 17%kr	83 16%kr	44 10%	66 12%	75 13%	137 17%kr	114 13%	67 13%	7 10%	45 10%
Don't know	85 1%	72 1%	13 1%	1 *	75 1%	4 1%	4 1%	3 1%	5 2%	6 1%	6 1%	3 1%	10 2%	3 1%	16 2%	7 1%	19 4%ikmor	* *	4 1%
NET Aware	3809 62%	3278 62%	531 62%	98 57%	3269 63%efg	285 55%	162 55%	93 55%	151 60%	406 60%	319 63%r	285 64%r	338 62%r	353 61%r	559 69%himpr	538 64%r	320 61%	42 61%	243 54%
NET Installed	1164 19%	990 19%	174 20%	25 15%	1017 20%efg	74 14%	45 15%	27 16%	43 17%	154 23%kr	115 23%kr	69 15%	92 17%	115 20%r	188 23%klpr	148 18%	90 17%	9 13%	65 15%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I was not aware of the Royal Mail app	2275 37%	744 31%	963 43%ac	1088 31%	1307 39%ac	744 31%	71 37%	271 35%	963 43%	108 48%	496 46%	771 37%	852 35%	280 35%	253 43%lmp	107 45%lmp	1623 36%	361 43%klmp	914 36%	838 35%	276 41%w	157 44%rsw	76 48%rsw	1752 35%	233 45%rsw	454 28%	1821 40%y
I was aware of the Royal Mail app but I haven't installed it	2646 43%	1069 44%	977 43%	1522 44%	1430 43%	1069 44%	74 38%	359 46%	977 43%	86 38%	448 42%	856 41%	1105 45%knq	353 44%	233 39%	92 39%	1961 44%	325 39%	1086 42%v	1079 46%vx	281 41%	139 39%	50 31%	2166 44%vx	189 37%	674 41%	1972 43%
I have installed the Royal Mail app but I haven't used it	324 5%	129 5%b	81 4%	220 6%b	173 5%b	129 5%	8 4%	29 4%	81 4%	7 3%	30 3%	90 4%	122 5%	74 9%klnpq	25 4%	11 4%	212 5%	36 4%	115 4%	118 5%	49 7%rw	28 8%rw	10 6%	233 5%	38 7%rw	163 10%z	161 4%
I have installed the Royal Mail app and I have used it	840 14%	444 18%bd	216 10%	596 17%bd	369 11%	444 18%g	37 19%	108 14%	216 10%	22 10%	87 8%	333 16%lmoq	322 13%	82 10%	79 13%	22 9%	655 15%m	101 12%	437 17%stux	299 13%t	51 8%	29 8%	22 13%	736 15%stux	50 10%	321 20%z	519 11%
Don't know	85 1%	19 1%	23 1%	31 1%	35 1%	19 1%	3 2%	11 1%	23 1%	4 2%	11 1%	14 1%	34 1%	21 3%knp	3 1%	6 3%kn	47 1%	9 1%	16 1%	33 1%r	24 3%rsuwx	1 *	3 2%	49 1%	4 1%	17 1%	68 1%
NET Aware	3809 62%	1642 68%bd	1274 56%	2339 68%bd	1971 59%	1642 68%	120 62%	496 64%	1274 56%	115 51%	564 53%	1278 62%oq	1549 64%noq	509 63%oq	337 57%	125 52%	2828 63%noq	462 56%	1638 64%tuvx	1497 63%tuvx	381 56%	196 55%	81 51%	3135 64%tuvx	277 54%	1158 71%z	2652 58%
NET Installed	1164 19%	573 24%bd	298 13%	817 24%bd	541 16%b	573 24%g	46 24%	136 18%	298 13%	28 13%	117 11%	422 20%o	444 18%	156 19%	104 18%	32 14%	867 19%	137 16%	552 22%st	417 18%	100 15%	56 16%	31 20%	969 20%t	88 17%	484 30%z	680 15%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I was not aware of the Royal Mail app	2275 37%	154 38%	2104 37%	17 42%	656 38%f	1523 37%f	96 30%	2131 37%	54 33%	22 32%	59 80%ghik	2207 36%	8 24%
I was aware of the Royal Mail app but I haven't installed it	2646 43%	157 39%	2472 43%	17 41%	654 38%	1840 44%d	152 47%d	2528 43%	62 39%j	28 41%j	13 17%	2618 43%j	15 44%
I have installed the Royal Mail app but I haven't used it	324 5%	33 8%b	290 5%	1 2%	107 6%	199 5%	17 5%	276 5%	33 21%gjk	11 16%gjk	-	319 5%	4 12%
I have installed the Royal Mail app and I have used it	840 14%	52 13%	784 14%	3 8%	258 15%	544 13%	38 12%	824 14%j	12 7%	5 7%	*	840 14%j	- -
Don't know	85 1%	5 1%	77 1%	3 7%ab	30 2%e	37 1%	18 6%de	72 1%	*	3 4%h	2 3%	75 1%	7 20%
NET Aware	3809 62%	242 60%	3546 62%	21 51%	1019 60%	2582 62%	208 65%	3627 62%j	107 66%j	43 63%j	13 17%	3777 62%j	20 56%
NET Installed	1164 19%	85 21%	1074 19%	4 10%	365 21%e	743 18%	56 17%	1099 19%j	45 28%gjk	15 23%j	*	1159 19%j	4 12%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I was not aware of the Royal Mail app	2275 37%	566 37%	578 37%	575 37%	557 36%	202 38%	192 37%	172 34%	207 39%	179 35%	192 38%	184 37%	189 35%	202 38%	197 37%	177 35%	183 37%
I was aware of the Royal Mail app but I haven't installed it	2646 43%	666 43%	672 44%	667 43%	640 42%	215 41%	204 39%	247 50%efhmn	213 41%	237 47%	223 44%	220 45%	239 45%	208 40%	214 40%	213 42%	214 43%
I have installed the Royal Mail app but I haven't used it	324 5%	101 7%	73 5%	70 5%	80 5%	37 7%jl	42 8%giln	21 4%	32 6%j	29 6%j	12 2%	25 5%	17 3%	28 5%	22 4%	31 6%j	27 5%j
I have installed the Royal Mail app and I have used it	840 14%	188 12%	200 13%	222 14%	230 15%	67 13%	72 14%	48 10%	71 13%	58 11%	72 14%	59 12%	84 16%g	79 15%g	87 16%g	78 15%g	65 13%
Don't know	85 1%	23 1%	18 1%	16 1%	28 2%	7 1%	6 1%	10 2%	3 1%	6 1%	9 2%	3 1%	4 1%	9 2%	13 2%	8 2%	6 1%
NET Aware	3809 62%	954 62%	945 61%	960 62%	950 62%	319 61%	318 62%	317 64%	315 60%	324 64%	307 60%	304 62%	340 64%	315 60%	323 61%	322 63%	306 62%
NET Installed	1164 19%	288 19%	273 18%	292 19%	310 20%	104 20%g	115 22%g	69 14%	102 20%	87 17%	84 16%	84 17%	101 19%	107 20%g	109 20%g	109 22%g	92 19%

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

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	792	107	685	182	610	396	395	130	128	177	122	122	69	44	258	299	235	113	695	92
Weighted Base	840	154*	686	196	644	440	398	147*	155*	191	117*	111*	66*	54*	301	308	230	120*	686	148*
Effective Base	493	86	408	109	385	247	246	90	82	109	70	69	41	33	171	180	143	74	417	75
Bought postage stamps	166 20%	19 12%	147 21%a	61 31%d	105 16%	85 19%	81 20%	26 18%	30 19%	43 23%	24 21%	19 17%	16 25%	7 14%	56 18%	67 22%	43 19%	24 20%	130 19%	35 24%
Tracked items	686 82%	137 89%	549 80%	139 71%	546 85%c	340 77%	344 86%e	122 83%	113 73%	147 77%	94 80%	105 95%ghij	59 90%h	46 86%	235 78%	241 78%	210 91%no	105 88%	558 81%	125 84%
Booked collections	215 26%	25 16%	190 28%a	78 40%d	137 21%	112 25%	103 26%	37 25%	45 29%	56 30%	31 27%	20 18%	14 22%	11 20%	82 27%	88 29%	45 20%	25 21%	168 24%	45 30%
Found services or drop off locations	221 26%	30 20%	191 28%	63 32%	158 25%	113 26%	108 27%	49 33%il	50 32%	38 20%	35 30%	29 26%	10 16%	11 20%	99 33%pq	73 24%	49 21%	21 17%	192 28%	30 20%
Measured the size of my parcels	137 16%	15 10%	123 18%	33 17%	105 16%	73 17%	64 16%	14 9%	29 18%	30 16%	30 26%g	14 13%	12 19%	9 17%	42 14%	60 19%	35 15%	21 18%	111 16%	27 18%
Changed where my parcels are delivered	192 23%	35 23%	157 23%	59 30%d	134 21%	94 21%	98 25%	43 29%l	45 29%l	40 21%	31 26%	20 18%	7 11%	7 13%	88 29%pq	71 23%q	34 15%	14 12%	154 22%	38 26%
Booked a redelivery	310 37%	45 29%	264 39%	73 37%	237 37%	142 32%	168 42%e	53 36%	59 38%	79 41%	42 36%	40 36%	19 28%	18 34%	112 37%	121 39%	77 33%	37 31%	237 34%	69 46%r
Received notifications for my deliveries	365 43%	36 24%	329 48%a	96 49%	270 42%	173 39%	191 48%	58 39%	65 42%	85 44%	53 45%	57 51%	25 37%	24 45%	123 41%	137 45%	106 46%	49 41%	304 44%	61 41%
I don't know	3 *	* *	2 *	3 1%d	* *	1 *	2 1%	1 *	1 *	2 1%	- -	* *	- -	- -	1 *	2 *	* *	- -	3 *	- -
None of the above	12 1%	5 3%	7 1%	2 1%	11 2%	9 2%	3 1%	- -	5 3%	3 2%	3 3%	- -	1 1%	- -	5 2%	7 2%	1 *	1 1%	11 2%	1 1%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 85

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	792	226	209	152	205	435	357	502	275	72	94	184	209	168	487	75	674	229	532	31
Weighted Base	840	196	217	194	234	413	427	576	248	74*	100*	189	234	175*	524	78*	725	228	582	30**
Effective Base	493	108	133	107	147	240	254	314	175	47	63	114	132	97	307	50	418	145	330	21
Bought postage stamps	166 20%	42 22%	46 21%	39 20%	39 16%	88 21%	77 18%	126 22%h	36 14%	11 15%	14 14%	41 21%	62 26%	30 17%	117 22%	11 14%	152 21%	44 19%	113 20%	8 28%
Tracked items	686 82%	149 76%	190 88%ac	149 77%	198 85%	339 82%	347 81%	454 79%	217 88%g	61 83%	85 85%	155 82%	192 82%	140 80%	432 82%	65 84%	596 82%	185 81%	476 82%	25 82%
Booked collections	215 26%	56 29%	41 19%	57 29%	61 26%	97 24%	118 28%	160 28%h	47 19%	19 26%	30 30%	55 29%	53 23%	45 26%	138 26%	19 25%	188 26%	63 27%	144 25%	8 28%
Found services or drop off locations	221 26%	54 28%	67 31%	44 23%	56 24%	122 29%	100 23%	165 29%	51 21%	16 22%	28 28%	51 27%	71 30%	43 25%	149 28%	18 24%	197 27%	64 28%	145 25%	12 41%
Measured the size of my parcels	137 16%	40 20%	32 15%	31 16%	34 15%	72 17%	65 15%	98 17%	34 14%	9 12%	15 15%	25 13%	42 18%	38 21%	82 16%	9 12%	121 17%	35 15%	95 16%	8 25%
Changed where my parcels are delivered	192 23%	59 30%d	49 22%	40 21%	45 19%	108 26%	85 20%	143 25%	44 18%	17 23%	12 12%	56 30%j	53 23%	44 25%	121 23%	19 25%	168 23%	51 22%	136 23%	5 17%
Booked a redelivery	310 37%	68 35%	75 34%	71 37%	96 41%	143 35%	167 39%	214 37%	91 37%	38 48%m	38 38%	70 37%	89 38%	53 31%	198 38%	38 49%	256 35%	93 41%	201 35%	15 51%
Received notifications for my deliveries	365 43%	81 41%	92 43%	84 44%	108 46%	173 42%	192 45%	237 41%	123 49%	38 52%	39 39%	98 52%	107 46%	71 41%	244 47%	38 49%	319 44%	126 55%r	231 40%	12 26%
I don't know	3 *	1 *	2 1%	-	* *	2 1%	* *	3 *	* *	-	-	* *	* *	* *	1 *	-	1 *	* *	2 *	* *
None of the above	12 1%	2 1%	1 *	4 2%	5 2%	3 1%	9 2%	10 2%	2 1%	* *	-	6 3%j	* *	3 2%	7 1%	* *	9 1%	1 1%	11 2%	* *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 85

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	792	531	261	104	451	129	120	92	47	65	60	35	42	47	62	49	44	22	107
Weighted Base	840	713	127*	18**	736	52*	33*	19*	33*	117*	83*	44*	66*	75*	137*	114*	67*	7**	45*
Effective Base	493	429	66	29	397	62	66	63	45	63	57	33	40	44	60	46	41	6	56
Bought postage stamps	166 20%	139 20%	26 21%	4 22%	148 20%	8 16%	6 19%	4 20%	6 19%	33 28%n	11 13%	8 17%	18 27%n	19 25%n	14 10%	25 22%	15 22%	1 11%	7 16%
Tracked items	686 82%	584 82%	101 80%	16 92%	598 81%	45 86%	29 89%g	14 72%	28 84%	93 79%	64 77%	29 65%	55 84%	62 84%	116 84%k	93 81%	59 88%k	6 91%	38 85%k
Booked collections	215 26%	182 25%	33 26%	6 32%	192 26%	12 22%	7 22%	4 23%	7 21%	31 27%	20 25%	13 29%	22 34%	16 22%	41 30%	24 21%	16 24%	1 14%	11 24%
Found services or drop off locations	221 26%	180 25%	41 33%	5 30%	185 25%	21 39%d	9 27%	7 35%	14 41%jlnp	40 34%n	16 20%	11 24%	12 18%	25 33%	23 17%	33 29%	12 17%	2 35%	18 40%jlnp
Measured the size of my parcels	137 16%	114 16%	23 18%	3 17%	121 16%	6 12%	8 23%	2 12%	4 13%	24 21%	10 12%	7 16%	10 14%	18 24%	22 16%	17 15%	9 13%	1 8%	6 12%
Changed where my parcels are delivered	192 23%	162 23%	31 24%	6 33%	169 23%	11 21%	10 30%g	2 12%	10 31%jp	24 20%	12 14%	10 22%	19 29%	27 36%jp	36 26%	23 20%	9 13%	1 21%	10 22%
Booked a redelivery	310 37%	262 37%	48 38%	6 32%	271 37%	22 42%g	12 36%	5 25%	16 47%	48 41%	28 33%	19 43%	33 50%m	21 28%	51 37%	33 29%	23 33%	1 21%	21 46%
Received notifications for my deliveries	365 43%	309 43%	56 44%	8 47%	315 43%	27 51%	15 45%	9 47%	13 40%	55 47%	27 33%	13 30%	39 60%jkn	34 45%	46 34%	53 46%	35 52%	5 67%	22 49%
I don't know	3 *	2 *	*	* 2%	2 *	*	1 2%d	1 3%d	-	-	-	-	-	-	2 2%	-	-	-	*
None of the above	12 1%	10 1%	2 2%	* 1%	11 2%	*	1 2%	* 1%	1 3%	4 3%	-	4 9%jlmop	-	-	-	2 2%	-	-	*

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	792	396	222	541	367	396	35	114	222	23	95	302	306	86	71	26	608	97	413	280	55	30	13	693	43	276	516
Weighted Base	840	444	216	596	369	444	37**	108*	216	22**	87*	333	322	82*	79*	22**	655	101*	437	299	51*	29**	22**	736	50**	321	519
Effective Base	493	253	135	341	222	253	24	77	135	15	61	194	190	48	46	15	384	61	258	177	33	17	10	435	26	185	309
Bought postage stamps	166 20%	91 21%	37 17%	125 21%	71 19%	91 21%	3 7%	16 15%	37 17%	5 22%	13 14%	78 24%	52 16%	18 22%	13 17%	4 18%	131 20%	17 17%	94 21%	47 16%	10 20%	8 27%	7 31%	141 19%	15 29%	88 27%z	78 15%
Tracked items	686 82%	361 81%	185 86%	478 80%	302 82%	361 81%	29 78%	94 88%	185 86%	18 82%	78 89%	284 85%	257 80%	62 76%	64 80%	17 76%	541 83%	80 80%	367 84%	241 81%	37 71%	18 64%	20 91%	609 83%	38 76%	222 69%	464 89%y
Booked collections	215 26%	114 26%	47 22%	163 27%	95 26%	114 26%g	10 27%	10 10%	47 22%	5 23%	20 23%	98 30%	74 23%	23 28%	13 17%	4 18%	172 26%	17 17%	127 29%s	61 20%	15 29%	7 26%	2 10%	188 26%	10 19%	108 34%z	107 21%
Found services or drop off locations	221 26%	121 27%	45 21%	170 29%	94 26%	121 27%	10 27%	27 25%	45 21%	2 8%	13 15%	88 26%	98 30%q	21 25%	14 18%	1 3%	186 28%q	15 14%	127 29%	75 25%	8 15%	7 26%	3 15%	203 28%	11 21%	101 31%z	121 23%
Measured the size of my parcels	137 16%	74 17%	26 12%	109 18%	61 17%	74 17%	3 9%	18 17%	26 12%	4 16%	7 8%	64 19%	46 14%	14 17%	9 11%	2 11%	110 17%	11 11%	71 16%	43 14%	9 18%	6 20%	7 32%	114 15%	12 25%	67 21%z	70 13%
Changed where my parcels are delivered	192 23%	100 23%	42 19%	143 24%	85 23%	100 23%	10 28%	21 20%	42 19%	3 14%	16 18%	82 25%	65 20%	13 16%	26 33%	6 28%	147 22%	32 32%	103 24%	67 22%	8 16%	13 44%	1 6%	170 23%	14 28%	86 27%	106 20%
Booked a redelivery	310 37%	163 37%b	58 27%	243 41%b	138 37%b	163 37%	16 43%	44 41%	58 27%	9 41%	27 31%	128 38%	119 37%	30 36%	22 28%	11 52%	246 38%	34 33%	154 35%	116 39%	19 37%	13 46%	7 35%	270 37%	21 41%	137 43%z	173 33%
Received notifications for my deliveries	365 43%	196 44%	94 43%	260 44%	157 43%	196 44%	20 53%	56 52%	94 43%	8 37%	47 53%	171 51%l	125 39%	33 40%	29 37%	8 38%	295 45%	37 37%	232 53%st	108 36%	11 22%	9 30%	6 26%	340 46%st	14 28%	134 42%	232 45%
I don't know	3 *	*	2 1%	1 *	3 1%	*	-	*	2 1%	-	-	1 *	*	*	2 2%p	-	1 *	2 1%	1 *	*	*	2 5%	-	1 *	2 3%	1 *	2 *
None of the above	12 1%	6 1%	3 1%	9 1%	5 1%	6 1%	-	1 1%	3 1%	-	1 1%	3 1%	5 1%	*	2 3%	2 8%	8 1%	4 4%	6 1%	5 2%	1 3%	-	-	11 1%	-	5 1%	7 1%

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

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	792	48	739	5	263	488	41	777	11	3	1	791	-
Weighted Base	840	52**	784	3**	258	544	38**	824	12**	5**	***	840	-**
Effective Base	493	28	463	3	157	311	27	484	7	3	1	493	-
Bought postage stamps	166 20%	11 21%	153 19%	2 63%	57 22%	107 20%	2 6%	164 20%	2 13%	-	-	166 20%	-
Tracked items	686 82%	37 70%	648 83%	1 24%	209 81%	449 82%	28 72%	677 82%	7 62%	1 28%	-	686 82%	-
Booked collections	215 26%	7 12%	206 26%	2 63%	67 26%	140 26%	8 21%	214 26%	* 4%	-	* 100%	215 26%	-
Found services or drop off locations	221 26%	10 20%	208 27%	3 91%	77 30%	132 24%	12 32%	218 26%	2 13%	2 43%	* 100%	221 26%	-
Measured the size of my parcels	137 16%	9 17%	128 16%	1 22%	54 21%	78 14%	5 14%	135 16%	-	2 43%	* 100%	137 16%	-
Changed where my parcels are delivered	192 23%	17 32%	175 22%	1 22%	71 28%	113 21%	8 22%	191 23%	* 1%	1 29%	* 100%	192 23%	-
Booked a redelivery	310 37%	9 18%	298 38%	2 56%	108 42%	190 35%	12 30%	303 37%	5 47%	1 28%	* 100%	310 37%	-
Received notifications for my deliveries	365 43%	20 39%	343 44%	2 66%	130 51%e	223 41%	12 31%	365 44%	*	-	* 100%	365 43%	-
I don't know	3 *	-	3 *	-	*	3 *	-	3 *	-	-	-	3 *	-
None of the above	12 1%	*	12 2%	-	2 1%	7 1%	2 6%	12 1%	-	-	-	12 1%	-

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 85

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
		Quarter				**Month**											
Unweighted Base	792	186	186	202	218	64	70	52	58	62	66	58	69	75	84	62	72
Weighted Base	840	188	200	222	230	67*	72*	48*	71*	58*	72*	59*	84*	79*	87*	78*	65*
Effective Base	493	118	118	126	132	44	42	32	39	38	42	37	46	44	53	40	40
Bought postage stamps	166 20%	28 15%	45 22%	50 23%	43 19%	14 21%	10 13%	4 9%	18 26%	12 20%	15 20%	12 20%	18 21%	20 26%	11 12%	11 14%	22 33%fgno
Tracked items	686 82%	136 73%	160 80%	198 89%ab	191 83%a	56 83%	47 65%	33 70%	45 64%	55 94%fgh	60 83%	56 96%fgh	73 87%fh	69 87%fh	73 84%fh	63 81%	55 85%fh
Booked collections	215 26%	39 21%	50 25%	50 23%	76 33%a	16 23%	16 23%	7 15%	20 29%	10 17%	20 28%	12 21%	15 17%	23 29%	22 25%	24 31%	30 46%efgiklm
Found services or drop off locations	221 26%	55 29%	51 26%	50 22%	66 29%	23 34%	23 32%	9 19%	17 24%	14 24%	20 29%	12 20%	16 19%	15 27%	18 21%	25 32%	23 35%
Measured the size of my parcels	137 16%	31 16%	34 17%	40 18%	33 14%	11 16%	12 17%	7 15%	11 15%	7 12%	16 22%	9 15%	16 19%	15 19%	9 10%	12 15%	12 19%
Changed where my parcels are delivered	192 23%	36 19%	38 19%	50 23%	68 30%	12 18%	16 22%	8 17%	16 23%	9 16%	13 18%	14 23%	21 25%	15 19%	21 24%	26 34%	20 31%
Booked a redelivery	310 37%	68 36%	77 39%	75 34%	89 39%	20 30%	33 45%	15 32%	27 38%	24 42%	26 36%	18 30%	29 34%	28 36%	37 42%	32 41%	20 31%
Received notifications for my deliveries	365 43%	77 41%	94 47%	103 46%	92 40%	32 48%	26 36%	18 39%	38 54%o	29 49%	27 38%	25 42%	44 52%o	34 44%	34 40%	23 29%	35 53%o
I don't know	3 *	2 1%	* *	* *	* *	- -	2 2%	- -	- -	* 1%	* *	- -	- -	* 1%	- -	* 1%	- -
None of the above	12 1%	3 1%	8 4%cd	1 *	* *	3 4%	- -	* *	5 8%	1 2%	1 2%	- -	- -	1 1%	- -	* *	* *

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 86

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	4662 / 76%	999 / 81%b	3664 / 74%	546 / 63%	4117 / 78%c	2238 / 74%	2413 / 77%	580 / 70%	638 / 73%	884 / 79%ghlm	642 / 78%gl	910 / 80%ghlm	551 / 73%	457 / 73%	1218 / 72%	1526 / 78%nq	1919 / 76%n	1009 / 73%	3972 / 76%	654 / 72%
1-2	1038 / 17%	148 / 12%	890 / 18%a	232 / 27%d	805 / 15%	554 / 18%f	481 / 15%	195 / 24%ijklm	177 / 20%km	182 / 16%k	132 / 16%	143 / 12%	121 / 16%	89 / 14%	372 / 22%opq	314 / 16%	352 / 14%	209 / 15%	829 / 16%	198 / 22%r
3-4	192 / 3%	28 / 2%	163 / 3%	58 / 7%d	134 / 3%	84 / 3%	107 / 3%	35 / 4%	41 / 5%ijk	28 / 2%	18 / 2%	27 / 2%	27 / 4%	15 / 2%	77 / 5%op	45 / 2%	70 / 3%	42 / 3%	157 / 3%	33 / 4%
5-10	208 / 3%	33 / 3%	174 / 4%	19 / 2%	189 / 4%	104 / 3%	104 / 3%	12 / 1%	15 / 2%	24 / 2%	25 / 3%	51 / 4%ghi	46 / 6%ghij	35 / 6%ghi	27 / 2%	50 / 3%	131 / 5%no	80 / 6%no	189 / 4%s	14 / 2%
11-20	56 / 1%	19 / 2%b	37 / 1%	6 / 1%	50 / 1%	29 / 1%	27 / 1%	*	*	5 / *	3 / *	9 / 1%	9 / 1%gh	27 / 4%ghijkl	3 / *	*	46 / 2%no	36 / 3%no	51 / 1%	5 / 1%
21+	14 / *	5 / *	9 / *	-	14 / *	4 / *	9 / *	-	-	-	2 / *	2 / *	6 / 1%ghi	4 / 1%i	-	2 / *	12 / *n	10 / 1%no	14 / *	-
Any Received (non-zero entry)	1507 / 24%	234 / 19%	1273 / 26%a	315 / 37%d	1191 / 22%	775 / 26%	729 / 23%	244 / 30%ijk	234 / 27%ik	238 / 21%	180 / 22%	232 / 20%	209 / 27%ijk	169 / 27%ik	478 / 28%op	418 / 22%	610 / 24%	378 / 27%no	1240 / 24%	250 / 28%
Total Mean (including those not Receiving any)																				
Mean	0.80	0.93	0.77	0.84	0.79	0.77	0.83	0.59	0.53	0.50	0.66	0.70	1.35ghijk	1.67ghijk	0.56	0.57	1.13no	1.49no	0.83	0.61
Std Dev.	3.05	4.26	2.65	1.96	3.19	2.66	3.38	1.32	1.33	1.62	2.70	2.47	5.06	5.36	1.32	2.14	4.21	5.20	3.22	1.77
Std Error	0.04	0.13	0.04	0.07	0.04	0.05	0.06	0.05	0.05	0.05	0.10	0.07	0.17	0.21	0.03	0.05	0.08	0.14	0.04	0.07
Receiving Mean (excluding those not Receiving any)																				
Mean	3.27	4.92b	2.97	2.31	3.53c	3.01	3.56	2.01	1.99	2.37	3.00gh	3.44ghi	4.91ghij	6.17ghijk	2.00	2.64n	4.70no	5.48no	3.49s	2.22
Std Dev.	5.47	8.75	4.56	2.68	5.97	4.57	6.28	1.74	1.92	2.81	5.14	4.54	8.72	8.89	1.83	3.99	7.53	8.80	5.87	2.78
Std Error	0.14	0.66	0.13	0.16	0.18	0.17	0.23	0.12	0.14	0.18	0.39	0.29	0.60	0.67	0.09	0.20	0.30	0.45	0.17	0.21

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 86

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	4662 76%	767 66%	1512 78%a	1055 76%a	1327 79%a	2279 74%	2383 78%e	2714 74%	1875 78%g	457 82%klmn	549 77%	1162 74%	1140 73%	784 73%	2852 74%	478 81%p	3859 75%	994 77%	3450 75%	219 73%
1-2	1038 17%	285 25%bcd	298 15%	214 15%	241 14%	583 19%f	455 15%	709 19%h	320 13%	77 14%	103 14%	295 19%ij	269 17%	208 19%ij	667 17%	77 13%	906 18%o	217 17%	769 17%	52 17%
3-4	192 3%	46 4%d	57 3%	55 4%d	34 2%	103 3%	89 3%	135 4%h	55 2%	13 2%	32 4%	51 3%	56 4%	29 3%	139 4%	16 3%	171 3%	45 3%	135 3%	11 4%
5-10	208 3%	46 4%	61 3%	50 4%	51 3%	107 3%	101 3%	113 3%	92 4%	11 2%	25 4%	41 3%	68 4%lk	40 4%	134 3%	13 2%	176 3%	33 3%	161 4%	14 5%
11-20	56 1%	8 1%	15 1%	18 1%	15 1%	23 1%	33 1%	16 *	40 2%g	1 *	5 1%	19 1%	21 1%i	6 1%	45 1%	2 *	51 1%	5 *	51 1%	- -
21+	14 *	2 *	* *	2 *	10 1%b	2 *	11 *e	* *	13 1%g	2 *	3 *	3 *l	* *	1 *	7 *	2 *	9 *	3 *	6 *	4 1%qr
Any Received (non-zero entry)	1507 24%	387 34%bcd	431 22%	339 24%	350 21%	818 26%f	688 22%	973 26%h	520 22%	104 18%	169 23%	409 26%i	413 27%i	285 27%i	991 26%i	109 19%	1313 25%o	303 23%	1122 25%	81 27%
Total Mean (including those not Receiving any)																				
Mean	0.80	0.92b	0.64	0.81	0.89	0.74	0.86	0.64	1.05g	0.52	0.94	0.81	0.84i	0.78	0.85i	0.58	0.81	0.69	0.79	1.33qr
Std Dev.	3.05	2.87	2.01	2.76	4.17	2.37	3.60	1.70	4.39	2.54	4.22	2.80	2.31	2.82	2.95	2.69	2.87	2.99	2.75	6.03
Std Error	0.04	0.08	0.05	0.08	0.10	0.04	0.07	0.03	0.08	0.11	0.16	0.07	0.06	0.09	0.05	0.11	0.04	0.08	0.04	0.35
Receiving Mean (excluding those not Receiving any)																				
Mean	3.27	2.75	2.87	3.35	4.27ab	2.81	3.82e	2.43	4.86g	2.81	4.00	3.11	3.15	2.92	3.28	3.11	3.17	2.97	3.23	4.91r
Std Dev.	5.47	4.43	3.44	4.80	8.30	3.94	6.82	2.56	8.39	5.35	7.99	4.80	3.57	4.87	5.07	5.58	5.01	5.61	4.79	10.86
Std Error	0.14	0.21	0.17	0.29	0.46	0.14	0.28	0.09	0.34	0.51	0.64	0.25	0.18	0.29	0.17	0.52	0.14	0.32	0.15	1.27

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

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	4662 76%	4002 75%	661 76%	121 70%	3905 75%	394 76%	225 76%	139 81%d	194 77%	508 75%	386 76%	353 79%l	392 72%	419 73%	609 75%	636 75%	407 77%	51 75%	343 76%
1-2	1038 17%	889 17%	148 17%	34 19%	875 17%	88 17%	51 17%	24 14%	37 15%	118 18%	75 15%	60 13%	100 18%	112 20%k	147 18%	134 16%	92 17%	12 17%	76 17%
3-4	192 3%	177 3%	15 2%	6 3%	161 3%	18 3%	9 3%	4 3%	5 2%	24 4%p	24 5%p	22 5%p	19 4%p	13 2%	30 4%p	19 2%	5 1%	4 5%p	14 3%p
5-10	208 3%	181 3%	26 3%	8 5%	183 4%	11 2%	10 3%	4 2%	12 5%	22 3%	18 4%	13 3%	30 5%hr	16 3%	21 3%	37 4%	15 3%	*	11 2%
11-20	56 1%	43 1%	13 1%	4 3%a	50 1%	5 1%	1	*	2 1%	1 *	4 1%	1 *	3 1%	10 2%i	4 *	14 2%i	11 2%ikn	-	5 1%
21+	14 *	13 *	1 *	*	11 *	2 *	*	*	1 *	3 *	1 *	-	-	3 *	-	4 *	-	2 3%hijklnopr	*
Any Received (non-zero entry)	1507 24%	1303 25%	203 24%	52 30%	1280 25%g	124 24%	70 24%	32 19%	56 23%	168 25%	122 24%	96 21%	152 28%k	154 27%	202 25%	208 25%	123 23%	17 25%	106 24%
Total Mean (including those not Receiving any)																			
Mean	0.80	0.80	0.77	1.28ab	0.82g	0.81	0.64	0.46	0.74	0.75	0.83	0.58	0.79	1.10	0.60	1.06n	0.82	1.83iklnr	0.65
Std Dev.	3.05	3.10	2.69	4.01	3.07	3.58	2.07	1.57	2.37	3.02	3.31	1.53	1.94	4.89	1.70	3.83	2.78	8.24	2.07
Std Error	0.04	0.05	0.06	0.13	0.05	0.11	0.07	0.06	0.13	0.16	0.17	0.08	0.10	0.25	0.09	0.20	0.15	0.64	0.07
Receiving Mean (excluding those not Receiving any)																			
Mean	3.27	3.27	3.28	4.25	3.31	3.40	2.67	2.46	3.29	3.01	3.45	2.71	2.82	4.07	2.42	4.29n	3.55	7.22	2.77
Std Dev.	5.47	5.57	4.77	6.44	5.47	6.72	3.55	2.90	4.11	5.48	6.06	2.30	2.78	8.77	2.70	6.78	4.89	15.44	3.52
Std Error	0.14	0.18	0.22	0.42	0.19	0.41	0.23	0.24	0.46	0.57	0.66	0.26	0.28	0.88	0.29	0.72	0.54	2.47	0.23

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

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	1st class usage Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	2nd class usage Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	4662 76%	1776 74%	1729 76%c	2516 73%	2469 75%	1776 74%	156 80%	616 79%e	1729 76%	190 84%hj	817 76%	1450 70%	1825 75%k	649 80%klp	492 83%klp	219 92%klmnpq	3275 73%	711 85%klmp	1903 74%	1770 75%	538 79%rw	285 81%rw	131 82%	3673 74%	416 81%rsw	1011 62%	3651 80%y
1-2	1038 17%	472 20%bc	326 14%	681 20%bc	535 16%	472 20%g	26 13%	116 15%	326 14%	27 12%	142 13%	401 19%mnoq	430 18%noq	118 15%o	72 12%	17 7%	830 18%mnoq	88 11%	447 17%ux	416 18%ux	107 16%	41 12%	25 15%	863 17%ux	66 13%	433 27%z	605 13%
3-4	192 3%	84 3%	98 3%	127 4%	105 3%	84 3%	10 5%	19 2%	62 3%	3 2%	21 2%	89 4%lmo	67 3%	16 2%	18 3%	1 1%	156 3%	20 2%	98 4%	64 3%	15 2%	11 3%	3 2%	162 3%	14 3%	98 6%z	94 2%
5-10	208 3%	62 3%	98 4%	109 3%	146 4%ac	62 3%	2 1%	18 2%	98 4%	6 3%	56 5%	92 4%noq	81 3%q	24 3%	9 2%	1 1%	173 4%noq	11 1%	89 3%	88 4%	16 2%	13 4%	1 1%	177 4%	15 3%	71 4%z	137 3%
11-20	56 1%	7 *	38 2%ac	18 1%	49 1%ac	7 *	-	5 1%	38 2%	1 *	28 3%	24 1%	27 1%	3 *	2 *	-	51 1%	2 *	25 1%	23 1%	6 1%	3 1%	-	48 1%	3 *	13 1%	43 1%
21+	14 *	4 *	7 *	7 *	10 *	4 *	-	4 *	7 *	-	7 1%	8 *	5 *	1 *	-	-	13 *	-	7 *	7 *	-	-	-	14 *	-	3 *	10 *
Any Received (non-zero entry)	1507 24%	628 26%	531 24%	941 27%b	844 25%	628 26%g	38 20%	161 21%	531 24%i	36 16%	254 24%i	613 30%lmnoq	610 25%mnoq	162 20%oq	102 17%o	19 8%	1223 27%mnoq	121 15%o	665 26%tux	598 25%x	143 21%	69 19%	29 18%	1263 26%tux	98 19%	617 38%z	889 20%

Total Mean (including those not Receiving any)

	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Mean	0.80	0.67	0.98ac	0.77	0.99ac	0.67	0.40	0.76	0.98i	0.37	1.33i	1.04mnoq	0.83noq	0.57	0.43o	0.16	0.93mnoq	0.36	0.85	0.86	0.60	0.69	0.31	0.86	0.57	1.02z	0.72
Std Dev.	3.05	2.49	3.67	2.76	3.56	2.49	0.99	3.78	3.67	1.25	4.87	3.49	3.18	2.60	1.59	0.85	3.33	1.42	3.12	3.38	2.08	2.32	0.83	3.25	1.99	2.56	3.20
Std Error	0.04	0.05	0.08	0.05	0.06	0.05	0.07	0.13	0.08	0.08	0.14	0.08	0.07	0.09	0.07	0.05	0.05	0.05	0.06	0.07	0.08	0.13	0.07	0.05	0.09	0.07	0.05

Receiving Mean (excluding those not Receiving any)

	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Mean	3.27	2.56	4.19ac	2.82	3.87ac	2.56	2.06	3.65e	4.19	2.33	5.59h	3.51	3.30	2.87	2.54	2.00	3.41	2.46	3.29	3.41	2.84	3.54	1.68	3.35	2.99	2.70	3.67y
Std Dev.	5.47	4.34	6.63	4.72	6.20	4.34	1.27	7.66	6.63	2.29	8.73	5.69	5.67	5.22	3.07	2.34	5.68	2.96	5.45	6.06	3.77	4.22	1.23	5.74	3.69	3.57	6.44
Std Error	0.14	0.18	0.29	0.16	0.22	0.18	0.20	0.55	0.29	0.34	0.52	0.23	0.24	0.42	0.33	0.44	0.17	0.27	0.21	0.26	0.33	0.59	0.25	0.16	0.42	0.16	0.21

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	4662 76%	284 71%	4350 76%	28 67%	1260 74%	3161 76%	241 75%	4437 76%h	94 59%	49 72%	61 82%h	4580 76%h	21 61%
1-2	1038 17%	72 18%	956 17%	10 23%	294 17%	682 16%	61 19%	976 17%j	40 25%gjk	9 14%j	1 2%	1026 17%j	10 30%
3-4	192 3%	24 6%b	165 3%	2 6%	67 4%	117 3%	7 2%	160 3%	18 11%gjk	6 8%sg	5 7%	183 3%	3 8%
5-10	208 3%	12 3%	195 3%	1 3%	60 4%	136 3%	12 4%	194 3%	4 2%	4 6%	5 7%	202 3%	1 2%
11-20	56 1%	5 1%	51 1%	-	19 1%	37 1%	-	52 1%	3 2%	-	1 2%	55 1%	-
21+	14 *	4 1%b	10 *	-	5 *	8 *	-	12 *	2 1%	-	-	14 *	-
Any Received (non-zero entry)	1507 24%	116 29%	1377 24%	14 33%	446 26%	980 24%	80 25%	1394 24%	66 41%gjk	19 28%	13 18%	1480 24%	14 39%
Total Mean (including those not Receiving any)													
Mean	0.80	1.23b	0.77	0.72	0.88	0.78	0.56	0.77	1.68gk	0.75	1.04	0.80	0.72
Std Dev.	3.05	4.67	2.91	1.36	3.09	3.12	1.37	2.96	5.61	1.56	3.13	3.05	1.14
Std Error	0.04	0.23	0.04	0.19	0.07	0.05	0.08	0.04	0.48	0.20	0.37	0.04	0.21
Receiving Mean (excluding those not Receiving any)													
Mean	3.27	4.23	3.20	2.20	3.37	3.31	2.26	3.23	4.07	2.64	5.95	3.26	1.83
Std Dev.	5.47	7.92	5.23	1.57	5.30	5.73	1.92	5.36	8.20	1.90	5.31	5.49	1.12
Std Error	0.14	0.74	0.14	0.42	0.25	0.19	0.22	0.15	1.08	0.49	1.60	0.15	0.37

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 86

QE1_1. Approximately how many of the following have you personally received in the last week through the post?
Invitations, greetings cards and postcards

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	4662 76%	1204 78%d	1210 79%d	1233 80%d	1015 66%	384 73%p	414 80%ep	405 81%ep	403 77%p	412 81%ep	395 78%p	397 81%ep	421 79%p	416 79%p	430 81%ep	386 76%p	199 40%
1-2	1038 17%	234 15%	261 17%	245 16%	297 19%ac	92 17%	70 14%	72 15%	99 19%l	66 13%	96 19%i	74 15%	83 16%	89 17%	84 16%	93 18%	120 24%efgiklmn
3-4	192 3%	54 3%c	31 2%	30 2%	76 5%bc	27 5%hjlm	14 3%	13 3%	9 2%	18 4%j	4 1%	13 3%	8 1%	9 2%	12 2%	16 3%j	48 10%efghijklmno
5-10	208 3%	34 2%	28 2%	38 2%	108 7%abc	15 3%	15 3%	5 1%	11 2%	9 2%	8 2%	7 1%	20 4%egi	11 2%	5 1%	9 2%	94 19%efghijklmno
11-20	56 1%	12 1%	7 *	3 *	34 2%abc	7 1%k	4 1%	1 *	2 *	1 *	3 1%	* *	1 *	2 *	1 *	5 1%	28 6%efghijklmno
21+	14 *	5 *	3 *	-	6 *	3 1%	-	2 *	-	3 1%	* *	-	-	-	-	-	6 1%fhlmn
Any Received (non-zero entry)	1507 24%	339 22%	331 21%	317 20%	520 34%abc	144 27%fgjikn	102 20%	93 19%	121 23%	97 19%	112 22%	94 19%	111 21%	111 21%	102 19%	122 24%	297 60%efghijklmno
Total Mean (including those not Receiving any)																	
Mean	0.80	0.78c	0.57	0.47	1.38abc	1.16hjklmn	0.62n	0.55	0.46	0.74	0.50	0.39	0.58n	0.44	0.35	0.60n	3.28efghijklmno
Std Dev.	3.05	3.62	2.73	1.45	3.74	4.98	2.18	3.02	1.29	4.24	1.72	1.11	1.85	1.26	0.97	1.98	5.74
Std Error	0.04	0.09	0.07	0.04	0.10	0.22	0.10	0.13	0.06	0.19	0.08	0.05	0.08	0.06	0.04	0.09	0.26
Receiving Mean (excluding those not Receiving any)																	
Mean	3.27	3.56c	2.64	2.32	4.07bc	4.26hn	3.12hn	2.95	1.99	3.86	2.28	2.03	2.78n	2.09	1.83	2.50	5.48fghijklmno
Std Dev.	5.47	7.06	5.43	2.46	5.51	8.84	4.05	6.49	2.05	9.10	3.05	1.75	3.20	2.04	1.48	3.42	6.56
Std Error	0.14	0.38	0.31	0.14	0.25	0.74	0.40	0.66	0.19	0.91	0.31	0.17	0.32	0.21	0.14	0.34	0.39

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

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	4982 81%	1041 84%b	3941 80%	625 73%	4357 82%c	2357 78%	2612 83%e	637 77%	654 75%	902 80%h	693 84%ghl	982 86%ghil	597 79%	517 82%h	1291 76%	1595 82%n	2096 83%n	1114 80%n	4270 82%s	662 73%
1-2	954 15%	144 12%	811 16%a	179 21%d	775 15%	519 17%f	434 14%	137 17%jk	166 19%jk	188 17%jk	101 12%	132 12%	137 18%jk	93 15%	303 18%p	289 15%	362 14%	230 17%	761 15%	185 20%r
3-4	155 3%	30 2%	125 3%	38 4%d	117 2%	88 3%	66 2%	42 5%ijklm	41 5%ijklm	18 2%	18 2%	17 1%	12 2%	8 1%	82 5%opq	35 2%	37 1%	20 1%	114 2%	40 4%r
5-10	64 1%	17 1%	48 1%	14 2%	50 1%	37 1%	27 1%	8 1%	10 1%	12 1%	9 1%	7 1%	9 1%	9 1%	18 1%	22 1%	25 1%	18 1%	48 1%	13 1%
11-20	11 *	1 *	10 *	6 1%d	5 *	10 *f	1 *	-	2 *	1 *	-	5 *	3 *	1 *	2 *	1 *	8 *	3 *	8 *	4 *
21+	3 *	-	3 *	-	3 *	2 *	1 *	-	-	-	1 *	-	2 *	-	-	1 *	2 *	2 *	3 *	-
Any Received (non-zero entry)	1187 19%	191 16%	996 20%a	236 27%d	951 18%	656 22%f	531 17%	187 23%jk	218 26%ijkm	220 20%k	129 16%	160 14%	163 21%jk	110 18%	405 24%opq	349 18%	433 17%	273 20%	934 18%	243 27%r
Total Mean (including those not Receiving any)																				
Mean	0.38	0.36	0.39	0.59d	0.35	0.45f	0.32	0.45k	0.48k	0.36	0.34	0.28	0.46k	0.34	0.47op	0.35	0.35	0.41	0.35	0.57r
Std Dev.	1.21	1.25	1.20	1.47	1.16	1.35	1.05	1.11	1.13	1.03	1.29	1.17	1.64	1.06	1.12	1.15	1.31	1.41	1.14	1.51
Std Error	0.02	0.04	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.03	0.05	0.03	0.06	0.04	0.03	0.03	0.03	0.04	0.02	0.06
Receiving Mean (excluding those not Receiving any)																				
Mean	1.99	2.32	1.93	2.16	1.95	2.09	1.87	1.99	1.94	1.85	2.14	2.01	2.14	1.96	1.96	1.96	2.05	2.07	1.94	2.13
Std Dev.	2.10	2.34	2.05	2.12	2.09	2.24	1.92	1.54	1.52	1.64	2.61	2.50	3.01	1.81	1.53	2.05	2.56	2.59	2.04	2.29
Std Error	0.06	0.19	0.07	0.14	0.07	0.09	0.09	0.12	0.12	0.12	0.23	0.20	0.24	0.16	0.09	0.12	0.12	0.15	0.07	0.18

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 87

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per yea (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	4982 81%	866 75%	1607 83%a	1124 81%a	1384 83%a	2472 80%	2509 82%	2901 79%	2005 84%g	450 80%	591 82%	1263 80%	1226 79%	856 80%	3080 80%	471 80%	4166 81%	1031 80%	3706 81%	245 82%
1-2	954 15%	226 20%bcd	272 14%	212 15%	244 15%	498 16%	456 15%	625 17%h	322 13%	98 17%	108 15%	247 16%	256 16%	172 16%	610 16%	102 17%	808 16%	217 17%	697 15%	40 13%
3-4	155 3%	39 3%cd	40 2%	44 3%	32 2%	79 3%	75 2%	111 3%h	42 2%	10 2%	11 1%	44 3%	45 3%	24 2%	100 3%	11 2%	128 2%	28 2%	115 3%	12 4%
5-10	64 1%	18 2%	19 1%	11 1%	16 1%	37 1%	28 1%	43 1%	18 1%	3 1%	8 1%	15 1%	17 1%	17 2%	40 1%	3 1%	57 1%	15 1%	47 1%	2 1%
11-20	11 *	4 *	5 *	1 *	1 *	9 *	2 *	7 *	5 *	1 *	- -	* *	9 1%k	* *	9 *	1 *	9 *	6 *r	4 *	1 *
21+	3 -	- -	2 *	1 *	- -	2 *	1 *	- -	3 *	- -	- -	2 *	1 *	- -	- -	- -	3 *	- -	3 *	- -
Any Received (non-zero entry)	1187 19%	288 25%bcd	337 17%	269 19%	293 17%	625 20%	562 18%	786 21%h	389 16%	111 20%	127 18%	308 20%	327 21%	213 20%	762 20%	117 20%	1006 19%	265 20%	866 19%	55 18%
Total Mean (including those not Receiving any)																				
Mean	0.38	0.51bcd	0.35	0.38	0.34	0.41	0.36	0.41h	0.33	0.34	0.32	0.37	0.48j	0.37	0.40	0.34	0.39	0.43	0.37	0.46
Std Dev.	1.21	1.35	1.26	1.16	1.08	1.30	1.12	1.16	1.27	0.94	0.97	1.10	1.56	1.02	1.29	0.94	1.21	1.25	1.16	1.65
Std Error	0.02	0.04	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.02	0.04	0.02	0.03	0.02	0.10
Receiving Mean (excluding those not Receiving any)																				
Mean	1.99	2.05	2.02	1.97	1.92	2.03	1.94	1.95	2.04	1.70	1.81	1.86	2.29	1.85	2.04	1.71	1.99	2.09	1.93	2.48
Std Dev.	2.10	2.04	2.41	1.97	1.90	2.24	1.93	1.82	2.53	1.47	1.61	1.85	2.71	1.58	2.24	1.46	2.09	2.05	2.03	3.16
Std Error	0.06	0.11	0.14	0.13	0.12	0.09	0.09	0.07	0.12	0.15	0.14	0.11	0.15	0.11	0.08	0.15	0.07	0.13	0.07	0.43

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Base : All participants

| | Total | Rurality | | | Nation | | | | Region | | | | | | | | | | |
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	4982 81%	4276 81%	706 82%	143 82%	4160 80%	429 83%	246 83%	146 86%d	205 82%	541 80%	422 83%n	372 83%n	439 81%	451 79%	617 76%	686 81%	428 81%	55 80%	374 83%n
1-2	954 15%	819 15%	135 16%	25 14%	819 16%g	76 15%	38 13%	21 12%	37 15%	104 15%	68 13%	64 14%	76 14%	100 17%	165 20%jklpr	131 16%	75 14%	13 19%	63 14%
3-4	155 3%	141 3%	13 2%	3 2%	136 3%g	9 2%	7 2%	2 1%	3 1%	23 3%	13 3%	7 2%	16 3%	20 3%	18 2%	21 3%	15 3%	*	9 2%
5-10	64 1%	58 1%	7 1%	3 1%	56 1%	3 1%	4 1%	1 1%	5 2%mo	5 1%	6 1%	7 1%	9 2%	2 *	9 1%	3 *	10 2%o	*	3 1%
11-20	11 *	9 *	3 *	* *	11 *	*	*	*	1 *	2 *	-	-	3 1%	1 *	-	2 *	1 *	-	* *
21+	3 *	3 *	- -	- -	3 *	-	-	-	-	-	-	-	-	-	2 *	-	1 *	-	-
Any Received (non-zero entry)	1187 19%	1029 19%	157 18%	30 18%	1025 20%g	89 17%	49 17%	24 14%	45 18%	134 20%	87 17%	77 17%	105 19%	123 21%	194 24%jkr	158 19%	102 19%	14 20%	75 17%
Total Mean (including those not Receiving any)																			
Mean	0.38	0.39	0.34	0.36	0.40eg	0.28	0.35	0.26	0.39	0.38	0.33	0.35	0.46r	0.41	0.45	0.34	0.48r	0.25	0.28
Std Dev.	1.21	1.23	1.11	1.18	1.26	0.78	1.09	1.00	1.29	1.10	0.98	1.03	1.34	1.27	1.38	1.17	1.62	0.60	0.80
Std Error	0.02	0.02	0.02	0.04	0.02	0.02	0.04	0.04	0.07	0.06	0.05	0.05	0.07	0.07	0.07	0.06	0.09	0.05	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	1.99	2.01	1.88	2.05	2.02	1.63	2.12e	1.85	2.15	1.91	1.92	2.02	2.41r	1.92	1.88	1.82	2.48r	1.27	1.70
Std Dev.	2.10	2.12	1.98	2.15	2.17	1.15	1.85	2.05	2.34	1.79	1.60	1.68	2.17	2.16	2.31	2.15	2.95	0.71	1.21
Std Error	0.06	0.08	0.11	0.18	0.09	0.09	0.14	0.20	0.30	0.21	0.21	0.22	0.26	0.25	0.25	0.26	0.36	0.13	0.10

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

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	4982 81%	1860 77%	1911 85%acd	2644 76%	2695 81%ac	1860 77%	146 75%	633 81%e	1911 85%	188 83%	911 85%	1573 76%	1956 80%k	671 83%kp	535 90%klmp	222 93%klmp	3529 78%	757 91%klmp	2016 78%	1942 82%r	552 81%	298 84%	139 87%r	3958 80%	437 85%rw	1099 67%	3883 86%y
1-2	954 15%	431 18%bd	293 13%	639 18%bd	500 15%	431 18%	40 21%	126 16%	293 13%	33 15%	128 12%	401 19%lmnoq	375 15%noq	118 15%noq	47 8%	12 5%	776 17%noq	58 7%	455 18%sux	329 14%	107 16%	43 12%	20 12%	784 16%	63 12%	411 25%z	543 12%
3-4	155 3%	69 3%b	30 1%	122 4%b	83 3%b	69 3%	6 3%	15 2%	30 1%	4 2%	15 1%	61 3%q	63 3%	19 2%	8 1%	3 1%	124 3%	11 1%	64 2%	65 3%	15 2%	10 3%	-	129 3%	10 2%	76 5%z	78 2%
5-10	64 1%	39 2%d	20 1%	45 1%	26 1%	39 2%	2 1%	4 1%	20 1%	2 1%	12 1%	24 1%	34 1%mq	2 *	2 *	-	58 1%mq	2 *	31 1%	26 1%	4 1%	1 *	1 1%	57 1%	2 *	32 2%z	32 1%
11-20	11 *	4 *	3 *	8 *	7 *	4 *	-	-	3 *	1 *	3 *	4 *	5 *	1 *	-	1 1%	9 *	1 *	2 *	6 *	2 *	2 *	-	7 *	2 *	8 1%z	3 *
21+	3 *	-	3 *	-	3 *	-	-	-	3 *	-	3 *	-	1 *	-	2 *	-	1 *	2 *	2 *	-	1 *	-	-	2 *	-	1 *	2 *
Any Received (non-zero entry)	1187 19%	544 23%bd	349 15%	813 24%bd	619 19%b	544 23%g	47 25%	144 19%	349 15%	39 17%	160 15%	491 24%lmnoq	479 20%noq	140 17%noq	59 10%	16 7%	969 22%mnoq	75 9%	552 22%svx	426 18%	129 19%	56 16%	21 13%	978 20%x	77 15%	529 33%z	657 14%
Total Mean (including those not Receiving any)																											
Mean	0.38	0.45b	0.31	0.47bd	0.38	0.45g	0.42	0.31	0.31	0.34	0.37	0.46mnoq	0.41noq	0.29	0.23	0.15	0.43mnoq	0.21	0.42	0.37	0.38	0.31	0.21	0.39	0.28	0.69z	0.27
Std Dev.	1.21	1.16	1.27	1.23	1.31	1.16	0.88	0.82	1.27	1.16	1.63	1.22	1.30	0.81	1.31	0.98	1.26	1.22	1.24	1.16	1.43	1.06	0.69	1.20	0.96	1.63	1.00
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.06	0.03	0.03	0.08	0.05	0.03	0.03	0.03	0.05	0.06	0.02	0.04	0.02	0.02	0.06	0.06	0.06	0.02	0.04	0.04	0.01
Receiving Mean (excluding those not Receiving any)																											
Mean	1.99	1.97	2.04	1.99	2.03	1.97	1.70	1.65	2.04	2.00	2.49	1.92	2.09	1.69	2.35	2.31	2.00	2.34	1.94	2.06	2.03	1.95	1.56	1.99	1.84	2.11	1.90
Std Dev.	2.10	1.73	2.65	1.85	2.41	1.73	1.00	1.20	2.65	2.16	3.54	1.86	2.26	1.19	3.53	3.15	2.07	3.43	2.06	1.98	2.73	1.99	1.24	2.03	1.81	2.28	1.94
Std Error	0.06	0.08	0.14	0.07	0.10	0.08	0.16	0.10	0.14	0.38	0.26	0.09	0.11	0.11	0.49	0.66	0.07	0.40	0.09	0.10	0.26	0.30	0.28	0.07	0.23	0.11	0.08

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

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	4982 81%	295 74%	4652 81%a	35 84%	1321 77%	3406 82%d	255 79%	4756 82%h	89 55%	53 78%h	58 78%h	4898 81%h	26 74%
1-2	954 15%	85 21%b	863 15%	5 13%	303 18%e	598 14%	53 17%	873 15%	48 30%gjk	13 19%	13 18%	933 15%	8 22%
3-4	155 3%	13 3%	141 2%	-	46 3%	96 2%	12 4%	130 2%	18 11%gjk	2 3%	3 5%	150 2%	1 4%
5-10	64 1%	7 2%	56 1%	1 3%	26 2%	37 1%	1 *	61 1%	3 2%	-	-	64 1%	-
11-20	11 *	-	11 *	*	7 *e	4 *	-	8 *	3 2%gjk	-	-	11 *	-
21+	3 *	-	3 *	-	3 *e	-	-	3 *	-	-	-	3 *	-
Any Received (non-zero entry)	1187 19%	106 26%b	1075 19%	7 16%	385 23%e	735 18%	67 21%	1074 18%	72 45%gjik	15 22%	17 22%	1161 19%	9 26%
Total Mean (including those not Receiving any)													
Mean	0.38	0.51	0.37	0.43	0.51e	0.33	0.36	0.36	1.13gjik	0.34	0.41	0.38	0.37
Std Dev.	1.21	1.18	1.21	1.49	1.54	1.07	0.85	1.19	1.96	0.73	0.94	1.21	0.85
Std Error	0.02	0.06	0.02	0.21	0.04	0.02	0.05	0.02	0.17	0.09	0.11	0.02	0.16
Receiving Mean (excluding those not Receiving any)													
Mean	1.99	1.95	1.99	2.65	2.25e	1.88	1.76	1.97	2.54	1.53	1.81	2.00	1.45
Std Dev.	2.10	1.58	2.14	2.97	2.58	1.87	1.00	2.12	2.25	0.76	1.21	2.12	1.14
Std Error	0.06	0.15	0.07	1.12	0.13	0.07	0.13	0.07	0.29	0.22	0.30	0.06	0.51

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

QE1_2. Approximately how many of the following have you personally received in the last week through the post?
Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	4982	1246	1272	1275	1190	412	417	417	421	420	431	419	440	416	420	408	362
	81%	81%	83%d	82%d	78%	78%	81%p	84%p	80%p	82%p	85%ep	85%emnp	83%p	79%	79%	80%p	73%
1-2	954	238	216	227	273	89	83	67	82	70	64	59	77	90	89	74	110
	15%	15%	14%	15%	18%b	17%	16%	13%	16%	14%	13%	12%	15%	17%	17%	15%	22%ghijklo
3-4	155	44	36	31	43	19	16	10	17	11	8	9	8	13	11	19	14
	3%	3%	2%	2%	3%	4%	3%	2%	3%	2%	2%	2%	2%	3%	2%	4%	3%
5-10	64	12	14	16	23	6	2	4	3	9	3	4	7	5	8	6	8
	1%	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%
11-20	11	3	1	2	5	3		-	1	*	-	-	-	2	2	-	2
	*	*	*	*	*	1%	*	-	*	*	-	-	-	*	*	-	*
21+	3	-	2	-	1	-	-	-	-	-	2	-	-	-	1	-	-
	*	-	*	-	*	-	-	-	-	*	*	-	-	*	*	-	-
Any Received (non-zero entry)	1187	297	269	275	345	116	100	81	103	90	77	72	92	111	112	99	134
	19%	19%	17%	18%	22%bc	22%jk	19%	16%	20%	18%	15%	15%	17%	21%k	21%k	20%	27%fghijklo
Total Mean (including those not Receiving any)																	
Mean	0.38	0.38	0.34	0.35	0.46	0.49k	0.34	0.30	0.34	0.36	0.33	0.28	0.33	0.45	0.48	0.38	0.51fgkl
Std Dev.	1.21	1.14	1.18	1.17	1.34	1.51	0.87	0.90	0.97	1.14	1.41	0.87	0.95	1.55	1.65	1.00	1.25
Std Error	0.02	0.03	0.03	0.03	0.03	0.07	0.04	0.04	0.04	0.05	0.06	0.04	0.04	0.07	0.07	0.04	0.06
Receiving Mean (excluding those not Receiving any)																	
Mean	1.99	1.96	1.97	2.00	2.03	2.22	1.73	1.85	1.75	2.04	2.18	1.88	1.91	2.15	2.27	1.94	1.91
Std Dev.	2.10	1.92	2.20	2.10	2.18	2.56	1.22	1.46	1.53	2.00	3.04	1.47	1.48	2.79	3.00	1.44	1.78
Std Error	0.06	0.11	0.14	0.13	0.13	0.25	0.13	0.16	0.16	0.22	0.36	0.17	0.16	0.28	0.28	0.16	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 88

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	2787 45%	464 38%	2324 47%a	364 42%	2423 46%	1331 44%	1453 46%	487 59%ijklm	496 57%iklm	508 45%klm	418 51%klm	409 36%	262 35%	206 33%	983 58%opq	926 48%pc	878 35%	469 34%	2342 45%	421 47%
1-2	2338 38%	531 43%b	1808 37%	344 40%	1995 38%	1126 37%	1202 38%	252 31%	284 33%	435 39%ghj	251 31%	516 45%ghij	340 45%ghij	260 41%ghi	536 32%	686 35%	1116 44%no	600 43%no	2003 38%	320 35%
3-4	670 11%	152 12%	518 10%	105 12%	565 11%	350 12%	320 10%	61 7%	54 6%	113 10%h	106 13%gh	135 12%gh	92 12%gh	109 17%ghikl	115 7%	219 11%n	336 13%n	201 15%no	567 11%	95 11%
5-10	350 6%	82 7%	268 5%	46 5%	303 6%	189 6%	160 5%	24 3%	36 4%	62 6%g	40 5%	78 7%gh	62 8%ghj	46 7%gh	60 4%	103 5%n	186 7%n	109 8%no	280 5%	67 7%
11-20	22 *	4 *	18 *	1 *	21 *	15 *	7 *	-	2 *	3 *	6 1%g	4 *	4 *	3 1%	2 *	10 *	11 *	7 1%	19 *	2 *
21+	1 *	-	1 *	-	1 *	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 *	1 *	-
Any Received (non-zero entry)	3382 55%	769 62%b	2613 53%	497 58%	2885 54%	1682 56%	1690 54%	337 41%	376 43%	614 55%gh	404 49%g	733 64%ghij	498 65%ghij	420 67%ghij	713 42%	1018 52%n	1651 65%no	918 66%no	2870 55%	484 53%
Total Mean (including those not Receiving any)																				
Mean	1.31	1.50b	1.27	1.32	1.31	1.40f	1.23	0.90	0.90	1.24gh	1.29gh	1.56ghij	1.60ghij	1.79ghij	0.90	1.28n	1.63no	1.68no	1.30	1.34
Std Dev.	2.00	1.98	2.00	1.80	2.03	2.18	1.82	1.63	1.56	1.81	2.15	1.92	1.94	2.91	1.59	1.96	2.21	2.43	1.99	1.94
Std Error	0.03	0.06	0.03	0.06	0.03	0.04	0.03	0.06	0.05	0.05	0.08	0.06	0.07	0.12	0.04	0.04	0.04	0.06	0.03	0.08
Receiving Mean (excluding those not Receiving any)																				
Mean	2.39	2.40	2.39	2.29	2.41	2.50f	2.29	2.19	2.09	2.27	2.63ghi	2.43h	2.44h	2.67hi	2.14	2.41n	2.49n	2.54n	2.37	2.50
Std Dev.	2.17	2.02	2.21	1.84	2.22	2.39	1.92	1.91	1.77	1.91	2.43	1.90	1.92	3.21	1.84	2.13	2.31	2.59	2.16	2.03
Std Error	0.04	0.08	0.04	0.08	0.04	0.06	0.05	0.11	0.10	0.08	0.12	0.07	0.08	0.15	0.07	0.07	0.06	0.08	0.04	0.11

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

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	2787 45%	426 37%	844 43%a	694 50%ab	821 49%ab	1270 41%	1516 49%e	1742 47%h	990 41%	298 53%klmn	324 45%	732 47%m	697 45%	436 41%	1753 46%m	306 52%p	2277 44%	596 46%	2018 44%	174 58%qr
1-2	2338 38%	491 43%cd	774 40%c	467 34%	606 36%	1265 41%f	1073 35%	1391 38%	933 39%	180 32%	270 38%	571 36%	608 39%i	425 40%i	1449 38%i	192 33%	2020 39%o	488 38%s	1779 39%s	72 24%
3-4	670 11%	157 14%d	210 11%	152 11%	151 9%	367 12%	304 10%	354 10%	303 13%g	54 10%	75 10%	187 12%	162 10%	119 11%	424 11%	60 10%	561 11%	130 10%	513 11%	27 9%
5-10	350 6%	73 6%	108 6%	76 5%	93 6%	181 6%	169 5%	189 5%	156 7%	29 5%	44 6%	78 5%	78 5%	86 8%kln	200 5%	29 5%	294 6%	75 6%	247 5%	27 9%r
11-20	22 *	6 1%	8 *	4 *	5 *	14 *	8 *	12 *	11 *	1 *	4 1%	4 *	8 *	3 *	15 *	1 *	19 *	6 *	15 *	1 *
21+	1 *	-	-	-	1 *	-	1 *	-	1 *	-	1 *	-	-	-	1 *	-	1 *	1 *	-	-
Any Received (non-zero entry)	3382 55%	727 63%bcd	1100 57%cd	699 50%	856 51%	1827 59%f	1555 51%	1945 53%	1404 59%g	263 47%	394 55%i	840 53%i	856 55%i	633 59%ikn	2090 54%i	281 48%	2895 56%o	700 54%s	2555 56%s	127 42%
Total Mean (including those not Receiving any)																				
Mean	1.31	1.56bcd	1.32	1.19	1.24	1.41f	1.22	1.21	1.48g	1.09	1.42	1.25	1.31	1.45lk	1.31	1.12	1.33o	1.36	1.30	1.23
Std Dev.	2.00	2.06	1.83	1.78	2.29	1.92	2.07	1.83	2.24	1.72	2.84	1.71	2.01	1.85	2.08	1.71	2.01	2.52	1.82	2.06
Std Error	0.03	0.05	0.04	0.05	0.06	0.03	0.04	0.03	0.04	0.07	0.10	0.04	0.05	0.06	0.03	0.07	0.03	0.07	0.03	0.12
Receiving Mean (excluding those not Receiving any)																				
Mean	2.39	2.47	2.33	2.36	2.44	2.39	2.40	2.30	2.52g	2.34	2.59	2.34	2.37	2.46	2.40	2.33	2.38	2.52	2.33	2.92r
Std Dev.	2.17	2.11	1.89	1.87	2.71	1.98	2.37	1.96	2.44	1.85	3.41	1.71	2.19	1.82	2.31	1.80	2.17	2.97	1.88	2.26
Std Error	0.04	0.07	0.06	0.08	0.09	0.04	0.06	0.05	0.06	0.12	0.17	0.06	0.07	0.07	0.05	0.11	0.04	0.11	0.04	0.21

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Base : All participants

| | Total | Rurality | | | Nation | | | | Region | | | | | | | | | | |
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	2787 45%	2411 45%	376 44%	75 43%	2337 45%	243 47%	130 44%	77 45%	124 49%mn	339 50%jmn	216 42%	193 43%	274 50%jmn	233 41%	330 41%	387 46%	241 46%	31 45%	212 47%
1-2	2338 38%	2010 38%	329 38%	71 41%	1960 38%	202 39%	104 35%	72 42%f	78 31%	209 31%	216 43%hi	186 42%hi	198 36%	236 41%hi	345 43%hio	298 35%	193 36%	23 33%	179 40%hi
3-4	670 11%	553 10%	117 14%a	19 11%	568 11%	48 9%	39 13%eg	15 9%	34 13%lr	84 12%	60 12%	53 12%	47 9%	73 13%	79 10%	87 10%	51 10%	10 14%	38 9%
5-10	350 6%	312 6%	38 4%	8 5%	300 6%g	25 5%	18 6%	6 4%	14 6%k	40 6%	16 3%	13 3%	23 4%	30 5%	53 7%jk	70 8%jklr	40 8%jk	5 8%k	20 4%
11-20	22 *	19 *	4 *	* *	18 *	- -	3 1%de	1 *	1 1%	4 1%	* *	3 1%	1 *	1 *	4 *	- -	4 1%	- -	- -
21+	1 *	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -
Any Received (non-zero entry)	3382 55%	2894 55%	487 56%	98 57%	2848 55%	275 53%	165 56%	93 55%	127 51%	336 50%	293 58%hil	255 57%	270 50%	340 59%hil	481 59%hil	457 54%	288 54%	38 55%	237 53%
Total Mean (including those not Receiving any)																			
Mean	1.31	1.32	1.30	1.29	1.32	1.17	1.54deg	1.18	1.38l	1.30	1.26	1.23	1.07	1.33l	1.39lr	1.40	1.46lr	1.37	1.14
Std Dev.	2.00	2.04	1.72	1.83	2.03	1.58	2.32	1.67	2.06	2.06	1.63	1.63	1.69	1.70	1.88	2.62	1.65	1.57	
Std Error	0.03	0.03	0.04	0.06	0.04	0.05	0.07	0.06	0.11	0.11	0.09	0.09	0.09	0.09	0.10	0.14	0.12	0.13	0.05
Receiving Mean (excluding those not Receiving any)																			
Mean	2.39	2.41	2.30	2.27	2.40	2.20	2.75deg	2.15	2.69jklmr	2.61jklr	2.18	2.16	2.15	2.25	2.34	2.58	2.68jklmr	2.49	2.16
Std Dev.	2.17	2.24	1.72	1.92	2.21	1.56	2.51	1.73	2.20	2.26	1.62	1.63	1.85	1.68	1.94	3.11	2.60	1.46	1.57
Std Error	0.04	0.05	0.05	0.08	0.05	0.06	0.11	0.08	0.16	0.17	0.11	0.11	0.14	0.11	0.13	0.22	0.18	0.14	0.07

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	2787 45%	1066 44%	978 43%	1503 43%	1415 43%	1066 44%	99 51%	332 43%	978 43%j	115 51%j	395 37%	790 38%	1061 44%k	433 53%klp	323 54%klp	158 66%klmnp	1850 41%	481 58%klp	1030 40%	1090 46%r	363 53%rsw	176 50%r	102 63%rsuw	2120 43%	278 54%rsw	809 50%z	1979 44%
1-2	2338 38%	908 38%	903 40%	1324 38%	1318 40%	908 38%	63 32%	286 37%	903 40%	78 35%	464 43%	843 41%moq	948 39%moq	273 34%o	211 36%o	58 24%	1791 40%moq	269 32%	1025 40%tv	888 37%v	234 34%	141 40%v	43 27%	1912 39%v	184 36%	550 34%	1788 39%y
3-4	670 11%	284 12%	231 10%	420 12%	368 11%	284 12%	22 12%	109 14%	231 10%	21 9%	129 12%	277 13%mnoq	280 12%noq	73 9%mq	29 5%	11 5%	557 12%mnoq	40 5%	337 13%stuvx	247 10%ux	57 8%	19 5%	8 5%	584 12%tuvx	27 5%	170 10%	500 11%
5-10	350 6%	137 6%	138 6%	198 6%	198 6%	137 6%	9 5%	48 6%	138 6%	12 5%	78 7%	146 7%mq	136 6%	30 4%	29 5%	8 4%	282 6%m	37 4%	165 6%t	140 6%t	21 3%	16 4%	7 4%	305 6%t	22 4%	93 6%	257 6%
11-20	22 *	8 *	9 *	12 *	13 *	8 *	-	3 *	9 *	1 *	4 *	8 *	8 *	2 *	2 *	3 1%	17 *	4 1%	12 *	3 *	6 1%	-	1 1%	15 *	1 *	6 *	17 *
21+	1 *	-	1 *	-	1 *	-	-	-	1 *	-	*	-	1 *	-	-	-	1 *	-	-	-	-	1 *rsw	-	-	1 *rw	1 *	-
Any Received (non-zero entry)	3382 55%	1338 56%	1282 57%	1954 57%	1899 57%	1338 56%	94 49%	446 57%	1282 57%	111 49%	676 63%hi	1274 62%lmnoq	1374 56%mnoq	378 47%o	271 46%o	80 34%	2648 59%mnoq	351 42%	1538 60%stuvx	1278 54%stvx	318 47%	177 50%v	59 37%	2816 57%tvx	236 46%	820 50%	2562 56%y
Total Mean (including those not Receiving any)																											
Mean	1.31	1.33	1.37	1.36	1.38	1.33	1.21	1.43	1.37	1.08	1.61hi	1.54lmnoq	1.35mnoq	1.04	0.97	0.93	1.44mnoq	0.96	1.47stvx	1.26	1.08	1.21	0.96	1.37ivx	1.13	1.25	1.33
Std Dev.	2.00	1.91	2.21	1.88	2.09	1.91	1.82	1.82	2.21	1.63	2.59	2.01	2.12	1.58	1.66	2.42	2.07	1.91	1.97	1.75	2.00	3.34	2.00	1.87	2.99	2.32	1.87
Std Error	0.03	0.04	0.05	0.03	0.04	0.04	0.13	0.06	0.05	0.11	0.08	0.04	0.04	0.05	0.07	0.15	0.03	0.07	0.04	0.04	0.08	0.19	0.16	0.03	0.14	0.06	0.03
Receiving Mean (excluding those not Receiving any)																											
Mean	2.39	2.40	2.41	2.40	2.41	2.40	2.49	2.49	2.41	2.19	2.55	2.49n	2.39	2.22	2.13	2.75	2.44	2.27	2.45	2.33	2.32	2.41	2.62	2.40	2.46	2.49	2.36
Std Dev.	2.17	1.99	2.46	1.94	2.27	1.99	1.90	1.76	2.46	1.71	2.87	2.05	2.34	1.66	1.89	3.52	2.21	2.37	2.01	1.78	2.38	4.41	2.56	1.91	4.03	2.76	1.94
Std Error	0.04	0.06	0.07	0.04	0.05	0.06	0.20	0.08	0.07	0.16	0.11	0.06	0.06	0.08	0.12	0.38	0.04	0.13	0.05	0.05	0.14	0.36	0.33	0.04	0.28	0.10	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	2787 45%	166 41%	2607 46%	15 36%	760 45%	1844 45%	183 57%de	2595 45%	92 57%gk	37 54%	37 49%	2723 45%	27 77%
1-2	2338 38%	148 37%	2176 38%	14 35%	624 37%	1618 39%f	96 30%	2237 38%h	44 28%	21 30%	30 40%	2302 38%h	6 17%
3-4	670 11%	48 12%	613 11%	9 23%b	201 12%	444 11%	25 8%	636 11%	19 12%	7 10%	6 8%	662 11%	2 6%
5-10	350 6%	33 8%	315 5%	2 4%	108 6%	225 5%	17 5%	339 6%	4 3%	4 6%	2 2%	348 6%	- -
11-20	22 *	6 1%b	15 *	1 2%b	12 1%e	10 *	- -	21 *	1 1%	- -	- -	22 *	- -
21+	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	- -	1 *	- -
Any Received (non-zero entry)	3382 55%	235 59%	3120 54%	27 64%	945 55%f	2297 55%f	139 43%	3235 55%h	69 43%	32 46%	38 51%	3336 55%h	8 23%
Total Mean (including those not Receiving any)													
Mean	1.31	1.68b	1.28	1.85	1.42f	1.29	1.05	1.33	1.08	1.05	1.05	1.32	0.51
Std Dev.	2.00	2.58	1.95	2.46	2.08	1.98	1.73	2.01	2.01	1.60	1.29	2.01	1.08
Std Error	0.03	0.13	0.03	0.34	0.05	0.03	0.10	0.03	0.17	0.21	0.15	0.03	0.20
Receiving Mean (excluding those not Receiving any)													
Mean	2.39	2.87b	2.35	2.90	2.55e	2.33	2.44	2.40	2.50	2.27	2.07	2.40	2.21
Std Dev.	2.17	2.83	2.10	2.53	2.22	2.16	1.89	2.18	2.42	1.66	1.09	2.18	1.17
Std Error	0.04	0.18	0.04	0.48	0.07	0.05	0.16	0.04	0.30	0.33	0.18	0.04	0.44

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

QE1_3. Approximately how many of the following have you personally received in the last week through the post?
Letters from organisations that you have a relationship with

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	2787	706	733	661	687	247	246	213	249	239	245	215	224	222	234	215	239
	45%	46%	48%c	43%	45%	47%	48%	43%	47%	47%	48%	44%	42%	42%	44%	42%	48%
1-2	2338	578	551	626	584	191	195	192	199	167	185	186	229	211	213	198	173
	38%	37%	36%	40%b	38%	36%	38%	38%	38%	33%	36%	38%	43%Ip	40%	40%	39%	35%
3-4	670	182	152	157	179	63	47	71	47	53	51	52	40	65	59	63	58
	11%	12%	10%	10%	12%	12%	9%	14%fhl	9%	10%	10%	11%	7%	12%l	11%	12%l	12%
5-10	350	73	95	101	80	25	27	21	30	42	23	35	38	27	26	30	25
	6%	5%	6%	7%	5%	5%	5%	4%	6%	8%g	5%	7%	7%	5%	5%	6%	5%
11-20	22	4	9	5	4	1	2	1	-	6	3	2	1	2	*	2	2
	*	*	1%	*	*	*	*	*	-	1%	1%	*	*	*	*	*	*
21+	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
Any Received (non-zero entry)	3382	837	808	889	848	281	271	286	276	270	262	276	308	305	298	292	257
	55%	54%	52%	57%b	55%	53%	52%	57%	53%	53%	52%	56%	58%	58%	56%	58%	52%
Total Mean (including those not Receiving any)																	
Mean	1.31	1.25	1.32	1.39	1.28	1.20	1.20	1.37	1.18	1.58	1.21	1.44	1.35	1.38	1.21	1.40	1.25
Std Dev.	2.00	1.80	2.36	1.93	1.85	1.74	1.77	1.90	1.64	3.29	1.81	2.06	1.84	1.90	1.57	2.03	1.94
Std Error	0.03	0.05	0.06	0.05	0.05	0.08	0.08	0.08	0.07	0.14	0.08	0.09	0.08	0.08	0.07	0.09	0.09
Receiving Mean (excluding those not Receiving any)																	
Mean	2.39	2.31	2.52	2.43	2.33	2.26	2.28	2.39	2.24	2.97efhn	2.35	2.57n	2.34	2.38	2.15	2.42	2.41
Std Dev.	2.17	1.88	2.76	2.00	1.94	1.82	1.86	1.97	1.65	4.03	1.92	2.16	1.89	1.97	1.53	2.16	2.11
Std Error	0.04	0.06	0.10	0.07	0.07	0.11	0.11	0.11	0.10	0.24	0.12	0.13	0.11	0.12	0.09	0.13	0.13

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 89

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	2809 46%	517 42%	2292 46%a	344 40%	2465 46%c	1367 45%	1437 46%	401 49%hi	361 41%	466 42%	366 45%	530 46%	393 52%hij	292 47%	762 45%	832 43%	1215 48%o	685 49%o	2425 47%s	362 40%
1-2	2668 43%	552 45%	2116 43%	382 44%	2286 43%	1320 44%	1341 43%	307 37%	387 44%g	523 47%gl	378 46%g	502 44%g	306 40%	265 42%	694 41%	901 46%npq	1073 42%	571 41%	2256 43%	389 43%
3-4	497 8%	110 9%	386 8%	109 13%d	387 7%	235 8%	260 8%	86 10%jkl	96 11%jkl	97 9%	47 6%	72 6%	49 6%	49 8%	182 11%opq	144 7%	170 7%	98 7%	377 7%	117 13%r
5-10	169 3%	47 4%	122 2%	26 3%	143 3%	77 3%	91 3%	29 3%l	25 3%l	29 3%l	28 3%l	32 3%l	8 1%	18 3%l	54 3%	57 3%	58 2%	26 2%	131 3%	36 4%
11-20	23 *	6 *	17 *	* *	22 *	13 *	9 *	* *	3 *	5 *	3 *	4 *	5 1%	2 *	3 *	8 *	11 *	7 1%	21 *	- -
21+	4 *	1 *	2 *	- -	4 *	- -	4 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *	1 *	1 *	- -	2 *	1 *
Any Received (non-zero entry)	3360 54%	716 58%,b	2644 54%	517 60%d	2843 54%	1646 55%	1705 54%	423 51%	512 59%gl	656 58%gl	456 55%l	612 54%	367 48%	334 53%	934 55%	1112 57%pq	1314 52%	702 51%	2787 53%	543 60%r
Total Mean (including those not Receiving any)																				
Mean	1.10	1.27b	1.06	1.23	1.08	1.09	1.11	1.10l	1.21l	1.20l	1.10	1.06	0.91	1.09	1.16q	1.16q	1.02	0.99	1.06	1.35r
Std Dev.	1.78	2.29	1.63	1.52	1.82	1.68	1.88	1.61	1.72	1.88	1.76	2.11	1.48	1.61	1.67	1.83	1.82	1.54	1.75	1.81
Std Error	0.02	0.07	0.02	0.05	0.02	0.03	0.03	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.04	0.04	0.04	0.04	0.02	0.07
Receiving Mean (excluding those not Receiving any)																				
Mean	2.03	2.19b	1.98	2.05	2.02	2.00	2.05	2.15	2.07	2.04	1.99	1.99	1.88	2.05	2.11	2.02	1.97	1.96	1.98	2.25r
Std Dev.	1.99	2.65	1.77	1.47	2.08	1.83	2.15	1.67	1.81	2.07	1.95	2.55	1.65	1.71	1.75	2.02	2.13	1.68	1.98	1.86
Std Error	0.03	0.11	0.03	0.07	0.04	0.05	0.05	0.08	0.08	0.08	0.09	0.10	0.08	0.09	0.06	0.06	0.06	0.06	0.04	0.10

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	2809 46%	481 42%	915 47%a	621 45%	791 47%a	1396 45%	1412 46%	1565 42%	1202 50%g	259 46%	357 50%l	711 45%	669 43%	490 46%	1737 45%	266 45%	2342 45%	561 43%	2092 46%	157 52%q
1-2	2668 43%	523 45%	831 43%	611 44%	704 42%	1353 44%	1315 43%	1667 45%h	970 40%	231 41%	283 39%	700 45%	687 44%	461 43%	1670 43%	248 42%	2257 44%	549 42%	2015 44%s	104 35%
3-4	497 8%	101 9%	144 7%	119 9%	133 8%	245 8%	252 8%	322 9%	167 7%	52 9%	55 8%	111 7%	147 9%	87 8%	313 8%	55 9%	410 8%	133 10%r	339 7%	25 8%
5-10	169 3%	43 4%	46 2%	33 2%	47 3%	89 3%	80 3%	110 3%	51 2%	19 3%	18 3%	47 3%	39 3%	23 2%	105 3%	19 3%	139 3%	49 4%r	109 2%	10 3%
11-20	23 *	5 *	5 *	9 1%	3 *	10 *	13 *	18 *	5 *	* *	4 1%	2 *	8 1%	6 1%	14 *	* *	20 *	4 *	14 *	5 2%qr
21+	4 *	1 *	2 *	- -	- -	4 *	- -	4 *	- -	- -	- -	- -	3 *	1 *	3 *	- -	4 *	- -	4 *	- -
Any Received (non-zero entry)	3360 54%	673 58%bd	1028 53%	772 55%	887 53%	1701 55%	1659 54%	2122 58%h	1193 50%	302 54%	361 50%	860 55%	884 57%j	578 54%	2106 55%	322 55%	2830 55%	735 57%s	2480 54%	144 48%
Total Mean (including those not Receiving any)																				
Mean	1.10	1.25bd	1.05	1.13	1.04	1.12	1.08	1.20h	0.94	1.09	1.02	1.06	1.22	1.10	1.12	1.10	1.11	1.21r	1.07	1.19
Std Dev.	1.78	1.90	1.92	1.80	1.50	1.91	1.64	1.98	1.41	1.55	1.65	1.39	2.27	1.74	1.84	1.53	1.80	1.76	1.75	2.34
Std Error	0.02	0.05	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.06	0.05	0.03	0.06	0.03	0.05	0.03	0.14
Receiving Mean (excluding those not Receiving any)																				
Mean	2.03	2.15	1.98	2.04	1.97	2.05	2.00	2.09h	1.89	2.03	2.03	1.93	2.15	2.03	2.04	2.01	2.02	2.14	1.96	2.48r
Std Dev.	1.99	2.06	2.26	2.00	1.55	2.19	1.78	2.23	1.49	1.60	1.83	1.36	2.66	1.92	2.08	1.57	2.02	1.87	1.96	2.88
Std Error	0.03	0.07	0.07	0.08	0.05	0.05	0.05	0.05	0.04	0.09	0.09	0.05	0.09	0.08	0.05	0.09	0.04	0.07	0.04	0.25

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 89

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Base : All participants

	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
		Rurality			**Nation**				**Region**										
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	297	305	224	64	441
None	2809 46%	2378 45%	431 50%a	84 49%	2365 46%f	254 49%f	116 39%	74 43%	119 47%n	287 42%	241 47%n	221 49%n	260 48%n	266 46%n	297 37%	429 51%in	246 47%n	35 51%n	219 49%n
1-2	2668 43%	2315 44%	353 41%	68 39%	2231 43%	218 42%	139 47%	80 47%	105 42%	303 45%o	226 44%	183 41%	221 41%	245 43%	405 50%hklor	314 37%	229 43%	27 40%	191 43%
3-4	497 8%	439 8%	58 7%	17 10%	429 8%	30 6%	25 8%	12 7%	18 7%	61 9%	31 6%	29 6%	48 9%	54 9%	83 10%r	70 8%	35 7%	4 6%	26 6%
5-10	169 3%	150 3%	19 2%	4 2%	140 3%	10 2%	14 5%de	4 2%	8 3%	22 3%	9 2%	12 3%	11 2%	7 1%	23 3%	32 4%m	17 3%	* 1%	10 2%
11-20	23 *	20 *	2 *	* *	18 *	4 1%	1 *	* *	1 1%o	2 *	-	3 1%	4 1%	2 *	4 1%	-	1 *	2 3%ijmnopr	2 *
21+	4 *	4 *	-	-	2 *	1 *	-	-	-	-	1 *	1 *	-	-	-	-	-	-	1 *
Any Received (non-zero entry)	3360 54%	2927 55%b	433 50%	89 51%	2820 54%	264 51%	180 61%de	96 57%	132 53%	389 58%o	267 53%	228 51%	284 52%	308 54%	515 63%hijklmopqr	416 49%	283 53%	34 49%	230 51%
Total Mean (including those not Receiving any)																			
Mean	1.10	1.13b	0.95	1.04	1.10	1.10	1.26dg	0.98	1.07	1.17	0.99	1.03	1.13	1.03	1.29jkmo	1.01	1.09	1.13	1.09
Std Dev.	1.78	1.84	1.37	1.38	1.69	2.67	1.68	1.30	1.64	1.61	1.74	1.91	1.99	1.59	1.72	1.44	1.66	2.12	2.74
Std Error	0.02	0.03	0.03	0.05	0.03	0.08	0.05	0.05	0.09	0.08	0.09	0.10	0.10	0.08	0.09	0.07	0.09	0.16	0.09
Receiving Mean (excluding those not Receiving any)																			
Mean	2.03	2.04	1.90	2.03	2.02g	2.15	2.08g	1.73	2.04	2.03	1.88	2.02	2.17	1.91	2.04	2.04	2.03	2.31	2.13
Std Dev.	1.99	2.07	1.39	1.32	1.84	3.42	1.73	1.30	1.78	1.66	2.03	2.28	2.30	1.73	1.77	1.44	1.80	2.55	3.54
Std Error	0.03	0.04	0.04	0.06	0.04	0.14	0.07	0.06	0.13	0.11	0.15	0.17	0.16	0.12	0.11	0.11	0.13	0.26	0.16

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 89

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Base : All participants

| | Total | Stamp usage | | | | 1st class usage | | | 2nd class usage | | | Reliance on postal service for sending/receiving letters and cards | | | | | | | Reliance on postal service for sending/receiving parcels | | | | | | | Affordability challenges | |
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	2809 46%	1024 43%	1083 48%ac	1442 42%	1501 45%c	1024 43%	78 40%	384 49%e	1083 48%	107 47%	526 49%	855 41%	1082 44%	395 49%kp	297 50%kp	155 65%klmnpq	1938 43%	452 54%klp	1093 43%	1055 45%	374 55%rsw	176 50%r	89 55%rsw	2149 44%	265 52%rsw	663 41%	2147 47%y
1-2	2668 43%	1056 44%	995 44%	1549 45%	1489 45%	1056 44%	88 45%	315 40%	995 44%	97 43%	465 43%	949 46%oq	1077 44%oq	337 42%o	239 40%o	62 26%	2026 45%oq	301 36%o	1164 45%t	1037 44%t	249 36%	142 40%	61 38%	2201 45%t	203 40%	710 44%	1958 43%
3-4	497 8%	230 10%bd	134 6%	330 10%bd	234 7%	230 10%	20 10%	59 8%	134 6%	19 9%	65 6%	180 9%nq	212 9%nc	60 7%	30 5%	14 6%	397 9%nc	45 5%	227 9%	197 8%	43 6%	19 5%	9 6%	424 9%	28 6%	185 11%z	311 7%
5-10	169 3%	83 3%bd	36 2%	121 3%bd	74 2%	83 3%	7 4%	17 2%	36 2%	3 1%	12 1%	69 3%	52 2%	17 2%	23 4%	7 3%	121 3%	30 4%	75 3%	65 3%	11 2%	16 4%t	2 1%	140 3%	18 3%	63 4%z	105 2%
11-20	23 *	11 *	10 *	12 *	12 *	11 *	* *	3 *	10 *	-	2 *	9 *	8 *	1 *	4 1%	* *	17 *	4 1%	6 *	12 *	5 1%	-	* *	18 *	* *	5 *	17 *
21+	4 *	1 *	1 *	2 *	3 *	1 *	-	-	1 *	-	-	-	4 *	-	-	-	4 *	-	2 *	1 *	-	-	-	4 *	-	2 *	1 *
Any Received (non-zero entry)	3360 54%	1380 57%b	1177 52%	2015 58%bd	1812 55%	1380 57%g	115 60%	394 51%	1177 52%	119 53%	545 51%	1208 59%mnoq	1353 56%oq	416 51%o	296 50%o	83 35%	2560 57%mnoq	380 46%o	1475 57%tuvx	1312 55%tvx	308 45%	177 50%	72 45%	2787 56%tvx	249 48%	966 59%z	2394 53%
Total Mean (including those not Receiving any)																											
Mean	1.10	1.22bd	0.97	1.23bd	1.06	1.22g	1.22	0.98	0.97	0.95	0.89	1.21moq	1.11o	0.98	1.04	0.78	1.16moq	0.97	1.18tvx	1.12t	0.90	1.04	0.78	1.15tv	0.96	1.31z	1.03
Std Dev.	1.78	1.80	1.81	1.80	1.81	1.80	1.77	1.48	1.81	1.16	1.25	1.76	1.90	1.40	1.92	1.60	1.84	1.84	1.89	1.82	1.75	1.62	1.15	1.82	1.50	1.88	1.74
Std Error	0.02	0.04	0.04	0.03	0.03	0.04	0.12	0.05	0.04	0.08	0.04	0.04	0.04	0.05	0.08	0.10	0.03	0.06	0.04	0.04	0.07	0.09	0.09	0.03	0.07	0.05	0.03
Receiving Mean (excluding those not Receiving any)																											
Mean	2.03	2.13bd	1.87	2.11bd	1.94	2.13	2.04	1.93	1.87	1.81	1.74	2.07	2.00	1.90	2.09	2.22	2.03	2.12	2.05	2.02	2.00	2.07	1.74	2.04	1.97	2.21z	1.95
Std Dev.	1.99	1.93	2.14	1.93	2.07	1.93	1.89	1.57	2.14	1.00	1.25	1.88	2.17	1.44	2.28	2.04	2.04	2.23	2.10	1.91	2.14	1.77	1.14	2.01	1.62	1.98	1.99
Std Error	0.03	0.05	0.06	0.04	0.05	0.05	0.17	0.07	0.06	0.10	0.05	0.05	0.06	0.07	0.13	0.20	0.04	0.11	0.05	0.05	0.12	0.14	0.13	0.04	0.11	0.07	0.04

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

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	2809 46%	178 44%	2613 46%	18 44%	768 45%	1900 46%	141 44%	2656 46%	71 44%	28 41%	33 44%	2756 45%	21 59%
1-2	2668 43%	153 38%	2496 44%	19 45%	718 42%	1802 44%	148 46%	2531 43%	58 36%	32 47%	38 52%	2621 43%	9 25%
3-4	497 8%	37 9%	456 8%	4 10%	148 9%	323 8%	25 8%	464 8%	21 13%	7 10%	2 3%	491 8%	3 10%
5-10	169 3%	27 7%b	141 2%	*	64 4%e	98 2%	7 2%	154 3%	10 6%g	1 2%	1 2%	165 3%	2 7%
11-20	23 *	6 2%b	17 *	-	8 *	14 *	-	23 *	-	-	-	23 *	-
21+	4 *	-	4 *	-	-	4 *	-	2 *	1 1%gk	-	-	4 *	-
Any Received (non-zero entry)	3360 54%	223 56%	3114 54%	23 56%	937 55%	2241 54%	181 56%	3174 54%	90 56%	40 59%	41 56%	3304 55%	15 41%
Total Mean (including those not Receiving any)													
Mean	1.10	1.38b	1.08	1.12	1.15	1.09	1.01	1.09	1.55gk	1.07	0.93	1.11	0.98
Std Dev.	1.78	2.22	1.75	1.25	1.63	1.88	1.26	1.77	2.63	1.25	1.26	1.79	1.49
Std Error	0.02	0.11	0.02	0.17	0.04	0.03	0.07	0.02	0.23	0.16	0.15	0.02	0.27
Receiving Mean (excluding those not Receiving any)													
Mean	2.03	2.48b	1.99	2.02	2.08	2.02	1.79	2.01	2.77gk	1.82	1.66	2.03	2.39
Std Dev.	1.99	2.48	1.96	0.99	1.69	2.16	1.19	1.97	3.00	1.13	1.27	2.00	1.42
Std Error	0.03	0.16	0.03	0.20	0.05	0.05	0.09	0.03	0.34	0.19	0.20	0.03	0.39

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_4. Approximately how many of the following have you personally received in the last week through the post?
Bills/ invoices/ statements

Base : All participants

	Total	Quarter				Month												
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	2809	620	702	756	731	214	208	198	255	222	225	244	249	263	262	242	227
	46%	40%	46%a	49%a	48%a	41%	40%	40%	49%efg	44%	44%	50%efg	47%	50%efg	49%efg	48%g	46%
1-2	2668	723	666	642	637	252	226	245	214	214	238	198	226	217	219	203	215
	43%	47%cd	43%	41%	42%	48%	44%	49%hkmno	41%	42%	47%	40%	43%	41%	41%	40%	43%
3-4	497	146	116	113	121	44	60	42	40	45	31	39	39	35	38	51	33
	8%	9%	8%	7%	8%	8%	12%jmnp	8%	8%	9%	6%	8%	7%	7%	7%	10%	7%
5-10	169	47	47	32	43	17	21	9	15	22	10	10	11	10	11	12	20
	3%	3%	3%	2%	3%	3%	4%	2%	3%	4%	2%	2%	2%	2%	2%	2%	4%
11-20	23	4	10	6	2	1	1	2	1	5	4	-	6	*	2	-	-
	*	*	1%	*	*	*	*	*	*	1%	1%		1%				
21+	4	3	-	1	-	-	-	3	-	-	-	-	-	1	-	-	-
	*	*		*				1%						*			
Any Received (non-zero entry)	3360	923	839	794	804	314	309	300	269	287	283	248	283	264	270	265	268
	54%	60%bcd	54%	51%	52%	59%hkmn	60%hkmn	60%hkmno	51%	56%	56%	50%	53%	50%	51%	52%	54%
Total Mean (including those not Receiving any)																	
Mean	1.10	1.26cd	1.11	1.03	1.01	1.19hkn	1.26hkmno	1.34hkmn	0.96	1.31hkmno	1.07	0.94	1.17	0.97	0.96	1.02	1.06
Std Dev.	1.78	2.10	1.81	1.75	1.39	1.57	1.58	2.90	1.48	2.25	1.61	1.22	2.25	1.59	1.41	1.26	1.49
Std Error	0.02	0.05	0.05	0.04	0.04	0.07	0.07	0.13	0.06	0.10	0.07	0.05	0.10	0.07	0.06	0.06	0.07
Receiving Mean (excluding those not Receiving any)																	
Mean	2.03	2.11	2.04	2.01	1.93	2.01	2.11	2.22	1.87	2.33hk	1.91	1.87	2.20	1.94	1.88	1.94	1.96
Std Dev.	1.99	2.36	2.04	2.01	1.38	1.59	1.55	3.47	1.60	2.58	1.73	1.12	2.70	1.77	1.47	1.10	1.53
Std Error	0.03	0.08	0.07	0.07	0.05	0.09	0.09	0.20	0.10	0.15	0.10	0.07	0.16	0.11	0.09	0.07	0.10

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	3173 51%	707 57%b	2466 50%	306 36%	2865 54%c	1562 52%	1604 51%	401 49%	442 51%i	498 44%	444 54%i	603 53%i	400 53%i	384 61%ghijkl	843 50%	942 48%	1388 55%no	785 57%no	2710 52%	438 48%
1-2	2507 41%	421 34%	2086 42%a	439 51%d	2068 39%	1205 40%	1295 41%	347 42%m	360 41%m	518 46%jklm	322 39%m	457 40%m	307 40%m	196 31%	707 42%q	840 43%pq	960 38%	503 36%	2086 40%	396 44%
3-4	338 5%	65 5%	273 6%	63 7%d	275 5%	165 5%	172 5%	41 5%	53 6%	67 6%	33 4%	64 6%	43 6%	36 6%	95 6%	100 5%	143 6%	79 6%	298 6%	39 4%
5-10	139 2%	39 3%	100 2%	48 6%d	92 2%	73 2%	66 2%	32 4%hkl	16 2%	38 3%kl	19 2%	16 1%	8 1%	10 2%	47 3%pq	58 3%pq	34 1%	18 1%	108 2%	29 3%
11-20	10 *	1 *	9 *	3 *	7 *	5 *	5 *	1 *	1 *	-	4 *	2 *	2 *	-	2 *	4 *	4 *	2 *	9 *	1 *
21+	2 *	-	2 *	-	2 *	2 *	-	2 *	-	-	-	-	-	-	2 *	-	-	-	-	2 *r
Any Received (non-zero entry)	2996 49%	525 43%	2471 50%a	553 64%d	2443 46%	1451 48%	1538 49%	422 51%m	430 49%m	624 56%hjklm	378 46%m	539 47%m	360 47%m	242 39%	853 50%pq	1002 52%pq	1141 45%	602 43%	2502 48%	467 52%
Total Mean (including those not Receiving any)																				
Mean	0.90	0.83	0.91	1.35d	0.82	0.91	0.88	1.09klm	0.89m	1.03jklm	0.85	0.82	0.81	0.69	0.99pq	0.95pq	0.79	0.76	0.87	1.04r
Std Dev.	1.61	1.45	1.65	1.69	1.59	1.83	1.38	2.69	1.37	1.41	1.51	1.24	1.47	1.19	2.12	1.45	1.30	1.35	1.37	2.60
Std Error	0.02	0.05	0.02	0.06	0.02	0.03	0.02	0.10	0.05	0.04	0.05	0.04	0.05	0.05	0.05	0.03	0.03	0.04	0.02	0.11
Receiving Mean (excluding those not Receiving any)																				
Mean	1.84	1.95	1.82	2.10d	1.79	1.89	1.80	2.13	1.80	1.86	1.84	1.74	1.72	1.79	1.96	1.85	1.75	1.75	1.81	2.02
Std Dev.	1.90	1.65	1.95	1.70	1.94	2.26	1.50	3.46	1.47	1.43	1.76	1.28	1.74	1.29	2.65	1.56	1.44	1.58	1.49	3.34
Std Error	0.03	0.08	0.04	0.07	0.04	0.06	0.04	0.17	0.07	0.06	0.09	0.05	0.08	0.08	0.09	0.05	0.04	0.06	0.03	0.19

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 90

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	3173 51%	530 46%	1003 52%a	696 50%	942 56%abc	1533 50%	1639 53%e	1786 48%	1337 56%g	340 61%klmn	385 54%lm	818 52%m	742 48%	477 45%	1946 51%m	360 61%p	2575 50%	655 51%	2346 51%	172 57%
1-2	2507 41%	512 44%d	801 41%d	594 43%d	600 36%	1312 42%f	1194 39%	1612 44%h	867 36%	186 33%	261 36%	641 41%i	679 44%ij	500 47%ijkn	1582 41%i	192 33%	2169 42%o	522 40%	1882 41%	103 34%
3-4	338 5%	76 7%	102 5%	66 5%	95 6%	178 6%	160 5%	188 5%	142 6%	24 4%	49 7%	69 4%	94 6%	63 6%	212 6%	24 4%	293 6%	70 5%	252 6%	16 5%
5-10	139 2%	36 3%b	33 2%	34 2%	36 2%	69 2%	70 2%	95 3%	42 2%	11 2%	20 3%	39 2%	34 2%	27 3%	92 2%	12 2%	123 2%	45 3%r	88 2%	6 2%
11-20	10 *	-	3 *	4 *	4 *	3 *	8 *	5 *	5 *	-	3 *	2 *	4 *	1 *	9 *	-	10 *	2 *	5 *	3 1%r
21+	2 *	-	2 *	-	-	2 *	-	-	2 *	-	-	2 *	-	-	2 *	-	2 *	2 *r	-	-
Any Received (non-zero entry)	2996 49%	623 54%bd	941 48%d	697 50%d	735 44%	1564 50%f	1432 47%	1901 52%h	1058 44%	221 39%	333 46%i	753 48%i	811 52%ij	591 55%ijkn	1897 49%i	228 39%	2597 50%o	641 49%	2227 49%	128 43%
Total Mean (including those not Receiving any)																				
Mean	0.90	0.99d	0.89	0.91	0.83	0.93	0.86	0.93	0.84	0.72	0.93i	0.90	0.96i	0.99i	0.93i	0.70	0.93o	1.02r	0.85	0.98
Std Dev.	1.61	1.35	1.96	1.39	1.50	1.76	1.45	1.39	1.91	1.23	1.78	2.10	1.44	1.30	1.80	1.23	1.68	2.36	1.28	2.18
Std Error	0.02	0.04	0.05	0.04	0.04	0.03	0.03	0.02	0.04	0.05	0.07	0.05	0.04	0.04	0.03	0.05	0.02	0.06	0.02	0.13
Receiving Mean (excluding those not Receiving any)																				
Mean	1.84	1.84	1.83	1.81	1.89	1.83	1.85	1.81	1.90	1.82	2.02	1.88	1.83	1.78	1.88	1.82	1.85	2.07r	1.75	2.30r
Std Dev.	1.90	1.35	2.49	1.50	1.77	2.11	1.64	1.47	2.50	1.36	2.16	2.72	1.55	1.28	2.18	1.37	1.98	3.01	1.33	2.84
Std Error	0.03	0.05	0.08	0.06	0.06	0.05	0.04	0.03	0.07	0.09	0.12	0.10	0.05	0.05	0.05	0.09	0.04	0.11	0.03	0.25

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	3173 51%	2752 52%c	421 49%	76 44%	2668 51%	277 53%	147 50%	81 47%	138 55%q	342 51%	266 52%	222 49%	299 55%q	302 53%	400 49%	433 51%	267 50%	28 41%	249 55%q
1-2	2507 41%	2138 40%	368 43%	81 47%	2111 41%	198 38%	120 41%	77 45%de	89 36%	282 42%	202 40%	191 43%	197 36%	243 42%	359 44%hlr	340 40%	207 39%	36 52%hlr	162 36%
3-4	338 5%	289 5%	50 6%	11 6%	274 5%	33 6%	21 7%	10 6%	16 6%	38 6%	27 5%	20 4%	28 5%	25 4%	30 4%	51 6%	40 8%n	3 4%	30 7%n
5-10	139 2%	115 2%	25 3%	5 3%	123 2%	9 2%	6 2%	2 1%	7 3%m	14 2%	11 2%	16 4%m	17 3%m	4 1%	21 3%	17 2%	15 3%m	*	8 2%
11-20	10 *	10 *	*	-	7 *	2 *	1 *	*	-	-	2 *	-	1 *	-	-	4 *	-	2 3%hijklmnopr	-
21+	2 *	2 *	-	-	2 *	-	-	-	-	-	-	-	-	-	2 *	-	-	-	-
Any Received (non-zero entry)	2996 49%	2553 48%	443 51%	97 56%a	2517 49%	241 47%	148 50%	90 53%	112 45%	334 49%	243 48%	227 51%	244 45%	272 47%	411 51%	412 49%	262 50%	41 59%hlr	200 45%
Total Mean (including those not Receiving any)																			
Mean	0.90	0.89	0.93	1.05	0.89	0.90	0.97	0.88	0.88	0.86	0.87	0.91	0.85	0.75	0.98	0.92	0.97m	1.40ijklmor	0.83
Std Dev.	1.61	1.66	1.32	1.37	1.61	1.70	1.74	1.22	1.47	1.16	1.39	1.36	1.38	1.01	2.63	1.50	1.39	3.31	1.28
Std Error	0.02	0.03	0.03	0.05	0.03	0.05	0.06	0.04	0.08	0.06	0.07	0.07	0.07	0.05	0.13	0.08	0.07	0.26	0.04
Receiving Mean (excluding those not Receiving any)																			
Mean	1.84	1.85	1.82	1.88	1.83	1.94	1.93	1.68	1.96m	1.74	1.82	1.80	1.88m	1.59	1.93	1.88	1.95m	2.38im	1.85m
Std Dev.	1.90	1.98	1.33	1.35	1.90	2.05	2.04	1.23	1.64	1.10	1.52	1.43	1.52	0.90	3.44	1.68	1.42	4.05	1.33
Std Error	0.03	0.04	0.04	0.06	0.05	0.09	0.09	0.06	0.13	0.08	0.12	0.11	0.12	0.07	0.25	0.13	0.11	0.42	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	3173 51%	1205 50%	1164 52%	1698 49%	1657 50%	1205 50%	112 58%	428 55%e	1164 52%	140 62%h	589 55%	949 46%	1247 51%k	57%klp	330 56%kp	159 67%klmnp	2196 49%	489 59%klp	1123 44%	1199 51%rw	430 63%rsw	261 74%rstw	128 80%rstw	2322 47%r	389 76%rstw	740 45%	2433 54%y
1-2	2507 41%	994 41%	942 42%	1455 42%	1403 42%	994 41%g	66 34%	283 36%	942 42%	78 34%	403 38%	911 44%mnoq	1008 41%oq	299 37%o	220 37%o	67 28%	1919 43%mnoq	286 34%	1193 46%stuvx	994 42%tuvx	216 32%uvx	74 21%	26 16%	2187 44%tuvx	100 19%	736 45%z	1770 39%
3-4	338 5%	131 5%	117 5%	194 6%	180 5%	131 5%	9 4%	51 7%	117 5%	8 4%	64 6%	143 7%l	116 5%	38 5%	30 5%	8 3%	259 6%	38 5%	171 7%tx	128 5%t	19 3%	14 4%	4 2%	299 6%t	18 3%	95 6%	244 5%
5-10	139 2%	70 3%b	33 1%	103 3%bc	66 2%	70 3%	7 4%	13 2%	33 1%	* *	13 1%	56 3%m	61 2%m	6 1%	12 2%	4 2%	116 3%m	17 2%	77 3%ux	45 2%	13 2%	2 1%	3 2%	121 2%	5 1%	56 3%z	83 2%
11-20	10 *	4 *	4 *	6 *	6 *	4 *	-	2 *	4 *	-	3 *	5 *	5 *	1 *	-	-	9 *	-	5 *	2 *	3 *	1 *	-	6 *	1 *	1 *	9 *
21+	2 *	-	-	2 *	2 *	-	-	-	-	-	-	-	-	-	2 *lp	-	-	2 *p	-	-	-	2 *rsw	-	-	2 *rsw	-	2 *
Any Received (non-zero entry)	2996 49%	1199 50%	1096 48%	1760 51%	1657 50%	1199 50%g	81 42%	349 45%	1096 48%i	86 38%	482 45%	1114 54%lmnoq	1188 49%moq	345 43%o	263 44%o	79 33%	2303 51%mnoq	342 41%	1445 56%stuvwx	1169 49%tuvx	251 37%tuvx	93 26%	33 20%	2614 53%stuvx	125 24%	888 55%z	2108 46%
Total Mean (including those not Receiving any)																											
Mean	0.90	0.95b	0.83	0.98b	0.90	0.95	0.85	0.85	0.83i	0.58	0.78	1.02lmoq	0.88mo	0.71	0.93	0.56	0.94mo	0.82	1.05stuvwx	0.86tvx	0.67v	0.74	0.35	0.96stvz	0.62	1.03z	0.85
Std Dev.	1.61	1.51	1.27	1.85	1.74	1.51	1.39	1.55	1.27	0.92	1.24	1.54	1.37	1.14	2.95	1.09	1.45	2.56	1.45	1.32	1.45	3.67	0.92	1.40	3.09	1.47	1.66
Std Error	0.02	0.03	0.03	0.03	0.03	0.03	0.10	0.05	0.03	0.06	0.04	0.03	0.03	0.04	0.12	0.07	0.02	0.09	0.03	0.03	0.06	0.21	0.07	0.02	0.14	0.04	0.02
Receiving Mean (excluding those not Receiving any)																											
Mean	1.84	1.90b	1.71	1.93b	1.80	1.90	2.01	1.90	1.71	1.52	1.73	1.89	1.81	1.68	2.09	1.69	1.84	2.00	1.87	1.74	1.83	2.84rsw	1.72	1.81	2.54rsw	1.90	1.82
Std Dev.	1.90	1.67	1.35	2.22	2.11	1.67	1.49	1.84	1.35	0.88	1.33	1.66	1.48	1.19	4.15	1.30	1.57	3.69	1.49	1.42	1.90	6.77	1.35	1.46	5.87	1.53	2.04
Std Error	0.03	0.05	0.04	0.05	0.05	0.05	0.16	0.09	0.04	0.09	0.06	0.05	0.04	0.06	0.26	0.13	0.03	0.19	0.04	0.04	0.12	0.70	0.23	0.03	0.52	0.05	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	3173 51%	202 50%	2949 51%	23 54%	850 50%	2157 52%	166 52%	2957 51%	79 49%	46 67%ghk	67 90%ghik	3082 51%	25 70%
1-2	2507 41%	156 39%	2334 41%	16 39%	685 40%	1693 41%	128 40%	2407 41%j	64 40%j	21 31%j	8 10%	2492 41%j	7 19%
3-4	338 5%	27 7%	308 5%	3 6%	108 6%	211 5%	18 6%	327 6%	7 4%	1 2%	* *	336 6%	2 6%
5-10	139 2%	15 4%	124 2%	-	54 3%e	76 2%	9 3%	128 2%	9 6%gk	* *	-	137 2%	2 5%
11-20	10 *	-	10 *	-	6 *	4 *	-	9 *	1 1%	-	-	10 *	-
21+	2 *	-	2 *	-	2 *	-	-	2 *	-	-	-	2 *	-
Any Received (non-zero entry)	2996 49%	199 50%	2778 49%	19 46%	855 50%	1985 48%	156 48%	2873 49%ij	82 51%ij	22 33%j	8 10%	2978 49%ij	11 30%
Total Mean (including those not Receiving any)													
Mean	0.90	1.01	0.89	0.83	1.05e	0.83	0.89	0.90j	1.15ij	0.44j	0.14	0.91j	0.75
Std Dev.	1.61	1.47	1.63	1.05	2.27	1.27	1.24	1.62	1.78	0.73	0.45	1.62	1.67
Std Error	0.02	0.07	0.02	0.15	0.05	0.02	0.07	0.02	0.15	0.09	0.05	0.02	0.31
Receiving Mean (excluding those not Receiving any)													
Mean	1.84	2.04	1.83	1.82	2.10e	1.73	1.84	1.83	2.25	1.35	1.38	1.84	2.48
Std Dev.	1.90	1.49	1.93	0.76	2.85	1.35	1.19	1.91	1.94	0.62	0.53	1.90	2.27
Std Error	0.03	0.10	0.04	0.16	0.09	0.03	0.10	0.03	0.24	0.16	0.16	0.03	0.76

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 90

QE1_5. Approximately how many of the following have you personally received in the last week through the post?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	3173 51%	819 53%	809 52%	789 51%	756 49%	282 53%o	275 53%o	262 53%	308 59%ijkmop	250 49%	251 49%	249 51%	273 51%	267 51%	300 56%op	228 45%	228 46%
1-2	2507 41%	606 39%	613 40%	647 42%	641 42%	205 39%	204 39%	198 40%	183 35%	211 41%	218 43%h	206 42%	221 42%	220 42%	197 37%	225 44%h	219 44%h
3-4	338 5%	83 5%	86 6%	85 5%	84 5%	26 5%	23 5%	34 7%	27 5%	34 7%	25 5%	31 6%	26 5%	29 5%	25 5%	29 6%	30 6%
5-10	139 2%	34 2%	32 2%	26 2%	48 3%c	16 3%	13 3%	5 1%	6 1%	12 2%	13 3%	5 1%	12 2%	9 2%	9 2%	24 5%ghkmn	14 3%
11-20	10 *	1	2	2	5	-	1	-	*	2	-	-	*	2	-	2	3 1%
21+	2 *	-	-	-	2 *	-	-	-	-	-	-	-	-	-	-	-	2 *
Any Received (non-zero entry)	2996 49%	724 47%	732 48%	761 49%	779 51%	246 47%	241 47%	237 47%	216 41%	259 51%h	257 51%h	242 49%h	259 49%	260 49%h	232 44%	280 55%efhn	268 54%hn
Total Mean (including those not Receiving any)																	
Mean	0.90	0.82	0.86	0.87	1.04abc	0.86	0.82	0.77	0.71	1.01ghn	0.86	0.80	0.90	0.89	0.75	1.13efghjkn	1.27efghjkn
Std Dev.	1.61	1.30	1.41	1.34	2.22	1.33	1.46	1.08	1.18	1.76	1.20	1.05	1.39	1.52	1.19	1.59	3.32
Std Error	0.02	0.03	0.04	0.03	0.06	0.06	0.06	0.05	0.05	0.08	0.05	0.05	0.06	0.07	0.05	0.07	0.15
Receiving Mean (excluding those not Receiving any)																	
Mean	1.84	1.74	1.80	1.77	2.06ac	1.84	1.75	1.63	1.71	1.98	1.70	1.63	1.85	1.81	1.72	2.06gjkn	2.35gk
Std Dev.	1.90	1.42	1.58	1.44	2.76	1.41	1.72	1.03	1.28	2.05	1.20	0.95	1.49	1.73	1.27	1.65	4.23
Std Error	0.03	0.05	0.06	0.05	0.10	0.09	0.11	0.07	0.08	0.13	0.07	0.06	0.09	0.11	0.08	0.10	0.25

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 91

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	3513 57%	773 63%b	2741 56%	363 42%	3151 59%c	1753 58%	1756 56%	392 48%	439 50%	624 56%g	486 59%gh	693 61%gh	457 60%gh	422 67%ghijkl	832 49%	1109 57%n	1572 62%no	879 63%no	3021 58%s	465 51%
1-2	2136 35%	355 29%	1781 36%a	363 42%d	1773 33%	1032 34%	1096 35%	331 40%jklm	361 41%ijklm	396 35%m	252 31%	374 33%	253 33%m	169 27%	692 41%opq	648 33%	796 31%	423 30%	1757 34%	361 40%r
3-4	374 6%	74 6%	300 6%	83 10%d	291 5%	156 5%	218 7%e	76 9%klm	56 6%m	72 6%m	57 7%m	51 4%	43 6%	19 3%	132 8%pq	129 7%pq	113 4%	62 4%	305 6%	64 7%
5-10	132 2%	27 2%	105 2%	50 6%d	82 2%	68 2%	64 2%	21 3%l	15 2%	29 3%l	21 3%	24 2%	7 1%	15 2%	36 2%	50 3%	46 2%	22 2%	118 2%	13 1%
11-20	9 *	3 *	6 *	3 *	7 *	3 *	6 *	3 *	1 *	1 *	3 *	* -	- -	1 *	4 *	5 *	1 *	1 *	7 *	2 *
21+	4 *	1 *	3 *	- -	4 *	1 *	3 *	- -	- -	1 *	3 *	- -	- -	- -	- -	4 *	- -	- -	4 *	- -
Any Received (non-zero entry)	2656 43%	460 37%	2195 44%a	498 58%d	2157 41%	1260 42%	1386 44%	431 52%ijklm	433 50%jklm	498 44%m	336 41%m	449 39%m	303 40%m	205 33%	864 51%opq	835 43%pd	956 38%	508 37%	2192 42%	440 49%r
Total Mean (including those not Receiving any)																				
Mean	0.83	0.78	0.85	1.30d	0.76	0.80	0.87	1.07klm	0.89klm	0.88klm	0.98klm	0.71	0.66	0.61	0.97pq	0.92pq	0.67	0.64	0.82	0.89
Std Dev.	1.67	1.60	1.69	1.82	1.63	1.73	1.62	1.77	1.41	1.52	2.84	1.20	1.06	1.30	1.60	2.18	1.19	1.17	1.70	1.52
Std Error	0.02	0.05	0.02	0.06	0.02	0.03	0.03	0.06	0.05	0.05	0.10	0.04	0.04	0.05	0.04	0.05	0.02	0.03	0.02	0.06
Receiving Mean (excluding those not Receiving any)																				
Mean	1.94	2.10	1.90	2.24d	1.87	1.91	1.96	2.04l	1.79	1.97l	2.39hkl	1.81	1.66	1.88	1.91	2.14pq	1.78	1.75	1.96	1.83
Std Dev.	2.09	2.02	2.10	1.89	2.12	2.23	1.95	2.00	1.54	1.75	4.05	1.30	1.07	1.68	1.79	2.91	1.32	1.35	2.16	1.74
Std Error	0.04	0.10	0.04	0.08	0.04	0.06	0.05	0.10	0.08	0.07	0.22	0.06	0.06	0.11	0.06	0.10	0.04	0.06	0.04	0.10

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	3513 57%	570 49%	1145 59%a	809 58%a	989 59%a	1714 55%	1798 59%e	2017 55%	1450 61%g	375 67%klmn	419 58%m	910 58%m	864 56%m	518 48%	2193 57%m	397 68%p	2875 56%	758 59%	2574 56%	181 60%
1-2	2136 35%	465 40%bcd	657 34%	473 34%	542 32%	1122 36%f	1014 33%	1340 36%h	761 32%	142 25%	238 33%i	551 35%i	547 35%i	431 40%ijkln	1336 35%i	147 25%	1849 36%o	407 31%	1633 36%q	96 32%
3-4	374 6%	85 7%	101 5%	83 6%	106 6%	186 6%	188 6%	244 7%	127 5%	32 6%	38 5%	70 4%	106 7%k	95 9%jkn	214 6%	33 6%	321 6%	88 7%	268 6%	17 6%
5-10	132 2%	32 3%	33 2%	27 2%	39 2%	65 2%	67 2%	80 2%	48 2%	11 2%	21 3%	36 2%	31 2%	24 2%	88 2%	11 2%	114 2%	38 3%	88 2%	6 2%
11-20	9 *	1 *	7 *	- -	1 *	8 *	1 *	4 *	5 *	- -	1 *	3 *	4 *	1 *	8 *	- -	9 *	4 *	5 *	1 *
21+	4 *	1 *	- -	2 *	1 *	1 *	3 *	1 *	3 *	- -	1 *	2 *	1 *	- -	4 *	- -	4 *	1 *	3 *	- -
Any Received (non-zero entry)	2656 43%	584 51%bcd	799 41%	585 42%	688 41%	1383 45%f	1273 41%	1670 45%h	944 39%	186 33%	299 42%i	661 42%i	690 44%i	551 52%ijkln	1650 43%i	190 32%	2297 44%o	538 41%	1998 44%	120 40%
Total Mean (including those not Receiving any)																				
Mean	0.83	1.01bcd	0.79	0.81	0.79	0.87	0.80	0.85	0.80	0.67	0.86	0.81	0.89	0.97lk	0.85	0.65	0.86o	0.88	0.82	0.78
Std. Dev.	1.67	2.14	1.54	1.67	1.41	1.79	1.54	1.41	2.01	1.31	1.75	1.74	2.00	1.39	1.85	1.29	1.73	1.75	1.66	1.54
Std Error	0.02	0.06	0.04	0.05	0.03	0.03	0.03	0.02	0.04	0.05	0.06	0.04	0.05	0.04	0.03	0.05	0.02	0.05	0.02	0.09
Receiving Mean (excluding those not Receiving any)																				
Mean	1.94	1.99	1.92	1.92	1.92	1.95	1.92	1.88	2.03	2.01	2.05	1.92	1.99	1.88	1.97	2.00	1.93	2.12	1.88	1.96
Std. Dev.	2.09	2.67	1.91	2.12	1.64	2.26	1.88	1.56	2.79	1.56	2.22	2.26	2.62	1.42	2.41	1.55	2.16	2.18	2.07	1.92
Std Error	0.04	0.10	0.07	0.09	0.06	0.06	0.05	0.04	0.08	0.11	0.12	0.09	0.10	0.06	0.06	0.11	0.04	0.09	0.05	0.18

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	3513 57%	3052 58%c	462 53%	79 46%	2994 58%fg	281 54%	147 50%	91 53%	160 64%iqr	377 56%q	302 59%q	257 57%q	307 57%q	336 59%q	474 58%q	478 57%q	303 57%q	29 41%	253 56%q
1-2	2136 35%	1819 34%	317 37%	70 40%	1782 34%	177 34%	115 39%d	62 36%	65 26%	240 36%h	165 33%	158 35%h	188 35%h	213 37%h	291 36%h	278 33%h	185 35%h	32 46%hjor	145 32%h
3-4	374 6%	314 6%	60 7%	18 10%a	293 6%	45 9%d	21 7%	15 9%d	17 7%m	44 6%m	30 6%m	20 5%	36 7%m	16 3%	32 4%	71 8%kmn	29 5%	6 9%m	39 9%kmn
5-10	132 2%	111 2%	21 2%	6 3%	106 2%	12 2%	11 4%d	4 2%	8 3%	15 2%	11 2%	14 3%	11 2%	9 2%	13 2%	13 2%	13 2%	2 4%	10 2%
11-20	9 *	6 *	3 *	* *	6 *	2 *	1 *	* *	1 *	-	1 *	-	-	-	2 *	2 *	-	-	2 1%
21+	4 *	4 *	- -	- -	4 *	- -	- -	- -	1 *	-	-	-	1 *	-	-	2 *	-	-	- -
Any Received (non-zero entry)	2656 43%	2254 42%	402 47%	94 54%a	2191 42%	237 46%	148 50%d	80 47%d	91 36%	299 44%h	207 41%	192 43%	236 43%	238 41%	337 42%	366 43%	226 43%	40 59%hijklmnopr	196 44%h
Total Mean (including those not Receiving any)																			
Mean	0.83	0.82	0.92	1.13a	0.81	0.96d	1.07d	0.89	0.87	0.81	0.77	0.81	0.90	0.69	0.74	0.90	0.77	1.12mp	0.94m
Std Dev.	1.67	1.69	1.54	1.53	1.67	1.66	1.88	1.33	2.03	1.26	1.39	1.43	2.71	1.15	1.46	1.93	1.22	1.28	1.71
Std Error	0.02	0.03	0.03	0.05	0.03	0.05	0.06	0.05	0.11	0.06	0.07	0.08	0.14	0.06	0.07	0.10	0.06	0.10	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	1.94	1.93	1.98	2.08	1.91	2.11	2.14	1.90	2.40iklmnp	1.84	1.90	1.88	2.08	1.67	1.78	2.07	1.80	1.91	2.15m
Std Dev.	2.09	2.14	1.73	1.52	2.12	1.89	2.19	1.37	2.79	1.30	1.61	1.67	3.80	1.25	1.82	2.49	1.27	1.14	2.01
Std Error	0.04	0.05	0.05	0.07	0.06	0.08	0.10	0.07	0.25	0.10	0.13	0.13	0.30	0.10	0.14	0.20	0.10	0.11	0.09

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	3513 57%	1348 56%	1315 58%	1909 55%	1877 57%	1348 56%	128 66%e	470 60%	1315 58%	154 68%h	655 61%	1122 54%	1392 57%	483 60%k	332 56%	160 67%klnp	2514 56%	491 59%	1227 48%	1410 60%rw	464 68%rsw	245 69%rsw	136 85%rstuwx	2637 53%r	382 74%rsw	848 52%	2665 59%y
1-2	2136 35%	849 35%	767 34%	1247 36%	1165 35%	849 35%	53 27%	243 31%	767 34%i	57 25%	344 32%	755 37%oq	843 35%o	275 34%o	201 34%	60 25%	1598 36%o	261 31%	1059 41%stuvwx	782 33%tuvx	179 26%v	91 26%v	20 12%	1841 37%stuvx	111 22%v	591 36%	1545 34%
3-4	374 6%	145 6%	135 6%	209 6%	199 6%	145 6%	8 4%	46 6%	135 6%	14 6%	52 5%	142 7%	138 6%	37 5%	46 8%	12 5%	280 6%	57 7%	211 8%stuvx	123 5%x	27 4%	10 3%	2 1%	334 7%stuvx	12 2%	135 8%z	239 5%
5-10	132 2%	60 2%	37 2%	86 2%	63 2%	60 2%	5 2%	19 2%	37 2%	2 1%	17 2%	42 2%	58 2%	16 2%	13 2%	3 1%	100 2%	16 2%	65 3%	50 2%	8 1%	5 2%	2 1%	115 2%	8 2%	52 3%z	80 2%
11-20	9 *	2 *	4 *	5 *	7 *	2 *	-	-	4 *	-	2 *	1 *	3 *	1 *	2 *	1 1%klp	4 *	4 *p	4 *	2 *	2 *	2 *	-	6 *	2 *	1 *	8
21+	4 *	-	2 *	2 *	3 *	-	-	-	2 *	-	2 *	1 *	2 *	-	-	1 1%klp	3 *	1 *	3 *	-	1 *	-	-	3 *	-	1 *	3
Any Received (non-zero entry)	2656 43%	1056 44%	945 42%	1548 45%	1436 43%	1056 44%f	66 34%	308 40%	945 42%i	73 32%	416 39%	941 46%mo	1043 43%o	328 40%	262 44%o	78 33%	1984 44%o	341 41%	1341 52%stuvwx	958 40%tuvx	217 32%v	108 31%v	24 15%	2299 47%stuvx	132 26%v	780 48%z	1875 41%
Total Mean (including those not Receiving any)																											
Mean	0.83	0.84	0.79	0.86	0.83	0.84	0.68	0.73	0.79	0.63	0.77	0.86	0.83	0.73	0.89	0.95	0.84	0.91	1.02stuvwx	0.76vx	0.66	0.61	0.29	0.89stuvx	0.51	0.98z	0.78
Std Dev.	1.67	1.38	1.59	1.49	1.63	1.38	1.38	1.30	1.59	1.23	1.79	1.42	1.62	1.31	1.63	3.95	1.53	2.52	1.67	1.31	2.58	1.75	1.04	1.51	1.57	1.63	1.68
Std Error	0.02	0.03	0.03	0.03	0.03	0.03	0.10	0.04	0.03	0.08	0.05	0.03	0.03	0.05	0.07	0.25	0.02	0.09	0.03	0.03	0.10	0.10	0.08	0.02	0.07	0.04	0.02
Receiving Mean (excluding those not Receiving any)																											
Mean	1.94	1.90	1.89	1.92	1.92	1.90	1.99	1.85	1.89	1.98	1.99	1.88	1.93	1.80	2.02	2.89klmp	1.91	2.22	1.95	1.88	2.06	2.01	1.94	1.92	1.99	2.04	1.89
Std Dev.	2.09	1.51	1.99	1.71	2.02	1.51	1.72	1.48	1.99	1.45	2.41	1.57	1.99	1.52	1.93	6.49	1.81	3.55	1.88	1.46	4.24	2.69	2.04	1.72	2.58	1.83	2.18
Std Error	0.04	0.05	0.06	0.04	0.05	0.05	0.20	0.08	0.06	0.17	0.11	0.05	0.06	0.08	0.12	0.63	0.04	0.18	0.05	0.05	0.29	0.28	0.38	0.03	0.24	0.07	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	3513 57%	223 56%	3266 57%	25 59%	915 54%	2409 58%d	189 59%	3290 56%	90 56%	45 66%	64 66%ghik	3425 57%	25 70%
1-2	2136 35%	131 33%	1994 35%	11 28%	602 35%	1433 35%	101 31%	2051 35%j	46 29%j	19 28%	9 12%	2117 35%j	10 28%
3-4	374 6%	28 7%	344 6%	2 5%	122 7%	231 6%	22 7%	357 6%	13 8%	4 6%	* *	373 6%	1 2%
5-10	132 2%	17 4%b	112 2%	3 8%b	61 4%e	61 1%	9 3%	119 2%	12 8%gk	* *	1 2%	131 2%	- -
11-20	9 *	2 1%	7 *	- -	4 *	5 *	* *	9 *	- -	- -	- -	9 *	- -
21+	4 *	- -	4 *	- -	1 *	3 *	- -	4 *	- -	- -	- -	4 *	- -
Any Received (non-zero entry)	2656 43%	178 44%	2461 43%	17 41%	791 46%e	1732 42%	132 41%	2540 44%j	71 44%j	23 34%j	10 14%	2635 43%j	11 30%
Total Mean (including those not Receiving any)													
Mean	0.83	1.00	0.82	0.90	1.01e	0.76	0.83	0.84j	1.11j	0.56	0.32	0.84j	0.46
Std Dev.	1.67	1.74	1.67	1.49	2.18	1.42	1.44	1.69	1.70	0.92	1.03	1.68	0.79
Std Error	0.02	0.08	0.02	0.21	0.05	0.02	0.08	0.02	0.15	0.12	0.12	0.02	0.14
Receiving Mean (excluding those not Receiving any)													
Mean	1.94	2.25	1.91	2.20	2.18e	1.82	2.03	1.92	2.52	1.63	2.28	1.94	1.53
Std Dev.	2.09	2.01	2.09	1.62	2.77	1.71	1.63	2.11	1.74	0.85	1.83	2.09	0.66
Std Error	0.04	0.14	0.04	0.35	0.09	0.04	0.14	0.04	0.23	0.21	0.58	0.04	0.21

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 91

QE1_6. Approximately how many of the following have you personally received in the last week through the post?
Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	3513 57%	922 60%d	902 59%d	874 56%	816 53%	301 57%op	315 61%op	306 61%op	325 62%lmop	278 55%	298 59%op	300 61%op	289 54%	285 54%	330 62%lmop	249 49%	237 48%
1-2	2136 35%	517 33%	518 34%	548 35%	553 36%	186 35%	170 33%	161 32%	169 32%	184 36%	165 33%	164 33%	190 36%	194 37%	163 31%	201 49%n	188 38%
3-4	374 6%	71 5%	85 6%	94 6%	124 8%ab	24 5%	19 4%	28 6%	25 5%	28 5%	32 6%	23 5%	31 6%	40 8%f	26 5%	47 9%efhkn	50 10%efghikn
5-10	132 2%	32 2%	31 2%	34 2%	35 2%	17 3%ghk	12 2%	3 1%	5 1%	16 3%ghk	10 2%	4 1%	22 4%ghkm	8 2%	12 2%	8 2%	15 3%gk
11-20	9 *	1 *	4 *	* *	4 *	-	1	-	-	3 1%	1	-	*	-	-	2 *	2 *
21+	4 *	-	1 *	* *	3 *	-	-	-	1 *	-	-	-	-	-	-	-	3 1%
Any Received (non-zero entry)	2656 43%	621 40%	639 41%	676 44%	719 47%ab	227 43%	202 39%	192 39%	199 38%	231 45%	209 41%	191 39%	243 46%hn	242 46%hn	202 38%	259 51%efghjkn	258 52%efghjkn
Total Mean (including those not Receiving any)																	
Mean	0.83	0.74	0.80	0.77	1.02abc	0.85gk	0.71	0.66	0.67	0.92ghk	0.81	0.63	0.87gk	0.81	0.73	0.98fghkn	1.37efghijklmn
Std Dev.	1.67	1.33	1.50	1.23	2.37	1.38	1.50	1.06	1.35	1.65	1.47	0.99	1.44	1.20	1.31	1.53	3.60
Std Error	0.02	0.03	0.04	0.03	0.06	0.06	0.07	0.05	0.06	0.07	0.07	0.04	0.06	0.05	0.06	0.07	0.16
Receiving Mean (excluding those not Receiving any)																	
Mean	1.94	1.85	1.93	1.78	2.17c	1.98k	1.83	1.71	1.77	2.03k	1.98	1.63	1.90	1.76	1.91	1.91	2.63gkm
Std Dev.	2.09	1.54	1.80	1.30	3.08	1.49	1.93	1.05	1.70	1.94	1.72	0.94	1.59	1.21	1.51	1.66	4.65
Std Error	0.04	0.06	0.07	0.05	0.11	0.10	0.13	0.07	0.11	0.13	0.12	0.06	0.10	0.08	0.10	0.10	0.28

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	3806 62%	715 58%	3091 63%a	462 54%	3344 63%c	1922 64%f	1877 60%	552 67%lm	542 62%lm	719 64%lm	534 65%lm	736 64%lm	402 53%	321 51%	1095 65%pq	1252 64%pq	1459 58%q	723 52%	3235 62%	543 60%
1-2	1462 24%	350 28%b	1112 23%	238 28%d	1224 23%	675 22%	783 25%	150 18%	201 23%	246 22%	182 22%	259 23%	242 32%ghijk	182 29%ghijk	351 21%	428 22%	683 27%no	424 31%no	1236 24%	213 24%
3-4	524 9%	82 7%	443 9%a	95 11%d	430 8%	225 7%	299 10%e	67 8%	76 9%	86 8%	53 6%	89 8%	82 11%j	71 11%ij	143 8%	139 7%	242 10%o	153 11%o	434 8%	87 10%
5-10	333 5%	80 7%	253 5%	56 7%	277 5%	160 5%	172 5%	47 6%	52 6%	55 5%	48 6%	54 5%	33 4%	45 7%	99 6%	103 5%	131 5%	78 6%	273 5%	52 6%
11-20	35 1%	3 *	32 1%	8 1%	27 1%	27 1%f	8 *	4 *	1 *	15 1%hkl	4 *	4 *	1 *	6 1%	5 *	19 1%n	12 *	8 1%	26 1%	9 1%
21+	8 *	2 *	6 *	2 *	6 *	4 *	4 *	4 *	- -	2 *	1 *	- -	1 *	1 *	4 *	3 *	1 *	1 *	8 *	- -
Any Received (non-zero entry)	2363 38%	518 42%b	1845 37%	399 46%d	1964 37%	1091 36%	1265 40%e	271 33%	330 38%	403 36%	288 35%	406 36%	358 47%ghijk	306 49%ghijk	602 35%	692 36%	1069 42%no	664 48%nop	1977 38%	362 40%
Total Mean (including those not Receiving any)																				
Mean	1.08	1.11	1.07	1.37d	1.03	1.08	1.08	1.05	1.00	1.15k	0.98	0.90	1.16k	1.47ghijk	1.02	1.08	1.12	1.30no	1.07	1.14
Std Dev.	2.28	2.23	2.30	2.69	2.21	2.43	2.13	2.75	1.85	2.70	2.17	1.79	1.91	2.64	2.33	2.49	2.08	2.27	2.31	2.13
Std Error	0.03	0.07	0.03	0.09	0.03	0.04	0.04	0.10	0.06	0.08	0.08	0.05	0.07	0.11	0.06	0.06	0.04	0.06	0.03	0.09
Receiving Mean (excluding those not Receiving any)																				
Mean	2.82	2.65	2.86	2.95	2.79	2.98	2.68	3.18kl	2.65	3.19kl	2.79	2.53	2.47	3.01l	2.89	3.02p	2.65	2.72	2.81	2.85
Std Dev.	2.95	2.78	2.99	3.30	2.87	3.27	2.64	4.02	2.16	3.71	2.89	2.20	2.12	3.12	3.15	3.39	2.48	2.64	3.03	2.54
Std Error	0.06	0.13	0.07	0.17	0.06	0.10	0.07	0.25	0.12	0.17	0.17	0.10	0.11	0.17	0.13	0.12	0.07	0.10	0.06	0.16

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	3806 55%	629 55%	1212 62%a	877 63%a	1087 65%a	1841 59%	1964 64%e	2312 63%	1433 60%	375 67%jln	423 59%	973 62%	945 61%	653 61%	2340 61%	390 86%p	3156 61%	807 62%	2809 61%	190 63%
1-2	1462 24%	352 31%bcd	465 24%	301 22%	344 20%	817 26%f	645 21%	847 23%	600 25%	109 20%	177 25%	380 24%	369 24%	255 24%	927 24%	115 20%	1244 24%	289 22%	1104 24%	69 23%
3-4	524 9%	102 9%	147 8%	137 10%	139 8%	249 8%	275 9%	283 8%	233 10%g	50 9%	59 8%	136 9%	143 9%	78 7%	338 9%	53 9%	442 9%	109 8%	389 9%	26 9%
5-10	333 5%	57 5%	109 6%	70 5%	97 6%	166 5%	167 5%	222 6%h	109 5%	22 4%	53 7%i	78 5%	80 5%	69 6%	212 6%	25 4%	291 6%	78 6%	244 5%	11 4%
11-20	35 1%	9 1%	10 *	7 *	10 1%	19 1%	16 1%	19 1%	17 1%	4 1%	5 1%	2 *	12 1%k	11 1%k	19 1%	4 1%	30 1%	10 1%	22 *	4 1%
21+	8 *	4 *b	- -	2 *	2 *	4 *	4 *	5 *	3 *	- -	1 *	2 *	4 *	2 *	6 *	- -	8 *	4 *	4 *	- -
Any Received (non-zero entry)	2363 38%	525 45%bcd	731 38%	516 37%	591 35%	1256 41%f	1107 36%	1375 37%	962 40%	186 33%	295 41%i	599 38%	609 39%i	415 39%	1502 39%i	198 34%	2016 39%o	489 38%	1763 39%	110 37%
Total Mean (including those not Receiving any)																				
Mean	1.08	1.27b	1.00	1.06	1.05	1.10	1.06	1.05	1.13	0.92	1.23i	1.01	1.16	1.17	1.11	0.94	1.11	1.21	1.04	1.05
Std Dev.	2.28	2.69	1.95	2.28	2.33	2.26	2.31	2.24	2.37	2.05	2.42	1.99	2.60	2.54	2.33	2.06	2.34	2.84	2.10	2.28
Std Error	0.03	0.07	0.05	0.07	0.06	0.04	0.04	0.04	0.05	0.09	0.09	0.05	0.07	0.08	0.04	0.08	0.03	0.08	0.03	0.13
Receiving Mean (excluding those not Receiving any)																				
Mean	2.82	2.79	2.67	2.86	2.99	2.72	2.93	2.82	2.81	2.77	2.99	2.64	2.97	3.02	2.84	2.80	2.85	3.21r	2.71	2.87
Std Dev.	2.95	3.41	2.39	2.99	3.09	2.86	3.05	2.91	3.04	2.75	3.01	2.47	3.44	3.32	3.00	2.72	3.02	3.87	2.63	2.99
Std Error	0.06	0.13	0.09	0.14	0.12	0.08	0.09	0.08	0.09	0.20	0.17	0.10	0.14	0.15	0.08	0.19	0.07	0.16	0.06	0.29

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

| | Total | Rurality | | | Nation | | | | Region | | | | | | | | | | | |
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	3806 62%	3276 62%	530 61%	102 59%	3238 62%	302 58%	169 57%	97 57%	155 62%	460 68%opqr	313 61%	287 64%	352 65%	365 64%	498 61%	494 58%	314 59%	37 54%	265 59%
1-2	1462 24%	1258 24%	204 24%	46 27%	1188 23%	143 28%d	80 27%d	50 29%d	55 22%	130 19%	120 24%	108 24%	131 24%	137 24%	192 24%	185 22%	130 25%	20 29%	123 27%i
3-4	524 9%	445 8%	80 9%	18 10%	438 8%	48 9%	24 8%	15 9%	27 11%i	40 6%	39 8%	31 7%	39 7%	58 10%i	78 10%	91 11%i	36 7%	5 7%	43 10%i
5-10	333 5%	286 5%	47 5%	6 4%	283 5%	24 5%	19 6%	7 4%	12 5%m	34 5%m	35 7%lm	21 5%m	19 3%	11 2%	35 4%	68 8%lmnr	48 9%hiklmnr	7 11%lmnr	17 4%
11-20	35 1%	33 1%	2 *	* *	32 1%	1 *	2 1%	1 *	1 *	10 1%	2 *	1 *	1 *	2 *	6 1%	8 1%	1 *	- -	1 *
21+	8 *	8 *	- -	- -	6 *	- -	2 1%dg	- -	1 *	2 *	- -	- -	2 *	- -	2 *	- -	- -	- -	- -
Any Received (non-zero entry)	2363 38%	2029 38%	333 39%	71 41%	1947 38%	216 42%	126 43%d	73 43%d	95 38%	215 32%	196 39%	161 36%	192 35%	208 36%	313 39%	351 42%i	216 41%i	32 46%i	184 41%i
Total Mean (including those not Receiving any)																			
Mean	1.08	1.09	1.03	0.96	1.07	1.05	1.27	1.03	1.08	1.10	1.06	0.93	0.94	0.86	1.06	1.29km	1.19m	1.30	1.01
Std Dev.	2.28	2.35	1.83	1.61	2.29	1.89	2.88	1.86	2.38	3.00	1.98	1.89	2.34	1.65	2.32	2.38	2.12	1.97	1.88
Std Error	0.03	0.04	0.04	0.05	0.04	0.06	0.09	0.07	0.13	0.16	0.10	0.10	0.12	0.09	0.12	0.12	0.11	0.15	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	2.82	2.84	2.66	2.36	2.86g	2.52	2.97	2.41	2.84	3.44mr	2.76	2.59	2.67	2.38	2.75	3.12km	2.93m	2.81	2.47
Std Dev.	2.95	3.07	2.07	1.74	2.98	2.22	3.79	2.19	3.16	4.51	2.35	2.39	3.30	1.97	3.04	2.83	2.44	2.04	2.25
Std Error	0.06	0.08	0.07	0.09	0.08	0.10	0.18	0.12	0.27	0.41	0.20	0.21	0.29	0.17	0.25	0.23	0.20	0.24	0.11

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	3806 62%	1456 61%	1379 61%	2079 60%	2002 60%	1456 61%	134 69%g	452 58%	1379 61%	145 64%	631 59%	1138 55%	1516 62%kp	560 69%klp	394 66%kp	176 74%klp	2654 59%k	570 69%klp	1434 56%	1483 63%rw	495 73%rsw	248 70%rsw	117 73%rsw	2917 59%r	365 71%rsw	969 59%	2838 62%
1-2	1462 24%	594 25%	541 24%	855 25%	802 24%	594 25%	34 17%	202 26%f	541 24%	48 21%	281 26%	576 28%lmnoq	586 24%moq	145 18%	119 20%	35 15%	1163 26%mnoq	154 18%	704 27%stuvx	560 24%tvx	108 16%	63 18%	24 15%	1264 26%stuvx	87 17%	355 22%	1107 24%
3-4	524 9%	195 8%	214 9%	290 8%	309 9%	195 8%	22 11%	85 11%e	214 9%	22 10%	106 10%	219 11%lnoq	194 8%	63 8%	36 6%	12 5%	413 9%nc	48 6%	253 10%t	194 8%	42 6%	26 7%	9 6%	447 9%	35 7%	181 11%z	344 8%
5-10	333 5%	134 6%	115 5%	206 6%	186 6%	134 6%	4 2%	31 4%	115 5%	8 4%	46 4%	117 6%	117 5%	38 5%	42 7%	14 6%	234 5%	56 7%	159 6%	113 5%	30 4%	16 4%	9 6%	272 6%	25 5%	109 7%z	224 5%
11-20	35 1%	23 1%d	10 *	24 1%	11 *	23 1%	-	7 1%	10 *	3 1%	7 1%	11 1%	18 1%	1 *	3 1%	1 *	29 1%	5 1%	15 1%	14 1%	5 1%	*	1 1%	29 1%	1 *	12 1%	24 1%
21+	8 *	2 *	3 *	4 *	4 *	2 *	-	-	3 *	-	1 *	2 *	4 *	3 *	-	-	6 *	-	4 *	4 *	1 *	-	-	8 *	-	4 *	4 *
Any Received (non-zero entry)	2363 38%	948 39%	882 39%	1378 40%	1312 40%	948 39%	60 31%	326 42%f	882 39%	82 36%	441 41%	925 45%lmnopq	919 38%moq	251 31%	200 34%	62 26%	1844 41%lmnoq	262 31%	1134 44%stuvwx	885 37%stuvx	186 27%	105 30%	43 27%	2019 41%stuvx	149 29%	660 41%	1703 38%
Total Mean (including those not Receiving any)																											
Mean	1.08	1.13	1.07	1.14	1.10	1.13	0.77	1.14	1.07	1.07	1.12	1.21moq	1.07	0.94	0.96	0.79	1.13q	0.91	1.23stux	1.05	0.82	0.79	0.87	1.14tux	0.81	1.29z	1.00
Std Dev.	2.28	2.38	2.18	2.33	2.19	2.38	1.47	2.24	2.18	2.53	2.25	2.24	2.36	2.48	1.90	1.82	2.31	1.88	2.35	2.36	2.04	1.62	2.02	2.35	1.75	2.66	2.12
Std Error	0.03	0.05	0.05	0.04	0.04	0.05	0.10	0.07	0.05	0.17	0.07	0.05	0.05	0.09	0.08	0.11	0.03	0.06	0.05	0.05	0.08	0.09	0.16	0.03	0.08	0.07	0.03
Receiving Mean (excluding those not Receiving any)																											
Mean	2.82	2.86	2.74	2.85	2.77	2.86	2.47	2.73	2.74	2.95	2.71	2.69	2.84	3.04	2.85	3.04	2.76	2.89	2.78	2.80	3.01	2.65	3.22	2.79	2.81	3.18z	2.68
Std Dev.	2.95	3.06	2.75	2.96	2.75	3.06	1.67	2.76	2.75	3.50	2.83	2.69	3.11	3.67	2.31	2.44	2.91	2.34	2.86	3.15	2.94	1.97	2.75	2.99	2.23	3.39	2.75
Std Error	0.06	0.10	0.09	0.08	0.07	0.10	0.21	0.14	0.09	0.37	0.13	0.09	0.10	0.22	0.16	0.27	0.07	0.14	0.08	0.10	0.21	0.20	0.44	0.06	0.19	0.14	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	3806 62%	240 60%	3540 62%	26 61%	1005 59%	2596 63%d	205 64%	3587 62%	91 56%	47 69%	51 68%	3725 61%	31 88%
1-2	1462 24%	100 25%	1355 24%	6 16%	400 23%	985 24%	76 24%	1395 24%	35 22%	10 14%	18 24%	1440 24%	4 10%
3-4	524 9%	23 6%	494 9%	7 17%a	171 10%e	326 8%	28 9%	495 8%	21 13%	4 6%	4 5%	520 9%	* 1%
5-10	333 5%	32 8%	300 5%	1 3%	112 7%	208 5%	13 4%	310 5%	14 9%	8 11%	2 2%	331 5%	* *
11-20	35 1%	5 1%	30 1%	1 2%	15 1%	21 *	-	35 1%	-	-	-	35 1%	-
21+	8 *	-	8 *	-	3 *	6 *	-	8 *	-	-	-	8 *	-
Any Received (non-zero entry)	2363 38%	160 40%	2186 38%	16 39%	700 41%e	1545 37%	117 36%	2244 38%	70 44%	21 31%	24 32%	2335 39%	4 12%
Total Mean (including those not Receiving any)													
Mean	1.08	1.28	1.06	1.50	1.27ef	1.02	0.87	1.09	1.27	0.92	0.68	1.09	0.21
Std Dev.	2.28	2.44	2.26	3.33	2.55	2.20	1.59	2.31	2.12	1.67	1.36	2.30	0.63
Std Error	0.03	0.12	0.03	0.47	0.06	0.03	0.09	0.03	0.18	0.22	0.16	0.03	0.12
Receiving Mean (excluding those not Receiving any)													
Mean	2.82	3.20	2.78	3.87	3.10e	2.73	2.39	2.82	2.91	2.95	2.12	2.83	1.77
Std Dev.	2.95	2.96	2.93	4.48	3.20	2.89	1.83	2.99	2.35	1.74	1.67	2.96	0.84
Std Error	0.06	0.22	0.06	1.20	0.11	0.07	0.17	0.06	0.31	0.42	0.33	0.06	0.34

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_7. Approximately how many of the following have you personally received in the last week through the post?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	3806	958	994	956	898	324	320	314	332	333	330	328	321	307	285	299	314
	62%	62%	65%d	62%	59%	61%n	62%n	63%n	63%n	65%n	65%n	67%mno	60%	58%	54%	59%	63%n
1-2	1462	348	348	382	384	122	104	122	116	124	108	108	126	148	164	119	101
	24%	23%	23%	25%	25%	23%	20%	24%	22%	24%	21%	22%	24%	28%fp	31%efhjklop	23%	20%
3-4	524	159	115	119	131	45	69	45	35	33	47	26	52	41	38	51	42
	9%	10%bc	7%	8%	9%	9%	13%hikmn	9%	7%	6%	9%	5%	10%k	8%	7%	10%k	8%
5-10	333	72	72	77	112	35	22	15	38	15	18	25	23	30	42	33	37
	5%	5%	5%	5%	7%abc	7%gi	4%	3%	7%gi	3%	4%	5%	4%	6%	8%gij	7%gi	7%gij
11-20	35	6	10	13	6	2	2	2	2	4	4	4	8	1	1	4	1
	1%	*	1%	1%	*	*	*	*	*	1%	1%	1%	2%	*	*	1%	*
21+	8	1	2	2	4	-	1	-	1	-	1	-	2	-	2	-	2
	*	*	*	*	*	-	*	-	*	-	*	-	*	-	*	-	*
Any Received (non-zero entry)	2363	585	547	594	637	204	197	184	193	176	178	163	212	220	247	208	182
	38%	38%	35%	38%	41%b	39%	38%	37%	37%	35%	35%	33%	40%	42%k	46%efghijkp	41%k	37%
Total Mean (including those not Receiving any)																	
Mean	1.08	1.03	1.00	1.04	1.25ab	1.07	1.11	0.90	1.12	0.89	1.00	0.89	1.20	1.03	1.30gik	1.26gik	1.17
Std Dev.	2.28	2.01	2.27	2.25	2.57	2.04	2.18	1.76	2.44	2.08	2.26	2.08	2.78	1.72	2.62	2.35	2.73
Std Error	0.03	0.05	0.06	0.06	0.07	0.09	0.10	0.08	0.11	0.09	0.10	0.09	0.12	0.08	0.11	0.10	0.12
Receiving Mean (excluding those not Receiving any)																	
Mean	2.82	2.71	2.83	2.72	3.00	2.77	2.90	2.44	3.03	2.59	2.84	2.68	3.02	2.47	2.81	3.06	3.19
Std Dev.	2.95	2.46	3.06	2.93	3.27	2.48	2.70	2.15	3.23	2.85	3.06	2.88	3.73	1.89	3.25	2.82	3.73
Std Error	0.06	0.10	0.13	0.12	0.13	0.17	0.19	0.15	0.23	0.20	0.23	0.21	0.25	0.13	0.21	0.19	0.27

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	4055 66%	725 59%	3330 67%a	548 64%	3507 66%	1925 64%	2118 67%e	641 78%ijklm	639 73%klm	788 70%klm	563 68%klm	712 62%klm	407 54%	304 48%	1280 75%opq	1351 70%pq	1424 56%q	711 51%	3378 65%	637 70%r
1-2	1328 22%	327 27%b	1001 20%	197 23%	1131 21%	674 22%	653 21%	127 15%	161 18%	214 19%	177 22%g	274 24%ghi	211 28%ghi	165 26%ghi	287 17%	391 20%	650 26%no	377 27%no	1145 22%	180 20%
3-4	424 7%	93 8%	331 7%	55 6%	369 7%	216 7%	208 7%	30 4%	48 6%	59 5%	37 4%	100 9%ghij	75 10%ghij	76 12%ghij	78 5%	95 5%	251 10%no	150 11%no	377 7%	44 5%
5-10	329 5%	80 6%	249 5%	59 7%	269 5%	179 6%	149 5%	26 3%	21 2%	57 6%h	41 5%h	48 4%	62 8%ghijk	73 12%ghijk	47 3%	98 5%n	183 7%no	136 10%nop	282 5%	43 5%
11-20	24 *	5 *	19 *	1 *	23 *	10 *	14 *	- -	3 *	3 *	4 1%	3 *	3 *	8 1%gik	3 *	7 *	14 1%	11 1%n	23 *	1 *
21+	8 *	3 *	5 *	- -	8 *	8 *f	- -	- -	- -	2 *	- -	5 *	2 *	- -	- -	2 *	7 *	2 *	8 *	- -
Any Received (non-zero entry)	2114 34%	508 41%b	1606 33%	313 36%	1801 34%	1088 36%f	1024 33%	182 22%	233 27%	334 30%g	259 32%g	430 38%ghij	353 46%ghijk	323 52%ghijk	416 25%	593 30%n	1105 44%no	676 49%nop	1835 35%s	268 30%

Total Mean (including those not Receiving any)

	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Mean	0.99	1.18b	0.94	0.98	0.99	1.05	0.93	0.52	0.65	0.86g	0.88g	1.07gh	1.38ghijk	1.78ghijkl	0.59	0.87n	1.34no	1.56nop	1.02s	0.78
Std Dev.	2.21	2.44	2.14	1.85	2.26	2.34	2.07	1.36	1.63	2.20	2.05	2.48	2.48	2.78	1.51	2.14	2.57	2.63	2.27	1.83
Std Error	0.03	0.08	0.03	0.06	0.03	0.04	0.04	0.05	0.06	0.07	0.07	0.07	0.09	0.11	0.04	0.05	0.05	0.07	0.03	0.07

Receiving Mean (excluding those not Receiving any)

	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Mean	2.87	2.87	2.88	2.69	2.91	2.90	2.85	2.36	2.44	2.90	2.79	2.84	2.97g	3.46ghij	2.41	2.85n	3.06n	3.21n	2.90	2.63
Std Dev.	2.96	3.11	2.92	2.20	3.08	3.14	2.77	2.01	2.37	3.22	2.83	3.36	2.92	3.04	2.22	3.05	3.14	2.98	3.02	2.55
Std Error	0.06	0.15	0.07	0.13	0.07	0.09	0.09	0.16	0.16	0.17	0.17	0.16	0.15	0.16	0.11	0.12	0.09	0.11	0.07	0.19

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	4055 66%	704 61%	1290 66%a	933 67%a	1126 67%a	1994 64%	2059 67%	2519 68%h	1478 62%	381 68%	454 63%	1019 65%	1035 67%	711 67%	2508 65%	398 68%	3395 66%	836 64%	3018 66%	201 67%
1-2	1328 22%	292 25%bd	409 21%	298 21%	330 20%	701 23%	628 20%	784 21%	531 22%	103 18%	161 22%	366 23%i	314 20%	242 23%	841 22%	110 19%	1142 22%	291 22%	985 22%	52 17%
3-4	424 7%	85 7%	128 7%	97 7%	114 7%	213 7%	211 7%	225 6%	191 8%g	36 6%	52 7%	108 7%	110 7%	61 6%	270 7%	36 6%	342 7%	86 7%	313 7%	25 8%
5-10	329 5%	70 6%	106 5%	58 4%	95 6%	176 6%	153 5%	147 4%	174 7%g	36 6%	43 6%	72 5%	86 6%	49 5%	201 5%	38 6%	265 5%	67 5%	242 5%	20 6%
11-20	24 *	2 *	7 *	5 *	9 1%	9 *	15 *	9 *	15 1%g	4 1%	8 1%k	2 *	7 *	4 *	17 *	4 1%	20 *	13 1%r	10 *	2 1%
21+	8 *	-	3 *	3 *	2 *	3 *	5 *	3 *	5 *	1 *	-	3 *	2 *	2 *	5 *	1 *	7 *	3 *	5 *	-
Any Received (non-zero entry)	2114 34%	449 39%bcd	653 34%	461 33%	551 33%	1102 36%	1012 33%	1167 32%	917 38%g	180 32%	264 37%	552 35%	518 33%	358 33%	1335 35%	189 32%	1777 34%	460 36%	1555 34%	99 33%
Total Mean (including those not Receiving any)																				
Mean	0.99	0.97	1.00	0.92	1.04	0.99	0.98	0.81	1.25g	1.12	1.21km	0.91	1.00	0.88	1.00	1.11	0.97	1.11r	0.94	1.05
Std Dev.	2.21	1.73	2.24	2.21	2.45	2.06	2.34	1.87	2.62	2.73	2.69	1.96	2.30	1.97	2.25	2.69	2.17	2.73	2.02	2.33
Std Error	0.03	0.05	0.05	0.06	0.06	0.04	0.04	0.03	0.05	0.11	0.10	0.05	0.06	0.06	0.04	0.11	0.03	0.07	0.03	0.13
Receiving Mean (excluding those not Receiving any)																				
Mean	2.87	2.50	2.96a	2.77	3.16a	2.77	2.98	2.55	3.26g	3.49km	3.28km	2.59	3.01	2.62	2.89	3.44p	2.82	3.14	2.78	3.19
Std Dev.	2.96	1.96	3.02	3.10	3.40	2.65	3.27	2.56	3.38	3.87	3.59	2.57	3.14	2.65	3.03	3.82	2.92	3.83	2.64	3.12
Std Error	0.06	0.08	0.12	0.15	0.15	0.08	0.11	0.08	0.10	0.29	0.22	0.11	0.13	0.14	0.08	0.27	0.07	0.17	0.07	0.33

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	285
None	4055 66%	3495 66%	559 65%	110 64%	3414 66%	332 64%	190 64%	118 69%	164 65%p	463 69%p	325 64%	288 64%	341 63%	395 69%p	565 70%lp	569 67%p	305 58%	47 68%	285 63%
1-2	1328 22%	1139 21%	190 22%	41 23%	1110 21%	117 23%	63 21%	38 22%	49 19%	128 19%	99 19%	109 24%o	141 26%hijo	129 22%	170 21%	155 18%	131 25%o	12 17%	105 23%
3-4	424 7%	360 7%	64 7%	13 8%	353 7%	40 8%	22 8%	9 5%	21 9%n	45 7%	45 9%n	30 7%	34 6%	31 5%	34 4%	64 8%	47 9%n	4 6%	36 8%n
5-10	329 5%	280 5%	49 6%	8 5%	284 5%g	22 4%	18 6%g	5 3%	13 5%	30 5%	38 8%m	18 4%	25 5%	16 3%	40 5%	57 7%m	46 9%ijklmr	3 4%	19 4%
11-20	24 *	23 *	1 *	* *	15 *	7 1%dg	2 1%	-	3 1%no	5 1%	1 *	1 *	1 *	2 *	-	-	2 *	3 4%ijklmnopr	4 1%no
21+	8 *	8 *	-	-	8 *	-	-	-	1 *	3 *	-	1 *	2 *	-	2 *	-	-	-	-
Any Received (non-zero entry)	2114 34%	1810 34%	304 35%	62 36%	1771 34%	186 36%	105 36%	52 31%	87 35%	212 31%	184 36%	160 36%	203 37%n	178 31%	246 30%	276 33%	225 42%himno	22 32%	164 37%

Total Mean (including those not Receiving any)

	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Mean	0.99	1.00	0.91	0.92	0.98g	1.09g	1.05g	0.67	1.18mn	1.06	1.11mn	0.95	0.98	0.74	0.77	1.02m	1.22mn	1.44mn	1.03m
Std Dev.	2.21	2.28	1.73	1.77	2.21	2.48	2.06	1.40	2.73	2.93	2.05	2.19	2.41	1.70	1.88	1.99	2.03	3.75	2.22
Std Error	0.03	0.04	0.04	0.06	0.04	0.07	0.07	0.05	0.15	0.15	0.11	0.12	0.13	0.09	0.10	0.10	0.11	0.29	0.07

Receiving Mean (excluding those not Receiving any)

	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Mean	2.87	2.92	2.59	2.56	2.97g	3.02g	2.97g	2.18	3.41mn	3.37m	3.06m	2.65	2.63	2.37	2.55	3.12m	2.87	4.52	2.82
Std Dev.	2.96	3.09	2.04	2.13	2.97	3.36	2.51	1.75	3.74	4.43	2.38	2.99	3.36	2.34	2.68	2.36	2.22	5.57	2.91
Std Error	0.06	0.08	0.07	0.11	0.09	0.16	0.13	0.11	0.33	0.41	0.20	0.26	0.29	0.22	0.25	0.21	0.18	0.69	0.15

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	4055 66%	1582 66%	1456 64%	2240 65%	2114 64%	1582 66%	133 69%	489 63%	1456 64%j	148 65%	628 59%	1243 60%	1614 66%k	591 73%klp	413 70%kp	169 71%k	2857 64%k	582 70%kp	1583 62%	1591 67%r	503 74%rsvw	252 71%rvw	94 59%	3174 64%	346 67%	1103 68%	2952 65%
1-2	1328 22%	532 22%	494 22%	773 22%	736 22%	532 22%	36 18%	166 21%	494 22%	37 16%	256 24%i	525 25%lmnoq	515 21%m	135 17%	113 19%	37 16%	1040 23%moq	150 18%	630 25%stux	492 21%t	111 16%	60 17%	33 21%	1123 23%t	93 18%	332 20%	996 22%
3-4	424 7%	151 6%	155 7%	250 7%	253 8%	151 6%	8 4%	58 7%	155 7%	19 8%	89 8%	162 8%m	168 7%	37 5%	39 7%	18 8%	330 7%m	57 7%	200 8%	151 6%	35 5%	19 5%	18 11%t	351 7%	37 7%	100 6%	324 7%
5-10	329 5%	126 5%	140 6%	178 5%	192 6%	126 5%	13 7%	55 7%	140 6%	21 9%	89 8%	121 6%	127 5%	45 6%	25 4%	11 5%	248 6%	36 4%	143 6%	120 5%	29 4%	23 7%	12 8%	263 5%	35 7%	88 5%	241 5%
11-20	24 *	10 *	10 *	12 *	12 *	10 *	2 1%	7 1%	10 *	2 1%	5 *	9 *	8 *	3 *	2 *	2 1%	17 *	4 *	9 *	9 *	2 *	*	2 1%	18 *	2 *	4 *	20 *
21+	8 *	2 *	5 *	3 *	6 *	2 *	1 1%e	2 *	5 *	-	3 *	4 *	3 *	-	2 *	-	7 *	2 *	3 *	5 *	-	*	1 *	8 *	1 *	1 *	7 *
Any Received (non-zero entry)	2114 34%	822 34%	804 36%	1217 35%	1199 36%	822 34%	60 31%	289 37%	804 36%	78 35%	443 41%h	820 40%lmnopq	821 34%m	220 27%	181 30%	69 29%	1642 36%mno	250 30%	985 38%stu	777 33%t	178 26%	102 29%	66 41%tu	1762 36%tu	168 33%	525 32%	1589 35%
Total Mean (including those not Receiving any)																											
Mean	0.99	0.96	1.08	0.97	1.06	0.96	1.19	1.26e	1.08	1.38	1.35l	1.12m	0.97m	0.76	0.89	1.04	1.04m	0.94	1.06t	0.95	0.74	0.91	1.47stw	1.01t	1.08t	0.93	1.01
Std Dev.	2.21	2.15	2.43	2.09	2.29	2.15	3.35	2.82	2.43	2.82	2.67	2.37	2.18	1.72	2.17	2.56	2.27	2.29	2.14	2.30	1.72	2.05	3.19	2.22	2.47	2.09	2.25
Std Error	0.03	0.04	0.05	0.04	0.04	0.04	0.23	0.09	0.05	0.19	0.08	0.05	0.04	0.06	0.09	0.16	0.03	0.08	0.04	0.05	0.07	0.12	0.26	0.03	0.11	0.05	0.03
Receiving Mean (excluding those not Receiving any)																											
Mean	2.87	2.80	3.04	2.77	2.93	2.80	3.81e	3.38e	3.04	4.00	3.26	2.82	2.88	2.82	2.94	3.59	2.85	3.12	2.75	2.91	2.83	3.16	3.56	2.82	3.32	2.87	2.88
Std Dev.	2.96	2.88	3.26	2.73	3.01	2.88	5.12	3.79	3.26	3.54	3.31	3.06	2.94	2.26	3.08	3.67	3.00	3.26	2.69	3.23	2.33	2.75	4.15	2.94	3.37	2.83	3.01
Std Error	0.06	0.10	0.11	0.08	0.08	0.10	0.63	0.21	0.11	0.42	0.15	0.10	0.10	0.15	0.23	0.42	0.07	0.21	0.08	0.11	0.17	0.28	0.55	0.07	0.27	0.13	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	4055 66%	260 65%	3763 66%	32 77%	1072 63%	2752 66%d	231 72%d	3816 65%	114 71%	44 65%	49 67%	3974 66%	31 89%
1-2	1328 22%	86 21%	1236 22%	7 16%	373 22%	896 22%	60 19%	1265 22%	25 16%	19 28%	18 24%	1309 22%	1 4%
3-4	424 7%	33 8%	390 7%	1 3%	144 8%e	264 6%	16 5%	405 7%	14 8%	2 2%	2 3%	420 7%	2 7%
5-10	329 5%	18 5%	309 5%	2 4%	102 6%	212 5%	15 5%	314 5%	8 5%	3 5%	4 5%	325 5%	-
11-20	24 *	3 1%	21 *	-	11 1%	13 *	-	22 *	-	-	2 2%gk	22 *	-
21+	8 *	1 *	7 *	-	4 *	5 *	-	8 *	-	-	-	8 *	-
Any Received (non-zero entry)	2114 34%	141 35%	1964 34%	9 23%	633 37%ef	1390 34%	91 28%	2015 35%	47 29%	24 35%	25 33%	2085 34%	4 11%
Total Mean (including those not Receiving any)													
Mean	0.99	1.13	0.98	0.54	1.15ef	0.94	0.75	1.00	0.81	0.69	0.95	0.99	0.24
Std Dev.	2.21	2.88	2.16	1.21	2.47	2.12	1.72	2.23	1.74	1.27	2.23	2.21	0.78
Std Error	0.03	0.14	0.03	0.17	0.06	0.03	0.10	0.03	0.15	0.17	0.27	0.03	0.14
Receiving Mean (excluding those not Receiving any)													
Mean	2.87	3.20	2.85	2.40	3.09	2.79	2.66	2.89	2.78	1.98	2.83	2.88	2.26
Std Dev.	2.96	4.13	2.87	1.47	3.23	2.87	2.32	2.99	2.24	1.45	3.12	2.97	1.13
Std Error	0.06	0.33	0.06	0.49	0.12	0.08	0.25	0.07	0.34	0.33	0.62	0.06	0.80

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_8. Approximately how many of the following have you personally received in the last week through the post?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	4055 66%	958 62%	1002 65%	1070 69%a	1025 67%a	333 63%	318 62%	307 62%	363 69%fgc	318 62%	321 63%	347 71%efglo	372 70%fglo	352 67%	381 72%efgjlo	313 62%	331 67%
1-2	1328 22%	353 23%	347 22%	313 20%	316 21%	114 22%	111 22%	127 26%ln	108 21%	120 24%n	118 23%n	97 20%	97 18%	119 23%	90 17%	121 24%n	105 21%
3-4	424 7%	129 8%c	104 7%	89 6%	101 7%	56 11%ghkmn	43 8%	31 6%	30 6%	34 7%	40 8%	22 5%	36 7%	31 6%	31 6%	38 8%	32 6%
5-10	329 5%	96 6%	73 5%	72 5%	87 6%	25 5%	41 8%h	30 6%	20 4%	28 6%	25 5%	23 5%	25 5%	25 5%	28 5%	34 7%	26 5%
11-20	24 *	5 *	10 1%	3 *	5 *	-	4 1%	1 *	2 *	5 1%	3 1%	2 *	1 *	*	2 *	1	1 *
21+	8 *	2 *	5 *	1 *	1 *	-	-	2 *	-	3 1%	2 *	1 *	-	-	-	1 *	-
Any Received (non-zero entry)	2114 34%	585 38%cd	539 35%	480 31%	510 33%	195 37%kn	199 38%hkln	191 38%hkln	161 31%	192 38%kln	187 37%n	144 29%	160 30%	175 33%	151 28%	194 38%hkln	165 33%
Total Mean (including those not Receiving any)																	
Mean	0.99	1.10c	1.07c	0.83	0.94	0.98	1.26hklmnp	1.07	0.80	1.29hklmnp	1.13m	0.85	0.85	0.78	0.88	1.09m	0.87
Std Dev.	2.21	2.24	2.56	1.98	2.00	1.73	2.53	2.38	1.81	3.16	2.53	2.45	1.93	1.49	2.02	2.18	1.76
Std Error	0.03	0.06	0.07	0.05	0.05	0.08	0.11	0.11	0.08	0.14	0.11	0.11	0.08	0.07	0.09	0.10	0.08
Receiving Mean (excluding those not Receiving any)																	
Mean	2.87	2.90	3.06	2.67	2.84	2.65	3.26m	2.78	2.62	3.43m	3.06	2.88	2.82	2.35	3.09m	2.85	2.61
Std Dev.	2.96	2.82	3.55	2.79	2.57	1.92	3.17	3.17	2.43	4.38	3.39	3.82	2.61	1.73	2.74	2.72	2.19
Std Error	0.06	0.12	0.15	0.12	0.11	0.14	0.23	0.22	0.19	0.30	0.25	0.29	0.20	0.14	0.20	0.20	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	4096 66%	841 68%	3255 66%	523 61%	3574 67%c	2010 67%	2075 66%	604 73%klm	619 71%lm	807 72%klm	595 72%klm	762 67%lm	419 55%m	289 46%	1223 72%pq	1403 72%pq	1470 58%q	708 51%	3421 66%	644 71%r
1-2	1640 27%	342 28%	1298 26%	275 32%d	1365 26%	771 26%	866 28%	164 20%	217 25%	248 22%	189 23%	316 28%gi	255 34%ghij	251 40%ghijk	381 22%	437 22%	821 32%no	505 36%nop	1415 27%	209 23%
3-4	266 4%	23 2%	243 5%a	46 5%	220 4%	136 5%	131 4%	25 3%	22 3%	43 4%	25 3%	35 3%	59 8%ghij	57 9%ghij	48 3%	68 4%	151 6%no	116 8%nop	133 4%	33 4%
5-10	148 2%	24 2%	125 3%	15 2%	133 3%	85 3%	63 2%	30 4%hij	11 1%	20 2%	9 1%	29 3%	9 3%hj	26 4%hij	40 2%	29 2%	79 3%o	50 4%o	133 3%	15 2%
11-20	9 *	2 *	7 *	1 *	8 *	4 *	5 *	1 *	3 *	- -	2 *	* *	1 *	2 *	3 *	2 *	3 *	3 *	8 *	* *
21+	9 *	1 *	8 *	1 *	8 *	7 *	2 *	- -	1 *	3 *	1 *	- -	2 *	2 *	1 *	4 *	4 *	4 *	8 *	- -
Any Received (non-zero entry)	2073 34%	392 32%	1681 34%	338 39%d	1735 33%	1003 33%	1067 34%	219 27%	254 29%	314 28%	227 28%	380 33%gij	341 45%ghijk	337 54%ghijkl	473 28%	541 28%	1058 42%no	678 49%nop	1791 34%s	260 29%
Total Mean (including those not Receiving any)																				
Mean	0.72	0.64	0.74	0.78	0.71	0.77	0.68	0.62	0.59	0.63	0.62	0.61	0.96ghijk	1.26ghijkl	0.60	0.63	0.87no	1.09nop	0.73	0.59
Std Dev.	1.94	2.12	1.89	1.88	1.94	2.14	1.72	1.49	1.71	2.22	2.49	1.19	1.93	2.33	1.60	2.34	1.78	2.13	1.86	1.44
Std Error	0.02	0.07	0.03	0.06	0.03	0.04	0.03	0.05	0.06	0.07	0.09	0.03	0.07	0.09	0.04	0.05	0.03	0.06	0.03	0.06
Receiving Mean (excluding those not Receiving any)																				
Mean	2.14	2.02	2.17	1.99	2.17	2.31f	1.99	2.32k	2.01	2.24	2.26	1.82	2.13	2.34k	2.16	2.25	2.09	2.24	2.12	2.06
Std Dev.	2.85	3.36	2.71	2.58	2.90	3.19	2.48	2.09	2.67	3.75	4.33	1.42	2.42	2.75	2.42	4.00	2.25	2.59	2.66	2.05
Std Error	0.06	0.19	0.06	0.14	0.07	0.10	0.07	0.14	0.18	0.21	0.28	0.07	0.12	0.14	0.12	0.17	0.07	0.09	0.06	0.16

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 94

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	4096 66%	678 59%	1329 68%a	921 66%a	1167 70%a	2007 65%	2088 68%e	2566 70%h	1472 61%	399 71%m	470 65%	1056 67%	1017 65%	684 64%	2544 66%	418 71%p	3411 66%	911 70%r	2978 65%	207 69%
1-2	1640 27%	386 33%bcd	486 25%	377 27%	390 23%	873 28%f	767 25%	919 25%	698 29%g	117 21%	201 28%i	406 26%	427 28%i	304 28%i	1035 27%i	123 21%	1405 27%o	299 23%	1268 28%q	73 24%
3-4	266 4%	47 4%	84 4%	68 5%	68 4%	131 4%	135 4%	122 3%	141 6%g	27 5%	32 4%	72 5%	68 4%	46 4%	172 4%	27 5%	223 4%	62 5%	192 4%	13 4%
5-10	148 2%	32 3%	41 2%	25 2%	51 3%	73 2%	76 2%	69 2%	75 3%g	17 3%	14 2%	32 2%	36 2%	31 3%	83 2%	18 3%	119 2%	24 2%	119 3%	6 2%
11-20	9 *	3 *	2 *	3 *	1 *	5 *	4 *	5 *	4 *	1 *	1 *	2 *	3 *	* *	6 *	1 *	6 *	1 *	7 *	1 *
21+	9 *	7 1%bcd	1 *	- -	1 *	8 *	1 *	5 *	4 *	- -	- -	3 *	1 *	4 *	4 *	- -	8 *	1 *	8 *	- -
Any Received (non-zero entry)	2073 34%	475 41%bcd	614 32%	472 34%	511 30%	1090 35%f	983 32%	1121 30%	923 39%g	162 29%	248 35%	515 33%	536 35%	385 36%i	1299 34%	170 29%	1762 34%o	385 30%	1594 35%q	93 31%
Total Mean (including those not Receiving any)																				
Mean	0.72	1.00bcd	0.65	0.68	0.64	0.78	0.66	0.64	0.85g	0.65	0.66	0.68	0.71	0.83	0.69	0.65	0.71	0.63	0.75	0.64
Std Dev.	1.94	2.99	1.75	1.34	1.59	2.30	1.48	1.99	1.84	1.57	1.34	1.77	1.64	2.44	1.64	1.56	1.81	1.63	2.03	1.64
Std Error	0.02	0.08	0.04	0.04	0.04	0.04	0.03	0.03	0.04	0.07	0.05	0.05	0.04	0.07	0.03	0.06	0.03	0.04	0.03	0.09
Receiving Mean (excluding those not Receiving any)																				
Mean	2.14	2.43	2.04	2.02	2.11	2.21	2.07	2.09	2.20	2.26	1.92	2.09	2.05	2.31	2.04	2.26	2.09	2.12	2.15	2.06
Std Dev.	2.85	4.26	2.62	1.62	2.28	3.44	1.99	3.17	2.40	2.21	1.66	2.57	2.24	3.62	2.28	2.20	2.61	2.41	2.97	2.40
Std Error	0.06	0.17	0.11	0.08	0.10	0.10	0.06	0.10	0.07	0.17	0.11	0.11	0.09	0.18	0.06	0.16	0.06	0.11	0.07	0.26

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	4096 66%	3581 67%bc	516 60%	101 58%	3464 67%	328 63%	188 64%	116 68%	173 69%p	476 71%opq	342 67%	285 64%	354 65%	405 71%kopq	577 71%kopqr	534 63%	318 60%	39 57%	289 64%
1-2	1640 27%	1361 26%	279 32%a	56 32%a	1355 26%	154 30%	83 28%	48 28%	64 25%	146 22%	140 27%	136 30%i	150 28%	140 24%	206 25%	225 27%	150 28%i	24 36%i	129 29%i
3-4	266 4%	222 4%	44 5%	11 7%	224 4%	23 4%	14 5%	6 4%	12 5%n	32 5%	16 3%	18 4%	26 5%	22 4%	18 2%	45 5%n	36 7%jn	3 4%	20 4%
5-10	148 2%	125 2%	23 3%	5 3%	128 2%g	11 2%g	9 3%g	1 *	2 1%	22 3%	10 2%	7 1%	9 2%	6 1%	10 1%	38 5%hklmn	24 5%hklmn	3 4%	9 2%
11-20	9 *	7 *	2 *	* *	6 *	2 *	1 *d	-	-	-	-	3 1%	3 1%	-	-	-	-	-	2 *
21+	9 *	9 *	-	-	8 *	1 *	-	-	-	-	1 *	1 *	2 *	-	-	3 *	1 *	-	1 *
Any Received (non-zero entry)	2073 34%	1725 33%	348 40%a	72 42%a	1721 33%	190 37%	107 36%	55 32%	77 31%	199 29%	167 33%	163 36%mn	190 35%	168 29%	234 29%	310 37%imn	212 40%himn	30 43%imn	160 36%n
Total Mean (including those not Receiving any)																			
Mean	0.72	0.71	0.81	0.82	0.72g	0.81g	0.75g	0.51	0.54	0.66	0.62	0.82mn	0.81mn	0.50	0.49	0.92hjmn	1.04hjmn	0.83mn	0.80mn
Std Dev.	1.94	2.00	1.44	1.34	1.94	2.30	1.60	0.90	1.09	1.40	1.55	2.81	2.38	1.02	1.06	2.17	2.89	1.24	2.42
Std Error	0.02	0.03	0.03	0.04	0.03	0.07	0.05	0.03	0.06	0.07	0.08	0.15	0.12	0.05	0.05	0.11	0.15	0.10	0.08
Receiving Mean (excluding those not Receiving any)																			
Mean	2.14	2.17	2.02	1.97	2.16g	2.20	2.08g	1.59	1.75	2.25hmn	1.88	2.25	2.31	1.72	1.68	2.51hmn	2.60mn	1.90	2.25
Std Dev.	2.85	3.03	1.65	1.43	2.87	3.37	2.07	0.91	1.31	1.75	2.22	4.30	3.58	1.21	1.36	2.96	4.11	1.23	3.63
Std Error	0.06	0.08	0.06	0.07	0.09	0.16	0.11	0.06	0.13	0.17	0.21	0.38	0.32	0.11	0.13	0.25	0.34	0.14	0.19

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	4096 66%	1622 67%bc	1444 64%	2295 66%	2117 64%	1622 67%	138 71%	491 63%	1444 64%j	155 69%j	626 58%	1257 61%	1612 66%k	612 75%klp	415 70%kp	180 76%klp	2869 64%	595 72%klp	1597 62%	1609 68%rw	494 72%rw	251 71%r	115 72%	3207 65%	366 71%rw	1062 65%	3034 67%
1-2	1640 27%	635 26%	628 28%	945 27%	938 28%	635 26%	39 20%	219 28%	628 28%	48 21%	330 31%i	635 31%mnoq	666 27%moq	154 19%	139 23%	43 18%	1301 29%mnoq	182 22%	780 30%stux	590 25%	146 21%	83 24%	37 23%	1370 28%st	121 23%	414 25%	1226 27%
3-4	266 4%	99 4%	114 5%	138 4%	153 5%	99 4%	10 5%	51 7%e	114 5%	13 6%	67 6%	112 5%q	96 4%	29 4%	18 3%	8 3%	209 5%	26 3%	122 5%	106 4%	24 3%	9 3%	3 2%	228 5%	13 2%	98 6%z	168 4%
5-10	148 2%	44 2%	65 3%	73 2%	93 3%	44 2%	5 3%	17 2%	65 3%	10 4%	43 4%	54 3%	53 2%	12 1%	22 4%m	6 3%	107 2%	28 3%	61 2%	57 2%	16 2%	8 2%	5 3%	118 2%	13 3%	49 3%	99 2%
11-20	9 *	1 *	5 *	3 *	6 *	1 *	1 1%	-	5 *	-	2 *	2 *	4 *	2 *	-	1 1%	6 *	1 *	5 *	*	2 *s	2 *s	-	5 *	2 *	4 *	5 *
21+	9 *	3 *	5 *	4 *	6 *	3 *	-	-	5 *	-	3 *	3 *	4 *	2 *	-	-	7 *	-	3 *	6 *	-	-	-	9 *	-	1 *	8 *
Any Received (non-zero entry)	2073 34%	782 33%	816 36%a	1162 34%	1197 36%a	782 33%	56 29%	287 37%	816 36%	71 31%	446 42%hi	806 39%lmnoq	823 34%moq	199 25%	179 30%	58 24%	1630 36%mnoq	237 28%	971 38%stux	759 32%	187 28%	102 29%	45 28%	1730 35%stx	148 29%	567 35%	1506 33%
Total Mean (including those not Receiving any)																											
Mean	0.72	0.67	0.80	0.69	0.79	0.67	0.72	0.72	0.80	0.72	0.98	0.81m	0.72	0.56	0.69	0.59	0.76m	0.66	0.79	0.72	0.58	0.58	0.54	0.75	0.57	0.81	0.69
Std Dev.	1.94	2.09	1.96	1.95	1.85	2.09	1.96	1.25	1.96	1.48	2.13	1.97	1.96	2.05	1.49	1.85	1.97	1.60	2.10	1.97	1.46	1.42	1.22	2.04	1.36	2.00	1.91
Std Error	0.02	0.04	0.04	0.03	0.03	0.04	0.14	0.04	0.04	0.10	0.06	0.04	0.04	0.07	0.06	0.11	0.03	0.06	0.04	0.04	0.06	0.08	0.10	0.03	0.06	0.05	0.03
Receiving Mean (excluding those not Receiving any)																											
Mean	2.14	2.06	2.22	2.07	2.17	2.06	2.51	1.95	2.22	2.30	2.35	2.07	2.12	2.29	2.28	2.42	2.09	2.31	2.08	2.24	2.12	1.99	1.92	2.15	1.97	2.32	2.08
Std Dev.	2.85	3.25	2.75	2.92	2.55	3.25	2.99	1.36	2.75	1.84	2.78	2.71	2.90	3.63	1.94	3.10	2.81	2.27	2.99	2.95	2.13	2.04	1.63	2.97	1.92	2.82	2.85
Std Error	0.06	0.11	0.09	0.08	0.07	0.11	0.38	0.07	0.09	0.22	0.12	0.09	0.10	0.25	0.15	0.36	0.07	0.14	0.09	0.10	0.15	0.21	0.26	0.07	0.17	0.12	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	4096 66%	266 66%	3802 66%	28 67%	1103 65%	2779 67%	214 66%	3844 66%	112 69%	47 69%	61 81%gk	4003 66%	33 93%
1-2	1640 27%	104 26%	1524 27%	12 29%	440 26%	1106 27%	93 29%	1578 27%	32 20%	17 25%	12 16%	1628 27%	* *
3-4	266 4%	17 4%	249 4%	-	98 6%e	161 4%	8 3%	248 4%	11 7%	4 6%	1 1%	264 4%	2 7%
5-10	148 2%	11 3%	136 2%	1 3%	59 3%e	84 2%	6 2%	142 2%	6 3%	-	1 2%	147 2%	* *
11-20	9 *	1 *	8 *	-	4 *	5 *	-	9 *	-	-	-	9 *	-
21+	9 *	1 *	8 *	-	1 *	7 *	1 *	9 *	-	-	-	9 *	-
Any Received (non-zero entry)	2073 34%	135 34%	1925 34%	14 33%	602 35%	1362 33%	108 34%	1986 34%j	49 31%	21 31%	14 19%	2056 34%j	3 7%
Total Mean (including those not Receiving any)													
Mean	0.72	0.86	0.71	0.53	0.81	0.68	0.71	0.73	0.73	0.49	0.32	0.73	0.28
Std Dev.	1.94	3.26	1.81	1.04	1.86	1.93	2.40	1.97	1.49	0.86	0.98	1.95	1.03
Std Error	0.02	0.16	0.02	0.15	0.04	0.03	0.13	0.03	0.13	0.11	0.12	0.03	0.19
Receiving Mean (excluding those not Receiving any)													
Mean	2.14	2.57	2.12	1.63	2.30	2.08	2.11	2.15	2.39	1.56	1.71	2.14	3.86
Std Dev.	2.85	5.24	2.61	1.26	2.52	2.89	3.79	2.89	1.83	0.81	1.73	2.85	0.90
Std Error	0.06	0.42	0.06	0.34	0.10	0.08	0.38	0.06	0.29	0.19	0.42	0.06	0.52

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_9. Approximately how many of the following have you personally received in the last week through the post?
Catalogues and brochures

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	491	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	4096 66%	994 64%	1033 67%	1046 67%	1023 67%	345 65%	335 65%	313 63%	379 72%fgjlmo	324 64%	330 65%	337 69%	384 72%fgjlmo	325 62%	352 66%	315 62%	357 72%gjlmo
1-2	1640 27%	410 27%	417 27%	420 27%	393 26%	141 27%	139 27%	131 26%	112 21%	150 29%hl	155 31%hlnp	118 24%	119 22%	183 35%efghklnp	123 23%	154 30%hln	116 23%
3-4	266 4%	90 6%c	65 4%	47 3%	64 4%	30 6%jmop	27 5%jmp	32 6%jmop	30 6%jmp	26 5%jmp	10 2%	19 4%	17 3%	11 2%	41 8%jklmop	13 3%	10 2%
5-10	148 2%	43 3%b	22 1%	33 2%	51 3%b	10 2%	15 3%h	18 4%h	4 1%	7 1%	11 2%	17 3%h	10 2%	6 1%	16 3%h	25 5%ehilmp	10 2%
11-20	9 *	6 *	2 *	* *	1 *	2 *	1 *	3 1%	-	-	2 *	-	* -	-	-	-	1 *
21+	9 *	1 *	2 *	4 *	2 *	-	-	1 *	-	2 *	-	1 *	2 *	1 *	-	-	2 *
Any Received (non-zero entry)	2073 34%	549 36%	508 33%	504 33%	512 33%	183 35%	182 36%hl	185 37%hlp	145 28%	185 36%hlp	178 35%h	154 31%	148 28%	202 38%hlp	180 34%	193 38%hlp	139 28%
Total Mean (including those not Receiving any)																	
Mean	0.72	0.83b	0.64	0.67	0.74	0.73h	0.77h	0.99h	0.50	0.76h	0.67	0.71	0.60	0.71	0.74h	0.83h	0.66
Std Dev.	1.94	2.16	1.58	2.20	1.72	1.64	1.44	3.07	1.04	2.09	1.42	2.13	2.10	2.37	1.43	1.56	2.11
Std Error	0.02	0.05	0.04	0.06	0.04	0.07	0.06	0.14	0.05	0.09	0.06	0.09	0.09	0.11	0.06	0.07	0.09
Receiving Mean (excluding those not Receiving any)																	
Mean	2.14	2.32	1.95	2.06	2.23	2.12	2.18	2.66	1.81	2.10	1.91	2.25	2.16	1.84	2.18	2.18	2.36
Std Dev.	2.85	3.10	2.24	3.48	2.36	2.21	1.69	4.58	1.25	3.04	1.85	3.31	3.54	3.56	1.71	1.86	3.45
Std Error	0.06	0.13	0.10	0.15	0.10	0.16	0.13	0.33	0.10	0.22	0.14	0.26	0.27	0.27	0.12	0.13	0.28

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	5328 / 86%	1095 / 89%b	4233 / 86%	671 / 78%	4657 / 88%c	2543 / 84%	2771 / 88%e	718 / 87%lm	773 / 89%lm	1026 / 91%gklm	746 / 91%klm	987 / 86%lm	619 / 81%m	459 / 73%	1491 / 88%pq	1771 / 91%npq	2066 / 82%q	1078 / 78%	4484 / 86%	800 / 88%
1-2	768 / 12%	131 / 11%	637 / 13%	161 / 19%d	607 / 11%	417 / 14%f	350 / 11%	96 / 12%i	80 / 9%	91 / 8%	69 / 8%	143 / 13%ij	129 / 17%ghijk	159 / 25%ghijkl	176 / 10%	160 / 8%	432 / 17%no	288 / 21%nop	674 / 13%s	87 / 10%
3-4	48 / 1%	4 / *	44 / 1%	19 / 2%d	29 / 1%	34 / 1%f	14 / *	5 / 1%	14 / 2%ij	2 / *	2 / *	7 / 1%	11 / 1%ij	7 / 1%i	19 / 1%o	4 / *	26 / 1%o	19 / 1%o	38 / 1%	9 / 1%
5-10	21 / *	2 / *	19 / *	10 / 1%d	11 / *	16 / 1%	5 / *	5 / 1%	5 / 1%	4 / *	3 / *	2 / *	* / -	1 / -	10 / 1%p	7 / *	4 / *	1 / *	14 / *	7 / 1%
11-20	5 / *	1 / *	4 / *	* / *	5 / *	4 / *	1 / *	- / -	1 / *	* / *	2 / *	2 / *	- / -	- / -	1 / *	2 / *	2 / *	- / -	3 / *	2 / *
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	841 / 14%	138 / 11%	704 / 14%a	190 / 22%d	651 / 12%	470 / 16%f	371 / 12%	106 / 13%i	100 / 11%	96 / 9%	76 / 9%	155 / 14%ij	141 / 19%ghijk	168 / 27%ghijkl	206 / 12%o	173 / 9%	463 / 18%no	309 / 22%nop	729 / 14%	105 / 12%
Total Mean (including those not Receiving any)																				
Mean	0.21	0.16	0.22	0.40d	0.18	0.28f	0.16	0.20	0.22i	0.13	0.17	0.20	0.24i	0.35ghijkl	0.21o	0.15	0.25o	0.29no	0.20	0.22
Std Dev.	0.70	0.63	0.71	0.98	0.63	0.82	0.55	0.69	0.81	0.55	0.78	0.74	0.57	0.69	0.75	0.66	0.68	0.63	0.66	0.88
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.02	0.03	0.02	0.03	0.02	0.02	0.03	0.02	0.02	0.01	0.02	0.01	0.04
Receiving Mean (excluding those not Receiving any)																				
Mean	1.52	1.46	1.53	1.82d	1.43	1.63f	1.38	1.57	1.89lm	1.57	1.79lm	1.48	1.30	1.32	1.73pq	1.67pq	1.37	1.31	1.46	1.94r
Std Dev.	1.25	1.29	1.24	1.33	1.21	1.44	0.94	1.27	1.60	1.15	1.91	1.45	0.64	0.70	1.44	1.54	1.00	0.67	1.14	1.84
Std Error	0.04	0.13	0.05	0.10	0.05	0.06	0.05	0.14	0.17	0.11	0.20	0.12	0.05	0.05	0.11	0.11	0.05	0.04	0.04	0.22

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 95

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	5328 86%	910 79%	1695 87%a	1222 88%a	1499 89%a	2605 84%	2721 89%e	3234 88%h	2015 84%	512 91%klmn	641 89%kln	1333 85%	1306 84%	926 87%	3280 85%	535 91%p	4436 86%	1119 86%	3957 87%	251 84%
1-2	768 12%	224 19%bcd	227 12%	160 12%	156 9%	451 15%f	317 10%	411 11%	348 15%g	45 8%	70 10%	227 14%ij	213 14%ij	130 12%i	509 13%ij	50 8%	669 13%o	155 12%	567 12%	46 15%
3-4	48 1%	11 1%	14 1%	8 1%	15 1%	25 1%	23 1%	22 1%	26 1%	2 *	3 *	8 1%	26 2%jk	9 1%	36 1%	2 *	46 1%	13 1%	32 1%	3 1%
5-10	21 *	8 1%c	5 *	1 *	7 *	13 *	8 *	16 *	5 *	1 *	4 1%	3 *	7 *	4 *	15 *	1 *	19 *	8 1%	11 *	1 *
11-20	5 *	* *	3 *	2 *	-	3 *	2 *	5 *	-	-	1 *	-	2 *	* *	3 *	-	3 *	* *	5 *	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	841 14%	243 21%bcd	249 13%	172 12%	178 11%	492 16%f	349 11%	453 12%	379 16%g	49 9%	77 11%	238 15%ij	248 16%ij	143 13%i	563 15%ij	53 9%	736 14%o	177 14%	615 13%	49 16%
Total Mean (including those not Receiving any)																				
Mean	0.21	0.31bcd	0.21	0.18	0.16	0.25f	0.17	0.20	0.22	0.12	0.18	0.21i	0.26i	0.20i	0.23i	0.12	0.22o	0.24	0.20	0.22
Std Dev.	0.70	0.76	0.75	0.68	0.58	0.76	0.63	0.75	0.62	0.46	0.74	0.59	0.84	0.63	0.73	0.46	0.70	0.75	0.68	0.67
Std Error	0.01	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.01	0.02	0.01	0.02	0.01	0.04
Receiving Mean (excluding those not Receiving any)																				
Mean	1.52	1.47	1.63	1.46	1.48	1.55	1.47	1.62h	1.40	1.35	1.68	1.38	1.65	1.52	1.54	1.33	1.52	1.73	1.47	1.37
Std Dev.	1.25	1.02	1.45	1.38	1.09	1.26	1.24	1.49	0.88	0.88	1.62	0.80	1.46	0.99	1.25	0.85	1.19	1.25	1.26	1.09
Std Error	0.04	0.06	0.10	0.12	0.09	0.05	0.07	0.07	0.04	0.13	0.19	0.05	0.09	0.07	0.05	0.12	0.04	0.09	0.05	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	338	64	441
None	5328 86%	4595 87%c	733 85%	141 81%	4471 86%	450 87%	251 85%	155 91%def	224 89%o	576 85%	454 89%o	392 87%	471 87%	493 86%	701 86%	709 84%	451 85%	59 85%	391 87%
1-2	768 12%	645 12%	122 14%	26 15%	652 13%g	64 12%	37 13%g	15 9%	24 10%	94 14%	50 10%	52 12%	67 12%	75 13%	96 12%	128 15%h	66 12%	10 14%	54 12%
3-4	48 1%	40 1%	8 1%	6 3%ab	41 1%	3 1%	3 1%	* *	2 1%	4 1%	5 1%	1 *	3 *	4 1%	10 1%	4 *	8 2%	* *	3 1%
5-10	21 *	20 *	1 *	* *	18 *	1 *	3 1%	- -	1 *	1 *	- -	4 1%	3 1%	- -	3 *	2 *	4 1%	* *	1 *
11-20	5 *	5 *	* *	* *	4 *	- -	1 *d	- -	- -	- -	- -	- -	- -	2 *	2 *	- -	- -	- -	- -
21+	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Any Received (non-zero entry)	841 14%	711 13%	131 15%	32 19%a	714 14%g	68 13%g	44 15%g	15 9%	26 11%	100 15%	54 11%	57 13%	73 13%	81 14%	111 14%	135 16%hj	78 15%	10 15%	58 13%
Total Mean (including those not Receiving any)																			
Mean	0.21	0.21	0.20	0.28	0.21g	0.19g	0.30deg	0.11	0.16	0.21	0.15	0.20	0.19	0.21	0.23	0.22	0.25j	0.18	0.19
Std Dev.	0.70	0.72	0.56	0.75	0.69	0.56	1.10	0.38	0.54	0.59	0.49	0.69	0.60	0.82	0.85	0.61	0.79	0.56	0.56
Std Error	0.01	0.01	0.01	0.02	0.01	0.02	0.04	0.01	0.03	0.03	0.03	0.04	0.03	0.04	0.04	0.03	0.04	0.04	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	1.52	1.55	1.32	1.51	1.51	1.41	1.97deg	1.24	1.53	1.40	1.40	1.60	1.39	1.50	1.67	1.39	1.72	1.24	1.45
Std Dev.	1.25	1.32	0.78	1.10	1.21	0.81	2.21	0.51	0.82	0.83	0.72	1.24	0.99	1.69	1.69	0.83	1.32	0.94	0.79
Std Error	0.04	0.06	0.04	0.08	0.06	0.06	0.17	0.06	0.13	0.11	0.11	0.19	0.14	0.23	0.24	0.11	0.18	0.17	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 95

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	5328 86%	2082 87%	1944 86%	2948 85%	2810 85%	2082 87%	179 92%g	653 84%	1944 86%	204 90%	898 84%	1714 83%	2104 86%k	731 90%klp	533 90%kp	222 93%klp	3818 85%	756 91%klp	2184 85%	2046 86%	603 88%	314 89%	147 92%	4230 86%	461 90%rw	1348 83%	3979 88%y
1-2	768 12%	292 12%	296 13%	457 13%	461 14%	292 12%	14 7%	118 15%f	296 13%	23 10%	162 15%	318 15%lmnoq	304 12%moq	72 9%	57 10%	12 5%	622 14%mnoq	68 8%	363 14%tx	283 12%	68 10%	38 11%	12 7%	646 13%	50 10%	243 15%z	524 12%
3-4	48 1%	20 1%	14 1%	33 1%	27 1%	20 1%	*	6 1%	14 1%	-	11 1%	21 1%	17 1%	6 1%	*	2 1%	39 1%	3 *	15 1%	26 1%	5 1%	2 *	1 1%	41 1%	3 1%	22 1%z	26 1%
5-10	21 *	6 *	4 *	15 *	14 *	6 *	1 1%	1 *	4 *	-	*	8 *	8 *	2 *	*	2 1%	17 *	3 *	7 *	11 *	2 *	-	*	18 *	*	13 1%z	8 *
11-20	5 *	4 *	1 *	4 *	1 *	4 *	*	-	1 *	-	-	2 *	1 *	-	2 *	*	3 *	2 *	-	2 *	3 *rw	-	-	2 *	-	2 *	3 *
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	841 14%	322 13%	316 14%	509 15%	503 15%	322 13%	15 8%	125 16%f	316 14%	23 10%	173 16%	349 17%lmnoq	331 14%moq	80 10%	60 10%	16 7%	680 15%mnoq	76 9%	384 15%x	322 14%	78 12%	39 11%	13 8%	706 14%x	53 10%	280 17%z	561 12%
Total Mean (including those not Receiving any)																											
Mean	0.21	0.21	0.19	0.24	0.22	0.21	0.13	0.21	0.19	0.10	0.21i	0.25mq	0.20	0.14	0.18	0.16	0.22m	0.17	0.21	0.22	0.22	0.14	0.14	0.21	0.14	0.30z	0.17
Std Dev.	0.70	0.76	0.59	0.78	0.67	0.76	0.55	0.56	0.59	0.30	0.55	0.75	0.65	0.51	0.84	0.80	0.70	0.83	0.60	0.73	0.99	0.44	0.57	0.67	0.49	0.91	0.60
Std Error	0.01	0.02	0.01	0.01	0.01	0.02	0.04	0.02	0.01	0.02	0.02	0.02	0.01	0.02	0.03	0.05	0.01	0.03	0.01	0.02	0.04	0.02	0.05	0.01	0.02	0.02	0.01
Receiving Mean (excluding those not Receiving any)																											
Mean	1.52	1.58	1.38	1.60	1.47	1.58	1.70	1.32	1.38	1.00	1.33	1.49	1.49	1.44	1.75	2.38	1.49	1.88p	1.40	1.58	1.94rw	1.24	1.67	1.48	1.35	1.77z	1.39
Std Dev.	1.25	1.47	0.93	1.40	1.07	1.47	1.13	0.73	0.93	0.00	0.64	1.22	1.10	0.87	2.06	2.11	1.16	2.07	0.86	1.34	2.28	0.63	1.19	1.11	0.82	1.50	1.08
Std Error	0.04	0.08	0.05	0.06	0.05	0.08	0.27	0.06	0.05	0.00	0.04	0.06	0.06	0.09	0.27	0.44	0.04	0.23	0.04	0.07	0.25	0.11	0.30	0.04	0.12	0.09	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	5328 86%	322 80%	4968 87%a	37 90%	1429 84%	3616 87%d	282 88%	5036 86%h	124 77%	62 90%	70 95%h	5222 86%h	35 100%
1-2	768 12%	72 18%b	691 12%	4 10%	240 14%	492 12%	36 11%	728 12%	30 19%j	6 9%	3 4%	765 13%	-
3-4	48 1%	5 1%	43 1%	-	26 2%e	22 1%	*	45 1%	3 2%	*	*	48 1%	*
5-10	21 *	1 *	20 *	-	10 1%	10 *	1 *	17 *	3 2%gjk	-	1 2%	20 *	-
11-20	5 *	-	5 *	-	1 *	2 *	2 1%e	5 *	-	-	-	5 *	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	841 14%	78 20%b	759 13%	4 10%	277 16%e	526 13%	39 12%	795 14%	36 23%gjk	7 10%	4 5%	838 14%	* *
Total Mean (including those not Receiving any)													
Mean	0.21	0.32b	0.20	0.10	0.28e	0.18	0.24	0.20	0.45gjk	0.10	0.15	0.21	*
Std Dev.	0.70	0.78	0.69	0.30	0.82	0.60	1.06	0.68	1.13	0.32	0.89	0.70	0.12
Std Error	0.01	0.04	0.01	0.04	0.02	0.01	0.06	0.01	0.10	0.04	0.11	0.01	0.02
Receiving Mean (excluding those not Receiving any)													
Mean	1.52	1.63	1.51	1.00	1.71e	1.39	1.93	1.49	2.01	1.03	2.82	1.51	3.00
Std Dev.	1.25	0.98	1.28	0.00	1.30	1.06	2.47	1.22	1.60	0.32	3.16	1.24	-
Std Error	0.04	0.11	0.05	0.00	0.08	0.05	0.41	0.04	0.27	0.13	1.41	0.04	-

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

QE1_10. Approximately how many of the following have you personally received in the last week through the post?
Magazines you subscribe to

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	5328	1323	1368	1357	1280	442	454	426	476	434	458	443	473	441	449	416	415
	86%	86%	89%ad	88%d	83%	84%	88%o	86%	91%egimnop	85%	90%emnop	90%emnop	89%o	84%	84%	82%	84%
1-2	768	203	162	175	228	78	54	71	44	70	48	46	49	80	80	77	71
	12%	13%	10%	11%	15%bc	15%hjkl	10%	14%hl	8%	14%h	9%	9%	9%	15%hjkl	15%hjkl	15%hjkl	14%hl
3-4	48	12	7	10	20	6	5	1	4	2	*	2	4	4	2	11	7
	1%	1%	*	1%	1%b	1%	1%	*	1%	*	*	*	1%	1%	*	2%gjn	1%j
5-10	21	4	3	6	8	1	2	*	-	1	2	-	5	1	2	4	2
	*	*	*	*	1%	*	*	*	-	*	*	-	1%	*	*	1%	*
11-20	5	1	2	2	*	-	1	-	-	2	-	-	2	-	*	-	-
	*	*	*	*	*	-	*	-	-	*	-	-	*	-	*	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	841	220	173	193	255	85	62	72	48	75	49	48	59	86	83	92	80
	14%	14%b	11%	12%	17%bc	16%hjk	12%	14%h	9%	15%h	10%	10%	11%	16%hjk	16%hjk	18%fhjkl	16%hjk
Total Mean (including those not Receiving any)																	
Mean	0.21	0.21	0.17	0.19	0.26bc	0.23hjk	0.20	0.21	0.13	0.24	0.13	0.13	0.22	0.21	0.24hjk	0.30hjk	0.24hjk
Std Dev.	0.70	0.68	0.66	0.71	0.73	0.65	0.80	0.57	0.48	0.93	0.47	0.44	0.99	0.56	0.66	0.83	0.70
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.02	0.04	0.02	0.02	0.04	0.03	0.03	0.04	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	1.52	1.49	1.50	1.50	1.57	1.41	1.66	1.44	1.44	1.64	1.34	1.35	1.96	1.26	1.52	1.68m	1.50
Std Dev.	1.25	1.17	1.38	1.44	1.07	0.98	1.71	0.69	0.80	1.88	0.80	0.56	2.32	0.78	0.89	1.21	1.07
Std Error	0.04	0.08	0.10	0.10	0.07	0.11	0.19	0.08	0.12	0.21	0.10	0.07	0.29	0.09	0.09	0.14	0.12

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 96

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	5238 85%	971 79%	4267 86%a	619 72%	4619 87%c	2482 82%	2743 87%e	663 81%	702 80%	921 82%	716 87%ghi	1006 88%ghi	667 88%ghi	563 90%ghi	1365 80%	1638 84%n	2236 88%no	1230 89%no	4482 86%s	714 79%
1-2	788 13%	219 18%b	569 12%	194 23%d	593 11%	442 15%f	346 11%	126 15%jklm	141 16%jklm	175 16%jklm	91 11%	127 11%	76 10%	52 8%	267 16%pq	265 14%pq	256 10%	129 9%	616 12%	163 18%r
3-4	104 2%	36 3%b	67 1%	36 4%d	68 1%	67 2%f	37 1%	20 2%k	25 3%k	18 2%k	12 1%	5 *	14 2%k	9 2%	45 3%p	30 2%	29 1%	23 2%	81 2%	22 2%
5-10	37 1%	6 *	31 1%	11 1%d	26 *	20 1%	17 1%	12 2%kl	4 *	8 1%	4 *	4 *	2 *	2 *	17 1%p	11 1%	9 *	5 *	34 1%	*
11-20	2 *	-	2 *	-	2 *	2 *	-	2 *	-	-	-	-	-	-	2 *	-	-	-	-	2 *r
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	931 15%	261 21%b	669 14%	242 28%d	689 13%	531 18%f	400 13%	161 19%jklm	171 20%jklm	201 18%jklm	106 13%	136 12%	93 12%	64 10%	331 20%opq	306 16%pq	293 12%	157 11%	731 14%	191 21%r
Total Mean (including those not Receiving any)																				
Mean	0.25	0.36b	0.23	0.50d	0.22	0.31f	0.21	0.40jklm	0.33jklm	0.30jklm	0.20	0.16	0.20	0.17	0.37opq	0.28pq	0.18	0.19	0.24	0.37r
Std Dev.	0.81	0.89	0.79	1.07	0.75	0.91	0.70	1.27	0.87	0.81	0.66	0.53	0.65	0.65	1.08	0.75	0.60	0.65	0.76	1.06
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.01	0.04	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.01	0.02	0.01	0.04
Receiving Mean (excluding those not Receiving any)																				
Mean	1.69	1.69	1.69	1.78	1.66	1.73	1.63	2.06k	1.69k	1.68k	1.59	1.36	1.64	1.70	1.87p	1.65	1.52	1.67	1.68	1.74
Std Dev.	1.38	1.20	1.45	1.34	1.39	1.48	1.24	2.19	1.26	1.16	1.08	0.87	1.07	1.27	1.78	1.13	1.04	1.15	1.29	1.72
Std Error	0.05	0.09	0.06	0.09	0.06	0.07	0.06	0.19	0.10	0.09	0.11	0.08	0.11	0.16	0.10	0.07	0.06	0.09	0.05	0.16

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 96

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	5238 85%	888 77%	1696 87%ac	1172 84%a	1481 89%ac	2585 83%	2652 86%e	3035 82%	2127 89%g	500 89%lmn	630 88%lm	1362 87%lm	1267 82%	865 81%	3259 85%lm	523 89%p	4343 84%	1091 84%	3889 85%	258 86%
1-2	788 13%	219 19%bcd	215 11%	185 13%d	170 10%	434 14%f	354 12%	548 15%h	228 10%	51 9%	75 10%	173 11%	237 15%ijkn	176 16%ijkn	486 13%	55 9%	701 14%o	167 13%	589 13%	32 11%
3-4	104 2%	31 3%bd	21 1%	33 2%bd	19 1%	52 2%	51 2%	78 2%h	26 1%	8 1%	7 1%	30 2%	37 2%	15 1%	74 2%	8 1%	91 2%	29 2%	68 1%	6 2%
5-10	37 1%	15 1%bc	9 *	5 *	8 1%	24 1%	13 *	26 1%	12 *	1 *	6 1%	4 *	12 1%	12 1%k	22 1%	1 *	35 1%	7 1%	26 1%	4 1%
11-20	2 *	-	2 *	-	-	2 *	-	-	2 *	-	-	2 *	-	-	2 *	-	2 *	2 *r	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	931 15%	265 23%bcd	247 13%	222 16%bd	197 12%	512 17%f	419 14%	652 18%h	267 11%	60 11%	89 12%	209 13%	286 18%ijkn	204 19%ijkn	584 15%l	64 11%	829 16%o	205 16%	683 15%	42 14%
Total Mean (including those not Receiving any)																				
Mean	0.25	0.40bcd	0.22	0.26d	0.19	0.29f	0.22	0.30h	0.19	0.18	0.21	0.22	0.32ijk	0.33ijk	0.26	0.17	0.27o	0.30	0.24	0.30
Std. Dev.	0.81	0.97	0.85	0.72	0.68	0.90	0.70	0.83	0.79	0.61	0.75	0.83	0.89	0.88	0.84	0.61	0.84	1.00	0.73	1.02
Std Error	0.01	0.03	0.02	0.02	0.02	0.02	0.01	0.01	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.02	0.01	0.03	0.01	0.06
Receiving Mean (excluding those not Receiving any)																				
Mean	1.69	1.75	1.73	1.61	1.64	1.74	1.63	1.68	1.74	1.64	1.73	1.68	1.75	1.71	1.72	1.60	1.70	1.87r	1.61	2.14
Std. Dev.	1.38	1.32	1.77	1.02	1.26	1.55	1.14	1.24	1.70	1.06	1.38	1.65	1.34	1.30	1.46	1.04	1.41	1.83	1.16	1.88
Std Error	0.05	0.08	0.12	0.08	0.09	0.07	0.06	0.05	0.10	0.14	0.15	0.12	0.08	0.10	0.06	0.13	0.05	0.12	0.05	0.28

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	5238 85%	4487 85%	751 87%	147 85%	4383 85%	447 86%	255 86%	153 90%d	224 90%lnp	582 86%n	441 87%n	394 88%n	452 83%	493 86%n	630 78%	726 86%n	440 83%	61 88%	386 86%n
1-2	788 13%	698 13%	90 10%	20 12%	682 13%g	60 12%	30 10%	16 9%	22 9%	80 12%	59 12%	45 10%	75 14%	78 14%	144 18%hijkr	106 13%	74 14%h	6 9%	54 12%
3-4	104 2%	84 2%	19 2%	3 2%	90 2%	7 1%	5 2%	1 1%	3 1%	11 2%	5 1%	7 2%	11 2%	2 *	28 3%jim	13 1%	10 2%	-	7 2%
5-10	37 1%	34 1%	3 *	2 1%	28 1%	4 1%	5 2%dg	* *	1 *	3 *	4 1%	3 1%	6 1%mo	-	7 1%	-	5 1%o	2 3%himor	2 1%
11-20	2 *	2 *	-	-	2 *	-	-	-	-	-	-	-	-	-	2 *	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	931 15%	818 15%	113 13%	26 15%	802 15%g	71 14%	40 14%	17 10%	26 10%	94 14%	68 13%	54 12%	91 17%h	81 14%	181 22%hijkmor	118 14%	89 17%h	8 12%	63 14%
Total Mean (including those not Receiving any)																			
Mean	0.25	0.26	0.23	0.29	0.26g	0.23	0.29g	0.15	0.17	0.21	0.22	0.22	0.32hmo	0.19	0.44hijkmor	0.19	0.29ho	0.25	0.23
Std Dev.	0.81	0.82	0.70	0.87	0.81	0.74	1.01	0.58	0.58	0.67	0.76	0.81	0.96	0.51	1.18	0.56	0.79	0.92	0.71
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.04	0.05	0.03	0.06	0.03	0.04	0.07	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	1.69	1.68	1.73	1.92	1.67	1.68	2.13dg	1.46	1.61	1.52	1.66	1.84mo	1.88mo	1.35	1.96mo	1.34	1.71	2.10	1.63
Std Dev.	1.38	1.42	1.10	1.42	1.36	1.25	1.93	1.21	0.99	1.13	1.42	1.57	1.59	0.54	1.80	0.83	1.15	1.92	1.14
Std Error	0.05	0.06	0.07	0.13	0.06	0.10	0.17	0.13	0.17	0.16	0.21	0.24	0.20	0.07	0.20	0.11	0.15	0.42	0.10

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	5238 85%	1937 81%	2019 89%acd	2801 81%	2882 87%ac	1937 81%	173 90%e	690 89%e	2019 89%	208 92%	963 90%	1750 85%	2033 84%	704 87%	507 85%	218 91%klp	3783 84%	725 87%	2110 82%	2014 85%r	611 90%rsw	313 88%r	155 96%rstuw	4124 84%	467 91%rsw	1300 80%	3938 87%y
1-2	788 13%	380 16%bd	213 9%	547 16%bd	379 11%	380 16%fg	17 9%	75 10%	213 9%	14 6%	96 9%	262 13%o	340 14%o	94 12%	73 12%	16 7%	602 13%o	89 11%	404 16%stuvx	291 12%tvx	56 8%	30 9%	5 3%	695 14%tuvx	35 7%	269 17%z	519 11%
3-4	104 2%	68 3%bd	21 1%	81 2%bd	35 1%	68 3%g	2 1%	10 1%	21 1%	4 2%	10 1%	36 2%	53 2%q	9 1%	5 1%	2 1%	89 2%	6 1%	43 2%	47 2%	7 1%	5 2%	1 1%	90 2%	7 1%	43 3%z	61 1%
5-10	37 1%	19 1%	7 *	26 1%	15 *	19 1%	1 1%	3 *	7 *	-	3 *	15 1%	9 *	4	7 1%t	3 1%	24 1%	10 1%l	13 1%	15 1%	6 1%	3 1%	-	28 1%	3 1%	16 1%	21 *
11-20	2 *	-	-	2 *	2 *	-	-	-	-	-	-	-	-	-	2 *lp	-	-	2 *p	-	-	-	2 *rsw	-	-	2 *rsw	-	2 *
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	931 15%	467 19%bd	241 11%	656 19%bd	431 13%b	467 19%fg	20 10%	88 11%	241 11%	18 8%	109 10%	313 15%o	402 16%o	107 13%	87 15%	21 9%	715 16%o	107 13%	459 18%stuvx	353 15%tvx	70 10%v	41 12%v	6 4%	812 16%tvx	47 9%	328 20%z	603 13%

Total Mean (including those not Receiving any)

	Total																										
Mean	0.25	0.35bd	0.16	0.33bd	0.20b	0.35g	0.19	0.19	0.16	0.13	0.15	0.26	0.27	0.21	0.28	0.17	0.27	0.24	0.28tv	0.26v	0.18	0.30	0.05	0.27tv	0.22	0.36z	0.22
Std Dev.	0.81	0.91	0.58	0.93	0.73	0.91	0.67	0.69	0.58	0.52	0.57	0.80	0.78	0.66	1.09	0.82	0.79	1.02	0.76	0.78	0.70	1.45	0.32	0.77	1.22	0.99	0.73
Std Error	0.01	0.02	0.01	0.02	0.01	0.02	0.05	0.02	0.01	0.04	0.02	0.02	0.02	0.02	0.05	0.05	0.01	0.04	0.01	0.02	0.03	0.08	0.03	0.01	0.06	0.03	0.01

Receiving Mean (excluding those not Receiving any)

	Total																										
Mean	1.69	1.79b	1.48	1.76b	1.57	1.79	1.80	1.71	1.48	1.56	1.51	1.72	1.64	1.59	1.89	1.92	1.67	1.90	1.57	1.74	1.74	2.61	1.46	1.64	2.47rsw	1.80	1.63
Std Dev.	1.38	1.30	1.09	1.43	1.41	1.30	1.21	1.28	1.09	1.09	1.08	1.32	1.20	1.05	2.27	2.15	1.25	2.24	1.10	1.23	1.42	3.54	0.91	1.16	3.34	1.51	1.31
Std Error	0.05	0.06	0.07	0.06	0.07	0.06	0.27	0.13	0.07	0.27	0.10	0.08	0.06	0.10	0.26	0.41	0.05	0.22	0.05	0.07	0.18	0.59	0.30	0.04	0.50	0.09	0.06

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

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Base : All participants

	Total	Housebound Housebound (a)	Housebound Not Housebound (b)	Housebound Prefer not to say (c)	Disability Disabled (d)	Disability Not Disabled (e)	Disability Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Internet access Have internet at home but don't use (h)	Internet access Don't have internet at home but use elsewhere (i)	Internet access Don't have access to the internet (j)	Internet access NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	5238 85%	313 78%	4888 85%a	38 91%	1402 82%	3557 86%d	280 87%	4945 85%h	124 77%	65 95%h	70 94%h	5134 85%h	35 98%
1-2	788 13%	70 18%b	714 12%	4 9%	246 14%	503 12%	39 12%	756 13%i	26 16%ij	2 3%	3 4%	784 13%i	1 2%
3-4	104 2%	16 4%b	87 2%	-	34 2%	67 2%	2 1%	94 2%	9 5%gjk	1 2%	*	104 2%	-
5-10	37 1%	1 *	36 1%	-	22 1%e	15 *	1 *	34 1%	2 2%	-	1 2%	36 1%	-
11-20	2 *	-	2 *	-	2 *	-	-	2 *	-	-	-	2 *	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	931 15%	88 22%b	839 15%	4 9%	304 18%e	585 14%	42 13%	885 15%	37 23%gjik	3 5%	4 6%	926 15%	1 2%
Total Mean (including those not Receiving any)													
Mean	0.25	0.37b	0.25	0.16	0.35ef	0.22	0.19	0.25	0.51gik	0.09	0.17	0.26	0.04
Std Dev.	0.81	0.88	0.80	0.54	1.09	0.67	0.65	0.79	1.29	0.45	0.92	0.81	0.27
Std Error	0.01	0.04	0.01	0.07	0.03	0.01	0.04	0.01	0.11	0.06	0.11	0.01	0.05
Receiving Mean (excluding those not Receiving any)													
Mean	1.69	1.70	1.69	1.84	1.94e	1.57	1.47	1.66	2.21	1.84	2.85	1.68	2.00
Std Dev.	1.38	1.13	1.41	0.43	1.89	1.02	1.17	1.35	1.87	1.19	2.82	1.37	-
Std Error	0.05	0.13	0.05	0.25	0.11	0.04	0.20	0.05	0.33	0.59	1.41	0.05	-

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_11. Approximately how many of the following have you personally received in the last week through the post?
Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	5238 85%	1343 87%b	1291 84%	1301 84%	1303 85%	454 86%	462 89%iljmop	427 86%	449 86%	414 81%	427 84%	420 85%	448 84%	433 82%	477 90%iljlmop	420 83%	407 82%
1-2	788 13%	173 11%	218 14%a	214 14%	183 12%	66 13%	46 9%	61 12%	65 12%	83 16%fn	71 14%fn	63 13%	65 12%	86 16%fn	47 9%	68 13%	68 14%n
3-4	104 2%	20 1%	23 1%	26 2%	35 2%	6 1%	4 1%	11 2%	10 2%	6 1%	6 1%	5 1%	13 2%	7 1%	9 2%	12 2%	15 3%f
5-10	37 1%	7 *	9 1%	9 1%	12 1%	2 *	5 1%	1 *	* *	6 1%	3 1%	3 1%	6 1%	1 *	* *	8 2%hn	4 1%
11-20	2 *	-	-	-	2 *	-	-	-	-	-	-	-	-	-	-	-	2 *
21+	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	931 15%	200 13%	250 16%a	249 16%	232 15%	74 14%	54 11%	72 14%	75 14%	95 19%fn	80 16%fn	71 15%	84 16%n	94 18%fn	56 10%	88 17%fn	89 18%fn
Total Mean (including those not Receiving any)																	
Mean	0.25	0.21	0.25	0.27	0.29a	0.19	0.21	0.22	0.22	0.29n	0.25	0.23	0.30n	0.29n	0.16	0.34en	0.37en
Std Dev.	0.81	0.73	0.76	0.77	0.96	0.58	0.90	0.67	0.66	0.80	0.80	0.69	0.89	0.70	0.58	0.99	1.22
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.03	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.05
Receiving Mean (excluding those not Receiving any)																	
Mean	1.69	1.61	1.55	1.71	1.89	1.40	1.98	1.55	1.52	1.53	1.59	1.61	1.88	1.62	1.53	1.94	2.06
Std Dev.	1.38	1.36	1.24	1.10	1.76	0.86	2.06	1.02	1.05	1.24	1.39	1.02	1.43	0.78	1.05	1.59	2.19
Std Error	0.05	0.10	0.09	0.07	0.12	0.11	0.28	0.12	0.13	0.14	0.17	0.12	0.15	0.09	0.13	0.19	0.24

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	5644 91%	1149 93%	4495 91%	720 84%	4925 93%c	2738 91%	2894 92%	734 89%	769 88%	1025 91%	762 93%gh	1070 94%gh	695 91%	589 94%gh	1504 89%	1787 92%n	2353 93%n	1283 93%n	4794 92%s	804 89%
1-2	432 7%	70 6%	362 7%	95 11%d	337 6%	218 7%	213 7%	69 8%	73 8%	81 7%	48 6%	67 6%	60 8%	34 5%	142 8%	129 7%	161 6%	94 7%	343 7%	86 9%r
3-4	50 1%	8 1%	42 1%	25 3%d	25 *	32 1%	18 1%	10 1%kl	21 2%iklm	6 1%	7 1%	3 *	1 *	2 *	31 2%opq	13 1%	6 *	3 *	40 1%	8 1%
5-10	42 1%	5 *	37 1%	22 3%d	21 *	24 1%	18 1%	10 1%k	10 1%k	10 1%	4 1%	2 *	4 *	3 *	19 1%p	15 1%	8 *	6 *	36 1%	7 1%
11-20	*	-	*	*	-	*	-	-	-	-	*	*	-	-	-	-	*	-	*	-
21+	*	-	*	*	*	*	-	-	-	-	*	-	*	-	-	*	*	*	*	-
Any Received (non-zero entry)	525 9%	84 7%	441 9%	141 16%d	384 7%	275 9%	249 8%	89 11%jklm	103 12%jklm	97 9%	60 7%	72 6%	65 9%	38 6%	192 11%opq	157 8%	176 7%	103 7%	419 8%	100 11%r
Total Mean (including those not Receiving any)																				
Mean	0.17	0.12	0.18	0.43d	0.12	0.19	0.15	0.24km	0.25iklm	0.16k	0.17	0.09	0.15	0.12	0.25pq	0.16	0.12	0.14	0.16	0.20
Std Dev.	0.92	0.68	0.97	1.94	0.60	1.09	0.72	0.97	0.84	0.70	1.68	0.43	0.72	0.73	0.90	1.22	0.61	0.72	0.95	0.77
Std Error	0.01	0.02	0.01	0.07	0.01	0.02	0.01	0.03	0.03	0.02	0.06	0.01	0.03	0.03	0.02	0.03	0.01	0.02	0.01	0.03
Receiving Mean (excluding those not Receiving any)																				
Mean	1.95	1.83	1.98	2.63d	1.70	2.03	1.87	2.20k	2.13k	1.83	2.31	1.44	1.72	2.00	2.16p	2.01	1.67	1.82	1.99	1.82
Std Dev.	2.54	1.94	2.64	4.14	1.53	3.05	1.84	2.08	1.42	1.63	5.88	0.98	1.84	2.24	1.75	3.84	1.66	1.99	2.74	1.57
Std Error	0.11	0.25	0.12	0.35	0.08	0.19	0.12	0.23	0.15	0.17	0.74	0.11	0.21	0.36	0.14	0.30	0.12	0.18	0.13	0.18

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

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	5644 91%	1017 88%	1790 92%a	1289 93%a	1546 92%a	2808 91%	2835 92%	3351 91%	2213 92%	519 93%	657 92%	1449 92%l	1385 89%	991 93%l	3490 91%	543 92%	4731 91%	1163 90%	4205 92%q	276 92%
1-2	432 7%	113 10%bcd	127 7%	93 7%	100 6%	240 8%	193 6%	274 7%	153 6%	32 6%	43 6%	98 6%	148 10%ijkm	62 6%	289 8%	35 6%	360 7%	92 7%	320 7%	21 7%
3-4	50 1%	15 1%c	16 1%	4 *	15 1%	30 1%	19 1%	34 1%	13 1%	6 1%	8 1%	12 1%	10 1%	11 1%	29 1%	6 1%	42 1%	17 1%	30 1%	2 1%
5-10	42 1%	8 1%	10 1%	7 1%	17 1%	19 1%	24 1%	27 1%	15 1%	4 1%	10 1%	13 1%	11 1%	4 *	33 1%	4 1%	38 1%	24 2%r	17 *	1 *
11-20	* *	* *	- -	- -	- -	* *	* -	* *	- -	- -	- -	- -	* *	- -	* *	- -	* *	* *	- -	- -
21+	* *	- -	* *	- -	- -	* *	* -	* *	* -	* *	* -	- -	* *	- -	* -	* *	* -	- -	* *	- -
Any Received (non-zero entry)	525 9%	136 12%bcd	153 8%	104 7%	132 8%	289 9%	236 8%	336 9%	181 8%	41 7%	61 8%	123 8%	169 11%km	78 7%	352 9%	45 8%	441 9%	133 10%r	367 8%	25 8%
Total Mean (including those not Receiving any)																				
Mean	0.17	0.23c	0.15	0.13	0.17	0.18	0.15	0.18	0.14	0.17	0.20	0.16	0.20	0.14	0.18	0.17	0.17	0.24r	0.14	0.16
Std. Dev.	0.92	0.89	1.18	0.61	0.79	1.08	0.72	1.05	0.69	0.89	0.85	0.72	1.34	0.68	1.03	0.88	0.95	0.95	0.92	0.67
Std Error	0.01	0.02	0.03	0.02	0.02	0.02	0.01	0.02	0.01	0.04	0.03	0.02	0.03	0.02	0.02	0.04	0.01	0.03	0.01	0.04
Receiving Mean (excluding those not Receiving any)																				
Mean	1.95	1.95	1.92	1.74	2.16	1.93	1.98	1.99	1.88	2.26	2.34	2.01	1.83	1.93	1.98	2.24	1.96	2.37	1.80	2.00
Std. Dev.	2.54	1.85	3.80	1.48	1.94	3.04	1.76	2.91	1.73	2.47	1.87	1.70	3.68	1.69	2.85	2.38	2.64	1.97	2.77	1.34
Std Error	0.11	0.15	0.31	0.15	0.17	0.18	0.12	0.17	0.12	0.36	0.24	0.16	0.29	0.18	0.15	0.34	0.13	0.16	0.15	0.28

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	418
None	5644 91%	4837 91%	807 93%	157 91%	4742 91%	481 93%f	263 89%	159 93%f	237 95%hln	615 91%	473 93%n	417 93%n	490 90%	528 92%	716 88%	787 93%n	480 91%	63 91%	418 93%n
1-2	432 7%	387 7%	45 5%	10 6%	368 7%	29 6%	26 9%e	10 6%	11 4%	54 8%	30 6%	26 6%	45 8%h	43 8%	79 10%hor	46 5%	34 6%	5 7%	23 5%
3-4	50 1%	44 1%	5 1%	1 1%	38 1%	6 1%	5 2%	1 *	1 *	4 1%	5 1%	3 1%	6 1%	1 *	4 1%	7 1%	6 1%	1 1%	6 1%
5-10	42 1%	36 1%	6 1%	4 2%a	37 1%	2 *	2 1%	1 1%	2 1%j	3 *	-	3 1%	3 1%	2 *	12 1%j	4 *	9 2%j	* *	2 1%
11-20	* *	- *	- *	-	-	* *	-	-	-	-	-	-	-	-	-	-	-	-	* *
21+	* *	- *	- *	* *a	-	* *	* *d	-	-	-	-	-	-	-	-	-	-	* *	-
Any Received (non-zero entry)	525 9%	468 9%	57 7%	16 9%	443 9%	37 7%	32 11%eg	12 7%	13 5%	61 9%	35 7%	32 7%	54 10%h	46 8%	95 12%hjkor	58 7%	49 9%	6 9%	31 7%
Total Mean (including those not Receiving any)																			
Mean	0.17	0.17	0.15	0.36a	0.16	0.16	0.28d	0.12	0.12	0.15	0.11	0.13	0.17	0.11	0.24jm	0.15	0.23jm	0.20	0.15
Std Dev.	0.92	0.74	1.63	3.48	0.73	0.79	2.66	0.62	0.62	0.69	0.44	0.58	0.62	0.44	1.00	0.81	0.84	1.16	0.71
Std Error	0.01	0.01	0.04	0.12	0.01	0.02	0.09	0.02	0.03	0.04	0.02	0.03	0.03	0.02	0.05	0.04	0.04	0.09	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	1.95	1.90	2.34	3.94	1.90	2.15	2.53	1.75	2.17	1.71	1.55	1.90	1.67	1.35	2.07	2.15	2.44lm	2.26	2.12m
Std Dev.	2.54	1.72	5.97	11.27	1.70	2.09	7.80	1.69	1.74	1.62	0.74	1.22	1.19	0.90	2.20	2.32	1.52	3.58	1.77
Std Error	0.11	0.09	0.46	1.22	0.10	0.23	0.76	0.23	0.39	0.28	0.15	0.24	0.20	0.16	0.33	0.45	0.26	0.87	0.21

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	5644 91%	2182 91%	2112 93%ac	3114 90%	3044 92%c	2182 91%	181 94%	728 94%e	2112 93%	211 93%	991 93%	1857 90%	2238 92%	732 90%	561 95%kmp	226 95%k	4096 91%	788 95%klmp	2329 91%	2163 91%	631 93%	327 92%	158 99%rstuw	4492 91%	485 94%rw	1384 85%	4260 94%y
1-2	432 7%	180 8%	132 6%	272 8%b	224 7%	180 8%	8 4%	43 6%	132 6%	12 5%	70 7%	168 8%nq	165 7%q	63 8%nq	25 4%	10 4%	334 7%nq	35 4%	203 8%v	166 7%v	38 6%	24 7%v	2 1%	369 7%v	26 5%	182 11%z	251 6%
3-4	50 1%	24 1%b	6 *	39 1%b	22 1%	24 1%	3 2%	4 *	6 *	1 1%	*	19 1%	17 1%	11 1%	2 *	1 *	36 1%	3 *	21 1%	19 1%	6 1%	2 1%	-	40 1%	2 *	33 2%z	17 *
5-10	42 1%	18 1%	9 *	31 1%	23 1%	18 1%	1 1%	3 *	9 *	2 1%	7 1%	18 1%	14 1%	4 1%	4 1%	1 *	32 1%	6 1%	15 1%	21 1%	6 1%	*	-	36 1%	*	30 2%z	13 *
11-20	*	*	*	*	*	*	-	-	-	-	-	*	*	*	-	-	*	-	*	*	-	-	-	*	-	*	-
21+	*	-	*	-	*	-	-	-	*	*	*	*	-	*	-	-	*	-	*	-	-	*	-	*	-	*	*
Any Received (non-zero entry)	525 9%	222 9%b	148 7%	343 10%bc	269 8%	222 9%g	12 6%	50 6%	148 7%	15 7%	80 7%	206 10%noq	197 8%q	79 10%nq	32 5%	12 5%	402 9%nq	44 5%	239 9%vx	205 9%v	50 7%v	27 8%v	1 1%	444 9%vx	29 6%	244 15%z	281 6%
Total Mean (including those not Receiving any)																											
Mean	0.17	0.17	0.13	0.19	0.16	0.17g	0.15	0.10	0.13	0.20	0.15	0.20lq	0.14	0.20	0.12	0.08	0.17	0.11	0.17v	0.17	0.16	0.15	0.03	0.17	0.11	0.35z	0.10
Std Dev.	0.92	0.72	1.14	0.78	1.07	0.72	0.69	0.48	1.14	1.19	0.76	0.84	0.66	1.71	0.67	0.46	0.75	0.61	0.74	0.77	0.82	2.35	0.26	0.75	1.95	1.55	0.52
Std Error	0.01	0.01	0.02	0.01	0.02	0.01	0.05	0.02	0.02	0.08	0.02	0.02	0.01	0.06	0.03	0.03	0.01	0.02	0.01	0.02	0.03	0.13	0.02	0.01	0.09	0.04	0.01
Receiving Mean (excluding those not Receiving any)																											
Mean	1.95	1.87	1.98	1.94	2.02	1.87	2.41	1.59	1.98	2.98	1.98	2.03	1.79	2.09	2.23	1.66	1.91	2.08	1.86	1.97	2.24	2.00	2.16	1.91	2.01	2.30z	1.65
Std Dev.	2.54	1.54	4.02	1.64	3.21	1.54	1.47	1.12	4.02	3.72	2.05	1.86	1.58	5.14	1.88	1.37	1.73	1.76	1.65	1.80	2.14	8.50	0.74	1.72	8.17	3.40	1.37
Std Error	0.11	0.10	0.31	0.09	0.19	0.10	0.37	0.14	0.31	0.99	0.22	0.13	0.11	0.61	0.32	0.31	0.09	0.24	0.10	0.13	0.30	1.73	0.30	0.08	1.49	0.23	0.08

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 97

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	5644 91%	336 84%	5270 92%a	38 91%	1509 88%	3844 93%d	291 90%	5343 92%h	132 82%	64 94%	72 98%h	5539 91%h	33 93%
1-2	432 7%	47 12%b	382 7%	4 9%	142 8%e	266 6%	24 7%	414 7%	16 10%j	2 3%	1 1%	432 7%	- -
3-4	50 1%	11 3%b	39 1%	- -	27 2%e	5 *	6 2%e	41 1%	5 3%gjk	1 2%	* *	47 1%	2 7%
5-10	42 1%	7 2%b	35 1%	- -	28 2%e	14 *	1 *	33 1%	8 5%gjk	* *	1 2%	41 1%	- -
11-20	* *	- -	* *	- -	* *	- -	- -	* *	- -	- -	- -	* *	- -
21+	* *	- -	* *	- -	- -	* *	* *	* *	- -	- -	- -	* *	- -
Any Received (non-zero entry)	525 9%	65 16%b	457 8%	4 9%	197 12%e	297 7%	31 10%	488 8%	29 18%gjk	4 6%	2 2%	521 9%	2 7%
Total Mean (including those not Receiving any)													
Mean	0.17	0.40b	0.15	0.15	0.27e	0.12	0.21	0.16	0.56gk	0.12	0.12	0.17	0.27
Std Dev.	0.92	1.21	0.90	0.50	1.02	0.87	0.88	0.89	1.66	0.66	0.88	0.92	1.01
Std Error	0.01	0.06	0.01	0.07	0.02	0.01	0.05	0.01	0.14	0.09	0.10	0.01	0.19
Receiving Mean (excluding those not Receiving any)													
Mean	1.95	2.45	1.88	1.66	2.33e	1.68	2.17	1.86	3.13	2.09	5.00	1.93	4.00
Std Dev.	2.54	2.03	2.61	0.55	2.05	2.84	1.99	2.52	2.73	2.04	-	2.54	0.00
Std Error	0.11	0.26	0.12	0.32	0.14	0.17	0.37	0.11	0.55	1.02	-	0.11	0.00

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

QE1_12. Approximately how many of the following have you personally received in the last week through the post?
Other important items which involve postal or delivery services

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	5644	1403	1418	1426	1397	477	469	458	500	457	462	449	502	476	496	444	457
	91%	91%	92%	92%	91%	90%	91%	92%	95%efijkmo	90%	91%	91%	94%lo	90%	93%o	88%	92%
1-2	432	104	107	106	115	36	36	32	20	49	38	33	27	46	34	51	30
	7%	7%	7%	7%	7%	7%	7%	6%	4%	10%hl	8%h	7%	5%	9%h	6%	10%hl	6%
3-4	50	24	6	11	9	7	10	6	*	2	5	7	2	1	1	4	4
	1%	2%bcd	*	1%	1%	1%h	2%hmn	1%h	*	*	1%	1%h	*	*	*	1%	1%
5-10	42	12	9	7	14	8	2	2	5	1	3	2	2	4	1	8	5
	1%	1%	1%	*	1%	1%	*	*	1%	*	1%	*	*	1%	*	2%n	1%
11-20	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-
	*				*										*		
21+	*	-	*	*	-	-	-	-	*	-	-	*	-	-	-	-	-
	*		*	*					*			*					
Any Received (non-zero entry)	525	140	123	124	138	51	48	41	25	52	46	42	31	51	36	63	39
	9%	9%	8%	8%	9%	10%h	9%h	8%	5%	10%hl	9%h	9%h	6%	10%h	7%	12%hlin	8%
Total Mean (including those not Receiving any)																	
Mean	0.17	0.18	0.16	0.14	0.18	0.22n	0.17	0.15	0.13	0.15	0.18	0.16	0.10	0.16	0.11	0.28ln	0.17
Std Dev.	0.92	0.78	1.29	0.67	0.81	0.97	0.66	0.67	1.98	0.56	0.84	0.70	0.58	0.73	0.50	1.03	0.81
Std Error	0.01	0.02	0.03	0.02	0.02	0.04	0.03	0.03	0.09	0.02	0.04	0.03	0.03	0.03	0.02	0.05	0.04
Receiving Mean (excluding those not Receiving any)																	
Mean	1.95	2.02	1.96	1.76	2.04	2.32	1.85	1.85	2.86	1.48	2.03	1.82	1.83	1.67	1.56	2.23	2.19
Std Dev.	2.54	1.75	4.18	1.69	1.87	2.20	1.29	1.56	8.86	1.02	2.04	1.63	1.69	1.76	1.17	2.08	1.98
Std Error	0.11	0.15	0.37	0.15	0.16	0.32	0.19	0.26	1.65	0.14	0.30	0.24	0.28	0.25	0.18	0.31	0.31

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 98

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	376 6%	75 6%	301 6%	30 4%	345 7%c	177 6%	199 6%	77 9%klm	59 7%l	59 5%	64 8%kl	51 4%	30 4%	35 6%	137 8%pq	123 6%p	116 5%	65 5%	313 6%	60 7%
1-2	968 16%	162 13%	806 16%a	87 10%	881 17%c	508 17%	459 15%	150 18%lm	171 20%lm	198 18%lm	148 18%lm	177 16%lm	85 11%m	38 6%	322 19%pq	346 18%pq	300 12%q	123 9%	814 16%	145 16%
3-4	1043 17%	205 17%	838 17%	132 15%	912 17%	529 18%	512 16%	145 18%	136 16%	211 19%m	147 18%	199 17%	118 16%	87 14%	281 17%	359 18%q	404 16%	205 15%	902 17%	132 15%
5-10	2074 34%	425 35%	1649 33%	278 32%	1797 34%	928 31%	1136 36%e	246 30%	272 31%	378 34%	271 33%	417 37%g	279 37%g	211 34%	518 31%	649 33%	907 36%n	490 35%n	1760 34%	303 33%
11-20	1230 20%	260 21%	969 20%	218 25%d	1012 19%	592 20%	637 20%	142 17%	174 20%	185 17%	134 16%	239 21%ij	175 23%gij	181 29%ghijkl	315 19%	319 16%	595 24%no	356 26%no	1046 20%	170 19%
21+	478 8%	105 9%	373 8%	116 13%d	362 7%	279 9%f	199 6%	64 8%	60 7%	90 8%k	58 7%	59 5%	73 10%k	75 12%ghijk	124 7%	148 8%	206 8%	147 11%nop	377 7%	96 11%r
Any Received (non-zero entry)	5793 94%	1158 94%	4635 94%	830 96%d	4963 93%	2836 94%	2943 94%	746 91%	813 93%	1063 95%g	758 92%	1091 96%gj	730 96%ghj	592 94%g	1559 92%	1821 94%	2413 95%no	1321 95%n	4899 94%	845 93%
Total Mean (including those not Receiving any)																				
Mean	8.74	9.27	8.61	11.10d	8.36	9.06	8.44	8.24	7.95	8.44	8.23	8.17	9.88ghijk	11.36ghijkl	8.09	8.35	9.47no	10.55nop	8.65	9.11
Std Dev.	10.40	11.12	10.21	11.44	10.18	11.04	9.77	10.53	8.94	10.47	11.07	8.70	11.28	12.22	9.74	10.73	10.54	11.73	10.31	10.39
Std Error	0.13	0.35	0.14	0.39	0.14	0.20	0.17	0.37	0.31	0.31	0.40	0.25	0.39	0.49	0.24	0.25	0.20	0.31	0.14	0.42
Receiving Mean (excluding those not Receiving any)																				
Mean	9.31	9.86	9.17	11.50d	8.94	9.63	9.01	9.09	8.53	8.91	8.93	8.55	10.26hik	12.03ghijkl	8.80	8.92	9.93no	11.07nop	9.20	9.76
Std Dev.	10.49	11.21	10.29	11.44	10.27	11.13	9.84	10.70	8.98	10.56	11.25	8.72	11.33	12.25	9.85	10.85	10.58	11.78	10.40	10.46
Std Error	0.14	0.36	0.15	0.40	0.15	0.21	0.18	0.40	0.33	0.32	0.42	0.26	0.40	0.50	0.26	0.26	0.21	0.31	0.14	0.44

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 98

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	376 6%	47 4%	120 6%a	88 6%a	119 7%a	167 5%	207 7%	198 5%	174 7%g	47 8%km	56 8%m	83 5%	98 6%	51 5%	236 6%	47 8%	298 6%	89 7%	263 6%	24 8%
1-2	968 16%	123 11%	350 18%a	220 16%a	275 16%a	473 15%	495 16%	621 17%h	322 13%	109 19%kln	104 14%	232 15%	225 14%	166 16%	561 15%	114 19%p	781 15%	200 15%	702 15%	67 22%qr
3-4	1043 17%	155 13%	357 18%a	244 18%a	288 17%a	512 17%	532 17%	654 18%	383 16%	102 18%	127 18%	286 18%	256 16%	157 15%	669 17%	105 18%	882 17%	220 17%	788 17%	36 12%
5-10	2074 34%	425 37%b	619 32%	449 32%	581 35%	1044 34%	1030 34%	1227 33%	820 34%	163 29%	239 33%	555 35%i	512 33%	358 33%	1305 34%	170 29%	1762 34%o	432 33%	1550 34%	92 31%
11-20	1230 20%	282 24%bcd	361 19%	292 21%	295 18%	643 21%	587 19%	715 19%	496 21%	113 20%	127 18%	315 20%	305 20%	247 23%jn	747 19%	123 21%	1029 20%	238 18%	938 21%	54 18%
21+	478 8%	122 11%bcd	136 7%	101 7%	119 7%	258 8%	220 7%	272 7%	199 8%	28 5%	66 9%i	101 6%	157 10%ik	89 8%i	324 8%i	29 5%	420 8%o	118 9%	332 7%	28 9%
Any Received (non-zero entry)	5793 94%	1106 96%bcd	1823 94%	1305 94%	1558 93%	2930 95%	2864 93%	3489 95%h	2221 93%	514 92%	662 92%	1489 95%i	1456 94%	1017 95%ij	3607 94%	541 92%	4874 94%	1207 93%	4310 94%	277 92%
Total Mean (including those not Receiving any)																				
Mean	8.74	10.43bcd	8.25	8.45	8.39	9.07	8.41	8.43	9.23g	7.58	9.18i	8.38	9.35ik	9.20i	8.92i	7.66	8.86o	9.34r	8.53	9.40
Std Dev.	10.40	11.90	9.96	9.17	10.66	10.77	10.01	9.52	11.68	9.00	12.91	9.11	10.78	10.71	10.59	8.91	10.47	11.84	9.59	14.72
Std Error	0.13	0.31	0.23	0.26	0.26	0.19	0.19	0.16	0.22	0.38	0.47	0.23	0.27	0.33	0.17	0.37	0.15	0.32	0.14	0.85
Receiving Mean (excluding those not Receiving any)																				
Mean	9.31	10.88bcd	8.80	9.02	9.03	9.58	9.02	8.91	9.95g	8.27	9.96i	8.85	9.98ik	9.67i	9.51i	8.32	9.41	10.02r	9.05	10.21
Std Dev.	10.49	11.95	10.05	9.20	10.79	10.85	10.09	9.56	11.82	9.09	13.15	9.14	10.85	10.78	10.67	8.99	10.54	11.98	9.64	15.07
Std Error	0.14	0.32	0.24	0.27	0.28	0.19	0.20	0.17	0.23	0.40	0.50	0.24	0.28	0.34	0.18	0.38	0.15	0.33	0.15	0.92

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

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	376 6%	336 6%	40 5%	7 4%	316 6%	35 7%	13 4%	12 7%	17 7%	44 7%	30 6%	23 5%	33 6%	41 7%	37 5%	64 8%	27 5%	4 5%	32 7%
1-2	968 16%	832 16%	136 16%	24 14%	831 16%	67 13%	42 14%	28 16%	44 18%g	113 17%	59 12%	73 16%	86 16%	78 14%	160 20%jmqr	142 17%	77 15%	5 7%	62 14%
3-4	1043 17%	908 17%	135 16%	31 18%	882 17%	80 15%	52 18%	29 17%	45 18%	107 16%	98 19%q	85 19%q	101 19%q	107 19%q	120 15%	133 16%	86 16%	6 8%	74 16%
5-10	2074 34%	1758 33%	317 37%	59 34%	1712 33%	201 38%df	96 33%	65 38%d	73 29%	235 35%o	193 38%ho	152 34%	178 33%	204 36%o	273 34%	230 27%	174 33%	37 54%hijklmnopr	164 37%ho
11-20	1230 20%	1058 20%	171 20%	37 21%	1034 20%	100 19%	66 22%g	29 17%	53 21%	117 17%	103 20%	84 19%	105 19%	119 21%	159 20%	186 22%	108 20%	13 18%	88 20%
21+	478 8%	413 8%	65 8%	17 10%	409 8%g	35 7%	27 9%g	7 4%	18 7%	59 9%m	26 5%	33 7%	40 7%	24 4%	62 8%	90 11%jmr	57 11%jmr	5 7%	29 7%
Any Received (non-zero entry)	5793 94%	4970 94%	824 95%	166 96%	4869 94%	483 93%	283 96%	159 93%	233 93%	631 93%	478 94%	426 95%	510 94%	533 93%	775 95%	780 92%	502 95%	65 95%	417 93%
Total Mean (including those not Receiving any)																			
Mean	8.74	8.77	8.55	9.78	8.73g	8.74g	9.78dg	7.24	8.56	8.65	8.31	8.15	8.60	7.92	8.68	9.41	9.80kmr	11.30km	8.35
Std Dev.	10.40	10.66	8.69	10.99	10.22	11.34	13.24	6.59	9.64	10.22	9.74	9.33	11.33	8.54	10.20	10.87	10.98	20.65	9.08
Std Error	0.13	0.16	0.19	0.36	0.18	0.34	0.43	0.24	0.52	0.53	0.51	0.49	0.59	0.44	0.52	0.57	0.58	1.59	0.29
Receiving Mean (excluding those not Receiving any)																			
Mean	9.31	9.36	8.97	10.18	9.30g	9.38g	10.22g	7.77	9.18	9.26	8.83	8.59	9.16	8.52	9.09	10.18m	10.33km	11.93km	8.99
Std Dev.	10.49	10.76	8.69	11.03	10.29	11.49	13.37	6.51	9.69	10.30	9.81	9.38	11.48	8.57	10.25	10.96	11.03	21.04	9.11
Std Error	0.14	0.17	0.20	0.37	0.18	0.35	0.44	0.24	0.54	0.55	0.53	0.51	0.62	0.46	0.54	0.59	0.60	1.65	0.30

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 98

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	376 6%	130 5%	117 5%	180 5%	168 5%	130 5%	11 6%	60 8%	117 5%	19 8%	52 5%	72 3%	134 5%k	90 11%klnp	30 5%	37 16%klnpq	206 5%	67 8%klp	86 3%	146 6%rw	80 12%rsw	35 10%rsw	18 11%rsw	232 5%r	53 10%rsw	74 5%	301 7%y
1-2	968 16%	369 15%	333 15%	512 15%	475 14%	369 15%	35 18%	108 14%	333 15%	40 18%	129 12%	255 12%	363 15%	157 19%klp	133 22%klp	57 24%klp	618 14%	191 23%klp	307 12%	389 16%rw	152 22%rsw	72 20%rw	43 27%rsw	696 14%r	115 22%rsw	231 14%	737 16%
3-4	1043 17%	405 17%	372 16%	590 17%	558 17%	405 17%	41 21%	129 17%	372 16%	39 17%	158 15%	304 15%	428 18%k	144 18%	117 20%k	47 20%	731 16%	163 20%k	383 15%	437 18%r	116 17%	73 21%r	26 16%	819 17%	99 19%	244 15%	799 18%
5-10	2074 34%	794 33%	819 36%c	1129 33%	1154 35%	794 33%	53 27%	256 33%	819 36%	70 31%	393 37%	741 36%o	816 34%	257 32%	191 32%	64 27%	1557 35%	255 31%	942 37%stux	768 32%	209 31%	102 29%	49 30%	1709 35%	151 29%	508 31%	1567 35%
11-20	1230 20%	501 21%	467 21%	735 21%	701 21%	501 21%	41 21%	165 21%	467 21%	49 22%	247 23%	492 24%mnoq	507 21%mnoq	124 15%o	86 15%o	19 8%	999 22%mnoq	105 13%	615 24%stuvx	448 19%tvx	91 13%	54 15%	17 11%	1063 22%stuvx	72 14%	385 24%z	845 19%
21+	478 8%	206 9%	152 7%	311 9%b	258 8%	206 9%	12 6%	59 8%	152 7%	9 4%	93 9%	200 10%mnq	188 8%m	38 5%	37 6%	14 6%	388 9%m	51 6%	236 9%tux	181 8%	34 5%	18 5%	7 4%	417 8%tx	25 5%	187 11%z	291 6%
Any Received (non-zero entry)	5793 94%	2274 95%	2143 95%	3277 95%	3146 95%	2274 95%	183 94%	718 92%	2143 95%	207 92%	1019 95%	1991 97%lmoq	2301 95%moq	721 89%	564 95%mo	201 84%	4292 95%moq	765 92%o	2482 97%stuvwx	2222 94%stuvx	601 88%	319 90%	142 89%	4704 95%stuvx	461 90%	1554 95%z	4239 93%
Total Mean (including those not Receiving any)																											
Mean	8.74	8.94	8.69	9.23	9.07	8.94	7.93	8.68	8.69	7.55	9.71hi	9.98lmnoq	8.78mnoq	7.14	7.61	6.37	9.33mnoq	7.25	9.72stuvx	8.59tvx	7.01	7.46	6.00	9.18tuvx	7.00	10.32z	8.17
Std Dev.	10.40	10.08	10.24	10.62	10.76	10.08	9.07	10.51	10.24	7.61	11.02	10.85	10.03	9.55	10.27	11.99	10.43	10.80	10.23	10.21	11.09	12.01	7.26	10.24	10.77	11.49	9.93
Std Error	0.13	0.21	0.21	0.18	0.19	0.21	0.64	0.35	0.21	0.52	0.32	0.24	0.21	0.33	0.42	0.75	0.16	0.37	0.20	0.21	0.44	0.67	0.59	0.14	0.50	0.29	0.15
Receiving Mean (excluding those not Receiving any)																											
Mean	9.31	9.45	9.17	9.74	9.56	9.45	8.41	9.41	9.17	8.25	10.20h	10.34lmnoq	9.29mnoq	8.03	8.01	7.55	9.78mnoq	7.89	10.06stuvx	9.15vx	7.95	8.27	6.75	9.63tvx	7.80	10.81z	8.75
Std Dev.	10.49	10.13	10.31	10.68	10.83	10.13	9.13	10.62	10.31	7.58	11.07	10.88	10.09	9.76	10.39	12.71	10.47	11.04	10.25	10.30	11.49	12.38	7.36	10.28	11.09	11.53	10.02
Std Error	0.14	0.21	0.22	0.19	0.19	0.21	0.66	0.37	0.22	0.54	0.33	0.24	0.21	0.36	0.44	0.84	0.16	0.40	0.20	0.22	0.48	0.73	0.63	0.15	0.54	0.30	0.15

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 98

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	376 6%	25 6%	345 6%	6 14%	105 6%	246 6%	24 8%	341 6%	11 7%	5 8%	9 13%g	358 6%	9 24%
1-2	968 16%	57 14%	905 16%	6 14%	221 13%	676 16%d	71 22%de	906 16%	25 16%	12 17%	17 23%	942 16%	8 24%
3-4	1043 17%	57 14%	980 17%	6 14%	258 15%	746 18%df	40 12%	992 17%	19 12%	17 25%	13 18%	1027 17%	3 9%
5-10	2074 34%	123 31%	1939 34%	13 31%	595 35%	1369 33%	110 34%	1975 34%	50 31%	18 26%	22 30%	2043 34%	9 25%
11-20	1230 20%	84 21%	1140 20%	6 15%	341 20%	831 20%	57 18%	1167 20%	33 21%	14 21%	9 12%	1214 20%	6 18%
21+	478 8%	55 14%b	418 7%	5 12%	186 11%ef	273 7%	18 6%	450 8%	23 14%gik	2 4%	3 4%	475 8%	-
Any Received (non-zero entry)	5793 94%	376 94%	5382 94%	36 86%	1601 94%	3895 94%	297 92%	5489 94%j	149 93%	63 92%	65 87%	5702 94%	27 76%
Total Mean (including those not Receiving any)													
Mean	8.74	11.18b	8.57	8.82	10.14ef	8.25	7.68	8.73	12.02gijk	6.61	6.26	8.79	4.83
Std Dev.	10.40	13.49	10.14	9.26	12.50	9.52	8.20	10.30	15.29	5.76	8.44	10.44	5.32
Std Error	0.13	0.65	0.13	1.30	0.29	0.15	0.46	0.13	1.31	0.75	1.00	0.13	0.97
Receiving Mean (excluding those not Receiving any)													
Mean	9.31	11.92b	9.12	10.26	10.80ef	8.77	8.31	9.27	12.93gijk	7.15	7.16	9.34	6.38
Std Dev.	10.49	13.61	10.22	9.22	12.62	9.58	8.21	10.38	15.49	5.66	8.67	10.52	5.24
Std Error	0.14	0.68	0.14	1.39	0.30	0.16	0.48	0.14	1.37	0.78	1.10	0.14	1.12

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

Table 98

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Post. Approximately how many of the following have you personally received in the last week through the post?
All Post

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	376 6%	80 5%	107 7%	107 7%	82 5%	18 3%	22 4%	40 8%ep	38 7%e	29 6%	40 8%ep	32 7%	31 6%	44 8%efp	38 7%e	26 5%	19 4%
1-2	968 16%	217 14%	260 17%	252 16%	239 16%	74 14%	77 15%	65 13%	102 20%gmp	71 14%	86 17%	97 20%egmp	83 16%	72 14%	106 20%egimop	71 14%	62 13%
3-4	1043 17%	292 19%d	274 18%d	259 17%	219 14%	100 19%p	108 21%kp	84 17%	79 15%	97 19%p	98 19%p	68 14%	112 21%kop	80 15%	82 15%	75 15%	61 12%
5-10	2074 34%	526 34%	524 34%	555 36%d	469 31%	193 37%j	157 30%	176 35%	202 39%fjnp	175 34%	147 29%	191 39%fjnp	179 34%	185 35%	161 30%	163 32%	145 29%
11-20	1230 20%	315 20%	268 17%	281 18%	366 24%bc	100 19%	112 22%h	103 21%h	71 13%	95 19%	102 20%h	76 16%	90 17%	114 22%h	111 21%h	119 23%hkl	135 27%ehijkl
21+	478 8%	114 7%	109 7%	96 6%	159 10%abc	43 8%	40 8%	31 6%	32 6%	43 8%	34 7%	27 5%	38 7%	32 6%	34 6%	53 10%km	73 15%efghijklmn
Any Received (non-zero entry)	5793 94%	1463 95%	1434 93%	1443 93%	1453 95%	510 97%ghjmn	495 96%m	459 92%	486 93%	481 94%	467 92%	459 93%	502 94%	483 92%	494 93%	482 95%	477 96%gjm
Total Mean (including those not Receiving any)																	
Mean	8.74	8.79	8.29	8.03	9.85abc	9.18hk	8.65h	8.52	7.23	9.54hk	8.14	7.45	8.48	8.11	7.89	9.59hkmn	12.23efghijklmno
Std Dev.	10.40	10.28	10.59	9.60	11.02	10.99	9.78	10.01	7.96	13.73	9.14	7.89	11.81	8.48	7.83	9.60	14.36
Std Error	0.13	0.26	0.27	0.24	0.28	0.48	0.43	0.45	0.35	0.60	0.41	0.35	0.52	0.38	0.34	0.42	0.64
Receiving Mean (excluding those not Receiving any)																	
Mean	9.31	9.27	8.91	8.62	10.41abc	9.51h	9.04	9.26h	7.79	10.11hk	8.84	7.98	9.00	8.85	8.49	10.11hkn	12.71efghijklmno
Std Dev.	10.49	10.35	10.72	9.69	11.06	11.05	9.82	10.10	8.00	13.93	9.20	7.90	11.98	8.48	7.80	9.58	14.43
Std Error	0.14	0.27	0.28	0.25	0.29	0.49	0.44	0.47	0.36	0.63	0.43	0.36	0.54	0.39	0.35	0.43	0.66

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	1125 18%	200 16%	926 19%	108 13%	1017 19%c	513 17%	611 19%	216 26%hijklm	183 21%ikm	183 16%	156 19%m	171 15%	133 18%	83 13%	399 24%npq	339 17%	387 15%	217 16%	960 18%	159 18%
1-2	2129 35%	393 32%	1736 35%	296 34%	1832 35%	1045 35%	1077 34%	268 33%	297 34%m	427 38%glm	316 38%lm	417 36%lm	234 31%	171 27%	565 33%	743 38%npq	821 32%	405 29%	1849 35%s	257 28%
3-4	1368 22%	309 25%b	1058 21%	196 23%	1171 22%	672 22%	692 22%	157 19%	181 21%	265 24%	167 20%	264 23%	162 21%	172 27%ghijl	338 20%	432 22%	597 24%n	334 24%n	1138 22%	220 24%
5-10	1219 20%	256 21%	963 19%	201 23%d	1017 19%	600 20%	616 20%	144 17%	181 21%	200 18%	141 17%	234 20%	175 23%gij	143 23%gj	325 19%	342 18%	552 22%no	318 23%no	992 19%	219 24%r
11-20	234 4%	46 4%	189 4%	45 5%	189 4%	135 4%f	100 3%	30 4%	27 3%	29 3%	29 4%	48 4%	40 5%	30 5%	57 3%	58 3%	119 5%o	71 5%o	197 4%	33 4%
21+	94 2%	30 2%b	65 1%	14 2%	81 2%	48 2%	46 1%	8 1%	4 *	18 2%	12 2%	9 1%	15 2%h	28 4%ghijkl	12 1%	30 2%	52 2%n	43 3%no	77 1%	16 2%
Any Received (non-zero entry)	5044 82%	1033 84%	4011 81%	753 87%d	4291 81%	2500 83%	2532 81%	608 74%	690 79%g	939 84%gh	666 81%g	971 85%gh	627 82%g	544 87%gh	1297 76%	1605 83%n	2142 85%n	1170 84%n	4252 82%	745 82%
Total Mean (including those not Receiving any)																				
Mean	3.60	4.07b	3.48	3.99	3.53	3.72	3.49	3.05	3.14	3.31	3.39	3.60g	4.31ghijk	4.90ghijkl	3.09	3.34	4.13no	4.57no	3.54	3.87
Std Dev.	5.18	6.63	4.74	4.54	5.27	5.06	5.30	3.87	3.63	4.17	4.82	4.70	7.43	7.35	3.75	4.45	6.34	7.40	5.23	4.60
Std Error	0.07	0.21	0.07	0.16	0.07	0.09	0.09	0.14	0.13	0.12	0.17	0.14	0.26	0.29	0.09	0.10	0.12	0.19	0.07	0.19
Receiving Mean (excluding those not Receiving any)																				
Mean	4.40	4.85b	4.28	4.56	4.37	4.48	4.33	4.13	3.97	3.95	4.18	4.24	5.23ghijk	5.64ghijk	4.04	4.05	4.88no	5.42no	4.34	4.70
Std Dev.	5.41	6.97	4.92	4.58	5.54	5.24	5.58	3.98	3.66	4.27	5.03	4.83	7.88	7.62	3.81	4.60	6.62	7.76	5.49	4.67
Std Error	0.08	0.24	0.08	0.17	0.08	0.11	0.11	0.17	0.15	0.14	0.20	0.15	0.30	0.32	0.11	0.12	0.14	0.22	0.08	0.21

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	1125 18%	161 14%	358 18%a	258 18%a	347 21%a	519 17%	605 20%e	619 17%	483 20%g	127 23%klmn	151 21%k	263 17%	273 18%	179 17%	687 18%	128 22%p	907 18%	226 17%	822 18%	78 26%qr
1-2	2129 35%	353 31%	708 36%a	474 34%	593 35%a	1062 34%	1067 35%	1356 37%h	744 31%	194 35%	219 30%	565 36%j	528 34%	368 34%	1312 34%	199 34%	1790 35%	431 33%	1604 35%	94 31%
3-4	1368 22%	254 22%	433 22%	325 23%	356 21%	687 22%	681 22%	795 22%	557 23%	131 23%	180 25%	344 22%	340 22%	220 21%	864 22%	141 24%	1153 22%	317 24%s	1009 22%s	42 14%
5-10	1219 20%	305 26%bcd	344 18%	266 19%	304 18%	648 21%	570 19%	730 20%	472 20%	85 15%	137 19%	319 20%i	313 20%i	243 23%i	769 20%i	91 16%	1044 20%o	254 20%	899 20%	66 22%
11-20	234 4%	59 5%d	75 4%	50 4%	50 3%	134 4%	100 3%	142 4%	90 4%	21 4%	17 2%	64 4%	63 4%	44 4%	144 4%	22 4%	195 4%	46 4%	173 4%	14 5%
21+	94 2%	21 2%	25 1%	21 2%	27 2%	46 1%	48 2%	45 1%	48 2%	4 1%	14 2%	17 1%	36 2%k	14 1%	68 2%	5 1%	82 2%	22 2%	66 1%	7 2%
Any Received (non-zero entry)	5044 82%	992 86%bcd	1585 82%	1136 82%	1330 79%	2577 83%f	2466 80%	3068 83%h	1911 80%	434 77%	567 79%	1308 83%ij	1280 82%i	889 83%i	3155 82%i	459 78%	4265 82%o	1071 83%s	3751 82%s	222 74%
Total Mean (including those not Receiving any)																				
Mean	3.60	4.25bcd	3.35	3.51	3.51	3.69	3.51	3.47	3.81g	3.04	3.70	3.48	3.85i	3.70i	3.67i	3.14	3.63	3.70	3.53	4.21
Std Dev.	5.18	5.25	4.35	4.60	6.31	4.72	5.60	4.26	6.35	4.58	6.59	4.22	5.17	4.63	5.12	4.62	4.96	5.50	4.65	9.51
Std Error	0.07	0.14	0.10	0.13	0.16	0.08	0.10	0.07	0.12	0.19	0.24	0.11	0.13	0.14	0.08	0.19	0.07	0.15	0.07	0.55
Receiving Mean (excluding those not Receiving any)																				
Mean	4.40	4.94bc	4.11	4.31	4.43	4.43	4.37	4.18	4.77g	3.93	4.69	4.19	4.67ik	4.44	4.47	4.02	4.40	4.48	4.30	5.69r
Std Dev.	5.41	5.36	4.48	4.75	6.79	4.85	5.94	4.35	6.78	4.86	7.10	4.29	5.34	4.73	5.32	4.88	5.14	5.76	4.80	10.68
Std Error	0.08	0.15	0.12	0.15	0.19	0.09	0.12	0.08	0.15	0.23	0.29	0.12	0.15	0.16	0.09	0.23	0.08	0.17	0.08	0.73

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	1125 18%	974 18%	151 18%	31 18%	926 18%	110 18%	55 18%	34 20%	52 21%	132 20%	93 18%	79 18%	95 17%	100 18%	126 16%	163 19%	87 16%	15 22%	95 21%n
1-2	2129 35%	1802 34%	327 38%	59 34%	1798 35%	172 33%	92 31%	66 38%f	86 34%	235 35%	175 34%	175 39%	195 36%	184 32%	267 33%	280 33%	202 38%	23 33%	149 33%
3-4	1368 22%	1177 22%	190 22%	37 21%	1140 22%	125 24%	63 21%	39 23%	50 20%	141 21%	125 24%p	100 22%	130 24%p	130 23%	197 24%p	175 21%	92 17%	12 18%	113 25%p
5-10	1219 20%	1065 20%	154 18%	32 19%	1032 20%g	93 18%	69 23%eg	25 15%	48 19%	127 19%	95 19%	75 17%	87 16%	133 23%kl	178 22%l	178 21%	111 21%	16 23%	77 17%
11-20	234 4%	209 4%	25 3%	6 3%	205 4%e	11 2%	13 4%e	6 4%	12 5%	31 5%	13 3%	16 4%	31 6%jmr	15 3%	33 4%	31 4%	23 4%	* *	11 2%
21+	94 2%	78 1%	16 2%	7 4%a	83 2%g	6 1%	4 1%	1 *	3 1%	9 1%	8 2%	4 1%	5 1%	11 2%	10 1%	19 2%	14 3%	2 3%	4 1%
Any Received (non-zero entry)	5044 82%	4331 82%	712 82%	142 82%	4259 82%	408 79%	241 82%	136 80%	199 79%	543 80%	416 82%	370 82%	449 83%	473 82%	685 84%r	681 81%	442 84%	54 78%	354 79%
Total Mean (including those not Receiving any)																			
Mean	3.60	3.64	3.37	3.97	3.63g	3.36	3.78g	2.88	3.56	3.59	3.40	3.18	3.45	3.87	3.74	3.80	3.85	4.60	3.17
Std Dev.	5.18	5.29	4.38	5.43	5.16	5.85	5.01	3.24	5.03	5.01	4.88	4.07	4.20	6.81	4.32	5.84	5.38	11.03	4.56
Std Error	0.07	0.08	0.10	0.18	0.09	0.17	0.16	0.12	0.27	0.26	0.26	0.21	0.22	0.35	0.22	0.30	0.28	0.85	0.15
Receiving Mean (excluding those not Receiving any)																			
Mean	4.40	4.45	4.08	4.84	4.42g	4.27	4.65g	3.60	4.48	4.47	4.16	3.86	4.18	4.69	4.42	4.71	4.60	5.91klr	4.02
Std Dev.	5.41	5.54	4.51	5.64	5.38	6.29	5.18	3.25	5.26	5.23	5.09	4.18	4.28	7.24	4.37	6.16	5.58	12.22	4.79
Std Error	0.08	0.10	0.11	0.20	0.10	0.21	0.18	0.13	0.31	0.30	0.30	0.24	0.25	0.41	0.24	0.36	0.32	1.01	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 99

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	1125 / 18%	392 / 16%	382 / 17%	542 / 16%	531 / 16%	392 / 16%	33 / 17%	156 / 20%e	382 / 17%	51 / 22%	175 / 16%	261 / 13%	395 / 16%k	206 / 25%klp	143 / 24%klp	104 / 44%klmnpq	657 / 15%	247 / 30%klp	362 / 14%	440 / 19%r	186 / 27%rsuw	71 / 20%r	50 / 31%rsuw	803 / 16%	121 / 24%rsw	237 / 15%	889 / 20%y
1-2	2129 / 35%	801 / 33%	834 / 37%ac	1140 / 33%	1173 / 35%	801 / 33%	67 / 34%	245 / 32%	834 / 37%j	82 / 36%	342 / 32%	665 / 32%	832 / 34%	278 / 34%	261 / 44%klmnoq	82 / 34%	1496 / 33%	343 / 41%klmp	861 / 34%	815 / 34%	240 / 35%	141 / 40%	59 / 37%	1676 / 34%	200 / 39%	506 / 31%	1622 / 36%y
3-4	1368 / 22%	565 / 23%	508 / 22%	812 / 23%	754 / 23%	565 / 23%	55 / 28%	183 / 23%	508 / 22%	53 / 23%	274 / 26%	482 / 23%noq	579 / 24%mnoq	177 / 22%	101 / 17%	28 / 12%	1062 / 24%mnoq	129 / 15%	614 / 24%	499 / 21%	141 / 21%	75 / 21%	34 / 21%	1113 / 23%	108 / 21%	385 / 24%	983 / 22%
5-10	1219 / 20%	525 / 22%b	417 / 18%	760 / 22%b	652 / 20%	525 / 22%	29 / 15%	159 / 20%	417 / 18%	34 / 15%	207 / 19%	506 / 25%lmnoq	500 / 21%mnoq	121 / 15%oq	69 / 12%	20 / 8%	1007 / 22%mnoq	89 / 11%	590 / 23%tuvx	478 / 20%tuvx	88 / 13%	45 / 13%	14 / 9%	1068 / 22%tuvx	58 / 11%	367 / 23%z	851 / 19%
11-20	234 / 4%	90 / 4%	77 / 3%	154 / 4%	141 / 4%	90 / 4%	9 / 5%	27 / 3%	77 / 3%	6 / 3%	43 / 4%	111 / 5%lmnoq	87 / 4%q	23 / 3%	11 / 2%	2 / 1%	198 / 4%noq	13 / 2%	103 / 4%t	98 / 4%t	11 / 2%	19 / 5%t	4 / 2%	201 / 4%t	22 / 4%t	103 / 6%z	131 / 3%
21+	94 / 2%	31 / 1%	44 / 2%	49 / 1%	62 / 2%	31 / 1%	1 / 1%	7 / 1%	44 / 2%	1 / *	30 / 3%	37 / 2%	41 / 2%	6 / 1%	7 / 1%	3 / 1%	78 / 2%	10 / 1%	39 / 2%	37 / 2%	15 / 2%	4 / 1%	* / *	75 / 2%	4 / 1%	30 / 2%	64 / 1%
Any Received (non-zero entry)	5044 / 82%	2012 / 84%	1879 / 83%	2915 / 84%	2782 / 84%	2012 / 84%g	161 / 83%	622 / 80%	1879 / 83%	176 / 78%	896 / 84%	1802 / 87%lmnoq	2040 / 84%mnoq	604 / 75%o	450 / 76%o	134 / 56%	3841 / 85%mnoq	585 / 70%o	2206 / 86%stuvx	1927 / 81%tvx	495 / 73%	283 / 80%tv	110 / 69%	4134 / 84%tvx	393 / 76%	1392 / 85%z	3652 / 80%
Total Mean (including those not Receiving any)																											
Mean	3.60	3.67	3.64	3.82	3.81	3.67	3.25	3.47	3.64	2.74	4.20i	4.25lmnoq	3.70noq	2.88o	2.68	2.02	3.95mnoq	2.49	3.92tvx	3.61tvx	2.97	3.24	2.25	3.77tvx	2.93	4.28z	3.35
Std Dev.	5.18	4.72	5.75	4.96	5.67	4.72	3.81	5.35	5.75	3.41	7.04	5.81	5.08	4.29	4.15	4.71	5.43	4.33	5.34	5.07	5.03	5.70	3.17	5.21	5.06	5.46	5.05
Std Error	0.07	0.10	0.12	0.09	0.10	0.10	0.27	0.18	0.12	0.23	0.21	0.13	0.10	0.15	0.17	0.29	0.08	0.15	0.10	0.10	0.20	0.32	0.26	0.07	0.23	0.14	0.07
Receiving Mean (excluding those not Receiving any)																											
Mean	4.40	4.39	4.38	4.53	4.54	4.39	3.91	4.34	4.38	3.53	5.01i	4.87lmnq	4.41nq	3.86	3.53	3.58	4.63mnc	3.55	4.56v	4.43	4.09	4.05	3.28	4.50	3.83	5.00z	4.17
Std Dev.	5.41	4.85	6.05	5.10	5.91	4.85	3.86	5.66	6.05	3.49	7.42	5.97	5.25	4.57	4.44	5.82	5.60	4.79	5.50	5.28	5.50	6.11	3.36	5.40	5.48	5.59	5.32
Std Error	0.08	0.11	0.14	0.10	0.11	0.11	0.30	0.21	0.14	0.27	0.24	0.14	0.12	0.18	0.21	0.47	0.09	0.20	0.11	0.12	0.25	0.39	0.32	0.08	0.29	0.16	0.09

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	1125 18%	59 15%	1058 18%	8 20%	292 17%	766 18%	67 21%	1055 18%	32 20%	16 23%	14 19%	1103 18%	9 25%
1-2	2129 35%	116 29%	2001 35%	12 28%	576 34%	1437 35%	115 36%	2046 35%.hi	35 22%	12 17%	23 31%	2093 35%.hi	12 35%
3-4	1368 22%	99 25%	1261 22%	7 17%	374 22%	930 22%	64 20%	1285 22%	38 24%	20 30%	20 27%	1343 22%	4 12%
5-10	1219 20%	92 23%	1116 19%	10 25%	337 20%	821 20%	60 19%	1145 20%	35 22%	18 26%	11 15%	1198 20%	10 28%
11-20	234 4%	21 5%	209 4%	4 10%	92 5%e	127 3%	15 5%	214 4%	13 8%gk	3 4%	5 6%	230 4%	-
21+	94 2%	14 3%b	81 1%	* *	34 2%f	60 1%	-	86 1%	7 5%gk	-	1 2%	93 2%	-
Any Received (non-zero entry)	5044 82%	342 85%	4668 82%	33 80%	1413 83%	3376 82%	255 79%	4776 82%	129 80%	52 77%	60 81%	4957 82%	27 75%
Total Mean (including those not Receiving any)													
Mean	3.60	4.81b	3.51	4.12	3.95ef	3.50	2.99	3.56	5.43gk	3.21	3.42	3.61	2.59
Std Dev.	5.18	7.26	5.00	4.08	5.51	5.15	3.11	5.10	8.30	2.87	4.05	5.20	2.42
Std Error	0.07	0.35	0.07	0.57	0.13	0.08	0.17	0.07	0.71	0.37	0.48	0.07	0.44
Receiving Mean (excluding those not Receiving any)													
Mean	4.40	5.63b	4.30	5.16	4.77ef	4.29	3.78	4.35	6.77gk	4.19	4.22	4.41	3.43
Std Dev.	5.41	7.55	5.21	3.92	5.72	5.40	3.04	5.33	8.77	2.57	4.11	5.43	2.20
Std Error	0.08	0.40	0.08	0.64	0.15	0.09	0.19	0.08	0.84	0.39	0.55	0.08	0.48

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 99

QE1_Letters. Approximately how many of the following have you personally received in the last week through the post?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	532	491	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	1125	257	289	321	258	83	90	84	88	96	105	113	87	122	102	105	51
	18%	17%	19%	21%ad	17%	16%p	17%p	17%p	17%p	19%p	21%p	23%ehlp	16%p	23%ehlp	19%p	21%p	10%
1-2	2129	543	590	530	465	195	177	171	223	173	194	163	212	155	186	156	123
	35%	35%cd	38%cd	34%	30%	37%mp	34%p	34%p	43%fgikmop	34%p	38%mop	33%p	40%mop	29%	35%p	31%	25%
3-4	1368	354	326	345	342	109	118	128	114	106	106	102	118	125	133	115	94
	22%	23%	21%	22%	22%	21%	23%	26%p	22%	21%	21%	22%	22%	24%	25%	23%	19%
5-10	1219	312	266	295	346	107	110	95	77	107	81	93	91	112	94	110	141
	20%	20%	17%	19%	23%b	20%	21%h	19%	15%	21%h	16%	19%	17%	21%h	18%	22%h	28%efghijklmno
11-20	234	50	47	43	94	21	14	15	21	13	13	20	18	5	14	17	64
	4%	3%	3%	3%	6%abc	4%m	3%	3%	4%m	3%	2%	4%m	3%m	1%	3%	3%	13%efghijklmno
21+	94	27	23	15	30	13	8	6	1	14	8	*	6	9	3	4	23
	2%	2%	1%	1%	2%	2%hkn	1%k	1%	*	3%hkn	2%hk	*	1%	2%k	1%	1%	5%fghijklmno
Any Received (non-zero entry)	5044	1286	1252	1229	1277	445	427	414	436	413	402	378	445	405	431	402	445
	82%	83%c	81%	79%	83%c	84%km	83%	83%	83%m	81%	79%	77%	84%km	77%	81%	79%	90%efghijklmno
Total Mean (including those not Receiving any)																	
Mean	3.60	3.68	3.34	3.25	4.13bc	4.05hkn	3.41	3.56	2.94	3.98hkn	3.11	3.05	3.44	3.24	2.99	3.39	6.11efghijklmno
Std Dev.	5.18	5.88	5.30	4.13	5.21	7.47	4.17	5.47	3.33	7.33	4.40	3.28	4.85	4.05	3.29	3.85	7.17
Std Error	0.07	0.15	0.13	0.10	0.13	0.33	0.18	0.24	0.15	0.32	0.20	0.14	0.21	0.18	0.14	0.17	0.32
Receiving Mean (excluding those not Receiving any)																	
Mean	4.40	4.41	4.11	4.10	4.96bc	4.80hn	4.13	4.28	3.54	4.90hn	3.93	3.96	4.11	4.22h	3.70	4.28h	6.81efghijklmno
Std Dev.	5.41	6.18	5.60	4.25	5.33	7.90	4.25	5.73	3.34	7.85	4.61	3.23	5.04	4.15	3.28	3.86	7.25
Std Error	0.08	0.17	0.16	0.12	0.15	0.38	0.21	0.28	0.16	0.38	0.23	0.16	0.24	0.21	0.16	0.19	0.35

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

QE1_Parcels. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	2300 37%	560 45%b	1740 35%	196 23%	2104 40%c	1146 38%	1151 37%	251 30%	298 34%	363 32%	335 41%ghi	457 40%ghi	300 39%gi	296 47%ghikl	549 32%	698 36%	1053 42%no	596 43%no	1978 38%	304 34%
1-2	2430 39%	405 33%	2025 41%a	339 39%	2092 39%	1200 40%	1225 39%	332 40%	359 41%	474 42%	305 37%	434 38%	296 39%	230 37%	691 41%	780 40%	960 38%	526 38%	2039 39%	375 41%
3-4	893 14%	159 13%	734 15%	177 21%d	716 13%	405 13%	484 15%	149 18%jm	143 16%jm	165 15%m	95 12%	167 15%m	115 15%m	60 10%	291 17%opq	260 13%	342 14%	175 13%	729 14%	149 17%
5-10	473 8%	90 7%	383 8%	121 14%d	353 7%	228 8%	245 8%	76 9%m	64 7%	105 9%lm	69 8%	79 7%	46 6%	35 6%	140 8%q	173 9%pq	160 6%	81 6%	407 8%	63 7%
11-20	61 1%	17 1%	44 1%	27 3%d	34 1%	30 1%	31 1%	13 2%kl	8 1%	14 1%	14 2%kl	5 *	2 *	4 1%	21 1%p	28 1%pq	11 *	6 *	49 1%	12 1%
21+	12 *	2 *	10 *	1 *	10 *	5 *	7 *	3 *	1 *	1 *	4 1%	- -	2 *	1 *	4 *	5 *	3 *	3 *	9 *	2 *
Any Received (non-zero entry)	3869 63%	672 55%	3197 65%a	664 77%d	3204 60%	1867 62%	1992 63%	573 70%jklm	574 66%jkm	759 68%jklm	487 59%	685 60%m	461 61%m	331 53%	1147 68%pq	1246 64%pq	1476 58%	791 57%	3234 62%	601 66%
Total Mean (including those not Receiving any)																				
Mean	1.73	1.61	1.76	2.65d	1.58	1.71	1.75	2.16klm	1.78lm	1.91klm	1.82m	1.54	1.48	1.30	1.96pq	1.87pq	1.46	1.40	1.69	1.93
Std Dev.	2.81	2.68	2.84	2.96	2.76	3.02	2.61	4.02	2.48	2.48	3.80	2.01	2.17	2.13	3.32	3.11	2.09	2.15	2.61	3.78
Std Error	0.04	0.08	0.04	0.10	0.04	0.06	0.05	0.14	0.09	0.07	0.14	0.06	0.07	0.08	0.08	0.07	0.04	0.06	0.04	0.15
Receiving Mean (excluding those not Receiving any)																				
Mean	2.76	2.96	2.71	3.43d	2.62	2.76	2.76	3.11kl	2.70	2.82l	3.08kl	2.56	2.44	2.47	2.90pq	2.92pq	2.50	2.45	2.73	2.91
Std Dev.	3.13	3.03	3.15	2.94	3.15	3.43	2.82	4.51	2.61	2.55	4.53	2.02	2.33	2.39	3.69	3.46	2.21	2.35	2.86	4.32
Std Error	0.05	0.13	0.05	0.12	0.05	0.08	0.06	0.19	0.11	0.09	0.20	0.07	0.10	0.13	0.11	0.10	0.05	0.08	0.05	0.22

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 100

QE1_Parcels. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	2300 37%	348 30%	39%a	495 35%a	695 41%ac	1110 36%	1189 39%	1266 34%	997 42%g	276 49%jklmn	284 40%lm	603 38%lm	514 33%m	301 28%	1401 36%m	295 50%p	1821 35%	494 38%	1684 37%	122 41%
1-2	2430 39%	466 40%	748 39%	598 43%bd	617 37%	1215 39%	1216 40%	1518 41%h	884 37%	180 32%	261 36%	630 40%i	668 43%ij	458 43%ij	1560 41%i	186 32%	2115 41%o	492 38%	1827 40%	112 37%
3-4	893 14%	217 19%bcd	284 15%	177 13%	215 13%	501 16%f	392 13%	565 15%	317 13%	55 10%	99 14%	213 14%	229 15%i	202 19%ijkln	541 14%i	55 9%	774 15%o	170 13%	687 15%	35 12%
5-10	473 8%	109 9%b	127 7%	108 8%	129 8%	236 8%	237 8%	298 8%	167 7%	42 7%	63 9%	111 7%	121 8%	95 9%	295 8%	43 7%	402 8%	112 9%	336 7%	25 8%
11-20	61 1%	11 1%	18 1%	14 1%	17 1%	29 1%	31 1%	36 1%	21 1%	8 1%	7 1%	10 1%	19 1%	13 1%	35 1%	8 1%	48 1%	26 2%r	32 1%	3 1%
21+	12 *	2 *	4 *	2 *	4 *	6 *	6 *	3 *	8 *	- -	4 1%	5 *	2 *	1 *	11 *	- -	12 *	3 *	6 *	2 1%r
Any Received (non-zero entry)	3869 63%	805 70%bcd	1182 61%	899 65%d	983 59%	1987 64%	1882 61%	2420 66%h	1397 58%	284 51%	434 60%i	969 62%i	1039 67%ijk	768 72%ijkln	2442 64%i	292 50%	3351 65%o	803 62%	2888 63%	178 59%
Total Mean (including those not Receiving any)																				
Mean	1.73	2.00bcd	1.68	1.71	1.62	1.80	1.66	1.79	1.64	1.38	1.79i	1.71	1.84i	1.96i	1.78i	1.35	1.79o	1.90r	1.68	1.76
Std Dev.	2.81	2.91	3.12	2.60	2.51	3.05	2.55	2.38	3.38	2.23	3.12	3.42	2.82	2.25	3.13	2.21	2.92	3.67	2.49	3.08
Std Error	0.04	0.08	0.07	0.07	0.06	0.05	0.05	0.04	0.06	0.09	0.11	0.09	0.07	0.07	0.05	0.09	0.04	0.10	0.04	0.18
Receiving Mean (excluding those not Receiving any)																				
Mean	2.76	2.86	2.76	2.66	2.76	2.80	2.71	2.72	2.80	2.73	2.96	2.77	2.75	2.72	2.80	2.72	2.76	3.07r	2.65	2.97
Std Dev.	3.13	3.11	3.61	2.83	2.75	3.42	2.79	2.46	4.04	2.47	3.55	4.01	3.07	2.23	3.55	2.47	3.23	4.26	2.69	3.53
Std Error	0.05	0.10	0.11	0.10	0.09	0.07	0.07	0.05	0.10	0.14	0.17	0.13	0.09	0.08	0.07	0.14	0.06	0.14	0.05	0.26

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Parcels. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	170
None	2300 37%	2015 38%bc	285 33%	47 27%	1957 38%f	189 36%	96 33%	58 34%	115 46%ijkmnopqr	250 37%	193 38%	161 36%	223 41%q	216 38%	289 36%	313 37%	197 37%	18 27%	170 38%
1-2	2430 39%	2074 39%	356 41%	69 40%	2058 40%	194 37%	111 38%	68 40%	76 30%	263 39%h	205 40%h	186 42%h	198 37%	226 39%h	362 45%hlr	329 39%h	211 40%h	27 39%	167 37%h
3-4	893 14%	756 14%	137 16%	35 20%a	727 14%	79 15%	56 19%d	30 18%d	32 13%	110 16%	68 13%	63 14%	68 13%	97 17%	104 13%	116 14%	69 13%	16 24%hijklnopr	63 14%
5-10	473 8%	403 8%	70 8%	19 11%	385 7%	49 10%	26 9%	13 8%	23 9%	50 7%	33 7%	32 7%	49 9%	33 6%	49 6%	71 8%	45 8%	5 8%	44 10%mn
11-20	61 1%	46 1%	15 2%	4 2%a	51 1%	4 1%	4 1%	2 1%	3 1%	2 *	8 2%m	7 2%m	3 1%	1 *	6 1%	13 2%	8 1%	* *	4 1%
21+	12 *	11 *	1 *	-	8 *	3 1%d	1 *	*	2 1%i	-	1 -	-	1 *	-	2 *	2 *	-	2 3%ijklmnopr	1 *
Any Received (non-zero entry)	3869 63%	3290 62%	579 67%a	126 73%a	3228 62%	329 64%	199 67%d	113 66%	135 54%	426 65%h	315 62%h	288 64%h	320 59%	358 62%h	522 64%h	532 63%h	332 63%h	50 73%hl	279 62%h
Total Mean (including those not Receiving any)																			
Mean	1.73	1.71	1.86	2.18a	1.70	1.87	2.04d	1.77	1.75	1.67	1.64	1.71	1.75	1.44	1.72	1.81	1.74	2.52ijkmpr	1.77m
Std Dev.	2.81	2.87	2.44	2.45	2.80	2.79	3.24	2.24	3.16	2.04	2.37	2.29	3.44	1.79	3.76	3.02	2.32	4.19	2.50
Std Error	0.04	0.04	0.05	0.08	0.05	0.08	0.10	0.08	0.17	0.11	0.13	0.12	0.18	0.09	0.19	0.16	0.12	0.32	0.08
Receiving Mean (excluding those not Receiving any)																			
Mean	2.76	2.75	2.77	2.99	2.72	2.94	3.03	2.69	3.24ijm	2.65	2.65	2.67	2.97m	2.32	2.67	2.88m	2.76m	3.44m	2.85m
Std Dev.	3.13	3.22	2.53	2.41	3.14	3.01	3.55	2.27	3.70	2.01	2.53	2.38	4.06	1.76	4.41	3.37	2.40	4.57	2.64
Std Error	0.05	0.06	0.07	0.09	0.07	0.11	0.14	0.10	0.27	0.13	0.17	0.16	0.27	0.12	0.28	0.22	0.16	0.40	0.10

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Parcels. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	2300 37%	864 36%	856 38%	1213 35%	1204 36%	864 36%	94 49%e	316 41%e	856 38%	112 50%h	450 42%	675 33%	909 37%k	330 41%kp	243 41%kp	121 51%klmnp	1584 35%	364 44%klp	720 28%	873 37%rw	353 52%rsw	211 60%rsw	113 70%rstw	1594 32%r	324 63%rstw	525 32%	1776 39%y
1-2	2430 39%	954 40%	905 40%	1392 40%	1343 41%	954 40%	61 31%	295 38%	905 40%	78 34%	386 36%	850 41%oq	967 40%q	324 40%	211 36%	77 32%	1817 40%oc	288 35%	1089 42%tuvx	974 41%tuvx	227 33%vx	101 29%	35 22%	2063 42%tuvx	136 26%	648 40%	1782 39%
3-4	893 14%	372 15%	308 14%	535 15%	471 14%	372 15%	23 12%	105 13%	308 14%	18 8%	149 14%i	315 15%	349 14%	112 14%	89 15%	25 10%	664 15%	114 14%	468 18%stuvx	329 14%tuvx	64 9%	19 5%	9 6%	798 16%stuvx	29 6%	273 17%z	620 14%
5-10	473 8%	180 7%	176 8%	263 8%	259 8%	180 7%	13 7%	52 7%	176 8%	17 8%	78 7%	196 9%moq	185 8%m	38 5%	43 7%	9 4%	381 8%mo	52 6%	256 10%stuvx	170 7%tvx	27 4%	16 4%	3 2%	427 9%stuvx	18 4%	149 9%z	324 7%
11-20	61 1%	31 1%b	11 *	48 1%b	28 1%	31 1%	3 2%	8 1%	11 *	1 1%	7 1%	25 1%	20 1%	6 1%	5 1%	5 2%	45 1%	10 1%	29 1%	19 1%	7 1%	4 1%	1 1%	48 1%	5 1%	32 2%z	29 1%
21+	12 *	2 *	4 *	6 *	8 *	2 *	-	2 *	4 *	-	2 *	3 *	5 *	1 *	2 *	1 1%	8 *	3 *	5 *	2 *	3 *	2 *	-	7 *	2 *	2 *	10 *
Any Received (non-zero entry)	3869 63%	1540 64%	1404 62%	2245 65%	2109 64%	1540 64%fg	100 51%	461 59%	1404 62%i	114 50%	621 58%	1388 67%lmnoq	1527 63%oq	481 59%o	351 59%o	117 49%	2915 65%mnoq	468 56%	1848 72%stuvwx	1494 63%tuvx	328 48%vx	142 40%	48 30%	3343 68%stuvx	190 37%	1104 68%z	2765 61%
Total Mean (including those not Receiving any)																											
Mean	1.73	1.78	1.62	1.84b	1.73	1.78	1.53	1.58	1.62	1.21	1.55	1.88m	1.71m	1.44	1.82	1.51	1.79m	1.73	2.07stuvwx	1.62tvx	1.33	1.36	0.64	1.85stuvx	1.13	2.01z	1.63
Std Dev.	2.81	2.46	2.45	2.94	2.96	2.46	2.50	2.45	2.45	1.79	2.64	2.50	2.58	2.06	4.33	4.53	2.55	4.39	2.70	2.17	3.46	5.21	1.64	2.47	4.43	2.62	2.87
Std Error	0.04	0.05	0.05	0.05	0.05	0.05	0.18	0.08	0.05	0.12	0.08	0.05	0.05	0.07	0.18	0.28	0.04	0.15	0.05	0.04	0.14	0.29	0.13	0.03	0.20	0.07	0.04
Receiving Mean (excluding those not Receiving any)																											
Mean	2.76	2.78	2.61	2.84	2.72	2.78	2.97	2.67	2.61	2.40	2.68	2.79m	2.73	2.43	3.08	3.08	2.76m	3.08	2.88s	2.56	2.76	3.37sw	2.15	2.74	3.06	2.97z	2.67
Std Dev.	3.13	2.58	2.67	3.24	3.32	2.58	2.80	2.69	2.67	1.86	3.00	2.60	2.81	2.17	5.28	6.09	2.71	5.49	2.79	2.24	4.57	7.81	2.42	2.57	6.88	2.70	3.28
Std Error	0.05	0.07	0.07	0.07	0.07	0.07	0.27	0.11	0.07	0.17	0.11	0.07	0.07	0.10	0.28	0.50	0.05	0.25	0.06	0.06	0.26	0.68	0.34	0.04	0.51	0.08	0.06

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

QE1_Parcels. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	2300 37%	150 38%	2132 37%	18 43%	602 35%	1567 38%	130 41%	2119 36%	66 41%	35 52%gk	60 80%ghik	2220 37%	20 57%
1-2	2430 39%	131 33%	2288 40%a	11 27%	656 38%	1663 40%	111 35%	2342 40%hj	43 27%	23 34%j	12 16%	2408 40%hj	10 30%
3-4	893 14%	74 18%	812 14%	7 16%	247 14%	597 14%	48 15%	854 16%ij	27 17%j	8 11%	2 3%	889 15%ij	2 6%
5-10	473 8%	34 9%	434 8%	5 13%	163 10%e	284 7%	26 8%	450 8%	17 11%	2 3%	1 2%	469 8%	3 7%
11-20	61 1%	11 3%b	49 1%	-	30 2%e	25 1%	6 2%	53 1%	8 5%gk	*	-	61 1%	-
21+	12 *	-	12 *	-	7 *	5 *	-	12 *	-	-	-	12 *	-
Any Received (non-zero entry)	3869 63%	250 62%	3595 63%	24 57%	1103 65%	2574 62%	191 59%	3712 64%ij	94 59%j	33 48%j	15 20%	3839 63%ij	15 43%
Total Mean (including those not Receiving any)													
Mean	1.73	2.01	1.71	1.73	2.06e	1.59	1.73	1.74j	2.27ij	1.00j	0.46	1.75j	1.21
Std Dev.	2.81	2.73	2.82	2.03	3.82	2.30	2.34	2.83	3.16	1.36	1.16	2.83	2.23
Std Error	0.04	0.13	0.04	0.28	0.09	0.04	0.13	0.04	0.27	0.18	0.14	0.04	0.41
Receiving Mean (excluding those not Receiving any)													
Mean	2.76	3.22	2.72	3.04	3.19e	2.56	2.90	2.74	3.86gk	2.07	2.30	2.76	2.84
Std Dev.	3.13	2.83	3.15	1.81	4.35	2.46	2.41	3.14	3.30	1.27	1.62	3.13	2.68
Std Error	0.05	0.17	0.05	0.32	0.12	0.05	0.17	0.05	0.38	0.25	0.40	0.05	0.74

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Parcels. Approximately how many of the following have you personally received in the last week through the post?
Small and Large Parcels Combined

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	2300	606	576	571	548	207	206	194	224	169	182	186	191	194	232	160	156
	37%	39%	37%	37%	36%	39%op	40%op	39%	43%iop	33%	36%	38%	36%	37%	44%ilop	32%	32%
1-2	2430	616	634	616	564	197	223	196	211	213	210	202	211	203	192	190	182
	39%	40%	41%d	40%	37%	37%	43%	39%	40%	42%	41%	41%	40%	38%	36%	37%	37%
3-4	893	202	212	238	242	71	53	78	65	72	75	71	79	88	67	88	87
	14%	13%	14%	15%	16%	13%	10%	16%f	12%	14%	15%	14%	15%	17%f	13%	17%f	18%f
5-10	473	101	100	116	156	44	27	30	22	45	34	32	48	36	39	61	56
	8%	7%	7%	7%	10%abc	8%h	5%	6%	4%	9%h	7%	6%	9%h	7%	7%	12%fghjkmn	11%fghjk
11-20	61	16	15	10	19	9	7	*	2	7	6	*	3	6	3	8	9
	1%	1%	1%	1%	1%	2%gk	1%k		*	1%	1%		1%	1%	1%	1%gk	2%gk
21+	12	1	4	-	7	-	1	-	1	3	-	-	-	-	-	2	5
	*	*	*	-	*c	-	*	-	*	1%	-	-	-	-	-	*	1%
Any Received (non-zero entry)	3869	937	965	979	987	321	311	304	300	340	325	305	341	333	301	348	339
	63%	61%	63%	63%	64%	61%	60%	61%	57%	67%hn	64%	62%	64%n	63%	56%	68%efhn	68%efhn
Total Mean (including those not Receiving any)																	
Mean	1.73	1.56	1.66	1.64	2.06abc	1.71	1.53	1.43	1.38	1.93ghkn	1.67	1.44	1.77ghk	1.70	1.47	2.11efghjkmn	2.64efghjklmn
Std Dev.	2.81	2.28	2.43	2.19	3.95	2.28	2.69	1.75	2.15	2.88	2.17	1.71	2.37	2.40	2.09	2.60	6.01
Std Error	0.04	0.06	0.06	0.06	0.10	0.10	0.12	0.08	0.09	0.13	0.10	0.07	0.10	0.11	0.09	0.12	0.27
Receiving Mean (excluding those not Receiving any)																	
Mean	2.76	2.57	2.64	2.60	3.20abc	2.80gk	2.54	2.35	2.40	2.89gk	2.61	2.31	2.76k	2.69	2.61	3.08ghk	3.85efghjklmn
Std Dev.	3.13	2.44	2.61	2.27	4.55	2.33	3.08	1.69	2.36	3.10	2.22	1.64	2.45	2.54	2.19	2.63	6.94
Std Error	0.05	0.08	0.08	0.07	0.14	0.13	0.17	0.10	0.13	0.17	0.12	0.09	0.13	0.14	0.12	0.14	0.37

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Doordrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	2303 37%	415 34%	1888 38%a	280 33%	2022 38%c	1160 39%	1136 36%	386 47%klm	390 45%klm	484 43%klm	335 41%lm	412 36%lm	187 25%m	108 17%	776 46%pq	819 42%pq	707 28%q	295 21%	1888 36%	392 43%r
1-2	1501 24%	301 24%	1200 24%	195 23%	1306 25%	717 24%	780 25%	186 23%	192 22%	268 24%	234 29%gh	294 26%	180 24%	147 23%	377 22%	503 26%n	621 25%	326 24%	1311 25%s	185 20%
3-4	974 16%	217 18%	757 15%	156 18%	817 15%	446 15%	525 17%	117 14%	135 15%	146 13%	98 12%	201 18%ij	142 19%ij	134 21%ghi	252 15%	245 13%	477 19%no	276 20%no	932 16%	145 16%
5-10	1080 18%	244 20%	836 17%	171 20%	909 17%	502 17%	576 18%	103 12%	123 14%	168 15%	119 14%	189 17%g	206 27%ghijk	172 27%ghijk	226 13%	287 15%	568 22%no	378 27%nop	932 18%	135 15%
11-20	238 4%	38 3%	200 4%	44 5%	194 4%	140 5%f	98 3%	21 3%	28 3%	41 4%	22 3%	35 3%	37 5%	55 9%ghijkl	49 3%	63 3%	126 5%no	91 7%no	196 4%	40 4%
21+	74 1%	18 1%	55 1%	14 2%	60 1%	47 2%f	27 1%	11 1%	5 1%	14 1%	14 2%	11 1%	9 1%	11 2%	16 1%	28 1%	30 1%	19 1%	64 1%	8 1%
Any Received (non-zero entry)	3866 63%	818 66%b	3049 62%	581 67%d	3286 62%	1853 61%	2006 64%	438 53%	483 55%	637 57%	487 59%	730 64%ghi	573 75%ghijk	519 83%ghijkl	920 54%	1124 58%	1822 72%no	1092 79%nop	3324 64%s	512 57%
Total Mean (including those not Receiving any)																				
Mean	2.99	3.10	2.96	3.53d	2.90	3.15	2.85	2.39	2.46	2.77	2.65	2.77	3.74ghijk	4.86ghijkl	2.42	2.72	3.58no	4.25nop	3.02	2.74
Std Dev.	4.78	4.70	4.80	4.98	4.74	5.23	4.30	4.39	4.02	5.43	4.70	4.20	4.37	5.87	4.20	5.14	4.79	5.13	4.81	4.19
Std Error	0.06	0.15	0.07	0.17	0.06	0.10	0.08	0.16	0.14	0.17	0.17	0.12	0.15	0.23	0.10	0.12	0.09	0.13	0.06	0.17
Receiving Mean (excluding those not Receiving any)																				
Mean	4.77	4.68	4.80	5.24	4.69	5.12f	4.46	4.50	4.44	4.87	4.47	4.34	4.96k	5.88ghijk	4.47	4.70	4.97n	5.40no	4.74	4.83
Std Dev.	5.28	5.09	5.33	5.28	5.28	5.87	4.67	5.17	4.51	6.46	5.40	4.56	4.40	5.97	4.83	6.02	4.99	5.22	5.31	4.58
Std Error	0.08	0.20	0.09	0.22	0.09	0.13	0.10	0.26	0.21	0.25	0.24	0.16	0.17	0.26	0.16	0.18	0.11	0.15	0.09	0.25

QE1_Doordrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	2303 37%	351 30%	774 40%a	531 38%a	646 39%a	1124 36%	1177 38%	1472 40%h	795 33%	230 41%	248 35%	590 38%	583 38%	388 36%	1421 37%	239 41%	1916 37%	503 39%	1673 37%	126 42%
1-2	1501 24%	288 25%	468 24%	320 23%	425 25%	756 24%	745 24%	936 25%	543 23%	133 24%	178 25%	372 24%	354 23%	292 27%l	905 24%	139 24%	1257 24%	293 23%	1156 25%s	52 17%
3-4	974 16%	215 19%bcd	293 15%	233 17%	232 14%	508 16%	466 15%	538 15%	428 18%g	87 15%	128 18%m	249 16%	264 17%m	139 13%	641 17%m	87 15%	827 16%	204 16%	716 16%	54 18%
5-10	1080 18%	234 20%b	309 16%	246 18%	291 17%	543 18%	537 17%	578 16%	483 20%g	78 14%	116 16%	299 19%i	258 17%	199 19%	674 18%	89 15%	911 18%	222 17%	805 18%	54 18%
11-20	238 4%	45 4%	79 4%	52 4%	62 4%	124 4%	114 4%	129 4%	108 5%	28 5%	36 5%	51 3%	73 5%	34 3%	161 4%	28 5%	201 4%	47 4%	182 4%	9 3%
21+	74 1%	21 2%	21 1%	12 1%	20 1%	41 1%	32 1%	33 1%	37 2%	5 1%	12 2%	10 1%	20 1%	18 2%	42 1%	5 1%	60 1%	28 2%r	41 1%	5 2%
Any Received (non-zero entry)	3866 63%	803 70%bcd	1170 60%	863 62%	1031 61%	1973 64%	1894 62%	2215 60%	1599 67%g	331 59%	470 65%	982 62%	970 62%	681 64%	2422 63%	348 59%	3256 63%	793 61%	2899 63%	174 58%
Total Mean (including those not Receiving any)																				
Mean	2.99	3.56bcd	2.85	2.84	2.89	3.12	2.87	2.70	3.45g	2.80	3.28	2.81	3.14	3.08	3.03	2.82	3.01	3.19	2.94	2.97
Std Dev.	4.78	5.74	4.69	4.14	4.61	5.12	4.40	4.53	5.11	4.68	5.29	4.01	4.92	5.49	4.65	4.62	4.78	5.31	4.62	4.62
Std Error	0.06	0.15	0.11	0.12	0.11	0.09	0.08	0.08	0.10	0.20	0.19	0.10	0.12	0.17	0.07	0.19	0.07	0.14	0.07	0.27
Receiving Mean (excluding those not Receiving any)																				
Mean	4.77	5.11	4.74	4.59	4.71	4.89	4.65	4.49	5.16g	4.75	5.01	4.50	5.02	4.84	4.81	4.76	4.78	5.22r	4.63	5.12
Std Dev.	5.28	6.28	5.25	4.43	5.11	5.70	4.81	5.11	5.49	5.28	5.84	4.26	5.41	6.22	5.07	5.18	5.27	5.97	5.08	5.09
Std Error	0.08	0.19	0.15	0.16	0.16	0.12	0.11	0.11	0.13	0.29	0.27	0.13	0.17	0.23	0.10	0.27	0.09	0.20	0.09	0.39

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Doordrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	2303 37%	2026 38%bc	277 32%	52 30%	1966 38%	176 34%	99 33%	62 36%	93 37%	286 42%jpr	172 34%	159 36%	198 36%	234 41%p	337 42%jpr	320 38%	167 32%	21 30%	155 35%
1-2	1501 24%	1274 24%	227 26%	53 30%a	1249 24%	124 24%	76 26%	52 31%de	53 21%	159 24%	131 26%	121 27%	146 27%	134 23%	209 26%	176 21%	118 22%	18 27%	105 23%
3-4	974 16%	807 15%	166 19%a	26 15%	795 15%	100 19%d	51 17%	28 16%	45 18%o	102 15%	79 15%	75 17%	89 16%	106 18%o	109 13%	104 12%	86 16%	11 16%	89 20%no
5-10	1080 18%	921 17%	159 18%	35 20%	915 18%	93 18%	47 16%	24 14%	49 19%i	92 14%	105 21%i	70 16%	90 17%	88 15%	126 16%	176 21%i	119 22%ijkmn	14 20%	80 18%
11-20	238 4%	210 4%	28 3%	7 4%	199 4%	18 4%	17 6%g	4 2%	7 3%	20 3%	17 3%	19 4%	14 3%	11 2%	21 3%	57 7%hijlmnr	33 6%ilmn	4 5%	15 3%
21+	74 1%	68 1%	6 1%	*	61 1%	8 1%	5 2%g	*	4 1%m	17 2%m	4 1%	3 1%	6 1%	1 *	9 1%	10 1%	7 1%	2 3%m	6 1%
Any Received (non-zero entry)	3866 63%	3280 62%	587 68%a	121 70%a	3219 62%	342 66%	197 67%	109 64%	158 63%	389 58%	337 66%in	289 64%	345 64%	340 59%	474 58%	525 62%	362 68%imn	48 70%	294 65%in
Total Mean (including those not Receiving any)																			
Mean	2.99	3.00	2.95	2.99	2.98g	3.13g	3.38g	2.32	2.96m	3.02m	2.93m	2.90	2.92	2.31	2.55	3.46mn	3.70jkmn	3.75mn	3.04m
Std Dev.	4.78	4.91	3.84	3.85	4.79	4.61	5.61	3.10	4.54	5.75	3.98	4.97	5.61	3.21	3.99	5.03	5.16	5.69	4.42
Std Error	0.06	0.08	0.09	0.13	0.08	0.14	0.18	0.11	0.24	0.30	0.21	0.26	0.29	0.17	0.20	0.26	0.27	0.44	0.14
Receiving Mean (excluding those not Receiving any)																			
Mean	4.77	4.85	4.35	4.26	4.80g	4.74g	5.07g	3.64	4.71m	5.25m	4.43	4.50	4.60	3.90	4.36	5.57jkmn	5.41jmn	5.35m	4.64m
Std Dev.	5.28	5.48	3.95	3.96	5.31	4.96	6.22	3.20	4.96	6.76	4.15	5.58	6.47	3.34	4.40	5.39	5.45	6.14	4.74
Std Error	0.08	0.11	0.10	0.15	0.12	0.18	0.24	0.14	0.33	0.46	0.27	0.36	0.42	0.22	0.30	0.35	0.35	0.54	0.19

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 101

QE1_Doordrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	2303 37%	923 38%bc	774 34%	1269 37%	1120 34%	923 38%g	81 42%	261 34%	774 34%j	88 39%j	321 30%	615 30%	923 38%kp	394 49%klnpq	234 39%k	118 50%klnp	1538 34%k	352 42%kp	790 31%	941 40%rw	331 49%rsw	156 44%rw	62 39%	1731 35%r	218 42%rw	623 38%	1679 37%
1-2	1501 24%	561 23%	574 25%	841 24%	854 26%	561 23%	48 25%	173 22%	574 25%	52 23%	248 23%	516 25%o	621 25%mo	169 21%	154 26%o	41 17%	1137 25%mo	195 23%	670 26%	556 23%	147 22%	81 23%	41 26%	1226 25%	123 24%	343 21%	1158 26%y
3-4	974 16%	378 16%	370 16%	549 16%	541 16%	378 16%	31 16%	148 19%	370 16%	28 12%	197 18%	423 21%lmnpq	337 14%	100 12%	74 12%	37 16%	760 17%lmnq	111 13%	472 18%stx	356 15%	78 11%	48 14%	20 12%	828 17%t	67 13%	254 16%	720 16%
5-10	1080 18%	415 17%	431 19%	608 18%	625 19%	415 17%f	20 10%	149 19%f	431 19%	42 18%	238 22%	390 19%mo	432 18%	119 15%	110 18%	28 12%	822 18%mo	138 17%	506 20%st	392 17%	98 14%	51 14%	29 18%	898 18%	80 16%	289 18%	791 17%
11-20	238 4%	97 4%	87 4%	146 4%	136 4%	97 4%	10 5%	34 4%	87 4%	15 6%	54 5%	87 4%	99 4%	21 3%	17 3%	10 4%	186 4%	27 3%	97 4%	92 4%	22 3%	16 4%	5 3%	190 4%	21 4%	94 6%z	144 3%
21+	74 1%	30 1%	24 1%	44 1%	38 1%	30 1%	3 1%	12 2%	24 1%	2 1%	14 1%	32 2%	24 1%	8 1%	5 1%	4 2%	56 1%	10 1%	33 1%	30 1%	6 1%	1 *	4 2%	63 1%	5 1%	26 2%	48 1%
Any Received (non-zero entry)	3866 63%	1481 62%	1486 66%a	2188 63%	2193 66%a	1481 62%	112 58%	516 66%e	1486 66%	139 61%	750 70%hi	1448 70%lmnopq	1512 62%mo	417 51%	360 61%mo	120 50%	2961 66%lmoq	480 58%m	1779 69%stuwx	1427 60%t	350 51%	197 56%	98 61%	3205 65%stux	296 58%	1005 62%	2861 63%
Total Mean (including those not Receiving any)																											
Mean	2.99	2.97	3.14	3.04	3.16	2.97	2.81	3.33	3.14	3.27	3.66h	3.39lmnq	2.96m	2.41	2.71	2.59	3.16mq	2.68	3.28tux	2.93t	2.37	2.41	3.02	3.11tu	2.60	3.32z	2.87
Std Dev.	4.78	4.71	5.03	4.66	4.88	4.71	5.19	4.71	5.03	5.05	5.29	4.82	4.99	4.46	3.91	4.78	4.92	4.17	4.76	5.02	4.25	3.65	5.07	4.89	4.15	5.21	4.60
Std Error	0.06	0.10	0.11	0.08	0.08	0.10	0.36	0.16	0.11	0.34	0.16	0.11	0.10	0.15	0.16	0.30	0.07	0.14	0.09	0.10	0.17	0.20	0.41	0.07	0.19	0.13	0.07
Receiving Mean (excluding those not Receiving any)																											
Mean	4.77	4.82	4.78	4.81	4.78	4.82	4.84	5.02	4.78	5.35	5.22	4.82	4.77	4.68	4.48	5.13	4.79	4.64	4.74	4.87	4.61	4.33	4.93	4.80	4.53	5.39z	4.56
Std Dev.	5.28	5.20	5.54	5.08	5.32	5.20	6.05	5.00	5.54	5.53	5.64	5.12	5.61	5.29	4.16	5.69	5.38	4.59	5.08	5.69	4.98	3.95	5.70	5.36	4.61	5.74	5.09
Std Error	0.08	0.13	0.14	0.11	0.11	0.13	0.55	0.20	0.14	0.47	0.19	0.13	0.14	0.25	0.22	0.47	0.10	0.21	0.12	0.15	0.26	0.29	0.60	0.09	0.28	0.19	0.09

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

QE1_Doordrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	2303 37%	152 38%	2130 37%	20 48%	593 35%	1568 38%	142 44%d	2148 37%	65 41%	28 41%	32 43%	2242 37%	29 82%
1-2	1501 24%	85 21%	1408 25%	8 19%	375 22%	1056 25%d	70 22%	1428 24%	30 19%	19 27%	21 29%	1476 24%	4 10%
3-4	974 16%	62 15%	907 16%	5 12%	299 18%	624 15%	51 16%	923 16%	26 16%	9 13%	16 21%	957 16%	* 1%
5-10	1080 18%	69 17%	1004 18%	7 16%	321 19%	710 17%	49 15%	1039 18%j	26 16%j	10 15%j	2 3%	1076 18%j	2 7%
11-20	238 4%	21 5%	215 4%	1 3%	85 5%ef	148 4%	6 2%	224 4%	9 6%	2 4%	2 3%	236 4%	*
21+	74 1%	11 3%b	62 1%	1 2%	33 2%e	36 1%	5 2%	68 1%	4 3%	-	1 2%	72 1%	-
Any Received (non-zero entry)	3866 63%	248 62%	3596 63%	22 52%	1112 65%f	2574 62%	180 56%	3682 63%	95 59%	40 59%	43 57%	3818 63%	6 18%
Total Mean (including those not Receiving any)													
Mean	2.99	3.59b	2.95	2.67	3.51ef	2.81	2.57	3.02	3.26	2.19	2.09	3.02	0.73
Std Dev.	4.78	6.04	4.68	4.50	5.41	4.51	4.38	4.80	5.06	3.02	4.09	4.79	1.90
Std Error	0.06	0.29	0.06	0.63	0.13	0.07	0.25	0.06	0.43	0.39	0.49	0.06	0.35
Receiving Mean (excluding those not Receiving any)													
Mean	4.77	5.78b	4.70	5.09	5.38e	4.53	4.58	4.78	5.49	3.74	3.65	4.79	3.98
Std Dev.	5.28	6.79	5.16	5.16	5.90	4.99	5.01	5.30	5.56	3.13	4.87	5.29	2.71
Std Error	0.08	0.40	0.08	1.10	0.17	0.10	0.38	0.09	0.61	0.55	0.73	0.08	1.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Doordrop. Approximately how many of the following have you personally received in the last week through the post?
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	2303 37%	522 34%	610 40%a	617 40%a	553 36%	178 34%	174 34%	171 34%	221 42%efgo	191 38%	197 39%	212 43%efgo	213 40%	192 36%	190 36%	165 33%	198 40%
1-2	1501 24%	398 26%	354 23%	373 24%	377 25%	144 27%	123 24%	131 26%	120 23%	120 24%	114 22%	118 24%	133 25%	122 23%	128 24%	128 25%	121 24%
3-4	974 16%	245 16%	255 16%	252 16%	223 15%	84 16%p	84 16%p	76 15%	85 16%p	84 16%p	86 17%p	65 13%	89 17%p	98 19%p	93 17%p	78 15%	52 10%
5-10	1080 18%	295 19%	251 16%	245 16%	289 19%	91 17%	106 20%l	98 20%l	80 15%	83 16%	88 17%	77 16%	70 13%	98 19%	86 16%	99 20%l	103 21%l
11-20	238 4%	66 4%	51 3%	49 3%	72 5%	25 5%	25 5%	16 3%	15 3%	18 4%	18 4%	14 3%	22 4%	14 3%	31 6%m	28 5%	14 3%
21+	74 1%	17 1%	21 1%	14 1%	21 1%	6 1%	6 1%	6 1%	4 1%	12 2%m	5 1%	5 1%	7 1%	3 *	4 1%	10 2%	7 1%
Any Received (non-zero entry)	3866 63%	1021 66%bc	931 60%	933 60%	982 64%	350 66%hk	343 66%hk	328 66%hk	304 58%	318 62%	310 61%	279 57%	319 60%	335 64%	342 64%	342 67%hk	297 60%
Total Mean (including those not Receiving any)																	
Mean	2.99	3.17c	2.89	2.73	3.19c	3.01	3.33h	3.16	2.55	3.19	2.92	2.58	2.87	2.72	3.15	3.48hkm	2.94
Std Dev.	4.78	4.72	4.72	4.93	4.72	4.23	4.93	4.97	3.92	5.68	4.41	4.73	5.70	4.23	4.74	4.77	4.63
Std Error	0.06	0.12	0.12	0.13	0.12	0.19	0.22	0.22	0.17	0.25	0.20	0.21	0.25	0.19	0.21	0.21	0.21
Receiving Mean (excluding those not Receiving any)																	
Mean	4.77	4.79	4.77	4.53	4.99	4.53	5.02	4.81	4.41	5.12	4.78	4.53	4.78	4.28	4.91	5.16	4.91
Std Dev.	5.28	5.09	5.28	5.68	5.08	4.48	5.30	5.45	4.28	6.47	4.79	5.52	6.72	4.64	5.14	5.01	5.11
Std Error	0.08	0.16	0.17	0.18	0.16	0.24	0.29	0.29	0.24	0.35	0.27	0.31	0.36	0.26	0.27	0.26	0.29

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 102

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
		Methodology		**Online business/hobby**		**Gender**		**Age**							**Age NET**				**Ethnicity**	
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	1507 24%	234 19%	1273 26%ca	315 37%d	1191 22%	775 26%	729 23%	244 30%ijk	234 27%ik	238 21%	180 22%	232 20%	209 27%ijk	169 27%ik	478 28%op	418 22%	610 24%	378 27%o	1240 24%	250 28%
Personal letters (e.g. from a friend or relative)	1187 19%	191 16%	996 20%	236 27%d	951 18%	656 22%f	531 17%	187 23%jk	218 25%ijkm	220 20%k	129 16%	160 14%	163 21%jk	110 18%	405 24%opq	349 18%	433 17%	273 20%	934 18%	243 27%r
Letters from organisations that you have a relationship with	3382 55%	769 62%b	2613 53%	497 58%	2885 54%	1682 56%	1690 54%	337 41%	376 43%	614 55%gh	404 48%g	733 64%ghij	498 65%ghij	420 67%ghij	713 42%	1018 52%n	1651 65%no	918 66%no	2870 55%	484 53%
Bills/ invoices/ statements	3360 54%	716 58%b	2644 54%	517 60%d	2843 54%	1646 55%	1705 54%	423 51%	512 59%gl	656 58%gl	456 55%l	612 54%	367 48%	334 53%	934 55%	1112 57%pq	1314 52%	702 51%	2787 53%	543 60%r
Smaller parcels - that fit through a letterbox	2996 49%	525 43%	2471 50%a	553 64%d	2443 46%	1451 48%	1538 49%	422 51%m	430 49%m	624 56%hjklm	378 46%m	539 47%m	360 47%m	242 39%	853 50%pq	1002 52%pq	1141 45%	602 43%	2502 48%	467 52%
Larger parcels - that do not fit through a letterbox	2656 43%	460 37%	2195 44%a	498 58%d	2157 41%	1260 42%	1386 44%	431 52%jklm	433 50%jklm	498 44%m	336 41%m	449 39%m	303 40%m	205 33%	864 51%opq	835 43%pq	956 38%	508 37%	2192 42%	440 49%r
Newsletters, leaflets and promotions from organisations that you have a relationship with	2363 38%	518 42%b	1845 37%	399 46%d	1964 37%	1091 36%	1265 40%e	271 33%	330 38%	403 36%	288 35%	406 36%	358 47%ghij	306 49%ghij	602 35%	692 36%	1069 42%no	664 48%no	1977 38%	362 40%
Addressed direct mail from organisations that you don't have a relationship with	2114 34%	508 41%b	1606 33%	313 36%	1801 34%	1088 36%f	1024 33%	182 22%	233 27%	334 30%g	259 32%g	430 38%ghij	353 46%ghijk	323 52%ghijk	416 25%	593 30%n	1105 44%no	676 49%nop	1835 35%s	268 30%
Catalogues and brochures	2073 34%	392 32%	1681 34%	338 39%d	1735 33%	1003 33%	1067 34%	219 27%	254 29%	314 28%	227 28%	380 33%gij	341 45%ghij	337 54%ghijk	473 28%	541 28%	1058 42%no	678 49%nop	1791 34%s	260 29%
Magazines you subscribe to	841 14%	138 11%	704 14%a	190 22%d	651 12%	470 16%f	371 12%	106 13%i	100 11%	96 9%	76 9%	155 14%ij	141 19%ghij	168 27%ghijl	206 12%o	173 9%	463 18%no	309 22%nop	729 14%	105 12%
Items requiring a signature	931 15%	261 21%b	669 14%	242 28%d	689 13%	531 18%f	400 13%	161 19%jklm	171 20%jklm	201 18%jklm	106 13%	136 12%	93 12%	64 10%	331 20%opq	306 16%pq	293 12%	157 11%	731 14%	191 21%r
Other important items which involve postal or delivery services	525 9%	84 7%	441 9%	141 16%d	384 7%	275 9%	249 8%	89 11%jklm	103 12%jklm	97 9%	60 7%	72 6%	65 9%	38 6%	192 11%opq	157 8%	176 7%	103 7%	419 9%	100 11%r
All Post	5793 94%	1158 94%	4635 94%	830 96%d	4963 93%	2836 94%	2943 94%	746 91%	813 93%	1063 95%g	758 92%	1091 96%gj	730 96%ghj	592 94%	1559 92%	1821 94%	2413 95%no	1321 95%no	4899 94%	845 93%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	5044 82%	1033 84%	4011 81%	753 87%d	4291 81%	2500 83%	2532 81%	608 74%	690 79%g	939 84%gh	666 81%g	971 85%gh	627 82%g	544 87%ghi	1297 76%	1605 83%n	2142 85%n	1170 84%n	4252 82%	745 82%
Small and Large Parcels Combined	3869 63%	672 55%	3197 65%a	664 77%d	3204 60%	1867 62%	1992 63%	573 70%jklm	574 66%jklm	759 68%jklm	487 60%m	685 60%m	461 61%m	331 53%	1147 68%pq	1246 64%pq	1476 58%	791 57%	3234 62%	601 66%
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	3866 63%	818 66%b	3049 62%	581 67%d	3286 62%	1853 61%	2006 64%	438 53%	483 55%	637 57%	487 59%	730 64%ghi	573 75%ghijk	519 83%ghijk	920 54%	1124 58%	1822 72%no	1092 79%nop	3324 64%s	512 57%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per yea (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	1507 24%	387 34%bcd	431 22%	339 24%	350 21%	818 26%f	688 22%	973 26%h	520 22%	104 18%	169 23%	409 26%i	413 27%i	285 27%i	991 26%i	109 19%	1313 25%o	303 23%	1122 25%	81 27%
Personal letters (e.g. from a friend or relative)	1187 19%	288 25%bcd	337 17%	269 19%	293 17%	625 20%	562 18%	786 21%h	389 16%	111 20%	127 18%	308 20%	327 21%	213 20%	762 20%	117 20%	1006 19%	265 20%	866 19%	55 18%
Letters from organisations that you have a relationship with	3382 55%	727 63%bcd	1100 57%cd	699 50%	856 51%	1827 59%f	1555 51%	1945 53%	1404 59%g	263 47%	394 55%i	840 53%i	856 55%i	633 59%ikn	2090 54%i	281 48%	2895 56%o	700 54%s	2555 56%s	127 42%
Bills/ invoices/ statements	3360 54%	673 58%bcd	1028 53%	772 55%	887 53%	1701 55%	1659 54%	2122 58%h	1193 50%	302 54%	361 50%	860 55%	884 57%j	578 54%	2106 55%	322 55%	2830 55%	735 57%s	2480 54%	144 48%
Smaller parcels - that fit through a letterbox	2996 49%	623 54%bd	941 48%d	697 50%d	735 44%	1564 50%f	1432 47%	1901 52%h	1058 44%	221 39%	333 46%i	753 48%i	811 52%i	591 55%ijkn	1897 49%i	228 39%	2597 50%o	641 49%	2227 49%	128 43%
Larger parcels - that do not fit through a letterbox	2656 43%	584 51%bcd	799 41%	585 42%	688 41%	1383 45%f	1273 41%	1670 45%h	944 39%	186 33%	299 42%i	661 42%i	690 44%i	551 52%ijkln	1650 43%i	190 32%	2297 44%o	538 41%	1998 44%	120 40%
Newsletters, leaflets and promotions from organisations that you have a relationship with	2363 38%	525 45%bcd	731 38%	516 37%	591 35%	1256 41%f	1107 36%	1375 37%	962 40%	186 33%	295 41%i	599 38%	609 39%i	415 39%	1502 39%i	198 34%	2016 39%o	489 38%	1763 39%	110 37%
Addressed direct mail from organisations that you don't have a relationship with	2114 34%	449 39%bcd	653 34%	461 33%	551 33%	1102 36%	1012 33%	1167 32%	917 38%g	180 32%	264 37%	552 35%	518 33%	358 33%	1335 35%	189 32%	1777 34%	460 36%	1555 34%	99 33%
Catalogues and brochures	2073 34%	475 41%bcd	614 32%	472 34%	511 30%	1090 35%f	983 32%	1121 30%	923 39%g	162 29%	248 35%	515 33%	536 35%	385 36%i	1299 34%	170 29%	1762 34%o	385 30%	1594 35%q	93 31%
Magazines you subscribe to	841 14%	243 21%bcd	249 13%	172 12%	178 11%	492 16%f	349 11%	453 12%	379 16%g	49 9%	77 11%	238 15%ij	248 16%ij	143 13%i	563 15%ij	53 9%	736 14%o	177 14%	615 13%	49 16%
Items requiring a signature	931 15%	265 23%bcd	247 13%	222 16%bcd	197 12%	512 17%f	419 14%	652 18%h	267 11%	60 11%	89 12%	209 13%	286 18%ijkn	204 19%ijkn	584 15%i	64 11%	829 16%o	205 16%	683 15%	42 14%
Other important items which involve postal or delivery services	525 9%	138 12%bcd	153 8%	104 7%	132 8%	289 9%	236 8%	336 9%	181 8%	41 7%	61 8%	123 8%	169 11%km	78 7%	352 9%	45 8%	441 9%	133 10%r	367 8%	25 8%
All Post	5793 94%	1106 96%bcd	1823 94%	1305 94%	1558 93%	2930 95%	2864 93%	3489 95%h	2221 93%	514 92%	662 92%	1489 95%i	1456 94%	1017 95%ij	3607 94%	541 92%	4874 94%	1207 93%	4310 94%	277 92%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	5044 82%	992 86%bcd	1585 82%	1136 82%	1330 79%	2577 83%f	2466 80%	3068 83%h	1911 80%	434 77%	567 79%	1308 83%ij	1280 82%i	889 83%i	3155 82%i	459 78%	4265 82%o	1071 83%s	3751 82%s	222 74%
Small and Large Parcels Combined	3869 63%	805 70%bcd	1182 61%	899 65%d	983 59%	1987 64%	1882 61%	2420 66%h	1397 58%	284 51%	434 60%i	969 62%i	1039 67%ijk	768 72%ijkn	2442 64%i	292 50%	3351 65%o	803 62%	2888 63%	178 59%
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	3866 63%	803 70%bcd	1170 60%	863 62%	1031 61%	1973 64%	1894 62%	2215 60%	1599 67%g	331 59%	470 65%	982 62%	970 62%	681 64%	2422 63%	348 59%	3256 63%	793 61%	2899 63%	174 58%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	1507 24%	1303 25%	203 24%	52 30%	1280 25%g	124 24%	70 24%	32 19%	56 23%	168 25%	122 24%	96 21%	152 28%k	154 27%	202 25%	208 25%	123 23%	17 25%	106 24%
Personal letters (e.g. from a friend or relative)	1187 19%	1029 19%	157 18%	30 18%	1025 20%g	89 17%	49 17%	24 14%	45 18%	134 20%	87 17%	77 17%	105 19%	123 21%	194 24%jkr	158 19%	102 19%	14 20%	75 17%
Letters from organisations that you have a relationship with	3382 55%	2894 55%	487 56%	98 57%	2848 55%	275 53%	165 56%	93 55%	127 51%	336 50%	293 58%li	255 57%	270 50%	340 59%hil	481 59%hil	457 54%	288 54%	38 55%	237 53%
Bills/ invoices/ statements	3360 54%	2927 55%b	433 50%	89 51%	2820 54%	264 51%	180 61%de	96 56%	132 53%	389 58%o	267 53%	228 51%	284 52%	308 54%	515 63%hijklmopqr	416 49%	283 53%	34 49%	230 51%
Smaller parcels - that fit through a letterbox	2996 49%	2553 48%	443 51%	97 56%a	2517 49%	241 47%	148 50%	90 53%	112 45%	334 49%	243 48%	227 51%	244 45%	272 47%	411 51%	412 49%	262 50%	41 59%hlr	200 45%
Larger parcels - that do not fit through a letterbox	2656 43%	2254 42%	402 47%	94 54%a	2191 42%	237 46%	148 50%d	80 47%d	91 36%	299 44%h	207 41%	192 43%	236 43%	238 41%	337 42%	366 43%	226 43%	41 59%hijklmnopr	196 44%h
Newsletters, leaflets and promotions from organisations that you have a relationship with	2363 38%	2029 38%	333 39%	71 41%	1947 38%	216 42%	126 43%d	73 43%d	95 38%	215 32%	196 39%	161 36%	192 35%	208 36%	313 39%	351 42%i	216 41%i	32 46%i	184 41%i
Addressed direct mail from organisations that you don't have a relationship with	2114 34%	1810 34%	304 35%	62 36%	1771 34%	186 36%	105 36%	52 31%	87 35%	212 31%	184 36%	160 36%	203 37%h	178 31%	246 30%	276 33%	225 42%himno	22 32%	164 37%
Catalogues and brochures	2073 34%	1725 33%	348 40%a	72 42%a	1721 33%	190 37%	107 36%	55 32%	77 31%	199 29%	167 33%	163 36%imn	190 35%	168 29%	234 29%	310 37%imn	212 40%himn	30 43%imn	160 36%n
Magazines you subscribe to	841 14%	711 13%	131 15%	32 19%a	714 14%g	68 13%g	44 15%g	15 9%	26 11%	100 15%	54 11%	57 13%	73 13%	81 14%	111 14%	135 16%hij	78 15%	10 15%	58 13%
Items requiring a signature	931 15%	818 15%	113 13%	26 15%	802 15%g	71 14%	40 14%	17 10%	26 10%	94 14%	68 13%	54 12%	91 17%h	81 14%	181 22%hijkmor	118 14%	89 17%h	8 12%	63 14%
Other important items which involve postal or delivery services	525 9%	468 9%	57 7%	16 9%	443 9%	37 7%	32 11%eg	12 7%	13 5%	61 9%	35 7%	32 7%	54 10%h	46 8%	95 12%hjkor	58 7%	49 9%	6 9%	31 7%
All Post	5793 94%	4970 94%	824 95%	166 96%	4869 94%	483 93%	283 96%	159 93%	233 93%	631 93%	478 94%	426 95%	510 94%	533 93%	775 95%	780 92%	502 95%	65 95%	417 93%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	5044 82%	4331 82%	712 82%	142 82%	4259 82%	408 79%	241 82%	136 80%	199 79%	543 80%	416 82%	370 82%	449 83%	473 82%	685 84%r	681 81%	442 84%	54 78%	354 79%
Small and Large Parcels Combined	3869 63%	3290 62%	579 67%a	126 73%a	3228 62%	329 64%	199 67%d	113 66%	135 54%	426 63%h	315 62%h	288 64%h	320 59%	358 62%h	522 64%h	532 63%h	332 63%h	50 73%hl	279 62%h
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	3866 63%	3280 62%	587 68%a	121 70%a	3219 62%	342 66%	197 67%	109 64%	158 63%	389 58%	337 66%li	289 64%	345 64%	340 59%	474 58%	525 62%	362 68%imn	48 70%	294 65%in

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 102

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	1507 / 24%	628 / 26%	531 / 24%	941 / 27%b	844 / 25%	628 / 26%g	38 / 20%	161 / 21%	531 / 24%i	36 / 16%	254 / 24%i	613 / 30%lmnoq	610 / 25%mnoq	162 / 20%oq	102 / 17%o	19 / 8%	1223 / 27%lmnoq	121 / 15%o	665 / 26%tux	598 / 25%x	143 / 21%	69 / 19%	29 / 18%	1263 / 26%tux	98 / 19%	617 / 38%z	889 / 20%
Personal letters (e.g. from a friend or relative)	1187 / 19%	544 / 23%bd	349 / 15%	813 / 24%bd	619 / 19%b	544 / 23%g	47 / 25%	144 / 19%	349 / 15%	39 / 17%	160 / 15%	491 / 24%lmnoq	479 / 20%noq	140 / 17%noq	59 / 10%	16 / 7%	969 / 22%mnoq	75 / 9%	552 / 22%svx	426 / 18%	129 / 19%	56 / 16%	21 / 13%	978 / 20%x	77 / 15%	529 / 33%z	657 / 14%
Letters from organisations that you have a relationship with	3382 / 55%	1338 / 56%	1282 / 57%	1954 / 57%	1899 / 57%	1338 / 56%	94 / 49%	446 / 57%	1282 / 57%	111 / 49%	676 / 63%hi	1274 / 62%lmnoq	1374 / 56%mnoq	378 / 47%o	271 / 46%	80 / 34%	2648 / 59%mnoq	351 / 42%	1538 / 60%stuvx	1278 / 54%x	318 / 47%	177 / 50%v	59 / 37%	2816 / 57%tvx	236 / 46%	820 / 50%	2562 / 56%z
Bills/ invoices/ statements	3360 / 54%	1380 / 57%b	1177 / 52%	2015 / 58%bd	1812 / 55%	1380 / 57%g	115 / 60%	394 / 51%	1177 / 52%	119 / 53%	545 / 51%	1208 / 59%lmnoq	1353 / 56%oq	416 / 51%o	296 / 50%o	83 / 35%	2560 / 57%mnoq	380 / 46%o	1475 / 57%tuvx	1312 / 55%tvx	308 / 45%	177 / 50%	72 / 45%	2787 / 56%tvx	249 / 48%	966 / 59%z	2394 / 53%
Smaller parcels - that fit through a letterbox	2996 / 49%	1199 / 50%	1096 / 48%	1760 / 51%	1657 / 50%	1199 / 50%g	81 / 42%	349 / 45%	1096 / 48%i	86 / 38%	482 / 45%	1114 / 54%lmnoq	1188 / 49%oq	345 / 43%o	263 / 44%o	79 / 33%	2303 / 51%mnoq	342 / 41%	1445 / 56%stuvwx	1169 / 49%tvx	251 / 37%	93 / 26%	33 / 20%	2614 / 53%stuvx	125 / 24%	888 / 55%z	2108 / 46%
Larger parcels - that do not fit through a letterbox	2656 / 43%	1056 / 44%	945 / 42%	1548 / 45%	1436 / 43%	1056 / 44%f	66 / 34%	308 / 40%	945 / 42%i	73 / 32%	416 / 39%	941 / 46%mo	1043 / 43%o	328 / 40%	262 / 44%o	78 / 33%	1984 / 44%o	341 / 41%	1341 / 52%stuvwx	958 / 40%vx	217 / 32%	108 / 31%v	24 / 15%	2299 / 47%stuvx	132 / 26%v	780 / 48%z	1875 / 41%
Newsletters, leaflets and promotions from organisations that you have a relationship with	2363 / 38%	948 / 39%	882 / 39%	1378 / 40%	1312 / 40%	948 / 39%	60 / 31%	326 / 42%f	882 / 39%	82 / 36%	441 / 41%	925 / 45%lmnopq	919 / 38%moq	251 / 31%	200 / 34%	62 / 26%	1844 / 41%lmnoq	262 / 31%	1134 / 44%stuvwx	885 / 37%tuvx	186 / 27%	105 / 30%	43 / 27%	2019 / 41%stuvx	149 / 29%	660 / 41%	1703 / 38%
Addressed direct mail from organisations that you don't have a relationship with	2114 / 34%	822 / 34%	804 / 36%	1217 / 35%	1199 / 36%	822 / 34%	60 / 31%	289 / 37%	804 / 36%	78 / 35%	443 / 41%h	821 / 40%lmnopq	821 / 34%m	220 / 27%	181 / 30%	69 / 29%	1642 / 36%mno	250 / 30%	985 / 38%stu	777 / 33%t	178 / 26%	102 / 29%	66 / 41%tu	1762 / 36%tu	168 / 33%	525 / 32%	1589 / 35%
Catalogues and brochures	2073 / 34%	782 / 33%	816 / 36%a	1162 / 34%	1197 / 36%a	782 / 33%	56 / 29%	287 / 37%	816 / 36%	71 / 31%	446 / 42%hi	806 / 39%lmnoq	823 / 34%mnoq	199 / 25%	179 / 30%	58 / 24%	1630 / 36%mno	237 / 28%	971 / 38%stux	759 / 32%	187 / 28%	102 / 29%	45 / 28%	1730 / 35%stx	148 / 29%	567 / 35%	1506 / 33%
Magazines you subscribe to	841 / 14%	322 / 13%	316 / 14%	509 / 15%	503 / 15%	322 / 13%	15 / 8%	125 / 16%f	316 / 14%	23 / 10%	173 / 16%	349 / 17%lmnoq	331 / 14%o	80 / 10%	60 / 10%	16 / 7%	680 / 15%mno	76 / 9%	384 / 15%x	322 / 14%	78 / 12%	39 / 11%	13 / 8%	706 / 14%x	53 / 10%	280 / 17%z	561 / 12%
Items requiring a signature	931 / 15%	467 / 19%bd	241 / 11%	656 / 19%bd	431 / 13%	467 / 19%fg	20 / 10%	88 / 11%	241 / 11%	18 / 8%	109 / 10%	313 / 15%o	402 / 16%o	107 / 13%	87 / 10%	21 / 9%	715 / 16%o	107 / 13%	459 / 18%stux	353 / 15%x	70 / 10%	41 / 11%	6 / 4%	812 / 16%stx	47 / 9%	328 / 20%z	603 / 13%
Other important items which involve postal or delivery services	525 / 9%	222 / 9%b	148 / 7%	343 / 10%bd	269 / 8%	222 / 9%g	12 / 6%	50 / 6%	148 / 7%	15 / 7%	80 / 7%	206 / 10%mo	197 / 6%q	79 / 10%mo	32 / 5%	12 / 5%	402 / 9%mo	44 / 5%	239 / 9%vx	205 / 9%v	50 / 7%	27 / 7%	2 / 1%	444 / 9%vx	29 / 6%	244 / 15%z	281 / 6%
All Post	5793 / 94%	2274 / 95%	2143 / 95%	3277 / 95%	3146 / 95%	2274 / 95%	183 / 94%	718 / 92%	2143 / 95%	207 / 92%	1019 / 95%	1991 / 97%lmoq	2301 / 95%	721 / 89%	564 / 95%mo	201 / 84%	4292 / 95%mo	765 / 92%	2482 / 97%stuvwx	2222 / 94%tuvx	601 / 88%	319 / 90%	142 / 89%	4704 / 95%stuvx	461 / 90%	1554 / 95%z	4239 / 93%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	5044 / 82%	2012 / 84%	1879 / 83%	2915 / 84%	2782 / 84%	2012 / 84%g	161 / 83%	622 / 80%	1879 / 83%	176 / 78%	896 / 84%	1802 / 87%lmnoq	2040 / 84%mnoq	604 / 75%o	450 / 76%o	134 / 56%	3841 / 85%mnoq	585 / 70%o	2206 / 86%stuvx	1927 / 81%tvx	495 / 73%	283 / 80%tv	110 / 69%	4134 / 84%tvx	393 / 76%	1392 / 85%z	3652 / 80%
Small and Large Parcels Combined	3869 / 63%	1540 / 64%	1404 / 62%	2245 / 65%	2109 / 64%	1540 / 64%fg	100 / 51%	461 / 59%	1404 / 62%i	114 / 50%	621 / 58%	1388 / 67%lmnoq	1527 / 63%o	481 / 59%o	351 / 59%o	117 / 49%	2915 / 65%mnoq	468 / 56%	1848 / 72%stuvwx	1494 / 63%tuvx	328 / 48%vx	142 / 40%	48 / 30%	3343 / 68%stuvx	190 / 37%	1104 / 68%z	2765 / 61%
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	3866 / 63%	1481 / 62%	1486 / 66%a	2188 / 63%	2193 / 66%a	1481 / 62%	112 / 58%	516 / 66%e	1486 / 66%	139 / 61%	750 / 70%hi	1448 / 70%lmnopq	1512 / 62%mo	417 / 51%	360 / 51%	120 / 50%	2961 / 66%lmnoq	480 / 58%m	1779 / 69%stuvwx	1427 / 60%t	350 / 51%	197 / 56%	98 / 61%	3205 / 65%stux	296 / 58%	1005 / 62%	2861 / 63%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	1507 24%	116 29%	1377 24%	14 33%	446 26%	980 24%	80 25%	1394 24%	66 41%gjk	19 28%	13 18%	1480 24%	14 39%
Personal letters (e.g. from a friend or relative)	1187 19%	106 26%b	1075 19%	7 16%	385 23%e	735 18%	67 21%	1074 18%	72 45%gijk	15 22%	17 22%	1161 19%	9 26%
Letters from organisations that you have a relationship with	3382 55%	235 59%	3120 55%	27 64%	945 55%f	2297 55%	139 43%	3235 55%h	69 43%	32 46%	38 51%	3336 55%h	8 23%
Bills/ invoices/ statements	3360 54%	223 56%	3114 54%	23 56%	937 55%	2241 54%	181 56%	3174 54%	90 56%	40 59%	41 56%	3304 55%	15 41%
Smaller parcels - that fit through a letterbox	2996 49%	199 50%	2778 49%	19 46%	855 50%	1985 48%	156 48%	2873 49%ij	82 51%ij	22 33%j	8 10%	2978 49%ij	11 30%
Larger parcels - that do not fit through a letterbox	2656 43%	178 44%	2461 43%	17 41%	791 46%e	1732 42%	132 41%	2540 44%j	71 44%j	23 34%	10 14%	2635 43%j	11 30%
Newsletters, leaflets and promotions from organisations that you have a relationship with	2363 38%	160 40%	2186 38%	16 39%	700 41%e	1545 37%	117 36%	2244 38%	70 44%	21 31%	24 32%	2335 39%	4 12%
Addressed direct mail from organisations that you don't have a relationship with	2114 34%	141 35%	1964 34%	9 23%	633 37%ef	1390 34%	91 28%	2015 35%	47 29%	24 35%	25 33%	2085 34%	4 11%
Catalogues and brochures	2073 34%	135 34%	1925 34%	14 33%	602 35%	1362 33%	108 34%	1986 34%	49 31%	21 31%	14 19%	2056 34%	3 7%
Magazines you subscribe to	841 14%	78 20%b	759 13%	4 10%	277 16%e	526 13%	39 12%	795 14%	36 23%gjk	7 10%	4 5%	838 14%	* *
Items requiring a signature	931 15%	88 22%b	839 15%	4 9%	304 18%e	585 14%	42 13%	885 15%	37 23%gjk	3 5%	4 6%	926 15%	1 2%
Other important items which involve postal or delivery services	525 9%	65 16%b	457 8%	4 9%	197 12%e	297 7%	31 10%	488 8%	29 18%gij	4 6%	2 2%	521 9%	2 7%
All Post	5793 94%	376 94%	5382 94%	36 86%	1601 94%	3895 94%	297 92%	5489 94%j	149 93%	63 92%	65 87%	5702 94%	27 76%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	5044 82%	342 85%	4668 82%	33 80%	1413 83%	3376 82%	255 79%	4776 82%	129 80%	52 77%	60 81%	4957 82%	27 75%
Small and Large Parcels Combined	3869 63%	250 62%	3595 63%	24 57%	1103 65%	2574 62%	191 59%	3712 64%ij	94 59%j	33 48%j	15 20%	3839 63%ij	15 43%
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	3866 63%	248 62%	3596 63%	22 52%	1112 65%f	2574 62%	180 56%	3682 63%	95 59%	40 59%	43 57%	3818 63%	6 18%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	320	320	303	300
Invitations, greetings cards and postcards	1507 24%	339 22%	331 21%	317 20%	520 34%abc	144 27%fgikn	102 20%	93 19%	121 23%	97 19%	112 22%	94 19%	111 21%	111 21%	102 19%	122 24%	297 60%efghijklmno
Personal letters (e.g. from a friend or relative)	1187 19%	297 19%	269 17%	275 18%	345 22%bc	116 22%jk	100 19%	81 16%	103 20%	90 18%	77 15%	72 15%	92 17%	111 21%k	112 21%k	99 20%	134 27%fghijklo
Letters from organisations that you have a relationship with	3382 55%	837 54%	808 52%	889 57%b	848 55%	281 53%	271 52%	286 57%	276 53%	270 53%	262 52%	276 56%	308 58%	305 58%	298 56%	292 58%	257 52%
Bills/ invoices/ statements	3360 54%	923 60%bcd	839 54%	794 51%	804 52%	314 59%hkmn	309 60%hkmn	300 60%hkmnо	269 51%	287 56%	283 56%	248 50%	283 53%	264 50%	270 51%	265 52%	268 54%
Smaller parcels - that fit through a letterbox	2996 49%	724 47%	732 48%	761 49%	779 51%	246 47%	241 47%	237 47%	216 41%	259 51%h	257 51%h	242 49%h	259 49%	260 49%h	232 44%	280 55%efhn	268 54%hn
Larger parcels - that do not fit through a letterbox	2656 43%	621 40%	639 41%	676 44%	719 47%ab	227 43%	202 39%	192 39%	199 38%	231 45%	209 41%	191 39%	243 46%hn	242 46%hn	202 38%	259 51%efghijkn	258 52%fghijkn
Newsletters, leaflets and promotions from organisations that you have a relationship with	2363 38%	585 38%	547 35%	594 38%	637 41%d	204 39%	197 38%	184 37%	193 37%	176 35%	178 35%	163 33%	212 40%	220 42%k	247 46%efghijkp	208 41%k	182 37%
Addressed direct mail from organisations that you don't have a relationship with	2114 34%	585 38%cd	539 35%	480 31%	510 33%	195 37%kn	199 38%hkln	191 38%hkln	161 31%	192 38%klln	187 37%n	144 29%	160 30%	175 33%	151 28%	194 38%hkln	165 33%
Catalogues and brochures	2073 34%	549 36%	508 33%	504 33%	512 33%	183 35%	182 35%hl	185 37%hlp	145 28%	185 36%hlp	178 35%h	154 31%	148 28%	202 38%hlp	180 34%	193 38%hlp	139 28%
Magazines you subscribe to	841 14%	220 14%b	173 11%	193 12%	255 17%bc	85 16%hjk	62 12%	72 14%h	48 9%	75 15%h	49 10%	48 10%	59 11%	86 16%hjk	83 16%hjk	92 18%fhjkl	80 16%hjk
Items requiring a signature	931 15%	200 13%	250 16%a	249 16%	232 15%	74 14%	54 11%	72 14%	75 14%	95 19%fn	80 16%fn	71 15%	84 16%n	94 18%fn	56 10%	88 17%fn	89 18%fn
Other important items which involve postal or delivery services	525 9%	140 9%	123 8%	124 8%	138 9%	51 10%h	48 9%h	41 8%	25 5%	52 10%hl	46 9%h	42 9%h	31 6%	51 10%h	36 7%	63 12%hln	39 8%
All Post	5793 94%	1463 95%	1434 93%	1443 93%	1453 95%	510 97%ghjmn	495 96%m	459 92%	486 93%	481 94%	467 92%	459 93%	502 94%	483 92%	494 93%	482 95%	477 96%gjm
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	5044 82%	1286 83%c	1252 81%	1229 79%	1277 83%c	445 84%km	427 83%	414 83%	436 83%m	413 81%	402 79%	378 77%	445 84%km	405 77%	431 81%	402 79%	445 90%efghijklmno
Small and Large Parcels Combined	3869 63%	937 61%	965 63%	979 63%	987 64%	321 61%	311 60%	304 61%	300 57%	340 67%hn	325 64%	305 62%	341 64%n	333 63%	301 56%	348 68%efhn	339 68%efhn
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	3866 63%	1021 66%bc	931 60%	933 60%	982 64%	350 66%hk	343 66%hk	328 66%hk	304 58%	318 62%	310 61%	279 57%	319 60%	335 64%	342 64%	342 67%hk	297 60%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	0.80	0.93b	0.77	0.84	0.79	0.77	0.83	0.59	0.53	0.50	0.66i	0.70hi	1.35ghij	1.67ghijk	0.56	0.57	1.13no	1.49nop	0.83s	0.61
Personal letters (e.g. from a friend or relative)	0.38	0.36	0.39	0.59d	0.35	0.45f	0.32	0.45ijklm	0.48ijklm	0.36k	0.34	0.28	0.46ijk	0.34	0.47op	0.35	0.35	0.41	0.35	0.57r
Letters from organisations that you have a relationship with	1.31	1.50b	1.27	1.32	1.31	1.40f	1.23	0.90	0.90	1.24gh	1.29gh	1.56ghij	1.60ghij	1.79ghij	0.90	1.26n	1.63no	1.68no	1.30	1.34
Bills/ invoices/ statements	1.10	1.27b	1.06	1.23	1.08	1.09	1.11	1.10l	1.21l	1.20l	1.10	1.06	0.91	1.09	1.16q	1.16q	1.02	0.99	1.06	1.35r
Smaller parcels - that fit through a letterbox	0.90	0.83	0.91	1.35d	0.82	0.91	0.88	1.09klm	0.89m	1.03klm	0.85	0.82	0.81	0.69	0.99pq	0.95pq	0.79	0.76	0.87	1.04r
Larger parcels - that do not fit through a letterbox	0.83	0.78	0.85	1.30d	0.76	0.80	0.87	1.07iklm	0.89klm	0.88klm	0.98klm	0.71	0.66	0.61	0.97pq	0.92pq	0.67	0.64	0.82	0.89
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.08	1.11	1.07	1.37d	1.03	1.08	1.08	1.05	1.00	1.15k	0.98	0.90	1.16k	1.47ghijk	1.02	1.08	1.12	1.30np	1.07	1.14
Addressed direct mail from organisations that you don't have a relationship with	0.99	1.18b	0.94	0.98	0.99	1.05	0.93	0.52	0.65	0.86g	0.88g	1.07gh	1.38ghij	1.78ghijk	0.59	0.87n	1.34no	1.56nop	1.02s	0.78
Catalogues and brochures	0.72	0.64	0.74	0.78	0.71	0.77	0.68	0.62	0.59	0.63	0.62	0.61	0.96ghijk	1.26ghijk	0.60	0.63	0.87no	1.09no	0.73	0.59
Magazines you subscribe to	0.21	0.16	0.22	0.40d	0.18	0.25f	0.16	0.20	0.22i	0.13	0.17	0.20	0.24i	0.35ghij	0.21o	0.15	0.25o	0.29no	0.20	0.22
Items requiring a signature	0.25	0.36b	0.23	0.50d	0.22	0.31f	0.21	0.40jklm	0.33jklm	0.30jklm	0.20	0.16	0.20	0.17	0.37pq	0.26pq	0.18	0.19	0.24	0.37r
Other important items which involve postal or delivery services	0.17	0.12	0.18	0.43d	0.12	0.19	0.15	0.24km	0.25iklm	0.16k	0.17	0.09	0.15	0.12	0.25pq	0.16	0.12	0.14	0.16	0.20
All Post	8.74	9.27	8.61	11.10d	8.36	9.06	8.44	8.24	7.95	8.44	8.23	8.17	9.86ghij	11.35ghij	8.09	8.35	9.47no	10.55no	8.65	9.11
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.60	4.07b	3.48	3.99	3.53	3.72	3.49	3.05	3.14	3.31	3.39	3.60g	4.31ghij	4.90ghij	3.09	3.34	4.13no	4.57no	3.54	3.87
Small and Large Parcels Combined	1.73	1.61	1.76	2.65d	1.58	1.71	1.75	2.16klm	1.78lm	1.91klm	1.82m	1.54	1.48	1.30	1.96pq	1.87pq	1.46	1.40	1.69	1.93
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	2.99	3.10	2.96	3.53d	2.90	3.15	2.85	2.39	2.46	2.77	2.65	2.77	3.74ghij	4.86ghij	2.42	2.72	3.56no	4.25no	3.02	2.74

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	0.80	0.92b	0.64	0.81c	0.89b	0.74	0.86	0.64	1.05g	0.52	0.94i	0.81i	0.84i	0.78i	0.85i	0.58	0.81o	0.69	0.79	1.33qr
Personal letters (e.g. from a friend or relative)	0.38	0.51bcd	0.35	0.38	0.34	0.41f	0.36	0.41h	0.33	0.34	0.32	0.37	0.48ijkmn	0.37	0.40j	0.34	0.39	0.43r	0.37	0.46
Letters from organisations that you have a relationship with	1.31	1.56bcd	1.32	1.19	1.24	1.41f	1.22	1.21	1.48g	1.09	1.42	1.25	1.31	1.45ik	1.31	1.12	1.33o	1.36	1.30	1.23
Bills/ invoices/ statements	1.10	1.25bd	1.05	1.13	1.04	1.12	1.08	1.20h	0.94	1.09	1.02	1.06	1.22	1.10	1.12	1.10	1.11	1.21r	1.07	1.19
Smaller parcels - that fit through a letterbox	0.90	0.99d	0.89	0.91	0.83	0.93	0.86	0.93	0.84	0.72	0.93i	0.90	0.96i	0.99i	0.93i	0.70	0.93o	1.02r	0.85	0.98
Larger parcels - that do not fit through a letterbox	0.83	1.01bcd	0.79	0.81	0.79	0.87	0.80	0.85	0.80	0.67	0.86	0.81	0.89	0.97ik	0.85	0.65	0.86o	0.88	0.82	0.78
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.08	1.27b	1.00	1.06	1.05	1.10	1.06	1.05	1.13	0.92	1.23i	1.01	1.16	1.17	1.11	0.94	1.11	1.21	1.04	1.05
Addressed direct mail from organisations that you don't have a relationship with	0.99	0.97	1.00	0.92	1.04	0.99	0.98	0.81	1.25g	1.12	1.21km	0.91	1.00	0.88	1.00	1.11	0.97	1.11r	0.94	1.05
Catalogues and brochures	0.72	1.00bcd	0.65	0.68	0.64	0.78	0.66	0.64	0.85g	0.65	0.66	0.68	0.71	0.83	0.69	0.65	0.71	0.63	0.75	0.64
Magazines you subscribe to	0.21	0.31bcd	0.21	0.18	0.16	0.25f	0.17	0.20	0.22	0.12	0.18	0.21i	0.26i	0.20i	0.23i	0.12	0.22o	0.24	0.20	0.22
Items requiring a signature	0.25	0.40bcd	0.22	0.26d	0.19	0.29f	0.22	0.30h	0.19	0.18	0.21	0.22	0.32ijk	0.33ijk	0.26	0.17	0.27o	0.30	0.24	0.30
Other important items which involve postal or delivery services	0.17	0.23c	0.15	0.13	0.17	0.18	0.15	0.18	0.14	0.17	0.20	0.16	0.20	0.14	0.18	0.17	0.17	0.24r	0.14	0.16
All Post	8.74	10.43bcd	8.25	8.45	8.39	9.07	8.41	8.43	9.23g	7.58	9.18i	8.38	9.35ik	9.20i	8.92i	7.66	8.86o	9.34r	8.53	9.40
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.60	4.25bcd	3.35	3.51	3.51	3.69	3.51	3.47	3.81g	3.04	3.70	3.48	3.85i	3.70i	3.67i	3.14	3.63	3.70	3.53	4.21
Small and Large Parcels Combined	1.73	2.00bcd	1.68	1.71	1.62	1.80	1.66	1.79	1.64	1.38	1.79i	1.71	1.84i	1.96i	1.78i	1.35	1.79o	1.90r	1.68	1.76
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail,Catalogues and Magazines)	2.99	3.56bcd	2.85	2.84	2.89	3.12	2.87	2.70	3.45g	2.80	3.28	2.81	3.14	3.08	3.03	2.82	3.01	3.19	2.94	2.97

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2887	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	0.80	0.80	0.77	1.28b	0.82	0.81	0.64	0.46	0.74	0.75	0.83n	0.58	0.79kn	1.10iknr	0.60	1.06iklnr	0.82kn	1.83ijklmpr	0.65
Personal letters (e.g. from a friend or relative)	0.38	0.39	0.34	0.36	0.40e	0.28	0.35	0.26	0.39	0.38	0.33	0.35	0.46jor	0.41r	0.45jor	0.34	0.48jor	0.25	0.28
Letters from organisations that you have a relationship with	1.31	1.32	1.30	1.29	1.32	1.17	1.54deg	1.18	1.36l	1.30	1.26	1.23	1.07	1.33l	1.39r	1.40	1.46fr	1.37	1.14
Bills/ invoices/ statements	1.10	1.13b	0.95	1.04	1.10	1.10	1.26dg	0.98	1.07	1.17	0.99	1.03	1.13	1.03	1.29jkmo	1.01	1.09	1.13	1.09
Smaller parcels - that fit through a letterbox	0.90	0.89	0.93	1.05	0.89	0.90	0.97	0.88	0.88	0.86	0.87	0.91	0.85	0.75	0.98	0.92	0.97m	1.40ijklmor	0.83
Larger parcels - that do not fit through a letterbox	0.83	0.82	0.92	1.13a	0.81	0.96d	1.07d	0.89	0.87	0.81	0.77	0.81	0.90	0.69	0.74	0.90	0.77	1.12mp	0.94m
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.08	1.09	1.03	0.96	1.07	1.05	1.27	1.03	1.08	1.10	1.06	0.93	0.94	0.86	1.06	1.29km	1.19m	1.30	1.01
Addressed direct mail from organisations that you don't have a relationship with	0.99	1.00	0.91	0.92	0.98g	1.09g	1.05g	0.67	1.18mn	1.06	1.11mn	0.95	0.98	0.74	0.77	1.02m	1.22mn	1.44mn	1.03m
Catalogues and brochures	0.72	0.71	0.81	0.82	0.72g	0.81g	0.75g	0.51	0.54	0.66	0.62	0.82mn	0.81mn	0.50	0.49	0.92hjmn	1.04hijmn	0.83mn	0.80mn
Magazines you subscribe to	0.21	0.21	0.20	0.28	0.21g	0.19g	0.30deg	0.11	0.16	0.21	0.15	0.20	0.19	0.21	0.23	0.22	0.25j	0.18	0.19
Items requiring a signature	0.25	0.26	0.23	0.29	0.26d	0.23	0.29d	0.15	0.17	0.21	0.22	0.22	0.32hmo	0.19	0.44hijkmor	0.19	0.29ho	0.25	0.23
Other important items which involve postal or delivery services	0.17	0.17	0.15	0.36a	0.16	0.16	0.26d	0.12	0.12	0.15	0.11	0.13	0.17	0.11	0.24jm	0.15	0.23jm	0.20	0.15
All Post	8.74	8.77	8.55	9.78	8.73g	8.74g	9.78dg	7.24	8.56	8.65	8.31	8.15	8.60	7.92	8.68	9.41	9.80kmr	11.30km	8.35
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.60	3.64	3.37	3.97	3.63g	3.36	3.79g	2.88	3.56	3.59	3.40	3.18	3.45	3.87	3.74	3.80	3.85	4.60	3.17
Small and Large Parcels Combined	1.73	1.71	1.86	2.18a	1.70	1.87	2.04d	1.77	1.75	1.67	1.64	1.71	1.75	1.44	1.72	1.81	1.74	2.52ijkmpr	1.77m
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	2.99	3.00	2.95	2.99	2.98g	3.13g	3.38g	2.32	2.96m	3.02m	2.93m	2.90	2.92	2.31	2.55	3.46mn	3.70jkmn	3.75mn	3.04m

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 103

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	0.80	0.67	0.98ac	0.77	0.99ac	0.67	0.40	0.76	0.98i	0.37	1.33hi	1.04mnoq	0.83mnoq	0.57oq	0.43o	0.16	0.93mnoq	0.36o	0.85tvx	0.86tvx	0.60v	0.69v	0.31	0.86tvx	0.57v	1.02z	0.72
Personal letters (e.g. from a friend or relative)	0.38	0.45bd	0.31	0.47bd	0.36b	0.45g	0.42g	0.31	0.31	0.34	0.37	0.46mno	0.41mnoq	0.29oq	0.23	0.15	0.43mnoq	0.21	0.42uvx	0.37vx	0.38	0.31	0.21	0.39vx	0.28	0.69z	0.27
Letters from organisations that you have a relationship with	1.31	1.33	1.37	1.36	1.38	1.33	1.21	1.43	1.37	1.08	1.61hi	1.54mnoq	1.35mnoq	1.04	0.97	0.93	1.44mnoq	0.96	1.47stvx	1.26	1.08	1.21	0.96	1.37tvx	1.13	1.25	1.33
Bills/ invoices/ statements	1.10	1.22bd	0.97	1.23bd	1.06	1.22g	1.22	0.98	0.97	0.95	0.89	1.21moq	1.11o	0.98	1.04	0.78	1.16moq	0.97	1.18tvx	1.12t	0.90	1.04	0.78	1.15tv	0.96	1.31z	1.03
Smaller parcels - that fit through a letterbox	0.90	0.95b	0.83	0.98b	0.90	0.95	0.85	0.85	0.83i	0.58	0.78	1.02moq	0.88mo	0.71	0.93	0.56	0.94moq	0.82	1.05stuvwx	0.86tvx	0.67v	0.74	0.35	0.96stvx	0.62	1.03z	0.85
Larger parcels - that do not fit through a letterbox	0.83	0.84	0.79	0.86	0.83	0.84	0.68	0.73	0.79	0.63	0.77	0.86	0.83	0.73	0.89	0.95	0.84	0.91	1.02stuvwx	0.76vx	0.66	0.61	0.29	0.89stuvx	0.51	0.98z	0.78
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.08	1.13	1.07	1.14	1.10	1.13	0.77	1.14	1.07	1.07	1.12	1.21moq	1.07	0.94	0.96	0.79	1.13q	0.91	1.23stux	1.05	0.82	0.79	0.87	1.14tux	0.81	1.29z	1.00
Addressed direct mail from organisations that you don't have a relationship with	0.99	0.96	1.08	0.97	1.06	0.96	1.19	1.26e	1.08	1.38	1.35h	1.12m	0.97m	0.76	0.89	1.04	1.04m	0.94	1.06t	0.95	0.74	0.91	1.47stw	1.01t	1.08t	0.93	1.01
Catalogues and brochures	0.72	0.67	0.80	0.69	0.79	0.67	0.72	0.72	0.80	0.72	0.98	0.81m	0.72	0.56	0.69	0.59	0.76m	0.66	0.79	0.72	0.58	0.58	0.54	0.75	0.57	0.81	0.69
Magazines you subscribe to	0.21	0.21	0.19	0.24	0.22	0.21	0.13	0.21	0.19	0.10	0.21i	0.25mq	0.20	0.14	0.18	0.16	0.22m	0.17	0.21	0.22	0.22	0.14	0.14	0.21	0.14	0.30z	0.17
Items requiring a signature	0.25	0.35bd	0.16	0.33bd	0.20b	0.35g	0.19	0.19	0.16	0.13	0.15	0.26	0.27	0.21	0.28	0.17	0.27	0.24	0.28tv	0.26v	0.18	0.30	0.05	0.27tv	0.22	0.36z	0.22
Other important items which involve postal or delivery services	0.17	0.17	0.13	0.19	0.16	0.17g	0.15	0.10	0.13	0.20	0.15	0.20lq	0.14	0.20	0.12	0.08	0.17	0.11	0.17v	0.17	0.16	0.15	0.03	0.17	0.11	0.35z	0.10
All Post	8.74	8.94	8.69	9.23	9.07	8.94	7.93	8.68	8.69	7.55	9.71hi	9.98lmnoq	8.78mnoq	7.14	7.61	6.37	9.33mnoq	7.25	9.72stuvwx	8.59tvx	7.01	7.46	6.00	9.18tuvx	7.00	10.32z	8.17
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.60	3.67	3.64	3.82	3.81	3.67	3.25	3.47	3.64	2.74	4.20i	4.25lmnoq	3.70mnoq	2.88o	2.68	2.02	3.95mnoq	2.49	3.92tvx	3.61tvx	2.97	3.24	2.25	3.77tvx	2.93	4.28z	3.35
Small and Large Parcels Combined	1.73	1.78	1.62	1.84b	1.73	1.78	1.53	1.58	1.62	1.21	1.55	1.88m	1.71m	1.44	1.82	1.51	1.79m	1.73	2.07stuvwx	1.62tvx	1.33	1.36	0.64	1.85stuvx	1.13	2.01z	1.63
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.99	2.97	3.14	3.04	3.16	2.97	2.81	3.33	3.14	3.27	3.66h	3.38lmnq	2.96m	2.41	2.71	2.59	3.16mq	2.68	3.28tux	2.93t	2.37	2.41	3.02	3.11tu	2.60	3.32z	2.87

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	0.80	1.23b	0.77	0.72	0.88f	0.78	0.56	0.77	1.68gk	0.75	1.04	0.80	0.72
Personal letters (e.g. from a friend or relative)	0.38	0.51b	0.37	0.43	0.51ef	0.33	0.36	0.36	1.13gijkl	0.34	0.41	0.38	0.37
Letters from organisations that you have a relationship with	1.31	1.68b	1.28	1.85	1.42f	1.29	1.05	1.33	1.08	1.05	1.05	1.32	0.51
Bills/ invoices/ statements	1.10	1.38b	1.08	1.12	1.15	1.09	1.01	1.09	1.55gk	1.07	0.93	1.11	0.98
Smaller parcels - that fit through a letterbox	0.90	1.01	0.89	0.83	1.05e	0.83	0.89	0.90j	1.15ij	0.44j	0.14	0.91j	0.75
Larger parcels - that do not fit through a letterbox	0.83	1.00	0.82	0.90	1.01e	0.76	0.83	0.84j	1.11j	0.56	0.32	0.84j	0.46
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.08	1.28	1.06	1.50	1.27ef	1.02	0.87	1.09	1.27	0.92	0.68	1.09	0.21
Addressed direct mail from organisations that you don't have a relationship with	0.99	1.13	0.98	0.54	1.15ef	0.94	0.75	1.00	0.81	0.69	0.95	0.99	0.24
Catalogues and brochures	0.72	0.86	0.71	0.53	0.81	0.68	0.71	0.73	0.73	0.49	0.32	0.73	0.28
Magazines you subscribe to	0.21	0.32b	0.20	0.10	0.28e	0.18	0.24	0.20	0.45gjk	0.10	0.15	0.21	*
Items requiring a signature	0.25	0.37b	0.25	0.16	0.35ef	0.22	0.19	0.25	0.51gjk	0.09	0.17	0.26	0.04
Other important items which involve postal or delivery services	0.17	0.40b	0.15	0.15	0.27e	0.12	0.21	0.16	0.56gk	0.12	0.12	0.17	0.27
All Post	8.74	11.18b	8.57	8.82	10.14ef	8.25	7.68	8.73	12.02gijk	6.61	6.26	8.79	4.83
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.60	4.81b	3.51	4.12	3.95ef	3.50	2.99	3.56	5.43gk	3.21	3.42	3.61	2.59
Small and Large Parcels Combined	1.73	2.01	1.71	1.73	2.06e	1.59	1.73	1.74j	2.27ij	1.00j	0.46	1.75j	1.21
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	2.99	3.69b	2.95	2.67	3.51ef	2.81	2.57	3.02	3.26	2.19	2.09	3.02	0.73

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	0.80	0.78bc	0.57	0.47	1.38abc	1.16fghjklmno	0.62kmn	0.55	0.46n	0.74kn	0.50n	0.39	0.58kn	0.44	0.35	0.60kmn	3.26efghijklmno
Personal letters (e.g. from a friend or relative)	0.38	0.38	0.34	0.35	0.46abc	0.49fghijkl	0.34	0.30	0.34	0.36	0.33	0.28	0.33	0.45gkl	0.48fghjkl	0.38k	0.51fghijklo
Letters from organisations that you have a relationship with	1.31	1.25	1.32	1.39	1.28	1.20	1.20	1.37	1.18	1.58	1.21	1.44	1.35	1.38	1.21	1.40	1.25
Bills/ invoices/ statements	1.10	1.26cd	1.11	1.03	1.01	1.19hkn	1.26hkmno	1.34hkmn	0.96	1.31hkmno	1.07	0.94	1.17	0.97	0.96	1.02	1.06
Smaller parcels - that fit through a letterbox	0.90	0.82	0.86	0.87	1.04abc	0.86	0.82	0.77	0.71	1.01ghn	0.86	0.80	0.90	0.89	0.75	1.13efghjkn	1.27efghjkn
Larger parcels - that do not fit through a letterbox	0.83	0.74	0.80	0.77	1.02abc	0.85gk	0.71	0.66	0.67	0.92ghk	0.81	0.63	0.87gk	0.81	0.73	0.98fghkn	1.37efghjklmn
Newsletters, leaflets and promotions from organisations that you have a relationship with	1.08	1.03	1.00	1.04	1.25ab	1.07	1.11	0.90	1.12	0.89	1.00	0.89	1.20	1.03	1.30gik	1.26gik	1.17
Addressed direct mail from organisations that you don't have a relationship with	0.99	1.10c	1.07c	0.83	0.94	0.98	1.26hklmnp	1.07	0.80	1.29hklmnp	1.13m	0.85	0.85	0.78	0.88	1.09m	0.87
Catalogues and brochures	0.72	0.83b	0.64	0.67	0.74	0.73h	0.77h	0.99h	0.50	0.76h	0.67	0.71	0.60	0.71	0.74h	0.83h	0.66
Magazines you subscribe to	0.21	0.21	0.17	0.19	0.26bc	0.23hjk	0.20	0.21	0.13	0.24	0.13	0.13	0.22	0.21	0.24hjk	0.30hjk	0.24hjk
Items requiring a signature	0.25	0.21	0.25	0.27	0.29a	0.19	0.21	0.22	0.22	0.29n	0.25	0.23	0.30n	0.29n	0.16	0.34en	0.37en
Other important items which involve postal or delivery services	0.17	0.18	0.16	0.14	0.18	0.22n	0.17	0.15	0.13	0.15	0.18	0.16	0.10	0.16	0.11	0.28ln	0.17
All Post	8.74	8.79	8.29	8.03	9.65abc	9.18hk	8.65h	8.52	7.23	9.54hk	8.14	7.45	8.48	8.11	7.89	9.59hkmn	12.23efghijklmno
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.60	3.68	3.34	3.25	4.13bc	4.05hkn	3.41	3.56	2.94	3.98hkn	3.11	3.05	3.44	3.24	2.99	3.39	6.11efghijklmno
Small and Large Parcels Combined	1.73	1.56	1.66	1.64	2.06abc	1.71	1.53	1.43	1.38	1.93ghkn	1.67	1.44	1.77ghk	1.70	1.47	2.11efghjkmn	2.64efghijklmn
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	2.99	3.17c	2.89	2.73	3.19c	3.01	3.33h	3.16	2.55	3.19	2.92	2.58	2.87	2.72	3.15	3.48hkm	2.94

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	3.27	4.92b	2.97	2.31	3.53c	3.01	3.56	2.01	1.99	2.37	3.00	3.44gh	4.91ghi	6.17ghijk	2.00	2.64n	4.70no	5.48no	3.49s	2.22
Personal letters (e.g. from a friend or relative)	1.99	2.32	1.93	2.16	1.95	2.09	1.87	1.99	1.94	1.85	2.14	2.01	2.14	1.96	1.96	1.96	2.05	2.07	1.94	2.13
Letters from organisations that you have a relationship with	2.39	2.40	2.39	2.29	2.41	2.50f	2.29	2.19	2.09	2.27	2.63ghi	2.43h	2.44h	2.67hi	2.14	2.41n	2.49n	2.54n	2.37	2.50
Bills/ invoices/ statements	2.03	2.19b	1.98	2.05	2.02	2.00	2.05	2.15	2.07	2.04	1.99	1.99	1.88	2.05	2.11	2.02	1.97	1.96	1.98	2.25r
Smaller parcels - that fit through a letterbox	1.84	1.95	1.82	2.10d	1.79	1.89	1.80	2.13	1.80	1.86	1.84	1.74	1.72	1.79	1.96	1.85	1.75	1.75	1.81	2.02
Larger parcels - that do not fit through a letterbox	1.94	2.10	1.90	2.24d	1.87	1.91	1.96	2.04l	1.79	1.97l	2.39hkl	1.81	1.66	1.88	1.91	2.14pq	1.78	1.75	1.96	1.83
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.82	2.65	2.86	2.95	2.79	2.98	2.68	3.18kl	2.65	3.19kl	2.79	2.53	2.47	3.01l	2.89	3.02p	2.65	2.72	2.81	2.85
Addressed direct mail from organisations that you don't have a relationship with	2.87	2.87	2.88	2.69	2.91	2.90	2.85	2.36	2.44	2.90	2.79	2.84	2.97g	3.46ghij	2.41	2.85n	3.06n	3.21n	2.90	2.63
Catalogues and brochures	2.14	2.02	2.17	1.99	2.17	2.31f	1.99	2.32k	2.01	2.24	2.26	1.82	2.13	2.34k	2.16	2.25	2.09	2.24	2.12	2.06
Magazines you subscribe to	1.52	1.46	1.53	1.82d	1.43	1.63f	1.38	1.57	1.89lm	1.57	1.79lm	1.48	1.30	1.32	1.73pq	1.67pq	1.37	1.31	1.46	1.94r
Items requiring a signature	1.69	1.69	1.69	1.78	1.66	1.73	1.63	2.06k	1.69k	1.68k	1.59	1.36	1.64	1.70	1.87p	1.65	1.52	1.67	1.68	1.74
Other important items which involve postal or delivery services	1.95	1.83	1.98	2.63d	1.70	2.03	1.87	2.20k	2.13k	1.83	2.31	1.44	1.72	2.00	2.16p	2.01	1.67	1.82	1.99	1.82
All Post	9.31	9.86	9.17	11.50d	8.94	9.63	9.01	9.09	8.53	8.91	8.93	8.55	10.28hik	12.03ghijk	8.80	8.92	9.93no	11.07nop	9.20	9.76
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.40	4.85b	4.28	4.56	4.37	4.48	4.33	4.13	3.97	3.95	4.18	4.24	5.23ghijk	5.64ghijk	4.04	4.05	4.88no	5.42no	4.34	4.70
Small and Large Parcels Combined	2.76	2.96	2.71	3.43d	2.62	2.76	2.76	3.11kl	2.70	2.82l	3.08kl	2.56	2.44	2.47	2.90pq	2.92pq	2.50	2.45	2.73	2.91
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.77	4.68	4.80	5.24	4.69	5.12f	4.46	4.50	4.44	4.87	4.47	4.34	4.96k	5.88ghijk	4.47	4.70	4.97n	5.40no	4.74	4.83

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	3.27	2.75	2.87	3.35	4.27a	2.81	3.82e	2.43	4.86g	2.81	4.00	3.11	3.15	2.92	3.28	3.11	3.17	2.97	3.23	4.91
Personal letters (e.g. from a friend or relative)	1.99	2.05	2.02	1.97	1.92	2.03	1.94	1.95	2.04	1.70	1.81	1.86	2.29	1.85	2.04	1.71	1.99	2.09	1.93	2.48
Letters from organisations that you have a relationship with	2.39	2.47	2.33	2.36	2.44	2.39	2.40	2.30	2.52g	2.34	2.59	2.34	2.37	2.46	2.40	2.33	2.38	2.52	2.33	2.92r
Bills/ invoices/ statements	2.03	2.15	1.98	2.04	1.97	2.05	2.00	2.09h	1.89	2.03	2.03	1.93	2.15	2.03	2.04	2.01	2.02	2.14	1.96	2.48r
Smaller parcels - that fit through a letterbox	1.84	1.84	1.83	1.81	1.89	1.83	1.85	1.81	1.90	1.82	2.02	1.88	1.83	1.78	1.88	1.82	1.85	2.07r	1.75	2.30r
Larger parcels - that do not fit through a letterbox	1.94	1.99	1.92	1.92	1.92	1.95	1.92	1.88	2.03	2.01	2.05	1.92	1.99	1.88	1.97	2.00	1.93	2.12	1.88	1.96
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.82	2.79	2.67	2.86	2.99	2.72	2.93	2.82	2.81	2.77	2.99	2.64	2.97	3.02	2.84	2.80	2.85	3.21r	2.71	2.87
Addressed direct mail from organisations that you don't have a relationship with	2.87	2.50	2.96a	2.77	3.16a	2.77	2.98	2.55	3.26g	3.49km	3.28km	2.59	3.01	2.62	2.89	3.44p	2.82	3.14	2.78	3.19
Catalogues and brochures	2.14	2.43	2.04	2.02	2.11	2.21	2.07	2.09	2.20	2.26	1.92	2.09	2.05	2.31	2.04	2.26	2.09	2.12	2.15	2.06
Magazines you subscribe to	1.52	1.47	1.63	1.46	1.48	1.55	1.47	1.62h	1.40	1.35	1.68	1.38	1.65	1.52	1.54	1.33	1.52	1.73	1.47	1.37
Items requiring a signature	1.69	1.75	1.73	1.61	1.64	1.74	1.63	1.68	1.74	1.64	1.73	1.68	1.75	1.71	1.72	1.60	1.70	1.87r	1.61	2.14
Other important items which involve postal or delivery services	1.95	1.95	1.92	1.74	2.16	1.93	1.98	1.99	1.88	2.26	2.34	2.01	1.83	1.93	1.98	2.24	1.96	2.37	1.80	2.00
All Post	9.31	10.88bcd	8.80	9.02	9.03	9.58	9.02	8.91	9.95g	8.27	9.96i	8.85	9.98ik	9.67i	9.51i	8.32	9.41	10.02r	9.05	10.21
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.40	4.94bc	4.11	4.31	4.43	4.43	4.37	4.18	4.77g	3.93	4.69	4.19	4.67lk	4.44	4.47	4.02	4.40	4.48	4.30	5.69r
Small and Large Parcels Combined	2.76	2.86	2.76	2.66	2.76	2.80	2.71	2.72	2.80	2.73	2.96	2.77	2.75	2.72	2.80	2.72	2.76	3.07r	2.65	2.97
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.77	5.11	4.74	4.59	4.71	4.89	4.65	4.49	5.16g	4.75	5.01	4.50	5.02	4.84	4.81	4.76	4.78	5.22r	4.63	5.12

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	3.27	3.27	3.28	4.25	3.31	3.40	2.67	2.46	3.29	3.01	3.45	2.71	2.82	4.07	2.42	4.29m	3.55	7.22	2.77
Personal letters (e.g. from a friend or relative)	1.99	2.01	1.88	2.05	2.02	1.63	2.12	1.85	2.15	1.91	1.92	2.02	2.41	1.92	1.88	1.82	2.48	1.27	1.70
Letters from organisations that you have a relationship with	2.39	2.41	2.30	2.27	2.40	2.20	2.75deg	2.15	2.69jklmr	2.61jklr	2.18	2.16	2.15	2.25	2.34	2.58	2.68jklmr	2.49	2.16
Bills/ invoices/ statements	2.03	2.04	1.90	2.03	2.02g	2.15	2.08g	1.73	2.04	2.03	1.88	2.02	2.17	1.91	2.04	2.04	2.03	2.31	2.13
Smaller parcels - that fit through a letterbox	1.84	1.85	1.82	1.88	1.83	1.94	1.93	1.68	1.96m	1.74	1.82	1.80	1.88m	1.59	1.93	1.88	1.95m	2.38im	1.85m
Larger parcels - that do not fit through a letterbox	1.94	1.93	1.98	2.08	1.91	2.11	2.14	1.90	2.40ikmnp	1.84	1.90	1.88	2.08	1.67	1.78	2.07	1.80	1.91	2.15m
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.82	2.84	2.66	2.36	2.86g	2.52	2.97	2.41	2.84	3.44mr	2.76	2.59	2.67	2.38	2.75	3.12mr	2.93m	2.81	2.47
Addressed direct mail from organisations that you don't have a relationship with	2.87	2.92	2.59	2.56	2.87g	3.02g	2.97g	2.18	3.41mn	3.37m	3.06m	2.65	2.63	2.37	2.55	3.12m	2.87	4.52	2.82
Catalogues and brochures	2.14	2.17	2.02	1.97	2.16g	2.20	2.08g	1.59	1.75	2.25hmn	1.88	2.25	2.31	1.72	1.68	2.51hmn	2.60mn	1.90	2.25
Magazines you subscribe to	1.52	1.55	1.32	1.51	1.51	1.41	1.97deg	1.24	1.53	1.40	1.40	1.60	1.39	1.50	1.67	1.39	1.72	1.24	1.45
Items requiring a signature	1.69	1.68	1.73	1.92	1.67	1.68	2.13dg	1.46	1.61	1.52	1.66	1.84mo	1.88mo	1.35	1.96mo	1.34	1.71	2.10	1.63
Other important items which involve postal or delivery services	1.95	1.90	2.34	3.94	1.90	2.15	2.53	1.75	2.17	1.71	1.55	1.90	1.67	1.35	2.07	2.15	2.44lm	2.26	2.12m
All Post	9.31	9.36	8.97	10.18	9.30g	9.38g	10.22g	7.77	9.18	9.26	8.83	8.59	9.16	8.52	9.09	10.18m	10.33km	11.93km	8.99
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.40	4.45	4.08	4.84	4.42g	4.27	4.65g	3.60	4.48	4.47	4.16	3.86	4.18	4.69	4.42	4.71	4.60	5.91klr	4.02
Small and Large Parcels Combined	2.76	2.75	2.77	2.99	2.72	2.94	3.03	2.69	3.24ijm	2.65	2.65	2.67	2.97m	2.32	2.67	2.88m	2.76m	3.44im	2.85m
All Door-Drop Post (Newsletters, leaflets,Addressed direct mail,Catalogues and Magazines)	4.77	4.85	4.35	4.26	4.80g	4.74g	5.07g	3.64	4.71m	5.25m	4.43	4.50	4.60	3.90	4.36	5.57jkmnr	5.41jmn	5.35m	4.64m

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 104

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	3.27	2.56	4.19ac	2.82	3.87ac	2.56	2.06	3.65	4.19	2.33	5.59	3.51	3.30	2.87	2.54	2.00	3.41	2.46	3.29	3.41	2.84	3.54	1.68	3.35	2.99	2.70	3.67y
Personal letters (e.g. from a friend or relative)	1.99	1.97	2.04	1.99	2.03	1.97	1.70	1.65	2.04	2.00	2.49	1.92	2.09	1.69	2.35	2.31	2.00	2.34	1.94	2.06	2.03	1.95	1.56	1.99	1.84	2.11	1.90
Letters from organisations that you have a relationship with	2.39	2.40	2.41	2.40	2.41	2.40	2.49	2.49	2.41	2.19	2.55	2.49n	2.39	2.22	2.13	2.75	2.44	2.27	2.45	2.33	2.32	2.41	2.62	2.40	2.46	2.49	2.36
Bills/ invoices/ statements	2.03	2.13bd	1.87	2.11bd	1.94	2.13	2.04	1.93	1.87	1.81	1.74	2.07	2.00	1.90	2.09	2.22	2.03	2.12	2.05	2.02	2.00	2.07	1.74	2.04	1.97	2.21z	1.95
Smaller parcels - that fit through a letterbox	1.84	1.90b	1.71	1.93b	1.80	1.90	2.01	1.90	1.71	1.52	1.73	1.89	1.81	1.68	2.09	1.69	1.84	2.00	1.87	1.74	1.83	2.84rsw	1.72	1.81	2.54rsw	1.90	1.82
Larger parcels - that do not fit through a letterbox	1.94	1.90	1.89	1.92	1.92	1.90	1.99	1.85	1.89	1.98	1.99	1.88	1.93	1.80	2.02	2.89klmp	1.91	2.22	1.95	1.88	2.06	2.01	1.94	1.92	1.99	2.04	1.89
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.82	2.86	2.74	2.85	2.77	2.86	2.47	2.73	2.74	2.95	2.71	2.69	2.84	3.04	2.85	3.04	2.76	2.89	2.78	2.80	3.01	2.65	3.22	2.79	2.81	3.18z	2.68
Addressed direct mail from organisations that you don't have a relationship with	2.87	2.80	3.04	2.77	2.93	2.80	3.81e	3.38e	3.04	4.00	3.26	2.82	2.88	2.82	2.94	3.59	2.85	3.12	2.75	2.91	2.83	3.16	3.56	2.82	3.32	2.87	2.88
Catalogues and brochures	2.14	2.06	2.22	2.07	2.17	2.06	2.51	1.95	2.22	2.30	2.35	2.07	2.12	2.29	2.28	2.42	2.09	2.31	2.08	2.24	2.12	1.99	1.92	2.15	1.97	2.32	2.08
Magazines you subscribe to	1.52	1.58	1.38	1.60	1.47	1.58	1.70	1.32	1.38	1.00	1.33	1.49	1.49	1.44	1.75	2.38	1.49	1.88p	1.40	1.58	1.94rw	1.24	1.67	1.48	1.35	1.77z	1.39
Items requiring a signature	1.69	1.79b	1.48	1.76b	1.57	1.79	1.80	1.71	1.48	1.56	1.51	1.72	1.64	1.59	1.89	1.92	1.67	1.90	1.57	1.74	1.74	2.61	1.46	1.64	2.47rsw	1.80	1.63
Other important items which involve postal or delivery services	1.95	1.87	1.98	1.94	2.02	1.87	2.41	1.59	1.98	2.98	1.98	2.03	1.79	2.09	2.23	1.66	1.91	2.08	1.86	1.97	2.24	2.00	2.16	1.91	2.01	2.30z	1.65
All Post	9.31	9.45	9.17	9.74	9.56	9.45	8.41	9.41	9.17	8.25	10.20h	10.34mnoq	9.29mnq	8.03	8.01	7.55	9.78lmnoq	7.89	10.06stuvx	9.15vx	7.95	8.27	6.75	9.63tvx	7.80	10.81z	8.75
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.40	4.39	4.38	4.53	4.54	4.39	3.91	4.34	4.38	3.53	5.01i	4.87lmnq	4.41nq	3.86	3.53	3.58	4.63mnq	3.55	4.56v	4.43	4.09	4.05	3.28	4.50	3.83	5.00z	4.17
Small and Large Parcels Combined	2.76	2.78	2.61	2.84	2.72	2.78	2.97	2.67	2.61	2.40	2.68	2.78m	2.73	2.43	3.08	3.08	2.76m	3.08	2.88s	2.56	2.76	3.37sw	2.15	2.74	3.06	2.97z	2.67
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.77	4.82	4.78	4.81	4.78	4.82	4.84	5.02	4.78	5.35	5.22	4.82	4.77	4.68	4.48	5.13	4.79	4.64	4.74	4.87	4.61	4.33	4.93	4.80	4.53	5.39z	4.56

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	3.27	4.23	3.20	2.20	3.37	3.31	2.26	3.23	4.07	2.64	5.95	3.26	1.83
Personal letters (e.g. from a friend or relative)	1.99	1.95	1.99	2.65	2.25	1.88	1.76	1.97	2.54	1.53	1.81	2.00	1.45
Letters from organisations that you have a relationship with	2.39	2.87b	2.35	2.90	2.55e	2.33	2.44	2.40	2.50	2.27	2.07	2.40	2.21
Bills/ invoices/ statements	2.03	2.49b	1.99	2.02	2.08	2.02	1.79	2.01	2.77gk	1.82	1.66	2.03	2.39
Smaller parcels - that fit through a letterbox	1.84	2.04	1.83	1.82	2.10e	1.73	1.84	1.83	2.25	1.35	1.38	1.84	2.48
Larger parcels - that do not fit through a letterbox	1.94	2.25	1.91	2.20	2.18e	1.82	2.03	1.92	2.52	1.63	2.28	1.94	1.53
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.82	3.20	2.78	3.87	3.10e	2.73	2.39	2.82	2.91	2.95	2.12	2.83	1.77
Addressed direct mail from organisations that you don't have a relationship with	2.87	3.20	2.85	2.40	3.09	2.79	2.66	2.89	2.78	1.98	2.83	2.88	2.26
Catalogues and brochures	2.14	2.57	2.12	1.63	2.30	2.08	2.11	2.15	2.39	1.56	1.71	2.14	3.86
Magazines you subscribe to	1.52	1.63	1.51	1.00	1.71e	1.39	1.93	1.49	2.01	1.03	2.82	1.51	3.00
Items requiring a signature	1.69	1.70	1.69	1.84	1.94e	1.57	1.47	1.66	2.21	1.84	2.85	1.68	2.00
Other important items which involve postal or delivery services	1.95	2.45	1.88	1.66	2.33e	1.68	2.17	1.86	3.13	2.09	5.00	1.93	4.00
All Post	9.31	11.92b	9.12	10.26	10.80ef	8.77	8.31	9.27	12.93gijk	7.15	7.16	9.34	6.38
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.40	5.63b	4.30	5.16	4.77ef	4.29	3.78	4.35	6.77gk	4.19	4.22	4.41	3.43
Small and Large Parcels Combined	2.76	3.22	2.72	3.04	3.19e	2.56	2.90	2.74	3.86gk	2.07	2.30	2.76	2.84
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.77	5.79b	4.70	5.09	5.38e	4.53	4.58	4.78	5.49	3.74	3.65	4.79	3.98

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	3.27	3.56	2.64	2.32	4.07bc	4.26	3.12	2.95	1.99	3.86	2.28	2.03	2.78	2.09	1.83	2.50	5.48hijlmno
Personal letters (e.g. from a friend or relative)	1.99	1.96	1.97	2.00	2.03	2.22	1.73	1.85	1.75	2.04	2.18	1.88	1.91	2.15	2.27	1.94	1.91
Letters from organisations that you have a relationship with	2.39	2.31	2.52	2.43	2.33	2.26	2.28	2.39	2.24	2.97efhn	2.35	2.57n	2.34	2.38	2.15	2.42	2.41
Bills/ invoices/ statements	2.03	2.11	2.04	2.01	1.93	2.01	2.11	2.22	1.87	2.33hk	1.91	1.87	2.20	1.94	1.88	1.94	1.96
Smaller parcels - that fit through a letterbox	1.84	1.74	1.80	1.77	2.06ac	1.84	1.75	1.63	1.71	1.98	1.70	1.63	1.85	1.81	1.72	2.06gjkn	2.35gk
Larger parcels - that do not fit through a letterbox	1.94	1.85	1.93	1.78	2.17c	1.98k	1.83	1.71	1.77	2.03k	1.98	1.63	1.90	1.76	1.91	1.91	2.63gkm
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.82	2.71	2.83	2.72	3.00	2.77	2.90	2.44	3.03	2.59	2.84	2.68	3.02	2.47	2.81	3.06	3.19
Addressed direct mail from organisations that you don't have a relationship with	2.87	2.90	3.06	2.67	2.84	2.65	3.26m	2.78	2.62	3.43m	3.06	2.88	2.82	2.35	3.09m	2.85	2.61
Catalogues and brochures	2.14	2.32	1.95	2.06	2.23	2.12	2.18	2.66	1.81	2.10	1.91	2.25	2.16	1.84	2.18	2.18	2.36
Magazines you subscribe to	1.52	1.49	1.50	1.50	1.57	1.41	1.66	1.44	1.44	1.64	1.34	1.35	1.96	1.26	1.52	1.68m	1.50
Items requiring a signature	1.69	1.61	1.55	1.71	1.89	1.40	1.98	1.55	1.52	1.53	1.59	1.61	1.88	1.62	1.53	1.94	2.06
Other important items which involve postal or delivery services	1.95	2.02	1.96	1.76	2.04	2.32	1.85	1.85	2.86	1.48	2.03	1.82	1.83	1.67	1.56	2.23	2.19
All Post	9.31	9.27	8.91	8.62	10.41abc	9.51h	9.04	9.26h	7.79	10.11hk	8.84	7.98	9.00	8.85	8.49	10.11hkn	12.71efghijklmno
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.40	4.41	4.11	4.10	4.96bc	4.80hn	4.13	4.28	3.54	4.90hn	3.93	3.96	4.11	4.22h	3.70	4.28h	6.81efghijklmno
Small and Large Parcels Combined	2.76	2.57	2.64	2.60	3.20abc	2.80gk	2.54	2.35	2.40	2.89gk	2.61	2.31	2.76k	2.69	2.61	3.08ghk	3.85efghijklmn
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.77	4.79	4.77	4.53	4.99	4.53	5.02	4.81	4.41	5.12	4.78	4.53	4.78	4.28	4.91	5.16	4.91

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 105

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	886 14%	167 14%	719 15%	109 13%	777 15%	370 12%	514 16%e	88 11%	98 11%	168 15%g	131 16%gh	197 17%gh	115 15%g	88 14%	186 11%	300 15%n	401 16%n	204 15%n	747 14%	130 14%
Slightly less (2)	1252 20%	248 20%	1004 20%	175 20%	1077 20%	559 19%	690 22%e	166 20%	142 16%	196 17%	188 23%hi	252 22%hi	148 19%	161 26%hil	308 18%	383 20%	560 22%n	309 22%n	1081 21%	164 18%
No change (3)	3268 53%	744 60%b	2524 51%	322 37%	2946 56%c	1662 55%f	1598 51%	365 44%	441 51%g	584 52%g	437 53%g	621 54%g	464 61%ghijk	356 57%g	806 48%	1021 53%n	1441 57%no	820 59%no	2848 55%s	391 43%
Slightly more (4)	507 8%	56 5%	451 9%a	168 19%d	339 6%	288 10%f	219 7%	140 17%ijklm	127 15%ijklm	101 9%klm	49 6%lm	49 4%	24 3%	16 3%	267 16%opq	150 8%pq	90 4%	40 3%	356 7%	147 16%r
Much more (5)	176 3%	12 1%	164 3%a	76 9%d	100 2%	96 3%	80 3%	47 6%jklm	47 5%jklm	55 5%jklm	14 2%m	8 1%	5 1%	-	94 6%opq	69 4%pq	13 1%	5 *	128 2%	48 5%r
Don't know	80 1%	6 *	74 2%a	11 1%	69 1%	39 1%	41 1%	17 2%jl	18 2%jl	18 2%	3 *	15 1%	4 1%	5 1%	35 2%pq	21 1%	24 1%	9 1%	53 1%	24 3%r
NET Much/Slightly more	683 11%	68 6%	615 12%a	244 28%d	439 8%	384 13%f	299 10%	187 23%ijklm	174 20%ijklm	156 14%klm	63 8%lm	58 5%	29 4%	16 3%	361 21%opq	219 11%pq	103 4%	45 3%	484 9%	195 22%r
NET Much/Slightly less	2138 35%	415 34%	1723 35%	284 33%	1854 35%	928 31%	1203 38%e	254 31%	240 27%	364 32%	319 39%ghi	449 39%ghi	263 35%h	249 40%ghi	494 29%	683 35%n	961 38%n	512 37%n	1828 35%	294 33%
Mean	2.64	2.59	2.66	2.91d	2.60	2.72f	2.57	2.86ijklm	2.86ijklm	2.71jklm	2.54	2.49	2.54	2.48	2.86pq	2.64pq	2.50	2.52	2.62	2.79r
Std Dev.	0.93	0.82	0.95	1.13	0.88	0.91	0.93	1.02	0.99	1.00	0.89	0.86	0.81	0.77	1.00	0.96	0.82	0.79	0.90	1.06
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

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

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)		886 14%	147 13%	290 15%	182 13%	266 16%	437 14%	448 15%	526 14%	347 15%	86 15%	110 15%	236 15%	228 14%	148 14%	574 15%	90 15%	742 14%	187 14%	652 14%	47 16%
Slightly less (2)		1252 20%	245 21%d	394 20%	322 23%d	291 17%	639 21%	613 20%	751 20%	487 20%	102 18%	127 18%	308 20%	309 20%	242 23%j	744 19%	105 18%	1052 20%	224 17%	972 21%q	56 19%
No change (3)		3268 53%	551 48%	1047 54%a	728 52%	942 56%a	1598 52%	1670 54%	1830 50%	1395 58%g	302 54%	383 53%	814 52%	810 52%	547 51%	2007 52%	320 55%	2724 53%	663 51%	2461 54%	144 48%
Slightly more (4)		507 8%	152 13%bcd	142 7%	113 8%	99 6%	295 10%f	212 7%	391 11%h	107 4%	41 7%	53 7%	152 10%	152 10%	85 8%	358 9%	41 7%	445 9%	134 10%r	338 7%	34 11%r
Much more (5)		176 3%	47 4%b	47 2%	37 3%	45 3%	94 3%	82 3%	147 4%h	28 1%	18 3%	51 4%l	51 3%	34 2%	39 4%	114 3%	18 3%	153 3%	68 5%r	99 2%	9 3%
Don't know		80 1%	11 1%	23 1%	11 1%	34 2%c	34 1%	46 1%	43 1%	30 1%	13 2%km	15 2%k	10 1%	20 1%	8 1%	46 1%	13 2%	56 1%	20 2%	49 1%	10 3%r
NET Much/Slightly more		683 11%	199 17%bcd	190 10%	150 11%	144 9%	389 13%f	294 10%	538 15%h	135 6%	59 10%	83 12%	204 13%	186 12%	124 12%	472 12%	59 10%	597 12%	201 16%r	438 10%	44 15%r
NET Much/Slightly less		2138 35%	392 34%	684 35%	504 36%	557 33%	1076 35%	1061 35%	1277 35%	834 35%	187 33%	237 33%	544 35%	537 36%	390 36%	1318 34%	195 33%	1794 35%	411 32%	1625 36%q	103 34%
Mean		2.64	2.74bcd	2.62	2.64	2.61	2.66	2.63	2.69h	2.57	2.64	2.67	2.66	2.64	2.65	2.66	2.64	2.65	2.74r	2.62	2.67
Std Dev.		0.93	0.98	0.91	0.90	0.92	0.94	0.91	0.98	0.84	0.94	0.97	0.96	0.93	0.94	0.95	0.94	0.93	1.01	0.90	0.99
Std Error		0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)	886 14%	764 14%	123 14%	30 17%	708 14%	72 14%	55 19%de	52 30%def	33 13%	110 16%o	68 13%	59 13%	65 12%	68 12%	138 17%o	83 10%	83 16%o	8 12%	64 14%
Slightly less (2)	1252 20%	1056 20%	196 23%	36 21%	1031 20%	125 24%d	59 20%	36 21%	47 19%	108 16%	81 16%	94 21%	101 19%	116 20%	167 21%	220 26%hijlp	97 18%	21 31%hijlp	104 23%i
No change (3)	3268 53%	2810 53%	458 53%	91 52%	2779 54%g	269 52%g	149 50%g	71 42%	146 58%n	364 54%n	304 60%nor	248 55%n	291 54%n	334 58%n	368 45%	435 51%	289 55%n	34 49%	235 52%
Slightly more (4)	507 8%	452 9%	55 6%	10 6%	443 9%g	35 7%	22 7%	8 5%	16 6%	55 8%	38 7%	36 8%	60 11%hr	39 7%	84 10%	74 9%	41 8%	5 7%	30 7%
Much more (5)	176 3%	149 3%	27 3%	6 3%	158 3%g	9 2%	7 2%	2 1%	5 2%	30 4%k	10 2%	7 2%	17 3%	12 2%	44 5%hjkmopr	21 2%	13 2%	*	9 2%
Don't know	80 1%	75 1%	5 1%	1 *	66 1%	8 2%	4 1%	1 1%	3 1%	8 1%	8 1%	5 1%	9 2%	4 1%	11 1%	12 1%	6 1%	*	8 2%
NET Much/Slightly more	683 11%	600 11%	83 10%	16 9%	601 12%eg	44 8%	28 10%g	10 6%	21 8%	85 13%	48 9%	42 9%	77 14%hmr	52 9%	127 16%hjkmpr	95 11%	54 10%	5 8%	39 9%
NET Much/Slightly less	2138 35%	1820 34%	319 37%	66 38%	1739 34%	197 38%d	114 39%d	88 52%def	80 32%	218 32%	149 29%	153 34%	167 31%	184 32%	305 38%j	303 36%	180 34%	30 43%j	167 37%j
Mean	2.64	2.65	2.61	2.57	2.67efg	2.58g	2.54g	2.25	2.65	2.68	2.68	2.63	2.74r	2.67	2.66	2.67	2.62	2.53	2.58
Std Dev.	0.93	0.93	0.92	0.95	0.93	0.88	0.95	0.99	0.87	0.99	0.87	0.87	0.92	0.85	1.05	0.87	0.93	0.81	0.89
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.06	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	886 14%	301 13%	349 15%ac	430 12%	479 14%	301 13%	21 11%	96 12%	349 15%	43 19%	167 16%	219 11%	344 14%k	103 13%	142 24%klmp	73 31%klmp	563 13%	215 26%klmp	353 14%	330 14%	98 14%	70 20%rsw	30 18%	682 14%	100 19%rsw	267 16%z	620 14%
Slightly less (2)	1252 20%	454 19%	542 24%ac	662 19%	750 23%ac	454 19%	36 18%	148 19%	542 24%	43 19%	242 23%	409 20%oq	540 22%oq	176 22%oq	107 18%o	17 7%	949 21%oq	124 15%o	517 20%	506 21%	133 20%	70 20%	21 13%	1022 21%	91 18%	325 20%	927 20%
No change (3)	3268 53%	1245 52%	1213 54%	1794 52%	1763 53%	1245 52%	107 55%	455 59%e	1213 54%	125 55%	613 57%	1159 56%lm	1226 50%	441 54%	293 49%	138 58%	2385 53%	431 52%	1372 53%	1222 52%	370 54%	183 52%	105 65%rstuw	2594 53%	288 56%	558 34%	2710 60%y
Slightly more (4)	507 8%	268 11%bd	111 5%	385 11%bd	228 7%b	268 11%g	19 10%	52 7%	111 5%	12 5%	33 3%	162 8%noq	254 10%knoq	67 8%noq	20 3%	3 1%	417 9%noq	23 3%	205 8%uvx	230 10%uvx	57 8%uvx	13 4%	* *	435 9%uvx	14 3%	323 20%z	184 4%
Much more (5)	176 3%	111 5%bd	22 1%	154 4%bd	65 2%b	111 5%g	9 5%g	13 2%	22 1%	1 *	5 *	100 5%lmopq	45 2%	11 1%	18 3%	2 1%	145 3%lm	20 2%	100 4%st	60 3%t	6 1%	7 2%	3 2%	161 3%t	10 2%	143 9%z	33 1%
Don't know	80 1%	26 1%	23 1%	31 1%	28 1%	26 1%	1 1%	13 2%	23 1%	3 1%	11 1%	14 1%	25 1%	14 2%	12 2%kp	6 2%k	39 1%	18 2%kp	21 1%	21 1%	16 2%rsw	10 3%rsw	2 1%	42 1%	12 2%rsw	13 1%	67 1%
NET Much/Slightly more	683 11%	379 16%bd	133 6%	539 16%bd	294 9%b	379 16%g	28 14%g	66 8%	133 6%j	13 6%	38 4%	263 13%noq	299 12%noq	78 10%oq	38 6%o	5 2%	562 12%noq	43 5%	305 12%uvx	290 12%uvx	62 9%vx	21 6%	3 2%	595 12%uvx	24 5%	466 29%z	217 5%
NET Much/Slightly less	2138 35%	755 31%	891 39%ac	1092 32%	1229 37%ac	755 31%	57 30%	244 31%	891 39%	85 38%	408 38%	628 30%	884 36%k	279 34%	250 42%klmp	90 38%	1512 34%k	340 41%klmp	869 34%	835 35%	232 34%	140 40%	51 32%	1705 35%	191 37%	592 36%	1547 34%
Mean	2.64	2.76bd	2.51	2.76bd	2.59b	2.76g	2.79	2.66	2.51	2.49	2.50	2.76lmnopq	2.63noq	2.63noq	2.42	2.33	2.69lnoq	2.40	2.68ux	2.65ux	2.61	2.47	2.53	2.67ux	2.49	2.85z	2.57
Std. Dev.	0.93	0.97	0.85	0.96	0.89	0.97	0.94	0.85	0.85	0.88	0.81	0.92	0.92	0.86	1.00	0.96	0.92	0.99	0.94	0.93	0.87	0.93	0.85	0.94	0.91	1.18	0.81
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01

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

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	886 14%	59 15%	818 14%	10 24%	283 17%ef	570 14%	34 10%	857 15%	14 9%	10 15%	5 7%	881 15%	* *
Slightly less (2)	1252 20%	60 15%	1184 21%a	8 19%	304 18%	883 21%d	65 20%	1195 20%	24 15%	10 15%	19 26%	1229 20%	4 11%
No change (3)	3268 53%	201 50%	3053 53%c	13 32%	859 50%	2248 54%d	160 50%	3103 53%h	65 40%	38 55%	41 56%	3206 53%h	20 57%
Slightly more (4)	507 8%	61 15%b	439 8%	7 16%	169 10%e	294 7%	44 14%e	444 8%	45 28%gijk	7 10%	7 9%	496 8%	4 12%
Much more (5)	176 3%	15 4%	158 3%	3 8%	68 4%e	100 2%	7 2%	160 3%	12 7%gjk	3 4%	-	175 3%	1 4%
Don't know	80 1%	4 1%	75 1%	1 2%	22 1%	46 1%	11 4%de	71 1%	2 1%	*	2 2%	73 1%	5 15%
NET Much/Slightly more	683 11%	76 19%b	597 10%	10 24%b	237 14%e	394 10%	52 16%e	604 10%	56 35%gijk	10 15%	7 9%	670 11%	5 16%
NET Much/Slightly less	2138 35%	119 30%	2001 35%	18 43%	587 34%	1453 35%	98 31%	2052 35%h	38 23%	20 30%	24 33%	2110 35%h	4 12%
Mean	2.64	2.78b	2.63	2.64	2.66	2.63	2.76e	2.63	3.10gjk	2.74	2.69	2.64	3.09
Std Dev.	0.93	1.00	0.92	1.25	1.00	0.90	0.91	0.92	1.03	0.99	0.74	0.93	0.70
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.05	0.01	0.09	0.13	0.09	0.01	0.14

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	886	235	221	218	213	81	86	67	52	86	84	67	67	83	82	66	65
		14%	15%	14%	14%	14%	15%h	17%h	13%	10%	17%h	17%h	14%	13%	16%h	15%h	13%	13%
Slightly less	(2)	1252	309	312	337	293	91	102	116	99	110	104	102	122	112	100	104	90
		20%	20%	20%	22%	19%	17%	20%	23%	19%	22%	20%	19%	23%	21%	19%	20%	18%
No change	(3)	3268	799	824	832	813	290	269	240	302	250	271	282	285	265	278	260	275
		53%	52%	53%	54%	53%	55%	52%	48%	58%gi	49%	53%	57%gi	54%	50%	52%	51%	55%
Slightly more	(4)	507	134	128	106	139	47	40	47	42	47	39	22	37	47	38	49	52
		8%	9%	8%	7%	9%	9%k	8%	10%k	8%	9%k	8%	4%	7%	9%k	7%	10%k	10%k
Much more	(5)	176	46	45	38	46	14	14	18	24	13	9	8	15	15	23	16	7
		3%	3%	3%	2%	3%	3%	3%	4%	5%jkp	2%	2%	2%	3%	3%	4%p	3%	1%
Don't know		80	20	10	19	31	4	7	9	5	4	1	9	5	4	11	13	7
		1%	1%	1%	1%	2%b	1%	1%	2%j	1%	1%	*	2%j	1%	1%	2%j	3%j	1%
NET Much/Slightly more		683	180	173	144	185	61	53	66	66	59	48	30	52	62	61	65	59
		11%	12%	11%	9%	12%	12%k	10%	13%k	13%k	12%k	9%	6%	10%	12%k	11%k	13%k	12%k
NET Much/Slightly less		2138	544	534	555	506	172	188	183	151	196	187	170	190	195	182	169	155
		35%	35%	35%	36%	33%	33%	36%h	37%h	29%	38%h	37%h	35%	36%	37%h	34%	33%	31%
Mean		2.64	2.64	2.65	2.61	2.68	2.66	2.59	2.66	2.78fijklm	2.58	2.58	2.59	2.64	2.61	2.65	2.69	2.69
Std Dev.		0.93	0.95	0.93	0.90	0.93	0.94	0.95	0.96	0.90	0.96	0.91	0.85	0.89	0.95	0.98	0.94	0.89
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI	Online	Sell online	Don't sell online	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White	NET EMG
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	1161 19%	219 18%	942 19%	125 15%	1036 20%c	492 16%	669 21%e	107 13%	133 15%	189 17%	171 21%gh	291 26%ghil	140 18%g	130 21%gh	240 14%	361 19%n	561 22%no	269 19%n	980 19%	171 19%
Slightly less (2)	1089 18%	218 18%	871 18%	153 18%	936 18%	493 16%	590 19%e	145 18%h	105 12%	175 16%	146 18%h	196 17%h	162 21%hi	160 26%ghij	250 15%	321 17%	518 20%no	322 23%no	941 18%	138 15%
No change (3)	3205 52%	733 59%b	2472 50%	362 42%	2843 54%c	1632 54%f	1566 50%	356 43%	460 53%g	598 53%g	427 52%g	600 53%g	440 58%g	325 52%g	815 48%	1025 53%n	1365 54%n	765 55%n	2787 53%s	394 44%
Slightly more (4)	466 8%	44 4%	421 9%a	126 15%d	340 6%	270 9%f	195 6%	146 18%hijklm	112 13%ijklm	104 9%klm	55 7%klm	26 2%	14 2%	9 1%	259 15%opq	158 8%pq	49 2%	23 2%	329 6%	133 15%r
Much more (5)	169 3%	16 1%	154 3%a	79 9%d	90 2%	90 3%	79 3%	52 6%ijklm	48 5%jklm	37 3%klm	19 2%lm	13 1%l	-	1 *	99 6%opq	56 3%pq	14 1%	1 *	117 2%	50 6%r
Don't know	79 1%	2 *	76 2%a	15 2%	64 1%	36 1%	42 1%	18 2%jlm	15 2%m	19 2%m	4 *	16 1%	5 1%	2 *	33 2%pq	23 1%	22 1%	6 *	58 1%	19 2%
NET Much/Slightly more	635 10%	60 5%	575 12%a	205 24%d	430 8%	361 12%f	274 9%	198 24%hijklm	160 18%ijklm	140 13%klm	74 9%klm	39 3%	14 2%	10 2%	358 21%opq	214 11%pq	63 2%	24 2%	447 9%	183 20%r
NET Much/Slightly less	2250 36%	437 35%	1813 37%	278 32%	1971 37%c	984 33%	1260 40%e	252 31%	238 27%	364 32%	317 39%ghi	487 43%ghi	301 40%ghi	290 46%ghij	490 29%	682 35%n	1079 43%no	592 43%no	1921 37%	308 34%
Mean	2.57	2.53	2.58	2.86d	2.53	2.66f	2.49	2.87ijklm	2.81ijklm	2.66jklm	2.52km	2.36	2.44	2.35	2.84opq	2.60pq	2.38	2.39	2.55	2.72r
Std. Dev.	0.97	0.87	1.00	1.13	0.94	0.96	0.98	1.06	1.03	0.98	0.97	0.93	0.81	0.83	1.05	0.98	0.87	0.82	0.94	1.11
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	1161 19%	196 17%	375 19%	269 19%	321 19%	571 18%	590 19%	684 19%	460 19%	91 16%	138 19%	277 18%	305 20%	218 20%	720 19%	95 16%	990 19%	235 18%	871 19%	55 18%
Slightly less (2)	1089 18%	231 20%d	335 17%	251 18%	272 16%	566 18%	523 17%	620 17%	457 19%	83 15%	124 17%	290 18%	263 17%	209 20%	677 18%	92 16%	930 18%	185 14%	874 19%qs	30 10%
No change (3)	3205 52%	513 45%	1035 53%a	735 53%a	920 55%a	1549 50%	1655 54%e	1819 49%	1341 56%g	328 59%klmn	382 53%	802 51%	783 50%	525 49%	1967 51%	340 58%p	2644 51%	682 53%	2357 52%	166 55%
Slightly more (4)	466 8%	136 12%bcd	144 7%d	99 7%	86 5%	281 9%f	185 6%	368 10%h	92 4%	33 6%	33 5%	139 9%j	148 10%j	79 7%	320 8%j	34 6%	404 8%	103 8%	327 7%	36 12%r
Much more (5)	169 3%	66 6%bcd	38 2%	20 1%	46 3%	104 3%f	65 2%	146 4%h	20 1%	16 3%	28 4%l	49 3%	32 2%	35 3%	109 3%	16 3%	148 3%	74 6%rs	91 2%	5 2%
Don't know	79 1%	11 1%	15 1%	19 1%	33 2%b	27 1%	52 2%e	49 1%	25 1%	10 2%m	13 2%m	15 1%	23 1%m	4 *	50 1%m	10 2%	56 1%	18 1%	53 1%	8 3%
NET Much/Slightly more	635 10%	202 18%bcd	182 9%	119 9%	132 8%	385 12%f	251 8%	514 14%h	112 5%	49 9%	61 9%	187 12%	180 12%	114 11%	429 11%	50 9%	552 11%	177 14%r	418 9%	41 14%r
NET Much/Slightly less	2250 36%	426 37%	711 37%	520 37%	593 35%	1137 37%	1113 36%	1305 35%	916 38%	174 31%	262 37%	567 36%	568 37%	426 40%l	1397 36%l	187 32%	1920 37%o	419 32%	1745 38%qs	86 29%
Mean	2.57	2.69bcd	2.55	2.53	2.55	2.60f	2.54	2.63h	2.47	2.64	2.56	2.61	2.57	2.54	2.58	2.63	2.57	2.68r	2.53	2.67
Std Dev.	0.97	1.07	0.95	0.93	0.95	1.00	0.94	1.03	0.87	0.93	0.99	0.98	0.98	1.00	0.98	0.92	0.98	1.04	0.95	0.97
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less	(1)	1161 19%	994 19%	168 19%	38 22%	944 18%	86 17%	71 24%de	60 35%def	49 20%	133 20%	92 18%	86 19%	93 17%	84 15%	169 21%m	149 18%	88 17%	15 22%	71 16%
Slightly less	(2)	1089 18%	928 17%	160 19%	38 22%	907 17%g	111 22%dfg	48 16%	23 13%	31 12%	99 15%	95 19%h	90 20%h	89 16%	105 18%h	134 17%	164 19%h	99 19%h	13 18%	99 22%hijn
No change	(3)	3205 52%	2764 52%	441 51%	81 47%	2718 52%g	269 52%g	147 50%g	71 42%	146 58%no	357 53%	262 51%	233 52%	284 52%	322 56%n	388 48%	428 51%	297 56%n	32 47%	237 53%
Slightly more	(4)	466 8%	415 8%c	51 6%	7 4%	398 8%	37 7%	18 6%	13 7%	15 6%	66 10%p	37 7%	28 6%	42 8%	39 7%	81 10%p	63 7%	28 5%	8 11%	29 6%
Much more	(5)	169 3%	141 3%	29 3%	6 4%	154 3%ce	6 1%	7 2%	3 1%	5 2%	18 3%	6 1%	6 1%	19 4%jr	19 3%	31 4%jr	35 4%jk	14 3%	-	6 1%
Don't know		79 1%	63 1%	16 2%	1 1%	65 1%	9 2%	4 1%	1 1%	3 1%	2 *	15 3%inop	5 1%	17 3%inop	6 1%	8 1%	5 1%	3 1%	*	8 2%i
NET Much/Slightly more		635 10%	556 10%	80 9%	13 8%	552 11%	43 8%	25 9%	15 9%	20 8%	84 12%kr	44 9%	34 8%	61 11%	57 10%	112 14%hjkpr	98 12%	42 8%	8 11%	35 8%
NET Much/Slightly less		2250 36%	1922 36%	328 38%	77 44%a	1850 36%	198 38%	119 40%d	83 49%def	81 32%	233 34%	188 37%	176 39%	182 34%	189 33%	303 37%	313 37%	187 35%	28 41%	170 38%
Mean		2.57	2.58	2.54	2.44	2.59fg	2.54g	2.46g	2.25	2.58	2.61	2.53	2.50	2.63	2.65k	2.59	2.61	2.59	2.48	2.55
Std Dev.		0.97	0.97	0.98	1.00	0.97	0.89	1.01	1.07	0.95	1.00	0.92	0.92	0.98	0.93	1.05	1.00	0.92	0.97	0.88
Std Error		0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 106

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	1161 / 19%	429 / 18%	450 / 20%	614 / 18%	636 / 19%	429 / 18%	32 / 17%	146 / 19%	450 / 20%	41 / 18%	202 / 19%	323 / 16%	446 / 18%	150 / 19%	171 / 29%klmp	63 / 27%klmp	769 / 17%	234 / 28%klmp	485 / 19%	413 / 17%	133 / 20%	90 / 26%rsw	34 / 21%	898 / 18%	124 / 24%rsw	316 / 19%	845 / 19%
Slightly less (2)	1089 / 18%	391 / 16%	462 / 20%ac	583 / 17%	655 / 20%ac	391 / 16%	29 / 15%	139 / 18%	462 / 20%	41 / 18%	236 / 22%	392 / 19%oq	461 / 19%oq	124 / 15%o	96 / 16%o	15 / 6%	853 / 19%moq	112 / 13%o	445 / 17%	444 / 19%	120 / 18%	54 / 15%	22 / 14%	889 / 18%	76 / 15%	286 / 18%	802 / 18%
No change (3)	3205 / 52%	1211 / 50%	1220 / 54%c	1720 / 50%	1729 / 52%	1211 / 50%	105 / 54%	429 / 55%	1220 / 54%	135 / 60%	600 / 56%	1100 / 53%	1235 / 51%	430 / 53%	286 / 48%	141 / 59%n	2336 / 52%	427 / 51%	1327 / 52%	1224 / 52%	360 / 53%	181 / 51%	96 / 60%	2551 / 52%	277 / 54%	586 / 36%	2619 / 58%y
Slightly more (4)	466 / 8%	244 / 10%bd	83 / 4%	368 / 11%bd	206 / 6%b	244 / 10%g	17 / 9%	41 / 5%	83 / 4%j	3 / 1%	22 / 2%	145 / 7%nq	222 / 9%noq	67 / 8%noq	23 / 4%	8 / 4%	367 / 8%noq	32 / 4%	192 / 7%uvx	208 / 9%uvx	52 / 8%uvx	13 / 4%	*	400 / 8%uvx	13 / 2%	297 / 18%z	169 / 4%
Much more (5)	169 / 3%	111 / 5%bd	24 / 1%	138 / 4%bd	51 / 2%	111 / 5%g	9 / 5%	15 / 2%	24 / 1%	5 / 2%j	3 / *	87 / 4%lmnq	52 / 2%	17 / 2%	10 / 2%	2 / 1%	140 / 3%q	13 / 2%	95 / 4%t	59 / 3%t	5 / 1%	8 / 2%	1 / 1%	154 / 3%t	9 / 2%	130 / 8%z	39 / 1%
Don't know	79 / 1%	19 / 1%	22 / 1%	34 / 1%	36 / 1%	19 / 1%	2 / 1%	8 / 1%	22 / 1%	2 / 1%	9 / 1%	14 / 1%	20 / 1%	22 / 3%klp	6 / 1%	8 / 3%klp	34 / 1%	15 / 2%kp	24 / 1%	19 / 1%	11 / 2%	8 / 2%	8 / 5%rsw	43 / 1%	15 / 3%rsw	14 / 1%	65 / 1%
NET Much/Slightly more	635 / 10%	355 / 15%bd	107 / 5%	506 / 15%bd	257 / 8%b	355 / 15%g	25 / 13%g	56 / 7%	107 / 5%j	8 / 4%	25 / 2%	233 / 11%noq	274 / 11%noq	84 / 10%noq	34 / 6%	11 / 5%	507 / 11%noq	44 / 5%	287 / 11%uvx	268 / 11%uvx	57 / 8%vx	20 / 6%v	1 / 1%	555 / 11%uvx	22 / 4%	427 / 26%z	208 / 5%
NET Much/Slightly less	2250 / 36%	819 / 34%	912 / 40%ac	1198 / 35%	1291 / 39%ac	819 / 34%	61 / 32%	285 / 37%	912 / 40%	81 / 36%	438 / 41%	715 / 35%	906 / 37%	275 / 34%	267 / 45%klmop	78 / 33%	1622 / 36%	346 / 42%klmp	930 / 36%	857 / 36%	252 / 37%	145 / 41%	55 / 35%	1787 / 36%	200 / 39%	602 / 37%	1648 / 36%
Mean	2.57	2.67bd	2.45	2.66bd	2.51	2.67g	2.69	2.53	2.45	2.51	2.42	2.65lnoq	2.58noq	2.59nq	2.33	2.44	2.61noq	2.36	2.59ux	2.60ux	2.52	2.40	2.43	2.60ux	2.41	2.78z	2.50
Std Dev.	0.97	1.03	0.89	1.02	0.93	1.03	1.00	0.92	0.89	0.88	0.83	0.97	0.96	0.96	0.99	0.97	0.97	0.99	1.00	0.96	0.92	0.99	0.86	0.98	0.95	1.19	0.87
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.06	0.07	0.01	0.04	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	1161 19%	61 15%	1090 19%	11 25%	335 20%	780 19%	47 14%	1132 19%i	18 11%	4 5%	7 9%	1154 19%i	* *
Slightly less (2)	1089 18%	67 17%	1018 18%	4 10%	269 16%	769 19%d	51 16%	1014 17%	28 18%	25 37%ghk	17 23%	1067 18%	4 13%
No change (3)	3205 52%	212 53%	2979 52%	14 34%	869 51%	2174 52%	162 50%	3043 52%h	64 40%	33 48%	45 61%h	3140 52%h	20 58%
Slightly more (4)	466 8%	43 11%b	413 7%	9 22%b	127 7%	297 7%	41 13%de	425 7%	31 19%gijk	3 4%	4 5%	459 8%	3 10%
Much more (5)	169 3%	15 4%	151 3%	3 6%	78 5%e	80 2%	11 3%	147 3%	18 11%gjk	- -	- -	165 3%	4 11%
Don't know	79 1%	2 1%	76 1%	1 2%	28 2%	41 1%	10 3%	69 1%	1 1%	4 5%gk	2 2%	74 1%	3 9%
NET Much/Slightly more	635 10%	59 15%b	565 10%	12 29%ab	205 12%e	378 9%	52 16%e	572 10%	49 31%gijk	3 4%	4 5%	624 10%	7 20%
NET Much/Slightly less	2250 36%	128 32%	2108 37%	15 35%	603 35%	1549 37%f	98 30%	2146 37%	47 29%	29 42%	24 32%	2221 37%	5 13%
Mean	2.57	2.71b	2.56	2.74	2.61	2.54	2.74e	2.56	3.01gijk	2.55	2.63	2.57	3.19
Std Dev.	0.97	0.98	0.97	1.26	1.03	0.94	0.99	0.97	1.14	0.68	0.73	0.97	0.84
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.06	0.01	0.10	0.09	0.09	0.01	0.16

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 106

QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	1161 19%	302 20%	287 19%	295 19%	278 18%	100 19%	95 18%	108 22%	95 18%	92 18%	100 20%	101 21%	94 18%	99 19%	106 20%	80 16%	91 18%
Slightly less	(2)	1089 18%	273 18%	274 18%	277 18%	265 17%	93 18%	102 20%	78 16%	94 18%	96 19%	84 16%	78 16%	104 20%	95 18%	91 17%	87 17%	87 18%
No change	(3)	3205 52%	769 50%	810 53%	822 53%	803 52%	269 51%	251 49%	250 50%	260 50%	280 55%	270 53%	270 55%	273 51%	278 53%	261 49%	281 55%	262 53%
Slightly more	(4)	466 8%	124 8%	128 8%	102 7%	111 7%	48 9%o	42 8%	34 7%	59 11%klo	31 6%	39 8%	30 6%	35 6%	38 7%	46 9%	26 5%	39 8%
Much more	(5)	169 3%	51 3%b	22 1%	35 2%	60 4%bc	13 2%	19 4%ik	19 4%ik	10 2%	3 1%	9 2%	4 1%	22 4%ik	9 2%	27 5%hijkm	21 4%ik	12 3%
Don't know		79 1%	22 1%	20 1%	19 1%	18 1%	4 1%	8 2%	9 2%n	7 1%	7 1%	6 1%	8 2%n	4 1%	7 1%	1 *	13 3%n	4 1%
NET Much/Slightly more		635 10%	176 11%	151 10%	138 9%	171 11%	61 12%ik	61 12%ik	53 11%	69 13%ik	34 7%	48 9%	33 7%	57 11%	47 9%	73 14%ik	47 9%	51 10%
NET Much/Slightly less		2250 36%	576 37%	560 36%	571 37%	543 35%	193 37%	196 38%	186 37%	189 36%	188 37%	184 36%	179 36%	198 37%	194 37%	198 37%	167 33%	178 36%
Mean		2.57	2.57	2.56	2.55	2.61	2.58	2.59	2.55	2.60	2.52	2.55	2.50	2.60	2.54	2.62	2.64	2.58
Std Dev.		0.97	1.00	0.94	0.95	0.99	0.98	1.00	1.03	0.98	0.88	0.95	0.92	0.99	0.94	1.06	0.96	0.96
Std Error		0.01	0.03	0.02	0.02	0.03	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	623 10%	142 12%	481 10%	83 10%	540 10%	247 8%	372 12%e	52 6%	75 9%	118 11%g	110 13%ghm	133 12%g	81 11%g	53 9%	127 7%	228 12%n	268 11%n	135 10%	539 10%	79 9%
Slightly less (2)	1119 18%	246 20%	873 18%	137 16%	983 19%	518 17%	600 19%	146 18%	132 15%	222 20%hm	147 18%	262 23%ghjlm	127 17%	83 13%	278 16%	369 19%q	472 19%q	210 15%	952 18%	161 18%
No change (3)	3377 55%	709 58%	2668 54%	359 42%	3018 57%c	1669 55%	1702 54%	344 42%	439 50%g	559 50%g	464 57%gi	635 56%gi	500 66%ghijk	434 69%ghijk	783 46%	1023 53%n	1570 62%no	935 67%nop	2972 57%s	373 41%
Slightly more (4)	749 12%	114 9%	635 13%a	187 22%d	562 11%	419 14%f	330 10%	198 24%hijklm	164 19%ijklm	151 13%jklm	71 9%	77 7%	44 6%	45 7%	361 21%opq	221 11%pq	166 7%	89 6%	537 10%	206 23%r
Much more (5)	206 3%	11 1%	195 4%a	87 10%d	119 2%	113 4%	90 3%	61 7%ijklm	48 6%jklm	53 5%jklm	16 2%l	22 2%lm	4 1%	2 *	110 6%opq	69 4%pq	28 1%	6 *	139 3%	65 7%r
Don't know	95 2%	10 1%	85 2%	9 1%	86 2%	47 2%	49 2%	22 3%kl	15 2%	20 2%l	14 2%	12 1%	3 *	9 1%	37 2%pq	34 2%	25 1%	12 1%	74 1%	20 2%
NET Much/Slightly more	955 15%	125 10%	830 17%a	274 32%d	681 13%	532 18%f	420 13%	259 31%hijklm	212 24%ijklm	203 18%jklm	87 11%l	99 9%	48 6%	47 7%	471 28%opq	290 15%pq	194 8%	94 7%	676 13%	271 30%r
NET Much/Slightly less	1742 28%	388 31%b	1354 27%	219 25%	1523 29%	765 25%	971 31%e	199 24%	207 24%	340 30%ghm	257 31%ghm	395 35%ghijm	208 27%	137 22%	405 24%	597 31%nq	740 29%nq	345 25%	1492 29%	240 27%
Mean	2.80	2.68	2.83a	3.07d	2.76	2.88f	2.73	3.09ijklm	2.98ijklm	2.82jkl	2.67	2.64	2.69	2.77k	3.03pq	2.76p	2.69	2.72	2.76	3.02r
Std Dev.	0.90	0.83	0.92	1.08	0.86	0.89	0.91	1.00	0.96	0.96	0.89	0.85	0.76	0.72	0.98	0.93	0.79	0.74	0.87	1.03
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

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

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	623 10%	83 7%	194 10%a	151 11%a	194 12%a	277 9%	345 11%e	379 10%	239 10%	57 10%	83 12%	151 10%	171 11%	90 8%	405 11%	59 10%	527 10%	128 10%	471 10%	24 8%
Slightly less (2)	1119 18%	229 20%d	365 19%	255 18%	270 16%	594 19%	525 17%	720 20%h	387 16%	89 16%	115 16%	287 18%	290 19%	227 21%ij	692 18%	92 16%	964 19%	197 15%	874 19%q	49 16%
No change (3)	3377 55%	566 49%	1074 55%a	774 56%a	960 57%a	1641 53%	1734 56%e	1850 50%	1473 62%g	327 58%	389 54%	856 54%	816 53%	573 54%	2060 54%	338 58%	2788 54%	668 52%	2545 56%q	164 55%
Slightly more (4)	749 12%	205 18%bcd	226 12%	151 11%	167 10%	430 14%f	318 10%	508 14%h	232 10%	52 9%	93 13%	189 12%	211 14%i	133 12%	494 13%	62 11%	647 13%	195 15%r	513 11%	41 14%
Much more (5)	206 3%	60 5%bcd	54 3%	49 4%	42 3%	115 4%	91 3%	178 5%h	26 1%	16 3%	25 3%	67 4%	49 3%	38 4%	141 4%	16 3%	185 4%	80 6%r	114 2%	12 4%
Don't know	95 2%	10 1%	29 2%	13 1%	43 3%ac	39 1%	56 2%	52 1%	37 2%	21 4%klmn	13 2%	21 1%	16 1%	9 1%	51 1%	21 4%p	62 1%	27 2%	56 1%	12 4%r
NET Much/Slightly more	955 15%	265 23%bcd	280 14%	200 14%	210 13%	545 18%f	410 13%	686 19%h	258 11%	68 12%	118 16%	256 16%	261 17%i	171 16%	635 17%i	77 13%	831 16%	276 21%r	627 14%	52 17%
NET Much/Slightly less	1742 28%	312 27%	560 29%	406 29%	464 28%	872 28%	871 28%	1100 30%h	626 26%	145 26%	198 28%	438 28%	461 30%	316 30%	1097 29%	150 26%	1490 29%	325 25%	1344 29%q	73 24%
Mean	2.80	2.94bcd	2.78	2.78	2.75	2.84f	2.76	2.83h	2.75	2.78	2.80	2.83	2.79	2.81	2.81	2.79	2.80	2.92r	2.76	2.89
Std Dev.	0.90	0.94	0.88	0.91	0.89	0.91	0.90	0.96	0.81	0.87	0.93	0.92	0.93	0.89	0.92	0.87	0.91	0.98	0.88	0.89
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)	623 10%	540 10%	83 10%	19 11%	509 10%	44 8%	40 14%de	30 18%de	23 9%	82 12%	45 9%	49 11%	59 11%	49 9%	67 8%	77 9%	60 11%	5 7%	39 9%
Slightly less (2)	1119 18%	959 18%	160 19%	29 17%	940 18%	95 18%	52 18%	32 19%	44 18%	106 16%	80 16%	73 16%	89 16%	99 17%	158 19%	200 24%ijklmp	91 17%	14 20%	81 18%
No change (3)	3377 55%	2895 55%	481 56%	103 60%	2834 55%g	304 59%g	159 54%g	80 47%	145 58%n	362 54%	312 61%llno	262 58%n	293 54%	323 56%n	396 49%	432 51%	309 58%n	41 60%	262 58%no
Slightly more (4)	749 12%	651 12%	97 11%	14 8%	635 12%	64 12%	30 10%	20 12%	25 10%	82 12%	56 11%	53 12%	70 13%	73 13%	129 16%hp	103 12%	44 8%	8 11%	56 12%
Much more (5)	206 3%	173 3%	33 4%	6 3%	185 4%e	6 1%	8 3%e	7 4%e	8 3%	35 5%jkr	9 2%	6 1%	15 3%	22 4%r	48 6%jklpr	29 3%	14 3%	-	6 1%
Don't know	95 2%	86 2%	9 1%	1 *	82 2%	6 1%	6 2%	1 1%	6 2%o	9 1%	7 1%	6 1%	19 4%ilor	8 1%	12 2%	4 1%	11 2%	1 1%	5 1%
NET Much/Slightly more	955 15%	824 16%	130 15%	20 12%	820 16%	70 13%	38 13%	27 16%	33 13%	117 17%p	65 13%	59 13%	85 16%	94 16%p	177 22%hijklopr	131 16%	58 11%	8 11%	62 14%
NET Much/Slightly less	1742 28%	1499 28%	243 28%	49 28%	1449 28%	139 27%	92 31%	62 37%de	67 27%	188 28%	124 24%	122 27%	147 27%	148 26%	225 28%	277 33%jm	151 29%	19 27%	120 27%
Mean	2.80	2.80	2.81	2.75	2.81fg	2.79g	2.71	2.66	2.80	2.82	2.81	2.76	2.80	2.86	2.92kop	2.77	2.73	2.77	2.80
Std Dev.	0.90	0.90	0.90	0.88	0.90	0.81	0.93	1.04	0.86	0.98	0.81	0.85	0.91	0.89	0.96	0.90	0.87	0.75	0.82
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.04	0.05	0.05	0.04	0.04	0.05	0.05	0.05	0.05	0.05	0.06	0.03

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

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	623 10%	216 9%	253 11%ac	313 9%	350 11%	216 9%	15 8%	68 9%	253 11%	32 14%	120 11%	197 10%	234 10%	64 8%	92 15%klmp	34 14%m	431 10%	125 15%klmp	262 10%	221 9%	58 9%	58 16%rstw	19 12%	483 10%	77 15%rstw	165 10%	458 10%
Slightly less (2)	1119 18%	430 18%	457 20%c	590 17%	617 19%	430 18%g	34 17%	100 13%	457 20%	41 18%	196 18%	335 16%	466 19%k	144 18%	128 21%k	41 17%	802 18%	168 20%k	430 17%	471 20%r	124 18%	64 18%	30 18%	900 18%	93 18%	308 19%	811 18%
No change (3)	3377 55%	1269 53%	1296 57%c	1833 53%	1861 56%ac	1269 53%	105 54%	495 64%ef	1296 57%	129 57%	654 61%	1151 56%n	1307 54%	484 60%lnpq	288 49%	137 58%	2458 55%n	425 51%	1407 55%	1271 54%	395 58%	187 53%	101 63%	2678 54%	288 56%	620 38%	2757 61%y
Slightly more (4)	749 12%	331 14%bd	195 9%	511 15%bd	375 11%b	331 14%	22 12%	87 11%	195 9%	15 7%	82 8%	249 12%o	322 13%o	92 11%	70 12%	16 7%	571 13%o	86 10%	318 12%vx	315 13%vx	74 11%v	36 10%v	5 3%	634 13%vx	41 8%	362 22%z	387 9%
Much more (5)	206 3%	126 5%bd	30 1%	164 5%bd	69 2%	126 5%g	11 1%	17 2%	30 1%	1 1%	4 *	104 5%lmnq	74 3%m	11 1%	11 2%	6 2%	178 4%mnq	17 2%	125 5%stx	59 2%	13 2%	7 2%	2 1%	184 4%s	9 2%	152 9%z	54 1%
Don't know	95 2%	32 1%	28 1%	45 1%	42 1%	32 1%	7 3%	11 1%	28 1%	7 3%	16 1%	27 1%	32 1%	15 2%	5 1%	5 2%	59 1%	10 1%	27 1%	31 1%	16 2%	2 1%	4 3%	58 1%	6 1%	21 1%	74 2%
NET Much/Slightly more	955 15%	457 19%bd	225 10%	675 20%bd	443 13%b	457 19%g	34 17%	104 13%	225 10%	17 7%	86 8%	352 17%moq	397 16%oq	103 13%	81 14%	21 9%	749 17%moq	103 12%	443 17%tvx	374 16%vx	88 13%v	43 12%v	7 4%	818 17%vx	49 10%	514 32%z	441 10%
NET Much/Slightly less	1742 28%	646 27%	710 31%ac	903 26%	967 29%c	646 27%g	48 25%	168 22%	710 31%	74 33%	316 29%	533 26%	700 29%	208 26%	219 37%klmp	75 31%	1233 27%	294 35%klmp	691 27%	691 29%	182 27%	122 34%rtw	48 30%	1383 28%	170 33%r	473 29%	1269 28%
Mean	2.80	2.88bd	2.68	2.89bd	2.75b	2.88	2.90	2.85	2.68	2.60	2.67	2.87noq	2.81noq	2.80noq	2.63	2.65	2.83noq	2.63	2.85uvx	2.80ux	2.79ux	2.63	2.62	2.82uvx	2.63	3.02z	2.72
Std Dev.	0.90	0.94	0.84	0.93	0.87	0.94	0.92	0.81	0.84	0.84	0.79	0.93	0.90	0.80	0.95	0.90	0.91	0.93	0.94	0.88	0.83	0.94	0.78	0.91	0.89	1.10	0.81
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.06	0.01	0.04	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants

		Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	623 10%	47 12%	571 10%	5 12%	190 11%f	415 10%	19 6%	596 10%	9 6%	5 7%	9 12%	610 10%	4 11%
Slightly less (2)	1119 18%	53 13%	1061 19%a	6 13%	270 16%	788 19%d	61 19%	1061 18%	26 16%	20 30%	11 15%	1107 18%	1 3%
No change (3)	3377 55%	214 53%	3147 55%	16 38%	901 53%	2309 56%	167 52%	3207 55%	74 46%	33 49%	46 62%	3314 55%	16 47%
Slightly more (4)	749 12%	69 17%b	674 12%	5 13%	231 14%	468 11%	50 15%	690 12%	37 23%gjk	8 11%	8 11%	735 12%	6 16%
Much more (5)	206 3%	13 3%	187 3%	5 13%ab	78 5%e	114 3%	14 4%	187 3%	16 10%gjk	2 3%	*	205 3%	1 4%
Don't know	95 2%	5 1%	86 2%	4 10%ab	36 2%e	49 1%	11 3%e	88 2%	-	*	-	89 1%	7 19%
NET Much/Slightly more	955 15%	83 21%b	862 15%	11 26%	310 18%e	581 14%	64 20%e	877 15%	52 33%gjk	10 14%	9 11%	939 16%	7 20%
NET Much/Slightly less	1742 28%	99 25%	1632 29%	11 26%	459 27%	1203 29%	80 25%	1657 28%	35 22%	25 37%	20 27%	1717 28%	5 14%
Mean	2.80	2.87	2.80	3.01	2.84e	2.77	2.93e	2.79	3.15gjk	2.72	2.73	2.80	3.00
Std Dev.	0.90	0.95	0.90	1.21	0.96	0.88	0.88	0.90	0.99	0.86	0.82	0.90	1.00
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.05	0.01	0.09	0.11	0.10	0.01	0.20

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

QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496	
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	623 10%	168 11%	170 11%	136 9%	149 10%	61 11%	49 10%	58 12%	60 11%	52 10%	58 11%	53 10%	45 9%	43 8%	59 11%	42 8%	49 10%
Slightly less	(2)	1119 18%	281 18%	284 18%	298 19%	256 17%	98 19%	87 17%	96 19%	82 16%	93 18%	110 22%	78 16%	125 24%fhknp	95 18%	83 16%	90 18%	83 17%
No change	(3)	3377 55%	834 54%	839 54%	870 56%	833 54%	297 56%	291 56%	247 50%	293 56%	279 55%	266 52%	284 58%gp	286 54%	299 57%	304 57%	282 55%	248 50%
Slightly more	(4)	749 12%	185 12%	175 11%	184 12%	204 13%	52 10%	72 14%	61 12%	58 11%	65 13%	52 10%	60 12%	53 10%	71 13%	51 10%	58 11%	95 19%efghijklno
Much more	(5)	206 3%	43 3%	47 3%	46 3%	69 5%a	11 2%	12 2%	20 4%	21 4%	10 2%	16 3%	13 3%	19 4%	14 3%	32 6%efikm	22 4%	15 3%
Don't know		95 2%	31 2%	26 2%	15 1%	24 2%	9 2%	5 1%	16 3%lmn	10 2%	10 2%	5 1%	8 2%	3 1%	3 1%	14 3%lmn	6 1%	
NET Much/Slightly more		955 15%	229 15%	223 14%	231 15%	273 18%b	63 12%	85 16%	81 16%	79 15%	76 15%	68 13%	73 15%	72 14%	85 16%	83 16%	80 16%	110 22%efhijklno
NET Much/Slightly less		1742 28%	449 29%	454 29%	435 28%	405 26%	159 30%	136 26%	154 31%	142 27%	144 28%	168 33%k	126 26%	170 32%	138 26%	142 27%	132 26%	132 27%
Mean		2.80	2.77	2.77	2.81	2.86ab	2.72	2.83	2.77	2.80	2.78	2.72	2.82	2.76	2.84	2.84	2.86	2.89ej
Std Dev.		0.90	0.90	0.91	0.87	0.93	0.88	0.87	0.96	0.93	0.88	0.91	0.87	0.88	0.86	0.96	0.89	0.93
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	873 14%	194 16%	679 14%	103 12%	770 15%	359 12%	510 16%e	60 7%	82 9%	143 13%g	147 18%ghi	199 17%ghi	137 18%ghi	104 17%gh	142 8%	291 15%n	440 17%n	241 17%n	790 15%s	79 9%
Slightly less (2)	1159 19%	269 22%b	889 18%	133 15%	1026 19%c	532 18%	625 20%	122 15%	132 15%	215 19%g	159 19%	260 23%ghi	132 17%	139 22%gh	253 15%	374 19%n	531 21%n	272 20%n	1030 20%s	117 13%
No change (3)	3138 51%	635 51%	2503 51%	328 38%	2810 53%c	1606 53%f	1527 49%	347 42%	418 48%	550 49%g	417 51%g	604 53%g	448 59%ghijk	353 56%ghi	765 45%	967 50%n	1406 56%no	802 58%no	2680 51%	433 48%
Slightly more (4)	684 11%	104 8%	580 12%a	189 22%d	495 9%	354 12%	329 10%	186 23%hijklm	148 17%jklm	157 14%jklm	75 9%klm	59 5%	34 4%	26 4%	334 20%opq	232 12%pq	119 5%	60 4%	497 10%	183 20%r
Much more (5)	257 4%	26 2%	231 5%a	95 11%d	162 3%	136 5%	119 4%	80 10%ijklm	86 10%ijklm	48 4%klm	20 2%lm	15 1%	4 1%	3 1%	166 10%opq	68 3%pq	23 1%	8 1%	178 3%	74 8%r
Don't know	59 1%	5 *	54 1%	13 2%	46 1%	26 1%	32 1%	29 3%hijklm	7 1%	10 1%	3 *	6 1%	4 *	1 *	36 2%opq	13 1%	10 *	4 *	38 1%	18 2%r
NET Much/Slightly more	941 15%	130 11%	811 16%a	284 33%d	657 12%	489 16%	448 14%	266 32%ijklm	234 27%ijklm	204 18%jklm	95 12%klm	74 6%	38 5%	29 5%	500 29%opq	300 15%pq	141 6%	67 5%	675 13%	258 29%r
NET Much/Slightly less	2032 33%	463 38%b	1569 32%	236 27%	1795 34%c	892 30%	1135 36%e	182 22%	214 25%	358 32%gh	306 37%gh	458 40%ghi	270 35%gh	243 39%ghi	396 23%	665 34%n	971 38%no	513 37%n	1820 35%s	196 22%
Mean	2.72	2.59	2.75a	3.05d	2.67	2.79f	2.65	3.13ijklm	3.03ijklm	2.78ijklm	2.59	2.50	2.52	2.50	3.08pq	2.70pq	2.50	2.51	2.66	3.07r
Std Dev.	0.98	0.92	0.99	1.15	0.94	0.96	1.00	1.04	1.05	0.99	0.97	0.89	0.86	0.84	1.04	0.98	0.87	0.85	0.96	1.01
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

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

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less	(1)	873 14%	130 11%	312 16%a	187 13%	242 14%	442 14%	430 14%	499 14%	368 15%	58 10%	112 16%i	243 14%	223 13%	135 13%	578 15%i	59 10%	757 15%o	153 12%	676 15%q	45 15%
Slightly less	(2)	1159 19%	250 22%d	377 19%d	285 20%d	247 15%	627 20%f	532 17%	697 19%	450 19%	73 13%	119 17%	300 19%i	291 19%i	250 23%ijkln	709 18%i	81 14%	1013 20%o	211 16%	909 20%qs	38 13%
No change	(3)	3138 51%	534 46%	969 50%	694 50%	941 56%abc	1503 49%	1635 53%e	1743 47%	1349 56%g	328 59%klmn	388 54%k	757 48%	788 51%	514 48%	1933 50%	341 58%p	2577 50%	650 50%	2323 51%	165 55%
Slightly more	(4)	684 11%	155 13%d	209 11%	160 11%	159 9%	364 12%	319 10%	500 14%h	171 7%	69 12%	64 9%	174 11%	179 12%	116 11%	417 11%	72 12%	554 11%	167 13%	481 11%	36 12%
Much more	(5)	257 4%	69 6%b	64 3%	55 4%	68 4%	133 4%	124 4%	215 6%h	37 2%	22 4%	27 4%	87 6%	63 4%	44 4%	178 5%	23 4%	230 4%	95 7%rs	154 3%	8 3%
Don't know		59 1%	14 1%	13 1%	12 1%	19 1%	28 1%	31 1%	32 1%	19 1%	11 2%kln	9 1%	10 1%	9 1%	9 1%	28 1%	11 2%p	41 1%	21 2%r	30 1%	8 3%r
NET Much/Slightly more		941 15%	224 19%bcd	273 14%	215 15%	228 14%	498 16%	443 14%	715 19%h	208 9%	91 16%	91 13%	262 17%	242 16%	160 15%	594 15%	95 16%	785 15%	262 20%r	634 14%	45 15%
NET Much/Slightly less		2032 33%	380 33%	688 35%d	472 34%d	490 29%	1069 35%f	962 31%	1196 32%	818 34%	131 23%	230 32%i	543 35%i	514 33%i	385 36%i	1287 34%i	140 24%	1770 34%o	364 28%	1585 35%qs	83 28%
Mean		2.72	2.81b	2.66	2.72	2.74	2.71	2.73	2.79h	2.60	2.86klmn	2.68	2.72	2.72	2.70	2.71	2.86p	2.71	2.87r	2.68	2.74
Std Dev.		0.98	1.01	0.98	0.97	0.96	1.00	0.97	1.03	0.89	0.90	0.97	1.04	0.98	0.97	1.00	0.90	0.99	1.03	0.97	0.96
Std Error		0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)	873 14%	736 14%	137 16%	27 16%	737 14%	57 11%	42 14%	37 22%def	36 14%n	102 15%n	84 16%nr	74 16%nr	84 15%n	80 14%n	70 9%	126 15%n	82 15%n	9 12%	48 11%
Slightly less (2)	1159 19%	958 18%	201 23%a	44 25%a	950 18%	122 24%dg	60 20%g	26 15%	41 16%	128 19%	75 15%	91 20%l	75 14%	127 22%jl	156 19%	158 19%	100 19%	13 19%	109 24%hjl
No change (3)	3138 51%	2734 52%b	403 47%	78 45%	2644 51%	259 50%	152 52%	83 49%	133 53%	332 49%	279 55%	216 48%	280 51%	279 49%	410 51%	431 51%	284 54%	33 48%	225 50%
Slightly more (4)	684 11%	606 11%	78 9%	17 10%	579 11%f	62 12%f	23 8%	20 12%f	27 11%	74 11%	48 10%	48 11%	76 14%p	54 9%	122 15%jmop	85 10%	43 8%	10 15%	52 12%
Much more (5)	257 4%	219 4%	38 4%	5 3%	227 4%g	14 3%	11 4%	4 2%	11 4%	37 5%r	15 3%	17 4%	23 4%	30 5%r	42 5%r	40 5%	13 2%	3 5%	10 2%
Don't know	59 1%	52 1%	7 1%	2 1%	48 1%	4 1%	6 2%d,t	* *	3 1%	4 1%	7 1%	3 1%	7 1%	3 *	11 1%	5 1%	6 1%	- -	4 1%
NET Much/Slightly more	941 15%	825 16%	116 13%	22 13%	806 16%f	76 15%	35 12%	24 14%	38 15%	110 16%p	64 13%	65 15%	99 18%jp	85 15%	165 20%jkpr	125 15%	56 11%	14 20%p	63 14%
NET Much/Slightly less	2032 33%	1694 32%	337 39%a	71 41%a	1687 33%	179 35%	102 35%	63 37%d	77 31%	230 34%	159 31%	164 37%ln	158 29%	207 36%ln	226 28%	283 34%	182 34%	22 32%	157 35%n
Mean	2.72	2.74bc	2.63	2.58	2.73g	2.72g	2.66	2.58	2.74	2.72	2.67	2.65	2.77	2.70	2.89hijkmopr	2.71	2.63	2.80	2.70
Std Dev.	0.98	0.98	1.00	0.97	0.99	0.91	0.96	1.03	0.99	1.03	0.96	1.00	1.01	1.00	0.95	1.00	0.93	1.00	0.90
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 108

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	873 14%	301 13%	385 17%ac	434 13%	517 16%ac	301 13%	16 8%	111 14%	385 17%	33 15%	181 17%	282 14%	318 13%	96 12%	124 21%klmp	50 21%klmp	601 13%	173 21%klmp	370 14%	302 13%	90 13%	80 22%rstw	28 17%	672 14%	107 21%rstw	186 11%	687 15%y
Slightly less (2)	1159 19%	462 19%	460 20%	630 18%	629 19%	462 19%	27 14%	155 20%	460 20%	33 15%	208 19%	391 19%	468 19%	160 20%	105 18%	33 14%	858 19%	138 17%	479 19%	461 19%	117 17%	70 20%	30 19%	940 19%	100 19%	276 17%	882 19%
No change (3)	3138 51%	1132 47%	1211 54%ac	1680 49%	1759 53%ac	1132 47%	103 53%	414 53%,e	1211 54%	137 60%	622 58%	1051 51%	1223 50%	442 55%n	275 46%	133 56%	2274 51%	408 49%	1264 49%	1205 51%	385 56%rsuw	163 46%	99 62%rsuw	2470 50%	262 51%	638 39%	2500 55%y
Slightly more (4)	684 11%	351 15%bd	151 7%	488 14%bd	288 9%b	351 15%g	32 16%g	71 9%	151 7%j	17 7%	47 4%	210 10%o	321 13%koq	83 10%o	57 10%	12 5%	532 12%oq	69 8%	279 11%vx	307 13%uvx	69 10%vx	27 7%v	1 1%	586 12%vx	28 5%v	343 21%z	340 7%
Much more (5)	257 4%	144 6%bd	39 2%	204 6%bd	99 3%b	144 6%g	14 7%g	21 3%	39 2%j	3 1%	7 1%	120 6%lm	84 3%	19 2%	25 4%	8 3%	205 5%m	33 4%	159 6%stvwx	75 3%t	7 1%	13 4%t	2 1%	235 5%st	15 3%	169 10%z	88 2%
Don't know	59 1%	15 1%	14 1%	22 1%	22 1%	15 1%	2 1%	6 1%	14 1%	4 2%	7 1%	8 *	21 1%	10 1%	8 1%k	3 1%	29 1%	11 1%k	16 1%	17 1%	13 2%rsw	* *	1 1%	34 1%	3 *	16 1%	43 1%
NET Much/Slightly more	941 15%	494 21%bd	190 8%	691 20%bd	387 12%b	494 21%g	46 24%g	92 12%	190 8%j	20 9%	54 5%	331 16%oq	406 17%moq	102 13%	82 14%	20 8%	736 16%moq	102 12%	439 17%tuvx	382 16%tvx	76 11%v	40 11%v	3 2%	821 17%tuvx	43 8%v	512 31%z	428 9%
NET Much/Slightly less	2032 33%	763 32%	845 37%ac	1064 31%	1146 35%c	763 32%f	66 22%	266 34%f	845 37%	66 29%	389 36%	673 33%	786 32%	257 32%	229 39%klmp	83 35%	1459 32%	311 37%lp	849 33%	763 32%	208 30%	150 42%rstw	58 36%	1612 33%	207 40%rstw	462 28%	1570 35%y
Mean	2.72	2.82bd	2.55	2.82bd	2.64b	2.82g	3.00g	2.66	2.55	2.65	2.52	2.75noq	2.75noq	2.71q	2.58	2.56	2.75noq	2.57	2.76uvx	2.74uvx	2.68ux	2.50	2.49	2.75uvx	2.50	3.02z	2.61
Std Dev.	0.98	1.03	0.91	1.02	0.95	1.03	0.97	0.93	0.91	0.87	0.85	1.01	0.96	0.89	1.06	0.99	0.98	1.04	1.03	0.95	0.87	1.04	0.82	0.99	0.98	1.12	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.04	0.02	0.02	0.03	0.06	0.07	0.01	0.05	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants

		Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	873 14%	56 14%	815 14%	2 4%	250 15%f	599 14%f	23 7%	853 15%hi	10 6%	2 2%	7 9%	865 14%hi	2 5%
Slightly less (2)	1159 19%	57 14%	1092 19%	11 25%	288 17%	821 20%d	49 15%	1100 19%	25 16%	16 23%	13 18%	1142 19%	4 11%
No change (3)	3138 51%	197 49%	2926 51%	14 34%	831 49%	2146 52%	161 50%	2957 51%	73 45%	41 59%	52 70%ghik	3071 51%	15 43%
Slightly more (4)	684 11%	65 16%b	611 11%	8 19%	209 12%	420 10%	55 17%e	630 11%	38 24%gjk	7 11%	3 4%	675 11%	6 16%
Much more (5)	257 4%	23 6%	230 4%	4 10%	104 6%e	130 3%	24 7%e	237 4%	14 9%gjk	2 3%	-	253 4%	4 11%
Don't know	59 1%	2 1%	54 1%	3 7%ab	23 1%e	26 1%	10 3%e	53 1%	*	*	-	54 1%	5 15%
NET Much/Slightly more	941 15%	88 22%b	841 15%	12 29%b	313 18%e	549 13%	78 24%de	867 15%j	52 32%gjk	10 14%	3 4%	929 15%j	9 26%
NET Much/Slightly less	2032 33%	113 28%	1906 33%	12 30%	539 32%f	1420 34%f	72 22%	1953 34%h	35 22%	18 26%	20 27%	2006 33%h	6 16%
Mean	2.72	2.85b	2.71	3.05	2.78e	2.67	3.02de	2.71	3.13gjk	2.89	2.68	2.72	3.20
Std Dev.	0.98	1.04	0.98	1.06	1.04	0.95	0.97	0.98	0.99	0.76	0.69	0.98	1.02
Std Error	0.01	0.05	0.01	0.15	0.02	0.02	0.06	0.01	0.09	0.10	0.08	0.01	0.20

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less (1)	873 14%	209 14%	227 15%	216 14%	221 14%	81 15%	63 12%	64 13%	91 17%i	63 12%	73 14%	80 16%	60 11%	77 15%	80 15%	72 14%	69 14%
Slightly less (2)	1159 19%	326 21%b	265 17%	273 18%	295 19%	104 20%	97 19%	125 25%hikn	82 16%	87 17%	96 19%	72 15%	102 19%	99 19%	99 19%	101 20%	95 19%
No change (3)	3138 51%	781 51%	798 52%	790 51%	769 50%	274 52%	274 53%	232 47%	249 48%	279 55%gm	269 53%	260 53%	284 53%	246 47%	277 52%	245 48%	247 50%
Slightly more (4)	684 11%	148 10%	176 11%	186 12%	173 11%	50 9%	53 10%	45 9%	66 13%	59 12%	51 10%	51 10%	62 12%	73 14%	52 10%	56 11%	65 13%
Much more (5)	257 4%	63 4%	60 4%	74 5%	60 4%	16 3%	25 5%	22 4%	29 6%	13 3%	18 4%	23 5%	22 4%	28 5%	17 3%	26 5%	17 3%
Don't know	59 1%	17 1%	15 1%	11 1%	17 1%	3 1%	5 1%	9 2%j	7 1%j	8 2%j	*	5 1%	3 *	4 1%	7 1%j	6 1%	3 1%
NET Much/Slightly more	941 15%	211 14%	236 15%	260 17%	233 15%	65 12%	78 15%	67 14%	95 18%e	72 14%	69 14%	75 15%	84 16%	101 19%en	69 13%	82 16%	82 17%
NET Much/Slightly less	2032 33%	535 35%	492 32%	489 32%	516 34%	185 35%	160 31%	190 38%il	173 33%	150 29%	169 33%	152 31%	162 30%	176 33%	179 34%	173 34%	164 33%
Mean	2.72	2.69	2.72	2.76	2.71	2.65	2.77	2.66	2.73	2.74	2.69	2.73	2.78	2.76	2.67	2.73	2.73
Std Dev.	0.98	0.96	0.98	1.00	0.98	0.95	0.96	0.97	1.07	0.91	0.96	1.01	0.94	1.04	0.96	1.01	0.98
Std Error	0.01	0.02	0.03	0.03	0.03	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	353 6%	66 5%	287 6%	29 3%	324 6%c	144 5%	208 7%e	36 4%	28 3%	63 6%h	58 7%h	75 7%h	48 6%h	45 7%h	63 4%	121 6%n	169 7%n	94 7%n	290 6%	60 7%
Slightly less (2)	699 11%	150 12%	549 11%	87 10%	613 12%	328 11%	368 12%	96 12%	97 11%	127 11%	94 11%	129 11%	78 10%	78 12%	194 11%	221 11%	285 11%	156 11%	582 11%	112 12%
No change (3)	3432 56%	735 60%b	2697 55%	330 38%	3102 59%c	1699 56%	1732 55%	323 39%	432 50%g	612 55%g	471 57%gh	681 60%gh	505 66%ghijk	407 65%ghij	756 45%	1083 56%n	1593 63%no	911 66%no	2988 57%s	416 46%
Slightly more (4)	1269 21%	210 17%	1058 21%a	298 35%d	971 18%	648 21%	615 20%	263 32%hijklm	223 26%jklm	238 21%lm	150 18%m	207 18%m	108 14%	79 13%	486 29%opq	388 20%pq	394 16%	187 13%	1046 20%	214 24%
Much more (5)	341 6%	67 5%	274 6%	108 13%d	233 4%	159 5%	180 6%	95 12%ijklm	82 9%ijklm	70 6%klm	45 5%klm	31 3%m	13 2%	6 1%	177 10%opq	115 6%pq	50 2%	19 1%	253 5%	83 9%r
Don't know	75 1%	4 *	71 1%a	9 1%	66 1%	35 1%	40 1%	11 1%	10 1%	13 1%	3 *	19 2%j	8 1%	12 2%j	21 1%	16 1%	38 2%	19 1%	53 1%	20 2%r
NET Much/Slightly more	1610 26%	278 23%	1332 27%a	406 47%d	1204 23%	807 27%	795 25%	358 43%hijklm	305 35%ijklm	308 27%klm	195 24%klm	238 21%klm	121 16%	85 14%	663 39%opq	503 26%pq	444 18%	206 15%	1299 25%	297 33%r
NET Much/Slightly less	1052 17%	216 18%	836 17%	115 13%	937 18%c	472 16%	576 18%e	132 16%	125 14%	189 17%	152 19%	204 18%	127 17%	123 20%h	257 15%	341 18%	454 18%	250 18%	872 17%	172 19%
Mean	3.09	3.05	3.10	3.44d	3.03	3.12	3.06	3.36ijklm	3.27ijklm	3.11klm	3.04m	2.99m	2.95	2.87	3.31opq	3.08pq	2.95	2.91	3.08	3.17r
Std Dev.	0.88	0.85	0.88	0.95	0.85	0.85	0.90	0.98	0.90	0.89	0.90	0.82	0.76	0.76	0.94	0.89	0.79	0.76	0.86	0.99
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	353 6%	47 4%	116 6%	86 6%	104 6%	163 5%	190 6%	190 5%	159 7%	39 7%	43 6%	92 6%	87 6%	46 4%	222 6%	39 7%	281 5%	64 5%	265 6%	24 8%
Slightly less (2)	699 11%	140 12%	201 10%	174 12%	185 11%	341 11%	359 12%	413 11%	278 12%	61 11%	81 11%	174 11%	175 11%	119 11%	430 11%	70 12%	581 11%	146 11%	521 11%	32 11%
No change (3)	3432 56%	594 52%	1088 56%	761 55%	987 59%a	1682 54%	1748 57%	1953 53%	1435 60%g	337 60%ln	391 54%	879 56%	820 53%	615 58%	2090 54%	350 60%	2862 55%	687 53%	2589 57%	156 52%
Slightly more (4)	1269 21%	285 25%d	410 21%d	295 21%d	280 17%	696 22%f	573 19%	847 23%h	409 17%	73 13%	152 21%i	322 20%i	383 25%ik	220 21%i	857 22%i	77 13%	1112 21%o	276 21%	929 20%	63 21%
Much more (5)	341 6%	78 7%	109 6%	67 5%	87 5%	187 6%	154 5%	256 7%h	79 3%	38 7%	39 5%	83 5%	74 5%	67 6%	196 5%	39 7%	282 5%	103 8%r	223 5%	15 5%
Don't know	75 1%	8 1%	20 1%	13 1%	34 2%ab	27 1%	47 2%	28 1%	35 1%g	13 2%lm	13 2%m	21 1%m	14 1%	2 *	48 1%m	14 2%p	54 1%	20 2%	45 1%	10 3%r
NET Much/Slightly more	1610 26%	364 32%bcd	519 27%d	359 26%d	368 22%	883 29%f	727 24%	1103 30%h	488 20%	111 20%	191 27%i	405 26%i	457 29%i	286 27%i	1053 27%i	116 20%	1394 27%o	379 29%r	1152 25%	78 26%
NET Much/Slightly less	1052 17%	188 16%	316 16%	260 19%	289 17%	504 16%	548 18%	603 16%	436 18%	100 18%	124 17%	267 17%	261 17%	166 15%	652 17%	108 18%	862 17%	210 16%	786 17%	56 19%
Mean	3.09	3.18cd	3.10	3.06	3.04	3.13f	3.05	3.15h	2.99	3.02	3.09	3.08	3.12	3.13i	3.10	3.01	3.10	3.16r	3.07	3.05
Std Dev.	0.88	0.88	0.88	0.88	0.86	0.88	0.87	0.90	0.83	0.90	0.89	0.87	0.88	0.85	0.88	0.89	0.87	0.91	0.86	0.93
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants

			Rurality			Nation				Region											
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less	(1)	353 6%	319 6%c	34 4%	5 3%	306 6%	25 5%	12 4%	10 6%	13 5%	45 7%	26 5%	21 5%	35 6%	23 4%	53 7%	54 6%	35 7%	1 2%	24 5%
Slightly less	(2)	699 11%	604 11%	96 11%	21 12%	583 11%	69 13%g	33 11%	15 9%	20 8%	67 10%	58 11%	50 11%	57 10%	71 12%	112 14%h	101 12%	48 9%	10 14%	59 13%h
No change	(3)	3432 56%	2930 55%	502 58%	93 54%	2897 56%g	281 54%g	175 59%g	79 46%	145 58%	368 54%	299 59%	251 56%	295 54%	323 56%	436 54%	474 56%	305 58%	35 51%	246 55%
Slightly more	(4)	1269 21%	1084 20%	185 21%	44 25%	1044 20%	118 23%	57 19%	50 29%def	52 21%	140 21%	93 18%	100 22%	110 20%	120 21%	150 18%	164 19%	114 22%	19 28%	98 22%
Much more	(5)	341 6%	298 6%	44 5%	9 5%	289 6%	21 4%	18 6%	14 8%de	15 6%	46 7%	26 5%	18 4%	36 7%	31 5%	47 6%	47 6%	23 4%	3 4%	18 4%
Don't know		75 1%	71 1%	3 *	2 1%	65 1%	5 1%	2 1%	2 1%	4 2%	10 1%	6 1%	8 2%	10 2%	5 1%	13 2%	5 1%	4 1%	* *	5 1%
NET Much/Slightly more		1610 26%	1381 26%	229 26%	52 30%	1333 26%	139 27%	75 25%	64 37%def	68 27%	187 28%	119 23%	118 26%	146 27%	151 26%	197 24%	211 25%	137 26%	22 32%	116 26%
NET Much/Slightly less		1052 17%	923 17%	130 15%	26 15%	890 17%	93 18%	44 15%	25 15%	33 13%	111 16%	84 17%	72 16%	92 17%	94 16%	165 20%h	155 18%	83 16%	11 16%	82 18%
Mean		3.09	3.08	3.13	3.18	3.08	3.08	3.12	3.25def	3.15	3.12	3.07	3.10	3.10	3.11	3.03	3.06	3.08	3.19	3.06
Std Dev.		0.88	0.89	0.82	0.81	0.88	0.84	0.83	0.95	0.86	0.92	0.84	0.83	0.91	0.84	0.91	0.89	0.86	0.80	0.85
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.04	0.05	0.05	0.05	0.06	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	353 6%	116 5%	150 7%ac	170 5%	203 6%	116 5%	14 7%	42 5%	150 7%	20 9%	84 8%	99 5%	132 5%	40 5%	52 9%klmp	28 12%klmp	230 5%	81 10%klmp	111 4%	140 6%r	49 7%r	35 10%rsw	14 9%r	251 5%	49 10%rsw	116 7%z	237 5%
Slightly less (2)	699 11%	293 12%	265 12%	393 11%	364 11%	293 12%	21 11%	83 11%	265 12%	33 15%	127 12%	171 8%	327 13%kop	113 14%ko	70 12%k	18 7%	497 11%k	88 11%	224 9%	310 13%rw	92 14%r	49 14%r	23 14%	534 11%r	71 14%r	237 15%z	463 10%
No change (3)	3432 56%	1252 52%	1345 60%ac	1834 53%	1928 58%ac	1252 52%	105 54%	441 57%	1345 60%	141 62%	673 63%	1154 56%	1328 55%	470 58%	319 54%	147 62%	2483 55%	466 56%	1388 54%	1305 55%	422 62%rsw	199 56%	105 66%rsw	2693 55%	304 59%	634 39%	2798 62%y
Slightly more (4)	1269 21%	550 23%bd	400 18%	793 23%bd	643 19%	550 23%	36 19%	159 20%	400 18%ij	17 7%	151 14%i	452 22%o	516 21%o	150 19%	119 20%o	30 13%	968 22%o	149 18%	607 24%tuvx	498 21%tvx	90 13%v	61 17%v	9 6%	1106 22%tvx	70 14%v	449 28%z	819 18%
Much more (5)	341 6%	175 7%bd	74 3%	242 7%bd	141 4%	175 7%	17 9%	39 5%	74 3%	10 4%	19 2%	174 8%lmnpq	106 4%	22 3%	27 4%	13 6%	280 6%lm	40 5%	225 9%stuvx	86 4%	15 2%	7 2%	7 4%	311 6%stux	14 3%	180 11%z	161 4%
Don't know	75 1%	18 1%	27 1%	26 1%	35 1%	18 1%	*	14 2%e	27 1%	7 3%	17 2%	14 1%	27 1%	16 2%kp	7 1%	1 1%	41 1%	8 1%	13 1%	29 1%r	13 2%rw	2 1%	3 2%	42 1%	5 1%	13 1%	62 1%
NET Much/Slightly more	1610 26%	725 30%bd	474 21%	1035 30%bd	784 24%	725 30%g	53 28%	198 25%	474 21%ij	26 12%	170 16%	626 30%lmnoq	622 26%mo	172 21%	145 24%	43 18%	1248 28%moq	188 23%	833 32%stuvwx	584 25%tvx	105 15%	68 19%v	16 10%	1417 29%stuvx	84 16%	629 39%z	981 22%
NET Much/Slightly less	1052 17%	410 17%	414 18%	562 16%	567 17%	410 17%	35 18%	125 16%	414 18%	53 23%	211 20%	269 13%	458 19%kp	153 19%	123 21%kp	46 19%k	727 16%k	169 20%kp	335 13%	450 19%rw	141 21%rw	84 24%rw	36 23%r	785 16%r	121 23%rw	353 22%z	700 15%
Mean	3.09	3.16bd	2.99	3.16bd	3.05	3.16	3.12	3.09	2.99j	2.83	2.90	3.21lmnopq	3.06	3.00	2.99	2.92	3.13lmnoq	2.97	3.24stuvx	3.03tuvx	2.89	2.87	2.83	3.14stuvx	2.86	3.21z	3.05
Std Dev.	0.88	0.90	0.84	0.89	0.85	0.90	0.96	0.86	0.84	0.86	0.80	0.89	0.86	0.80	0.93	0.95	0.88	0.93	0.89	0.86	0.80	0.88	0.83	0.88	0.87	1.06	0.80
Std Error	0.01	0.02	0.02	0.02	0.01	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	353 6%	29 7%	323 6%	* *	94 6%	248 6%	11 3%	332 6%	10 6%	2 3%	7 9%	345 6%	2 5%
Slightly less (2)	699 11%	48 12%	642 11%	9 23%b	204 12%	453 11%	42 13%	636 11%	26 16%	19 27%gk	16 22%gk	680 11%	3 8%
No change (3)	3432 56%	197 49%	3220 56%ac	15 36%	859 50%	2418 58%df	155 48%	3274 56%h	65 41%	31 45%	45 61%h	3369 56%h	17 48%
Slightly more (4)	1269 21%	82 20%	1176 21%	11 25%	399 23%e	797 19%	73 23%	1201 21%	44 27%j	15 21%	4 5%	1260 21%	5 15%
Much more (5)	341 6%	40 10%b	296 5%	5 13%	121 7%e	190 5%	30 9%e	324 6%	13 8%	-	2 3%	338 6%	1 4%
Don't know	75 1%	4 1%	70 1%	2 4%	28 2%e	36 1%	10 3%e	64 1%	2 1%	2 3%	-	68 1%	7 20%
NET Much/Slightly more	1610 26%	122 30%	1472 26%	16 38%	520 30%e	987 24%	103 32%e	1525 26%	57 36%gjk	15 21%	6 8%	1597 26%h	7 19%
NET Much/Slightly less	1052 17%	78 19%	965 17%	9 23%	298 17%	701 17%	53 17%	968 17%	36 23%	21 31%gk	23 31%gk	1025 17%	5 13%
Mean	3.09	3.14	3.08	3.29	3.15e	3.06	3.22e	3.10j	3.15j	2.87	2.72	3.09	3.06
Std Dev.	0.88	1.00	0.87	0.99	0.92	0.85	0.93	0.87	1.01	0.79	0.83	0.88	0.86
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.05	0.01	0.09	0.11	0.10	0.01	0.18

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 109

QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	353 6%	111 7%c	89 6%	73 5%	80 5%	40 8%o	32 6%	39 8%o	32 6%	35 7%	21 4%	21 4%	22 4%	30 6%	34 6%	18 4%	28 6%
Slightly less	(2)	699 11%	193 13%	174 11%	164 11%	168 11%	52 10%	64 12%	76 15%eilo	70 13%	44 9%	61 12%	59 12%	49 9%	56 11%	68 13%	44 9%	55 11%
No change	(3)	3432 56%	844 55%	845 55%	876 57%	867 57%	302 57%	274 53%	268 54%	278 53%	284 56%	283 56%	293 60%	292 55%	291 55%	288 54%	299 59%	281 57%
Slightly more	(4)	1269 21%	304 20%	316 20%	327 21%	322 21%	105 20%	108 21%	91 18%	105 20%	114 22%	96 19%	86 18%	132 25%gk	109 21%	104 20%	108 21%	110 22%
Much more	(5)	341 6%	74 5%	97 6%	95 6%	76 5%	25 5%	30 6%	19 4%	34 7%	27 5%	36 7%	25 5%	35 7%	35 7%	27 5%	29 6%	20 4%
Don't know		75 1%	17 1%	20 1%	15 1%	22 1%	3 1%	8 2%	6 1%	5 1%	5 1%	11 2%	7 1%	2 *	5 1%	10 2%	10 2%	3 1%
NET Much/Slightly more		1610 26%	377 24%	413 27%	422 27%	398 26%	130 25%	137 27%	110 22%	140 27%	142 28%	132 26%	110 23%	167 31%gk	144 27%	131 25%	137 27%	129 26%
NET Much/Slightly less		1052 17%	304 20%cd	263 17%	237 15%	248 16%	92 18%	97 19%o	115 23%ijklmo	102 19%lo	79 16%	82 16%	80 16%	71 13%	86 16%	103 19%lo	62 12%	83 17%
Mean		3.09	3.02	3.10a	3.13a	3.10	3.04	3.07	2.95	3.08	3.11g	3.13g	3.07	3.21egkn	3.12g	3.04	3.17g	3.08
Std Dev.		0.88	0.90	0.90	0.86	0.85	0.89	0.91	0.90	0.92	0.90	0.87	0.82	0.86	0.90	0.90	0.81	0.85
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	492 8%	79 6%	412 8%	46 5%	446 8%c	196 7%	293 9%e	38 5%	47 5%	72 6%	71 9%gh	103 9%gh	82 11%ghi	79 13%ghi	85 5%	143 7%n	264 10%no	161 12%no	426 8%	64 7%
Slightly less (2)	658 11%	111 9%	547 11%	83 10%	575 11%	302 10%	356 11%	86 10%	95 11%	111 10%	103 13%	125 11%	77 10%	62 10%	180 11%	214 11%	264 10%	139 10%	540 10%	111 12%
No change (3)	3307 54%	722 59%b	2585 52%	328 38%	2979 56%c	1655 55%	1646 52%	318 39%	411 47%g	614 55%gh	448 54%gh	672 59%gh	456 60%gh	389 62%ghi	729 43%	1062 55%n	1516 60%no	844 61%no	2882 55%s	403 45%
Slightly more (4)	1170 19%	212 17%	958 19%	275 32%d	896 17%	605 20%	564 18%	240 29%ijklm	211 24%ijklm	214 19%m	150 18%m	174 15%m	113 15%	67 11%	452 27%opq	364 19%pq	354 14%	181 13%	945 18%	211 23%r
Much more (5)	428 7%	102 8%	327 7%	120 14%d	308 6%	208 7%	217 7%	118 14%ijklm	98 11%jklm	97 9%jklm	43 5%m	41 4%	22 3%	10 2%	216 13%opq	139 7%pq	73 3%	32 2%	335 6%	91 10%r
Don't know	114 2%	6 1%	108 2%a	10 1%	105 2%	47 2%	67 2%	24 3%hij	10 1%	14 1%	8 1%	28 2%	10 1%	21 3%hij	34 2%	22 1%	59 2%o	31 2%o	84 2%	25 3%
NET Much/Slightly more	1599 26%	314 25%	1285 26%	395 46%d	1204 23%	813 27%	781 25%	358 43%hijklm	310 36%ijklm	311 28%klm	193 23%lm	215 19%m	135 18%m	77 12%	668 39%opq	503 26%pq	427 17%	212 15%	1281 25%	302 33%r
NET Much/Slightly less	1149 19%	190 15%	959 19%a	129 15%	1021 19%c	498 17%	649 21%a	123 15%	142 16%	183 16%	174 21%ghi	228 20%g	159 21%gi	141 22%ghi	265 16%	357 18%	527 21%n	299 22%n	966 19%	175 19%
Mean	3.06	3.12	3.05	3.40d	3.01	3.11f	3.02	3.39hijklm	3.25ijklm	3.14jklm	2.99m	2.93m	2.89	2.78	3.32opq	3.07pq	2.88	2.84	3.04	3.18r
Std Dev.	0.95	0.92	0.96	1.02	0.93	0.92	0.98	1.02	0.98	0.94	0.93	0.88	0.89	0.87	1.00	0.94	0.88	0.88	0.94	1.02
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 110

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	492 8%	63 5%	161 8%a	119 9%a	149 9%a	223 7%	268 9%	252 7%	232 10%g	59 11%lm	64 9%	141 9%	109 7%	68 6%	314 8%	62 11%p	394 8%	99 8%	368 8%	25 8%
Slightly less (2)	658 11%	105 9%	201 10%	175 13%a	178 11%	305 10%	352 11%	405 11%	246 10%	50 9%	88 12%	188 12%	165 11%	101 9%	441 11%	56 9%	561 11%	150 12%	483 11%	25 8%
No change (3)	3307 54%	586 51%	1042 54%	731 52%	945 56%a	1629 53%	1677 55%	1895 51%	1362 57%g	326 58%j	357 50%	845 54%	830 53%	555 52%	2031 53%	341 58%	2750 53%	657 51%	2504 55%q	145 48%
Slightly more (4)	1170 19%	266 23%cd	379 20%	249 18%	276 16%	645 21%f	525 17%	755 20%h	404 17%	75 13%	136 19%i	278 18%	329 21%i	239 22%ik	744 19%i	78 13%	1025 20%o	261 20%	846 18%	64 21%
Much more (5)	428 7%	115 10%bcd	127 7%	92 7%	94 6%	242 8%f	186 6%	324 9%h	100 4%	34 6%	61 8%k	88 6%	93 6%	98 9%kln	242 6%	35 6%	360 7%	108 8%	295 6%	25 8%
Don't know	114 2%	18 2%	33 2%	27 2%	36 2%	51 2%	63 2%	56 2%	50 2%	16 3%m	12 2%	31 2%m	27 2%	8 1%	70 2%	16 3%	83 2%	20 2%	77 2%	17 6%qr
NET Much/Slightly more	1599 26%	381 33%bcd	506 26%d	341 24%	370 22%	888 29%f	711 23%	1079 29%h	504 21%	109 19%	197 27%l	366 23%	423 27%ik	337 32%ikn	986 26%i	113 19%	1384 27%o	369 28%r	1141 25%	89 30%
NET Much/Slightly less	1149 19%	167 15%	362 19%a	294 21%a	326 19%a	529 17%	621 20%e	657 18%	478 20%	110 20%	152 21%l	329 21%m	274 18%	169 16%	755 20%m	118 20%	955 18%	250 19%	850 19%	50 17%
Mean	3.06	3.23bcd	3.06	3.01	2.99	3.12f	3.00	3.14h	2.96	2.95	3.06	2.99	3.09ik	3.19ijkln	3.04	2.94	3.08o	3.10	3.05	3.14
Std Dev.	0.95	0.95	0.95	0.96	0.93	0.95	0.95	0.97	0.92	0.96	1.01	0.95	0.92	0.95	0.95	0.95	0.95	0.98	0.94	1.00
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants

		Total	Urban (a)	Rural including Remote Rural (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
			Rurality			Nation				Region										
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less	(1)	492	426	65	8	437	26	16	13	20	61	43	28	58	42	65	75	44	2	23
		8%	8%	8%	5%	8%cef	5%	5%	8%	8%	9%r	8%	6%	11%kr	7%	8%	9%	8%	4%	5%
Slightly less	(2)	658	585	73	16	562	52	27	17	31	70	34	58	56	66	122	85	39	8	44
		11%	11%	8%	9%	11%	10%	9%	10%	13%jp	10%	7%	13%jp	10%	12%j	15%jopr	10%	7%	11%	10%
No change	(3)	3307	2831	475	88	2774	287	171	75	127	349	295	236	270	328	391	467	310	41	246
		54%	53%	55%	51%	54%g	55%g	58%g	44%	51%	52%	58%ln	53%	50%	57%ln	48%	55%	59%hln	59%	55%
Slightly more	(4)	1170	1005	165	47	967	113	55	36	47	137	94	81	107	89	158	150	105	14	98
		19%	19%	19%	27%ab	19%	22%	19%	21%	19%	20%	18%	18%	20%	16%	20%	18%	20%	21%	22%m
Much more	(5)	428	362	67	10	343	33	23	28	17	43	35	37	34	39	59	58	21	4	30
		7%	7%	8%	6%	7%	6%	8%	17%def	7%	6%	7%	8%p	6%	7%	7%	7%	4%	5%	7%
Don't know		114	96	18	3	102	8	3	1	8	16	9	8	18	8	15	10	10	*	8
		2%	2%	2%	2%	2%	2%	1%	1%	3%o	2%	2%	2%	3%o	1%	2%	1%	2%	*	2%
NET Much/Slightly more		1599	1367	232	57	1310	146	78	64	64	179	129	118	141	128	217	208	126	18	128
		26%	26%	27%	33%a	25%	28%	27%	38%def	26%	27%	25%	26%	26%	22%	27%	25%	24%	26%	28%
NET Much/Slightly less		1149	1011	138	24	999	77	43	30	51	131	77	86	114	109	187	159	83	10	67
		19%	19%	16%	14%	19%ef	15%	15%	18%	21%r	19%	15%	19%	21%jr	19%	23%jpr	19%	16%	15%	15%
Mean		3.06	3.06	3.11	3.21a	3.04	3.15d	3.15d	3.29def	3.04	3.04	3.09	3.09	3.00	3.03	3.03	3.04	3.04	3.13	3.15l
Std Dev.		0.95	0.95	0.95	0.87	0.96	0.87	0.89	1.10	0.97	0.97	0.93	0.95	1.01	0.92	0.99	0.96	0.88	0.81	0.88
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	492 8%	173 7%	200 9%	250 7%	277 8%	173 7%	20 10%	72 9%	200 9%	28 13%	114 11%	160 8%	181 7%	57 7%	58 10%	29 12%lmp	341 8%	88 11%lmp	164 6%	188 8%	58 8%	52 15%rstw	22 14%rsw	353 7%	75 15%rstw	165 10%z	327 7%
Slightly less (2)	658 11%	249 10%	253 11%	366 11%	370 11%	249 10%	23 12%	75 10%	253 11%	23 10%	118 11%	214 10%o	287 12%oq	86 11%o	59 10%o	11 4%	501 11%o	70 8%	215 8%	309 13%rvw	78 11%v	44 13%rv	8 5%	524 11%r	52 10%	238 15%z	420 9%
No change (3)	3307 54%	1230 51%	1292 57%ac	1772 51%	1833 55%ac	1230 51%	100 52%	423 54%	1292 57%	138 61%	632 59%	1110 54%	1288 53%	459 57%	297 50%	147 62%lmp	2398 53%	444 53%	1296 50%	1280 54%r	419 62%rsw	195 55%	105 66%rsw	2576 52%	300 58%rw	593 36%	2714 60%y
Slightly more (4)	1170 19%	505 21%bd	386 17%	714 21%bd	595 18%	505 21%	28 14%	145 19%	386 17%	27 12%	159 15%	403 20%o	480 20%o	136 17%o	126 21%o	24 10%	883 20%o	150 18%o	608 24%stuvwx	417 18%tvx	85 12%	45 13%	13 8%	1025 21%stuvx	57 11%	408 25%z	762 17%
Much more (5)	428 7%	210 9%bd	94 4%	300 9%bd	185 6%	210 9%g	20 10%g	42 5%	94 4%	4 2%	28 3%	149 7%	164 7%	44 5%	47 8%	24 10%m	313 7%	71 9%	265 10%stuvwx	128 5%t	19 3%	8 2%	8 5%	393 8%stux	16 3%	201 12%z	227 5%
Don't know	114 2%	37 2%	34 2%	55 2%	53 2%	37 2%	3 1%	21 3%	34 2%	5 2%	19 2%	27 1%	35 1%	29 4%lmpq	7 1%	3 1%	62 1%	10 1%	20 1%	45 2%r	21 3%r	9 3%r	5 3%r	66 1%	14 3%r	24 1%	91 2%
NET Much/Slightly more	1599 26%	715 30%bd	481 21%	1014 29%bd	780 24%	715 30%g	48 25%	187 24%	481 21%ij	32 14%	188 18%	552 27%m	644 26%	180 22%	173 29%mo	48 20%	1196 27%m	221 27%	873 34%stuvwx	545 23%tuvx	104 15%	53 15%	20 13%	1418 29%stuvx	74 14%	609 37%z	989 22%
NET Much/Slightly less	1149 19%	422 18%	453 20%	616 18%	647 20%	422 18%	42 22%	147 19%	453 20%	52 23%	233 22%	374 18%	468 19%	143 18%	117 20%	40 17%	842 19%	157 19%	379 15%	498 21%rw	136 20%r	97 27%rstw	30 19%	877 18%r	127 25%rw	403 25%z	747 16%
Mean	3.06	3.14bd	2.96	3.13bd	3.01	3.14g	3.03	3.01	2.96j	2.80	2.88	3.08	3.07	3.03	3.07	3.01	3.07	3.06	3.23stuvwx	2.99tux	2.89	2.75	2.85	3.12stuvx	2.78	3.15z	3.03
Std. Dev.	0.95	0.97	0.90	0.97	0.93	0.97	1.05	0.94	0.90	0.89	0.89	0.95	0.94	0.89	1.01	1.03	0.95	1.02	0.97	0.93	0.84	0.95	0.94	0.96	0.95	1.14	0.87
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.04	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.03	0.01

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

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	492 8%	32 8%	457 8%	3 6%	155 9%f	321 8%	15 5%	460 8%	14 9%	8 11%	7 9%	481 8%	3 9%
Slightly less (2)	658 11%	37 9%	611 11%	9 23%ab	178 10%	428 10%	52 16%de	600 10%	30 19%gk	16 24%gk	12 16%	646 11%	* 1%
No change (3)	3307 54%	211 53%	3077 54%	19 46%	846 50%	2312 56%df	149 46%	3132 54%	71 44%	34 50%	47 63%h	3237 53%	23 65%
Slightly more (4)	1170 19%	86 21%	1080 19%	5 12%	335 20%	772 19%	63 20%	1125 19%j	29 18%	6 9%	6 8%	1160 19%j	4 12%
Much more (5)	428 7%	29 7%	394 7%	5 11%	153 9%e	247 6%	28 9%	413 7%	11 7%	2 3%	1 1%	426 7%	1 4%
Don't know	114 2%	6 1%	108 2%	1 2%	38 2%	61 1%	15 5%e	101 2%	6 4%	2 3%	2 3%	109 2%	3 9%
NET Much/Slightly more	1599 26%	115 29%	1474 26%	9 23%	488 29%e	1019 25%	91 28%	1538 26%ij	40 25%j	8 12%	7 9%	1586 26%ij	6 16%
NET Much/Slightly less	1149 19%	69 17%	1068 19%	12 29%	333 20%	749 18%	67 21%	1060 18%	44 27%gk	24 35%gk	19 25%	1127 19%	4 10%
Mean	3.06	3.11	3.06	2.98	3.09	3.05	3.12	3.08ij	2.96	2.68	2.75	3.07ij	3.01
Std Dev.	0.95	0.96	0.95	1.05	1.02	0.92	0.96	0.95	1.01	0.92	0.78	0.95	0.87
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.06	0.01	0.09	0.12	0.10	0.01	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496	502
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	492 / 8%	146 / 9%	119 / 8%	114 / 7%	113 / 7%	45 / 9%	52 / 10%o	48 / 10%	44 / 8%	33 / 7%	42 / 8%	38 / 8%	40 / 8%	36 / 7%	47 / 9%	29 / 6%	37 / 8%
Slightly less	(2)	658 / 11%	199 / 13%c	159 / 10%	137 / 9%	163 / 11%	55 / 10%	64 / 12%kl	79 / 16%ehjkln	51 / 10%	63 / 12%kl	46 / 9%	36 / 7%	40 / 8%	61 / 12%	48 / 9%	60 / 12%	55 / 11%
No change	(3)	3307 / 54%	799 / 52%	847 / 55%	841 / 54%	820 / 53%	296 / 56%	255 / 49%	247 / 50%	307 / 59%fglp	270 / 53%	270 / 53%	299 / 61%fgijlmp	269 / 51%	272 / 52%	288 / 54%	282 / 56%	250 / 50%
Slightly more	(4)	1170 / 19%	265 / 17%	287 / 19%	307 / 20%	311 / 20%	93 / 18%	93 / 18%	79 / 16%	83 / 16%	106 / 21%	98 / 19%	80 / 16%	123 / 23%ghk	104 / 20%	110 / 21%	88 / 17%	114 / 23%ghk
Much more	(5)	428 / 7%	108 / 7%	91 / 6%	125 / 8%	104 / 7%	29 / 5%	44 / 9%i	35 / 7%	33 / 6%	21 / 4%	37 / 7%	25 / 5%	55 / 10%eikn	45 / 8%i	31 / 6%	42 / 8%i	31 / 6%
Don't know		114 / 2%	27 / 2%	37 / 2%	27 / 2%	24 / 2%	10 / 2%	7 / 1%	10 / 2%	6 / 1%	16 / 3%	15 / 3%	12 / 2%	5 / 1%	10 / 2%	9 / 2%	7 / 1%	8 / 2%
NET Much/Slightly more		1599 / 26%	373 / 24%	378 / 25%	432 / 28%	415 / 27%	122 / 23%	137 / 27%	114 / 23%	116 / 22%	127 / 25%	135 / 27%	105 / 21%	178 / 33%eghiko	149 / 28%	141 / 26%	129 / 26%	145 / 29%hk
NET Much/Slightly less		1149 / 19%	345 / 22%bcd	279 / 18%	250 / 16%	276 / 18%	101 / 19%	117 / 23%kl	128 / 26%ehijklmnop	95 / 18%	96 / 19%	88 / 17%	74 / 15%	80 / 15%	96 / 18%	94 / 18%	89 / 17%	92 / 19%
Mean		3.06	2.99	3.05	3.13a	3.09a	3.01	3.02	2.94	3.02	3.04	3.09	3.04	3.21efghikn	3.12g	3.06	3.11g	3.10
Std Dev.		0.95	0.99	0.92	0.95	0.94	0.93	1.03	1.00	0.92	0.88	0.96	0.88	0.99	0.96	0.95	0.92	0.95
Std Error		0.01	0.03	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	658 11%	117 9%	541 11%	85 10%	573 11%	278 9%	377 12%e	80 10%	66 8%	111 10%	128 16%ghilm	140 12%h	79 10%	53 8%	146 9%	240 12%no	272 11%	132 10%	573 11%	79 9%
Slightly less (2)	1129 18%	251 20%	878 18%	154 18%	975 18%	480 16%	644 20%e	134 16%	141 16%	223 20%	141 17%	243 21%gh	134 18%	113 18%	275 16%	364 19%	491 19%n	248 18%	950 18%	168 19%
No change (3)	3271 53%	702 57%b	2570 52%	336 39%	2936 55%c	1659 55%f	1609 51%	346 42%	439 50%g	571 51%g	420 51%g	640 56%gh	465 61%ghij	390 62%ghijk	785 46%	991 51%n	1496 59%no	855 62%no	2829 54%s	421 47%
Slightly more (4)	765 12%	117 9%	649 13%a	194 23%d	571 11%	415 14%f	349 11%	172 21%ijklm	160 18%ijklm	155 14%klm	102 12%klm	72 6%	57 7%	47 8%	332 20%opq	257 13%pq	176 7%	104 7%	593 11%	164 18%r
Much more (5)	230 4%	33 3%	197 4%	81 9%d	148 3%	117 4%	112 4%	69 8%ijklm	47 5%jklm	47 4%jl	14 2%	28 2%	9 1%	15 2%	116 7%opq	60 3%	53 2%	25 2%	181 3%	48 5%r
Don't know	116 2%	14 1%	103 2%	11 1%	105 2%	65 2%	51 2%	23 3%	19 2%	15 1%	17 2%	19 2%	15 2%	8 1%	43 3%	32 2%	42 2%	23 2%	87 2%	24 3%
NET Much/Slightly more	995 16%	149 12%	846 17%a	276 32%d	719 14%	532 18%f	461 15%	241 29%hijklm	208 24%jklm	202 18%klm	116 14%kl	100 9%	66 9%	62 10%	448 26%opq	318 16%pq	229 9%	129 9%	774 15%	213 23%r
NET Much/Slightly less	1786 29%	368 30%	1418 29%	238 28%	1548 29%	758 25%	1021 32%e	214 26%	206 24%	334 30%h	269 33%gh	383 33%ghilm	214 28%	166 27%	421 25%	603 31%n	762 30%n	380 27%	1523 29%	247 27%
Mean	2.80	2.75	2.81	3.04d	2.76	2.87f	2.73	3.02ijklm	2.96ijklm	2.82kl	2.67	2.65	2.71	2.77k	3.00pq	2.76	2.70	2.74	2.78	2.93r
Std Dev.	0.93	0.86	0.94	1.09	0.89	0.91	0.94	1.06	0.94	0.94	0.95	0.87	0.80	0.81	1.00	0.95	0.84	0.81	0.92	0.98
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

		Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less	(1)	658 11%	86 7%	208 11%a	160 11%a	203 12%a	293 9%	363 12%e	410 11%	243 10%	57 10%	82 11%	171 11%	164 11%	120 11%	417 11%	60 10%	567 11%	136 10%	497 11%	24 8%
Slightly less	(2)	1129 18%	216 19%	384 20%d	274 20%d	255 15%	599 19%	530 17%	697 19%	415 17%	96 17%	108 15%	305 19%j	282 18%	211 20%j	695 18%	99 17%	956 18%	199 15%	867 19%q	62 21%
No change	(3)	3271 53%	570 49%	1038 53%	736 53%	928 55%a	1608 52%	1663 54%	1831 50%	1401 58%g	299 53%	396 55%	820 52%	808 52%	548 51%	2024 53%	316 54%	2731 53%	672 52%	2455 54%	145 48%
Slightly more	(4)	765 12%	198 17%bcd	221 11%	166 12%	181 11%	419 14%f	347 11%	518 14%h	230 10%	65 12%	88 12%	192 12%	215 14%	130 12%	495 13%	67 11%	639 12%	188 14%r	532 12%	45 15%
Much more	(5)	230 4%	68 6%bcd	64 3%	36 3%	61 4%	133 4%	97 3%	171 5%h	57 2%	23 4%	33 5%	55 3%	59 4%	48 4%	146 4%	25 4%	198 4%	70 5%r	149 3%	11 4%
Don't know		116 2%	16 1%	28 1%	22 2%	50 3%abc	44 1%	72 2%e	59 2%	50 2%	20 4%lmn	11 2%	29 2%	26 2%	13 1%	66 2%	20 3%p	81 2%	32 2%	72 2%	13 4%r
NET Much/Slightly more		995 16%	266 23%bcd	285 15%	202 14%	242 14%	551 18%f	444 14%	688 19%h	287 12%	89 16%	121 17%	246 16%	274 18%	178 17%	641 17%	92 16%	838 16%	257 20%r	681 15%	56 19%
NET Much/Slightly less		1786 29%	301 26%	592 30%a	434 31%a	458 27%	893 29%	892 29%	1108 30%	657 27%	153 27%	190 26%	476 30%	446 29%	330 31%	1112 29%	159 27%	1523 29%	336 26%	1364 30%q	87 29%
Mean		2.80	2.95bcd	2.77	2.74	2.78	2.84f	2.76	2.82	2.76	2.82	2.83	2.78	2.82	2.79	2.80	2.82	2.79	2.89r	2.77	2.85
Std Dev.		0.93	0.95	0.91	0.91	0.93	0.93	0.92	0.97	0.85	0.93	0.95	0.93	0.94	0.96	0.93	0.93	0.93	0.97	0.91	0.92
Std Error		0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
				Rurality			**Nation**								**Region**					
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	351	338	64	441
Much less	(1)	658 11%	567 11%	91 10%	17 10%	537 10%	49 10%	40 14%de	31 18%def	28 11%	88 13%	51 10%	39 9%	64 12%	53 9%	79 10%	84 10%	50 9%	5 7%	45 10%
Slightly less	(2)	1129 18%	967 18%	162 19%	40 23%	945 18%	107 21%g	51 17%	26 15%	44 18%	108 16%	88 17%	82 18%	83 15%	119 21%	177 22%il	148 18%	97 18%	14 20%	93 21%l
No change	(3)	3271 53%	2825 53%	446 52%	94 54%	2757 53%g	273 53%	160 54%g	81 47%	131 52%	342 51%	291 57%n	252 56%n	303 56%n	314 55%n	369 45%	454 54%n	302 57%n	38 55%	235 52%n
Slightly more	(4)	765 12%	648 12%	117 14%	18 11%	646 12%	64 12%	28 10%	27 16%df	35 14%l	100 15%lp	52 10%	49 11%	49 9%	63 11%	134 17%jklmp	110 13%	52 10%	12 17%	52 12%
Much more	(5)	230 4%	198 4%	32 4%	3 2%	203 4%g	14 3%	9 3%	4 2%	8 3%	26 4%	19 4%	14 3%	22 4%	15 3%	41 5%	42 5%	17 3%	*	14 3%
Don't know		116 2%	100 2%	16 2%	1 1%	97 2%	10 2%	6 2%	2 1%	4 2%	12 2%	7 1%	12 3%o	23 4%jimno	9 2%	11 1%	7 1%	12 2%	1 1%	10 2%
NET Much/Slightly more		995 16%	846 16%	149 17%	21 12%	849 16%f	78 15%	37 13%	31 18%f	43 17%	127 19%lp	71 14%	63 14%	71 13%	78 14%	175 22%jklmpr	151 18%	69 13%	12 17%	66 15%
NET Much/Slightly less		1786 29%	1534 29%	252 29%	57 33%	1482 29%	156 30%	91 31%	57 33%d	72 29%	196 29%	139 27%	121 27%	147 27%	172 30%	256 32%	232 27%	147 28%	18 27%	138 31%
Mean		2.80	2.80	2.81	2.71	2.81fg	2.78	2.70	2.68	2.80	2.80	2.80	2.81	2.77	2.76	2.85	2.85	2.79	2.84	2.77
Std Dev.		0.93	0.93	0.93	0.85	0.93	0.89	0.93	1.02	0.94	0.98	0.89	0.87	0.93	0.87	0.98	0.94	0.87	0.80	0.90
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	658 11%	225 9%	282 12%ac	325 9%	383 12%ac	225 9%	17 9%	66 8%	282 12%	31 14%	122 11%	222 11%m	224 9%	61 7%	103 17%klmp	47 20%klmp	446 10%	150 18%klmp	267 10%	241 10%	69 10%	56 16%rstw	23 14%	507 10%	79 15%rstw	203 12%z	454 10%
Slightly less (2)	1129 18%	453 19%	438 19%	632 18%	616 19%	453 19%	29 15%	129 17%	438 19%	45 20%	192 18%	366 18%	483 20%m	124 15%	106 18%	47 20%	849 19%	153 18%	447 17%	468 20%	128 19%	62 17%	20 12%	915 19%	81 16%	296 18%	833 18%
No change (3)	3271 53%	1221 51%	1253 55%ac	1756 51%	1788 54%c	1221 51%	103 53%	451 58%e	1253 55%	122 54%	632 59%	1091 53%	1276 52%	489 60%klmopc	283 48%	119 50%	2367 53%	402 48%	1355 53%	1210 51%	397 58%rsw	192 54%	103 64%rsw	2565 52%	295 57%s	602 37%	2670 59%y
Slightly more (4)	765 12%	355 15%bd	204 9%	524 15%bd	373 11%b	355 15%	31 16%	92 12%	204 9%	13 6%	88 8%	242 12%o	336 14%o	101 12%o	73 12%o	15 6%	577 13%o	87 11%	344 13%tvx	327 14%tuvx	56 8%	31 9%	6 4%	671 14%tvx	37 7%	362 22%z	403 9%
Much more (5)	230 4%	116 5%bd	54 2%	165 5%bd	103 3%	116 5%	9 5%	27 3%	54 2%	11 5%j	20 2%	112 5%lm	72 3%	16 2%	23 4%	6 2%	184 4%m	29 3%	122 5%stl	77 3%	15 2%	9 3%	5 3%	199 4%	14 3%	147 9%z	83 2%
Don't know	116 2%	34 1%	28 1%	56 2%	51 2%	34 1%	6 3%	14 2%	28 1%	5 2%	17 2%	31 1%	44 2%	20 2%	6 1%	4 2%	75 2%	10 1%	34 1%	45 2%	18 3%	3 1%	4 3%	79 2%	7 1%	19 1%	97 2%
NET Much/Slightly more	995 16%	471 20%bd	258 11%	688 20%bd	476 14%b	471 20%g	39 20%	119 15%	258 11%	24 10%	108 10%	353 17%o	408 17%o	117 14%	96 16%o	20 8%	761 17%o	117 14%	466 18%tuvx	404 17%tuvx	70 10%	41 12%	11 7%	870 18%tuvx	51 10%	509 31%z	486 11%
NET Much/Slightly less	1786 29%	678 28%	720 32%ac	957 28%	999 30%	678 28%	46 24%	194 25%	720 32%	76 33%	314 29%	588 28%m	707 29%m	185 23%	209 35%klmp	95 40%klmp	1295 29%m	304 36%klmp	713 28%	709 30%	196 29%	118 33%	42 26%	1422 29%	161 31%	499 31%	1288 28%
Mean	2.80	2.87bd	2.69	2.87bd	2.75b	2.87	2.92	2.85	2.69	2.67	2.71	2.83noq	2.81noq	2.86noq	2.67	2.50	2.82noq	2.63	2.85tux	2.80ux	2.73	2.65	2.68	2.82ux	2.66	2.97z	2.74
Std Dev.	0.93	0.95	0.89	0.95	0.92	0.95	0.93	0.87	0.89	0.95	0.85	0.96	0.90	0.81	1.03	0.96	0.93	1.01	0.95	0.92	0.84	0.94	0.88	0.94	0.92	1.13	0.83
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.04	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base		6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base		3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less	(1)	658 11%	44 11%	610 11%	3 8%	194 11%	437 11%	26 8%	624 11%	17 10%	8 12%	7 9%	650 11%	1 3%
Slightly less	(2)	1129 18%	78 19%	1038 18%	13 32%b	297 17%	780 19%	52 16%	1064 18%	25 16%	21 30%g	17 23%	1110 18%	2 6%
No change	(3)	3271 53%	186 46%	3068 54%a	17 41%	860 50%	2254 54%d	157 49%	3116 53%h	56 35%	36 53%h	45 61%h	3208 53%h	18 52%
Slightly more	(4)	765 12%	73 18%b	690 12%	3 7%	226 13%	473 11%	66 21%de	705 12%	46 28%gijk	3 4%	5 6%	754 12%	7 20%
Much more	(5)	230 4%	13 3%	214 4%	3 6%	85 5%e	133 3%	12 4%	213 4%	14 9%gjk	1 1%	-	228 4%	1 4%
Don't know		116 2%	7 2%	107 2%	2 5%	43 2%e	64 2%	10 3%	107 2%	3 2%	-	1 1%	110 2%	5 15%
NET Much/Slightly more		995 16%	86 21%b	903 16%	6 13%	311 18%e	606 15%	78 24%de	919 16%	60 37%gijk	4 5%	5 6%	982 16%	8 24%
NET Much/Slightly less		1786 29%	122 30%	1648 29%	17 41%	492 29%	1217 29%	77 24%	1689 29%	42 26%	29 42%	24 32%	1760 29%	3 9%
Mean		2.80	2.83	2.80	2.69	2.83	2.78	2.96e	2.79	3.10gijk	2.52	2.64	2.80i	3.19
Std Dev.		0.93	0.97	0.92	0.98	0.98	0.90	0.93	0.92	1.11	0.80	0.74	0.93	0.78
Std Error		0.01	0.05	0.01	0.14	0.02	0.01	0.05	0.01	0.10	0.10	0.09	0.01	0.15

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	658 11%	172 11%	184 12%	147 9%	155 10%	62 12%	60 12%	50 10%	68 13%	59 11%	59 12%	57 11%	48 9%	46 9%	57 11%	46 9%	52 11%
Slightly less	(2)	1129 18%	281 18%	297 19%	289 19%	262 17%	101 19%	86 17%	94 19%	100 19%	100 20%	97 19%	86 18%	110 21%	93 18%	94 18%	90 18%	79 16%
No change	(3)	3271 53%	820 53%	810 53%	840 54%	801 52%	283 54%	272 53%	264 53%	269 51%	270 53%	270 53%	280 53%	290 55%	269 51%	272 51%	263 52%	266 54%
Slightly more	(4)	765 12%	169 11%	185 12%	198 13%	213 14%	49 9%	62 12%	57 11%	59 11%	67 13%	59 12%	52 11%	56 11%	90 17%eghkl	71 13%	67 13%	75 15%eo
Much more	(5)	230 4%	70 5%b	37 2%	50 3%	73 6%b	23 4%i	24 5%i	24 5%ik	16 3%	7 1%	14 3%	9 2%	24 5%i	17 3%	32 6%ik	23 5%i	18 4%
Don't know		116 2%	32 2%	29 2%	26 2%	30 2%	9 2%	12 2%	10 2%	13 2%	9 2%	7 1%	10 2%	3 1%	12 2%	5 1%	19 4%lnp	6 1%
NET Much/Slightly more		995 16%	238 15%	222 14%	248 16%	286 19%b	72 14%	86 17%	80 16%	74 14%	74 15%	74 15%	61 12%	80 15%	107 20%ehk	104 19%ek	90 18%	93 19%k
NET Much/Slightly less		1786 29%	453 29%	480 31%	436 28%	417 27%	163 31%	146 28%	144 29%	168 32%	156 31%	156 31%	139 28%	158 30%	138 26%	151 28%	136 27%	131 26%
Mean		2.80	2.79	2.73	2.81	2.86b	2.75	2.81	2.82	2.71	2.74	2.75	2.74	2.81	2.88hi	2.86	2.86	2.85
Std Dev.		0.93	0.95	0.91	0.90	0.95	0.94	0.96	0.94	0.94	0.88	0.92	0.86	0.91	0.91	0.99	0.93	0.93
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	745 12%	169 14%	576 12%	96 11%	650 12%	307 10%	435 14%e	82 10%	79 9%	149 13%h	115 14%gh	170 15%ghm	91 12%	60 10%	160 9%	263 14%n	322 13%n	151 11%	626 12%	111 12%
Slightly less (2)	1003 16%	211 17%	792 16%	131 15%	872 16%	426 14%	574 18%e	123 15%	126 14%	166 15%	141 17%	208 18%	139 18%	100 16%	249 15%	307 16%	448 18%n	239 17%	858 16%	136 15%
No change (3)	3029 49%	655 53%b	2373 48%	332 39%	2696 51%c	1535 51%f	1490 47%	379 46%	424 49%	559 50%	403 49%	569 50%	379 50%	316 50%	803 47%	961 49%	1265 50%	695 50%	2621 50%s	389 43%
Slightly more (4)	937 15%	134 11%	804 16%a	188 22%d	749 14%	524 17%f	410 13%	162 20%ijk	155 18%k	153 14%	117 14%	131 11%	114 15%	106 17%k	317 19%op	270 14%	350 14%	220 16%	761 15%	171 19%r
Much more (5)	295 5%	45 4%	250 5%	94 11%d	201 4%	158 5%	137 4%	46 6%kl	68 8%jkl	69 6%kl	31 4%	34 3%	17 2%	29 5%	114 7%pq	100 5%p	81 3%	47 3%	233 4%	58 6%
Don't know	160 3%	18 1%	141 3%a	19 2%	140 3%	63 2%	97 3%	32 4%	22 2%	26 2%	16 2%	30 3%	19 3%	15 2%	54 3%	42 2%	64 3%	34 2%	114 2%	40 4%r
NET Much/Slightly more	1232 20%	179 15%	1053 21%a	282 33%d	950 18%	682 23%f	547 17%	208 25%ijkl	223 26%ijkl	223 20%k	147 18%	165 14%	131 17%	135 22%k	431 26%opq	370 19%	431 17%	267 19%	994 19%	228 25%r
NET Much/Slightly less	1749 28%	380 31%	1368 28%	227 26%	1521 29%	733 24%	1009 32%e	205 25%	204 23%	314 28%	256 31%gh	378 33%ghim	230 30%h	161 26%	409 24%	570 29%n	769 30%n	391 28%n	1484 28%	247 27%
Mean	2.84	2.73	2.87a	3.06d	2.80	2.93f	2.75	2.96jkl	3.01ijkl	2.84kl	2.76	2.69	2.77	2.91jkl	2.99opq	2.81	2.77	2.83	2.83	2.92
Std Dev.	0.99	0.96	1.00	1.13	0.97	0.97	1.01	1.00	1.01	1.03	0.99	0.97	0.94	0.96	1.01	1.02	0.96	0.95	0.98	1.06
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	745 12%	99 9%	259 13%a	166 12%a	221 13%a	358 12%	387 13%	449 12%	289 12%	69 12%	96 13%	191 12%	196 13%	118 11%	483 13%	72 12%	630 12%	152 12%	560 12%	33 11%
Slightly less (2)	1003 16%	210 18%d	335 17%	215 15%	244 15%	545 18%f	458 15%	614 17%	371 16%	81 15%	100 14%	284 18%j	265 17%	167 16%	649 17%	87 15%	852 16%	189 15%	772 17%	42 14%
No change (3)	3029 49%	518 45%	937 48%	691 50%	881 53%ab	1455 47%	1572 51%e	1761 48%	1230 51%g	296 53%k	346 48%	721 46%	758 49%	545 51%k	1825 47%	307 52%	2520 49%	615 47%	2268 50%	146 48%
Slightly more (4)	937 15%	205 18%d	282 15%	230 16%d	221 13%	487 16%	451 15%	583 16%	343 14%	64 11%	121 17%i	269 17%i	246 16%i	145 14%	635 17%i	69 12%	809 16%o	201 16%	680 15%	57 19%
Much more (5)	295 5%	98 8%bcd	80 4%	55 4%	62 4%	178 6%f	117 4%	203 6%h	87 4%	27 5%	23 4%	68 4%	60 4%	71 7%kln	159 4%	29 5%	245 5%	95 7%r	188 4%	12 4%
Don't know	160 3%	23 2%	51 3%	37 3%	49 3%	74 2%	86 3%	77 2%	75 3%g	24 4%ln	23 3%	39 2%	29 2%	22 2%	92 2%	24 4%p	117 2%	45 3%	104 2%	11 4%
NET Much/Slightly more	1232 20%	303 26%bcd	362 19%	285 20%d	283 17%	665 21%f	567 18%	786 21%h	429 18%	91 16%	153 21%	337 21%i	306 20%	216 20%	795 21%i	98 17%	1054 20%	296 23%r	868 19%	68 23%
NET Much/Slightly less	1749 28%	309 27%	594 31%	381 27%	464 28%	903 29%	846 28%	1063 29%	661 28%	151 27%	196 27%	475 30%	461 30%	286 27%	1131 29%	159 27%	1481 29%	341 26%	1332 29%	76 25%
Mean	2.84	2.99bcd	2.78	2.85	2.79	2.86	2.82	2.86	2.81	2.81	2.84	2.83	2.81	2.89	2.82	2.81	2.84	2.92r	2.81	2.90
Std Dev.	0.99	1.03	1.00	0.98	0.97	1.02	0.97	1.02	0.96	0.97	1.02	1.00	0.98	1.01	1.00	0.98	1.00	1.05	0.98	0.98
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01	0.03	0.01	0.06

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

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	351	338	64	441
Much less (1)	745 12%	650 12%	95 11%	22 13%	616 12%	57 11%	40 14%	32 19%def	32 13%	89 13%	61 12%	46 10%	62 11%	54 9%	112 14%	95 11%	65 12%	9 13%	48 11%
Slightly less (2)	1003 16%	845 16%	158 18%	35 20%	827 16%	90 17%	54 18%	32 19%	40 16%	98 15%	79 16%	75 17%	85 16%	82 14%	142 17%	146 17%	80 15%	10 14%	80 18%
No change (3)	3029 49%	2607 49%	422 49%	79 46%	2562 49%g	252 49%g	144 49%g	70 41%	121 48%	306 45%	259 51%	222 50%	252 46%	319 56%ilnr	369 45%	430 51%	284 54%in	34 50%	218 49%
Slightly more (4)	937 15%	818 15%	119 14%	29 17%	792 15%	81 16%	38 13%	27 16%	37 15%	139 21%kmopr	78 15%	66 15%	92 17%	69 12%	128 16%	117 14%	66 12%	14 20%	67 15%
Much more (5)	295 5%	251 5%	44 5%	4 3%	252 5%	23 4%	14 5%	6 3%	13 5%	32 5%	20 4%	20 5%	29 5%	35 6%	35 4%	41 5%	26 5%	1 2%	22 5%
Don't know	160 3%	135 3%	25 3%	3 2%	137 3%	14 3%	5 2%	3 2%	7 3%	11 2%	11 2%	20 4%iop	24 4%iop	14 3%	26 3%	14 2%	9 2%	* 1%	14 3%
NET Much/Slightly more	1232 20%	1069 20%	163 19%	33 19%	1043 20%	104 20%	52 18%	32 19%	50 20%	171 25%mop	98 19%	86 19%	121 22%	104 18%	163 20%	159 19%	91 17%	15 22%	89 20%
NET Much/Slightly less	1749 28%	1495 28%	253 29%	57 33%	1443 28%	147 28%	94 32%	65 38%def	72 29%	187 28%	140 28%	121 27%	147 27%	136 24%	254 31%m	241 29%	145 27%	19 28%	128 28%
Mean	2.84	2.84	2.83	2.75	2.85g	2.85g	2.76	2.65	2.83	2.89	2.83	2.86	2.89	2.91	2.79	2.84	2.82	2.83	2.85
Std Dev.	0.99	1.00	0.98	0.97	0.99	0.98	1.01	1.07	1.01	1.04	0.97	0.96	1.01	0.95	1.02	0.98	0.97	0.97	0.98
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	745 12%	276 11%	290 13%	393 11%	408 12%	276 11%	19 10%	92 12%	290 13%	31 14%	127 12%	241 12%	269 11%	77 10%	111 19%klmp	42 16%klmp	511 11%	153 18%klmp	315 12%	265 11%	73 11%	58 16%stw	29 18%st	580 12%	87 17%rstw	196 12%	549 12%
Slightly less (2)	1003 16%	411 17%	394 17%	549 16%	533 16%	411 17%	34 17%	123 16%	394 17%	30 13%	171 16%	317 15%	424 17%	116 14%	114 19%	32 13%	741 16%	146 18%	390 15%	420 18%	94 14%	76 22%rt	21 13%	810 16%	98 19%	280 17%	723 16%
No change (3)	3029 49%	1126 47%	1120 50%	1666 48%	1659 50%	1126 47%	95 49%	406 52%e	1120 50%	123 54%	529 49%	989 48%	1193 49%n	448 55%klmpq	254 43%	130 55%n	2182 49%n	385 46%	1225 48%	1157 49%	375 55%rsw	167 47%	88 55%	2382 48%	254 50%	579 36%	2450 54%y
Slightly more (4)	937 15%	380 16%	321 14%	573 16%	514 16%	380 16%	23 12%	97 12%	321 14%	29 13%	173 16%	330 16%noq	403 17%noq	124 15%noq	69 12%o	11 5%	733 16%noq	80 10%	417 16%uvx	378 16%uvx	107 16%uvx	28 8%	7 4%	795 16%uvx	34 7%	384 24%z	553 12%
Much more (5)	295 5%	158 7%bd	83 4%	201 6%bd	126 4%	158 7%	15 8%	34 4%	83 4%	8 4%	39 4%	133 6%lm	100 4%	21 3%	30 5%	11 5%	233 5%m	41 5%	153 6%stl	102 4%	16 2%	16 4%	7 4%	255 5%tl	22 4%	165 10%z	130 3%
Don't know	160 3%	54 2%	52 2%	75 2%	73 2%	54 2%	8 4%	26 3%	52 2%	6 2%	31 3%	53 3%	47 2%	23 3%	15 2%	12 5%lp	100 2%	27 3%	69 3%	45 2%	17 2%	9 3%	9 6%stw	114 2%	18 4%	24 1%	135 3%
NET Much/Slightly more	1232 20%	538 22%bd	404 18%	773 22%bd	639 19%	538 22%g	38 20%	131 17%	404 18%	37 16%	212 20%	463 22%mnoq	502 21%oq	146 18%o	99 17%o	22 9%	965 21%noq	121 15%	570 22%uvx	480 20%uvx	122 18%uvx	43 12%	13 8%	1050 21%uvx	56 11%	549 34%z	683 15%
NET Much/Slightly less	1749 28%	686 29%	684 30%	943 27%	941 28%	686 29%	53 27%	215 28%	684 30%	61 27%	298 28%	558 27%	693 28%m	193 24%	225 38%klmp	74 31%	1251 28%	299 36%klmp	705 27%	685 29%	166 24%	135 38%rstw	50 31%	1390 28%	185 36%rstw	476 29%	1272 28%
Mean	2.84	2.89b	2.78	2.89bd	2.82	2.89	2.90	2.81	2.78	2.79	2.83	2.90noq	2.85noq	2.87noq	2.64	2.63	2.87noq	2.64	2.88uvx	2.84uvx	2.85uvx	2.61	2.61	2.86uvx	2.61	3.03z	2.77
Std Dev.	0.99	1.03	0.98	1.01	0.97	1.03	1.02	0.96	0.98	0.97	0.97	1.03	0.97	0.89	1.08	0.99	1.00	1.06	1.03	0.98	0.90	1.00	0.99	1.00	1.00	1.15	0.92
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.05	0.06	0.02	0.04	0.02	0.02	0.04	0.06	0.08	0.01	0.05	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	745 12%	45 11%	693 12%	7 17%	218 13%	500 12%	27 8%	717 12%	14 9%	5 8%	6 8%	736 12%	3 8%
Slightly less (2)	1003 16%	55 14%	941 16%	8 18%	229 13%	721 17%d	53 16%	930 16%	33 21%	19 28%gk	17 23%	982 16%	4 11%
No change (3)	3029 49%	197 49%	2818 49%	13 32%	803 47%	2065 50%	160 50%	2877 49%h	51 31%	35 51%h	47 63%hk	2962 49%h	20 56%
Slightly more (4)	937 15%	77 19%	857 15%	4 9%	292 17%e	595 14%	51 16%	877 15%	45 28%gjk	8 11%	4 5%	929 15%	4 11%
Much more (5)	295 5%	19 5%	268 5%	8 19%ab	109 6%e	175 4%	11 3%	278 5%	13 8%j	2 2%	-	293 5%	1 4%
Don't know	160 3%	7 2%	150 3%	2 5%	54 3%	86 2%	20 6%de	151 3%	5 3%	-	-	156 3%	4 10%
NET Much/Slightly more	1232 20%	96 24%	1125 20%	12 28%	401 23%e	770 19%	62 19%	1155 20%j	58 36%gjk	9 14%	4 5%	1223 20%j	5 15%
NET Much/Slightly less	1749 28%	100 25%	1633 29%	15 36%	448 26%	1221 29%d	80 25%	1647 28%	47 29%	24 36%	23 31%	1719 28%	7 19%
Mean	2.84	2.92	2.83	2.94	2.91e	2.81	2.89	2.84	3.06gjk	2.73	2.66	2.84	2.93
Std Dev.	0.99	0.99	0.99	1.36	1.05	0.98	0.91	1.00	1.10	0.86	0.71	1.00	0.89
Std Error	0.01	0.05	0.01	0.19	0.02	0.02	0.05	0.01	0.09	0.11	0.08	0.01	0.17

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 112

QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496	
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	745 12%	204 13%	181 12%	188 12%	172 11%	82 15%p	59 11%	64 13%	58 11%	55 11%	69 14%	65 13%	58 11%	64 12%	70 13%	53 10%	49 10%
Slightly less	(2)	1003 16%	248 16%	241 16%	273 18%	242 16%	78 15%	91 18%	80 16%	76 14%	85 17%	80 16%	79 16%	99 19%	94 18%	83 16%	87 17%	71 14%
No change	(3)	3029 49%	722 47%	787 51%	774 50%	746 49%	250 47%	247 48%	225 45%	265 50%	265 52%	257 51%	255 49%	260 49%	259 49%	258 49%	238 47%	250 50%
Slightly more	(4)	937 15%	239 16%	234 15%	211 14%	252 16%	77 15%	81 16%	81 16%k	88 17%k	77 15%	70 14%	52 11%	76 14%	83 16%	83 16%	86 17%k	83 17%k
Much more	(5)	295 5%	78 5%	68 4%	68 4%	81 5%	29 5%	27 5%	22 4%	25 5%	14 3%	29 6%	25 5%	27 5%	16 3%	29 5%	25 5%	27 5%
Don't know		160 3%	52 3%b	29 2%	36 2%	43 3%	13 2%j	12 2%	26 5%jlmn	13 3%j	13 3%j	3 1%	14 3%j	12 2%	10 2%	10 2%	18 3%j	15 3%j
NET Much/Slightly more		1232 20%	317 21%	303 20%	279 18%	333 22%c	106 20%	108 21%	104 21%	113 21%	91 18%	99 20%	77 16%	103 19%	100 19%	111 21%	111 22%k	110 22%k
NET Much/Slightly less		1749 28%	453 29%	422 27%	460 30%	414 27%	159 30%	150 29%	143 29%	134 26%	140 27%	149 29%	145 29%	157 30%	158 30%	153 29%	141 28%	120 24%
Mean		2.84	2.82	2.85	2.80	2.88	2.79	2.85	2.83	2.89	2.82	2.82	2.77	2.83	2.79	2.84	2.88	2.93
Std Dev.		0.99	1.03	0.98	0.98	1.00	1.06	1.00	1.02	0.98	0.92	1.02	0.99	0.98	0.96	1.02	0.99	0.98
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 113

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	1002 16%	180 15%	822 17%	119 14%	882 17%	399 13%	599 19%e	114 14%	116 13%	168 15%	176 21%ghilm	229 20%ghilm	117 15%	81 13%	230 14%	345 18%nq	427 17%n	198 14%	836 16%	155 17%
Slightly less (2)	1065 17%	222 18%	844 17%	158 18%	907 17%	500 17%	564 18%	126 15%	137 16%	212 19%	139 17%	222 19%	118 15%	113 18%	263 16%	350 18%	452 18%	230 17%	914 18%	144 16%
No change (3)	3053 49%	714 58%b	2339 47%	304 35%	2749 52%c	1542 51%f	1503 48%	373 45%	403 46%	571 51%	394 48%	565 50%	423 56%ghjk	325 52%	776 46%	964 50%	1313 52%n	747 54%n	2639 51%s	395 44%
Slightly more (4)	692 11%	77 6%	615 12%a	189 22%d	504 9%	388 13%f	304 10%	140 17%ijkl	133 15%ijkl	105 9%	75 9%	82 7%	76 10%	82 13%k	272 16%opq	180 9%	240 9%	158 11%	548 11%	137 15%r
Much more (5)	224 4%	19 2%	204 4%a	77 9%d	147 3%	114 4%	110 4%	42 5%kl	53 6%jkl	46 4%k	23 3%	20 2%	18 2%	22 4%	94 6%opq	69 4%	60 2%	40 3%	178 3%	42 5%
Don't know	133 2%	20 2%	113 2%	15 2%	118 2%	71 2%	62 2%	30 4%ilm	31 4%ilm	20 2%	16 2%	24 2%	8 1%	4 1%	60 4%opq	35 2%	37 1%	13 1%	97 2%	32 4%r
NET Much/Slightly more	916 15%	97 8%	819 17%a	265 31%d	651 12%	502 17%f	414 13%	181 22%ijklm	185 21%ijkl	152 14%k	98 12%	102 9%	94 12%	104 17%k	367 22%opq	249 13%	300 12%	198 14%	726 14%	179 20%r
NET Much/Slightly less	2067 34%	402 33%	1665 34%	277 32%	1790 34%	898 30%	1164 37%e	240 29%	253 29%	380 34%	315 38%ghlm	451 39%ghilm	235 31%	194 31%	493 29%	695 36%nq	879 35%n	429 31%	1750 34%	299 33%
Mean	2.68	2.62	2.70	2.94d	2.64	2.77f	2.60	2.84ijkl	2.84ijkl	2.68jk	2.54	2.50	2.68jk	2.76jk	2.84opq	2.62	2.62	2.72op	2.67	2.73
Std Dev.	1.00	0.87	1.03	1.15	0.97	0.97	1.02	1.04	1.05	0.98	1.02	0.96	0.93	0.96	1.05	1.00	0.96	0.95	0.99	1.07
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	1002 16%	124 11%	337 17%a	248 18%a	293 17%a	461 15%	541 18%e	628 17%	367 15%	86 15%	113 16%	267 17%	271 17%	167 16%	651 17%	86 15%	860 17%	202 16%	760 17%	40 13%
Slightly less (2)	1065 17%	214 19%	358 18%d	241 17%	253 15%	572 18%	493 16%	678 18%h	375 16%	85 15%	120 17%	280 18%	260 17%	201 19%	660 17%	93 16%	914 18%	200 15%	822 18%	43 14%
No change (3)	3053 49%	543 47%	951 49%	698 50%	860 51%	1494 48%	1558 51%	1728 47%	1277 53%g	290 52%	367 51%	757 48%	750 48%	507 47%	1874 49%	304 52%	2523 49%	620 48%	2265 50%	168 56%q
Slightly more (4)	692 11%	190 16%bcd	198 10%	145 10%	159 10%	388 13%f	305 10%	428 12%	259 11%	60 11%	70 10%	169 11%	201 13%	136 13%	440 11%	64 11%	597 12%	144 11%	517 11%	31 10%
Much more (5)	224 4%	68 6%bcd	62 3%	34 2%	60 4%	130 4%	94 3%	157 4%h	60 3%	20 4%	31 4%	66 4%	42 3%	44 4%	139 4%	20 3%	183 4%	81 6%rs	137 3%	5 2%
Don't know	133 2%	14 1%	38 2%	28 2%	52 3%a	52 2%	80 3%e	68 2%	56 2%	20 3%m	19 3%	32 2%	28 2%	14 1%	79 2%	20 3%p	94 2%	49 4%r	72 2%	12 4%r
NET Much/Slightly more	916 15%	258 22%bcd	260 13%	179 13%	220 13%	517 17%f	399 13%	586 16%h	319 13%	81 14%	100 14%	236 15%	243 16%	180 17%	579 15%	84 14%	781 15%	226 17%r	654 14%	36 12%
NET Much/Slightly less	2067 34%	338 29%	695 36%a	489 35%a	546 33%	1033 33%	1034 34%	1306 35%h	742 31%	171 30%	233 32%	547 35%	531 34%	368 34%	1311 34%	180 31%	1774 34%	402 31%	1582 35%	84 28%
Mean	2.68	2.88bcd	2.63	2.62	2.66	2.72f	2.64	2.67	2.69	2.71	2.69	2.67	2.66	2.70	2.67	2.72	2.67	2.76r	2.66	2.71
Std Dev.	1.00	1.01	1.00	0.98	1.00	1.01	0.99	1.03	0.95	0.98	1.00	1.02	1.01	1.02	1.01	0.97	1.01	1.06	0.99	0.90
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01	0.03	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 113

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)	1002 16%	853 16%	149 17%	33 19%	846 16%	67 13%	52 17%e	38 22%de	37 15%	125 18%r	73 14%	75 17%	91 17%	77 13%	145 18%r	148 18%	76 14%	11 16%	56 12%
Slightly less (2)	1065 17%	910 17%	155 18%	33 19%	895 17%	93 18%	52 18%	26 15%	48 19%	107 16%	103 20%k	65 15%	81 15%	106 18%	134 17%	155 18%	96 18%	11 16%	81 18%
No change (3)	3053 49%	2642 50%	411 48%	80 46%	2573 50%g	259 50%g	146 49%	75 44%	130 52%	309 46%	265 52%	234 52%	267 49%	304 53%	375 46%	400 47%	288 55%in	36 52%	224 50%
Slightly more (4)	692 11%	590 11%	103 12%	20 12%	560 11%	73 14%d	33 11%	26 15%d	21 8%	82 12%p	51 10%	56 12%p	61 11%	56 10%	98 12%p	97 12%	39 7%	8 12%	65 14%hmp
Much more (5)	224 4%	190 4%	33 4%	5 3%	199 4%	13 2%	7 3%	5 3%	7 3%	38 6%jr	9 2%	13 3%	24 4%j	21 4%	34 4%	37 4%j	17 3%	1 2%	11 2%
Don't know	133 2%	120 2%	12 1%	2 1%	112 2%	14 3%	5 2%	2 1%	8 3%o	14 2%	8 2%	6 1%	20 4%o	10 2%	25 3%o	7 1%	13 2%	1 2%	12 3%o
NET Much/Slightly more	916 15%	780 15%	136 16%	25 15%	760 15%	85 16%	41 14%	30 18%	27 11%	120 18%hjp	60 12%	68 15%	84 16%	77 13%	132 16%hjp	135 16%hp	56 11%	9 14%	76 17%hjp
NET Much/Slightly less	2067 34%	1763 33%	304 35%	66 38%	1741 34%	160 31%	103 35%	63 37%e	85 34%	232 34%	176 34%	140 31%	172 32%	182 32%	279 34%	303 36%	172 32%	22 33%	137 31%
Mean	2.68	2.68	2.67	2.60	2.68	2.75g	2.63	2.61	2.64	2.70	2.64	2.70	2.71	2.72	2.67	2.67	2.66	2.66	2.76
Std Dev.	1.00	1.00	1.02	1.03	1.00	0.95	0.99	1.08	0.94	1.09	0.91	0.99	1.03	0.95	1.05	1.04	0.93	0.97	0.94
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.08	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	1002 16%	373 16%	399 18%	531 15%	557 17%	373 16%	28 14%	114 15%	399 18%	39 17%	173 16%	354 17%lm	349 14%	108 13%	137 23%klmp	49 20%lm	703 16%	186 22%klmp	446 17%t	360 15%	89 13%	75 21%st	24 15%	806 16%	99 19%t	295 18%	707 16%
Slightly less (2)	1065 17%	409 17%	436 19%c	572 17%	599 18%	409 17%	30 15%	109 14%	436 19%	45 20%	203 19%	352 17%	469 19%noq	120 15%	93 16%	30 12%	821 18%	122 15%	425 17%	443 19%	108 16%	62 18%	26 16%	868 18%	88 17%	274 17%	791 17%
No change (3)	3053 49%	1162 48%	1126 50%	1682 49%	1646 50%	1162 48%	100 51%	434 56%e	1126 50%	108 48%	534 50%	982 48%	1194 49%	440 54%klp	297 50%	128 54%	2176 48%	425 51%	1236 48%	1156 49%	375 55%rsw	172 49%	98 61%rsuw	2392 48%	270 52%	571 35%	2482 55%y
Slightly more (4)	692 11%	306 13%bd	217 10%	440 13%bd	350 11%	306 13%	25 13%	88 11%	217 10%	25 11%	117 11%	244 12%noq	303 12%noq	92 11%nc	39 7%	14 6%	547 12%noq	54 6%	311 12%vx	272 11%vx	72 11%v	32 9%	5 3%	583 12%vx	36 7%	313 19%z	379 8%
Much more (5)	224 4%	111 5%bd	53 2%	167 5%bd	109 3%	111 5%g	7 4%	18 2%	53 2%	5 2%	25 2%	110 5%lmnq	76 3%	21 3%	11 2%	5 2%	186 4%noq	16 2%	115 4%x	81 3%	17 3%	8 2%	2 1%	196 4%x	10 2%	149 9%z	74 2%
Don't know	133 2%	43 2%	29 1%	66 2%	52 2%	43 2%	5 2%	14 2%	29 1%	4 2%	19 2%	22 1%	44 2%	29 4%klp	16 3%k	13 8%klp	65 1%	29 3%klp	36 1%	56 2%r	20 3%	5 1%	6 4%	92 2%	11 2%	26 2%	107 2%
NET Much/Slightly more	916 15%	417 17%bd	270 12%	607 18%bd	460 14%	417 17%	32 16%	107 14%	270 12%	30 13%	142 13%	354 17%noq	379 16%noq	113 14%nq	50 8%	20 8%	733 16%noq	70 8%	426 17%uvx	353 15%vx	89 13%v	40 11%v	7 4%	779 16%vx	47 9%	463 28%z	453 10%
NET Much/Slightly less	2067 34%	783 33%	835 37%ac	1102 32%	1155 35%c	783 33%	57 30%	223 29%	835 37%	84 37%	376 35%	705 34%m	818 34%m	229 28%	230 39%m	78 33%	1524 34%m	309 37%m	871 34%	803 34%	197 29%	137 39%t	50 31%	1674 34%t	187 36%t	569 35%	1498 33%
Mean	2.68	2.73bd	2.59	2.75bd	2.65	2.73	2.75	2.72	2.59	2.60	2.64	2.71nq	2.70nq	2.74noq	2.47	2.55	2.71nq	2.49	2.69ux	2.68ux	2.73ux	2.53	2.58	2.69ux	2.55	2.84z	2.62
Std Dev.	1.00	1.03	0.97	1.03	0.99	1.03	0.98	0.94	0.97	0.98	0.96	1.06	0.97	0.93	0.99	0.98	1.01	0.98	1.04	0.99	0.92	1.00	0.84	1.02	0.95	1.20	0.91
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.02	0.03	0.02	0.02	0.04	0.06	0.07	0.01	0.04	0.03	0.01

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

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	1002 16%	59 15%	931 16%	12 28%	287 17%	675 16%	41 13%	962 16%	22 13%	10 15%	7 10%	994 16%	1 2%
Slightly less (2)	1065 17%	67 17%	993 17%	5 13%	272 16%	734 18%	59 18%	1002 17%	23 14%	21 30%ghk	17 22%	1046 17%	3 9%
No change (3)	3053 49%	193 48%	2848 50%c	13 31%	794 47%	2118 51%df	141 44%	2888 50%h	63 39%	36 52%	49 65%ghk	2986 49%h	19 53%
Slightly more (4)	692 11%	56 14%	633 11%	3 6%	228 13%e	412 10%	52 16%e	649 11%	38 24%gijk	2 3%	2 3%	689 11%	2 5%
Much more (5)	224 4%	18 4%	200 3%	7 16%ab	79 5%e	129 3%	15 5%	208 4%	13 8%ghk	-	*	221 4%	3 9%
Don't know	133 2%	8 2%	122 2%	3 6%	45 3%	74 2%	13 4%e	122 2%	2 2%	*	-	125 2%	8 22%
NET Much/Slightly more	916 15%	74 18%	833 15%	9 22%	307 18%e	541 13%	67 21%e	857 15%ij	51 32%gijk	2 3%	2 3%	909 15%ij	5 13%
NET Much/Slightly less	2067 34%	126 32%	1924 34%	17 41%	559 33%	1408 34%	100 31%	1964 34%	45 28%	31 45%	24 32%	2039 34%	4 12%
Mean	2.68	2.76	2.67	2.67	2.72	2.65	2.81e	2.67	2.98gijk	2.43	2.61	2.68	3.11
Std Dev.	1.00	1.02	1.00	1.42	1.05	0.98	1.03	1.00	1.13	0.78	0.70	1.00	0.88
Std Error	0.01	0.05	0.01	0.20	0.02	0.02	0.06	0.01	0.10	0.10	0.08	0.01	0.18

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	1002 16%	246 16%	279 18%	241 16%	236 15%	93 18%	87 17%	66 13%	91 17%	99 20%emo	88 17%	86 18%	83 16%	72 14%	83 16%	68 13%	85 17%
Slightly less	(2)	1065 17%	259 17%	277 18%	257 17%	273 18%	79 15%	76 15%	104 21%f	97 19%	83 16%	97 19%	77 16%	91 17%	89 17%	93 18%	92 18%	87 18%
No change	(3)	3053 49%	757 49%	742 48%	801 52%	752 49%	269 51%	255 49%	234 47%	255 49%	249 49%	239 47%	248 50%	267 50%	286 54%	252 47%	260 51%	241 49%
Slightly more	(4)	692 11%	189 12%	158 10%	168 11%	177 12%	63 12%	65 13%	62 12%	54 10%	53 10%	50 10%	54 11%	55 10%	58 11%	64 12%	56 11%	57 11%
Much more	(5)	224 4%	60 4%	47 3%	48 3%	68 4%	20 4%	20 4%	20 4%	15 3%	14 3%	18 4%	13 3%	21 4%	14 3%	29 5%	21 4%	19 4%
Don't know		133 2%	31 2%	39 3%	34 2%	29 2%	4 1%	14 3%	13 3%	12 2%	12 2%	15 3%e	13 3%	14 3%	7 1%	11 2%	11 2%	7 1%
NET Much/Slightly more		916 15%	250 16%	205 13%	216 14%	245 16%	83 16%	85 16%	82 16%	69 13%	67 13%	69 14%	67 14%	76 14%	73 14%	93 17%	77 15%	76 15%
NET Much/Slightly less		2067 34%	505 33%	556 36%	498 32%	509 33%	172 33%	163 32%	170 34%	188 36%	182 36%	185 36%	163 33%	175 33%	161 31%	176 33%	160 32%	172 35%
Mean		2.68	2.71b	2.61	2.69	2.71b	2.69	2.71	2.72	2.62	2.60	2.62	2.65	2.69	2.72	2.74	2.74	2.67
Std Dev.		1.00	1.01	1.00	0.97	1.01	1.02	1.03	0.99	0.99	1.01	1.01	0.99	1.00	0.93	1.04	0.97	1.02
Std Error		0.01	0.03	0.03	0.02	0.03	0.04	0.05	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.04	0.05

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

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	934 15%	168 14%	766 16%	119 14%	815 15%	375 12%	557 18%e	103 12%	126 14%	171 15%	134 16%	191 17%g	128 17%	81 13%	229 14%	305 16%	400 16%	209 15%	769 15%	156 17%
Slightly less (2)	617 10%	128 10%	490 10%	100 12%	517 10%	309 10%	306 10%	102 12%jl	84 10%	145 13%jklm	67 8%	107 9%	59 8%	54 9%	186 11%q	212 11%q	219 9%	113 8%	499 10%	114 13%r
No change (3)	3639 59%	839 68%b	2800 57%	376 44%	3264 61%c	1841 61%f	1790 57%	410 50%	454 52%	626 56%g	521 63%ghi	672 59%gh	510 67%ghik	446 71%ghijk	864 51%	1147 59%n	1628 64%no	956 69%nop	3174 61%s	435 48%
Slightly more (4)	401 6%	38 3%	363 7%a	145 17%d	255 5%	232 8%f	168 5%	97 12%ijklm	115 13%ijklm	80 7%klm	41 5%lm	44 4%l	10 1%	14 2%	212 12%opq	121 6%pq	68 3%	23 2%	297 6%	102 11%r
Much more (5)	142 2%	12 1%	130 3%a	71 8%d	71 1%	82 3%	58 2%	47 6%ijklm	36 4%jklm	27 2%lm	9 1%l	18 2%l	*	5 1%	83 5%opq	36 2%pq	23 1%	5 *	108 2%	32 4%r
Don't know	436 7%	49 4%	387 8%a	49 6%	387 7%	173 6%	263 8%e	65 8%m	58 7%	73 6%	50 6%	110 10%ijm	53 7%	27 4%	123 7%	123 6%	190 8%	80 6%	365 7%	66 7%
NET Much/Slightly more	543 9%	50 4%	493 10%a	217 25%d	326 6%	315 10%f	226 7%	144 17%ijklm	150 17%ijklm	107 10%jklm	50 6%lm	62 5%l	10 1%	18 3%	294 17%opq	158 8%pq	91 4%q	28 2%	406 8%	134 15%r
NET Much/Slightly less	1551 25%	295 24%	1256 25%	219 25%	1332 25%	684 23%	863 27%e	205 25%	210 24%	316 28%m	200 24%	298 26%	187 25%	135 22%	415 24%	517 27%	620 25%	322 23%	1268 24%	270 30%r
Mean	2.69	2.66	2.69	2.94d	2.64	2.77f	2.61	2.88ijklm	2.82ijklm	2.66	2.64	2.60	2.57	2.68	2.83opq	2.66	2.61	2.62	2.69	2.69
Std Dev.	0.91	0.80	0.94	1.11	0.87	0.88	0.93	1.01	1.00	0.93	0.87	0.90	0.80	0.76	1.01	0.90	0.83	0.78	0.89	1.03
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	934 15%	120 10%	307 16%a	222 16%a	284 17%a	428 14%	506 16%e	570 15%	349 15%	99 18%m	104 15%	236 15%	252 16%	139 13%	593 15%	102 17%	771 15%	201 16%	692 15%	41 14%
Slightly less (2)	617 10%	132 11%	173 9%	164 12%bcd	148 9%	305 10%	312 10%	398 11%h	211 9%	50 9%	68 9%	177 11%	158 10%	116 11%	403 11%	53 9%	537 10%	129 10%	458 10%	30 10%
No change (3)	3639 59%	682 59%	1164 60%	789 57%	1002 60%	1846 60%	1791 58%	2040 55%	1551 65%g	323 58%	429 60%	880 56%	911 59%	631 59%	2220 58%	343 58%	3037 59%	704 54%	2764 60%q	171 57%
Slightly more (4)	401 6%	115 10%bcd	119 6%	88 6%	79 5%	234 8%f	167 5%	315 9%h	82 3%	25 5%	41 6%	124 8%i	114 7%	74 7%	279 7%	26 4%	358 7%	99 8%	275 6%	27 9%
Much more (5)	142 2%	53 5%bcd	38 2%	27 2%	24 1%	91 3%f	51 2%	109 3%h	29 1%	13 2%	14 2%	39 3%	36 2%	30 3%	89 2%	13 2%	119 2%	58 4%r	78 2%	6 2%
Don't know	436 7%	51 4%	142 7%a	103 7%a	140 8%a	193 6%	243 8%e	255 7%	172 7%	49 9%l	61 9%l	115 7%	82 5%	79 7%	259 7%	50 9%	349 7%	105 8%	305 7%	26 9%
NET Much/Slightly more	543 9%	168 15%bcd	157 8%	115 8%	103 6%	325 10%f	218 7%	424 11%h	111 5%	39 7%	55 8%	163 10%	150 10%	104 10%	368 10%	40 7%	477 9%	157 12%r	353 8%	32 11%
NET Much/Slightly less	1551 25%	252 22%	480 25%	386 28%a	432 26%	733 24%	818 27%e	968 26%h	561 23%	150 27%	173 24%	413 26%	410 26%	255 24%	995 26%	155 26%	1309 25%	330 25%	1150 25%	71 24%
Mean	2.69	2.86bcd	2.67	2.64	2.62	2.74f	2.63	2.71	2.65	2.61	2.68	2.69	2.68	2.74	2.68	2.62	2.69	2.73	2.67	2.73
Std Dev.	0.91	0.91	0.91	0.91	0.90	0.91	0.90	0.96	0.83	0.94	0.89	0.93	0.93	0.90	0.92	0.93	0.91	1.00	0.89	0.90
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	351	338	64	441
Much less	(1)	934 15%	787 15%	147 17%	32 18%	786 15%e	56 11%	44 15%e	48 28%def	39 16%	134 20%jmopqr	71 14%	65 15%	93 17%r	79 14%	135 17%r	103 12%	67 13%	5 7%	50 11%
Slightly less	(2)	617 10%	542 10%	75 9%	21 12%	531 10%	44 9%	26 9%	16 9%	16 6%	62 9%	52 10%	44 10%	40 7%	49 9%	96 12%hl	123 15%hilmpr	49 9%	8 12%	36 8%
No change	(3)	3639 59%	3129 59%	510 59%	93 54%	3039 59%g	344 66%dg	179 61%g	77 45%	156 62%n	394 58%	297 58%	281 63%n	307 56%	358 62%n	419 52%	487 58%	341 64%ln	47 69%n	296 66%ijlno
Slightly more	(4)	401 6%	351 7%	49 6%	13 7%	340 7%	31 6%	17 6%	12 7%	14 6%	39 6%	37 7%	18 4%	48 9%kp	37 6%	78 10%kop	47 6%	22 4%	4 6%	27 6%
Much more	(5)	142 2%	117 2%	25 3%	4 2%	124 2%	10 2%	5 2%	3 2%	3 1%	16 2%	3 1%	12 3%j	10 2%	17 3%j	27 3%j	25 3%j	12 2%	*	9 2%
Don't know		436 7%	379 7%	57 7%	11 6%	365 7%	33 6%	24 8%	14 8%	22 9%i	32 5%	48 10%i	28 6%	46 8%i	34 6%	57 7%	59 7%	39 7%	4 6%	29 7%
NET Much/Slightly more		543 9%	469 9%	74 9%	16 9%	465 9%	41 8%	22 7%	15 9%	17 7%	54 8%	40 8%	30 7%	58 11%p	54 9%	104 13%hijkpr	72 9%	34 6%	4 6%	37 8%
NET Much/Slightly less		1551 25%	1329 25%	222 26%	52 30%	1316 25%e	100 19%	71 24%	64 38%def	55 22%	196 29%hmpr	123 24%	109 24%	133 24%	128 22%	231 28%pr	226 27%r	116 22%	13 19%	87 19%
Mean		2.69	2.69	2.67	2.60	2.69g	2.78dfg	2.67g	2.40	2.67	2.60	2.67	2.68	2.68	2.75i	2.69	2.70	2.72	2.78	2.78l
Std Dev.		0.91	0.91	0.95	0.96	0.92	0.81	0.88	1.07	0.88	0.96	0.86	0.88	0.95	0.90	1.00	0.88	0.84	0.69	0.82
Std Error		0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	934 15%	351 15%	357 16%	509 15%	516 16%	351 15%	38 20%	107 14%	357 16%	42 18%	161 15%	326 16%	339 14%	105 13%	115 19%lmp	45 19%	665 15%	160 19%lmp	419 16%t	336 14%	84 12%	72 20%stv	17 11%	755 15%	89 17%	285 17%z	649 14%
Slightly less (2)	617 10%	262 11%	206 9%	367 11%	312 9%	262 11%	20 10%	75 10%	206 9%	19 9%	89 8%	174 8%	277 11%k	89 11%	61 10%	15 6%	451 10%	76 9%	205 8%	281 12%rsw	79 12%r	32 9%	20 12%	486 10%r	52 10%	209 13%z	408 9%
No change (3)	3639 59%	1325 55%	1441 64%ac	1928 56%	2043 62%ac	1325 55%	96 49%	495 64%ef	1441 64%	147 65%	716 67%	1239 60%	1416 58%	479 59%	339 57%	155 65%	2655 59%	494 59%	1516 59%	1367 58%	416 61%	210 59%	111 69%rsw	2883 58%	321 62%	659 40%	2980 66%y
Slightly more (4)	401 6%	229 10%bd	76 3%	317 9%bd	164 5%b	229 10%g	16 8%	41 5%	76 3%j	* *	22 2%	146 7%noq	184 8%noq	51 6%noq	19 3%	1 1%	329 7%noq	20 2%	166 6%vx	184 8%tvx	33 5%v	15 4%	* *	349 7%vx	15 3%	255 16%z	146 3%
Much more (5)	142 2%	85 4%bd	20 1%	117 3%bd	52 2%	85 4%g	6 3%	11 1%	20 1%	3 1%	9 1%	59 3%	47 2%	12 2%	18 3%	6 2%	106 2%	24 3%	86 3%s	37 2%	9 1%	8 2%	1 1%	124 3%s	9 2%	113 7%z	29 1%
Don't know	436 7%	152 6%	160 7%	219 6%	227 7%	152 6%	18 9%	49 6%	160 7%	16 7%	74 7%	121 6%	173 7%	75 9%kp	42 7%	16 7%	293 7%	58 7%	177 7%	162 7%	60 9%	17 5%	11 7%	339 7%	28 5%	108 7%	327 7%
NET Much/Slightly more	543 9%	314 13%bd	96 4%	434 13%bd	216 7%b	314 13%g	22 11%	52 7%	96 4%	3 1%	31 3%	204 10%noq	231 9%oq	63 8%o	37 6%	7 3%	435 10%noq	44 5%	252 10%tvx	221 9%tvx	42 6%v	23 6%v	2 1%	473 10%tvx	25 5%	367 23%z	176 4%
NET Much/Slightly less	1551 25%	613 25%	564 25%	877 25%	828 25%	613 25%	58 30%	181 23%	564 25%	61 27%	250 23%	500 24%	616 25%	194 24%	176 30%kp	60 25%	1115 25%	236 28%	624 24%	617 26%	163 24%	103 29%	37 23%	1241 25%	140 27%	494 30%z	1057 23%
Mean	2.69	2.75bd	2.62	2.74bd	2.65	2.75	2.62	2.69	2.62	2.54	2.63	2.71nq	2.70nq	2.70q	2.57	2.59	2.71nq	2.58	2.71	2.69	2.68	2.57	2.66	2.70	2.60	2.80z	2.64
Std Dev.	0.91	0.96	0.84	0.96	0.88	0.96	1.03	0.84	0.84	0.85	0.81	0.93	0.89	0.86	0.96	0.90	0.91	0.95	0.96	0.89	0.82	0.95	0.72	0.92	0.89	1.15	0.81
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.06	0.06	0.01	0.04	0.03	0.01

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

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	934 15%	56 14%	867 15%	11 26%	272 16%	621 15%	41 13%	896 15%	15 10%	7 10%	12 16%	918 15%	4 12%
Slightly less (2)	617 10%	45 11%	570 10%	2 4%	166 10%	413 10%	39 12%	550 9%	38 24%gk	14 20%gk	13 17%	602 10%	2 7%
No change (3)	3639 59%	219 55%c	3408 60%c	12 30%	941 55%	2530 61%df	168 52%	3468 59%h	71 44%	40 58%	47 63%h	3579 59%h	14 39%
Slightly more (4)	401 6%	44 11%b	352 6%	4 10%	126 7%	239 6%	36 11%e	366 6%	24 15%gjk	6 8%	1 2%	396 7%	4 11%
Much more (5)	142 2%	14 3%	125 2%	3 8%b	59 3%e	70 2%	13 4%e	125 2%	11 7%gk	*	*	136 2%	5 15%
Don't know	436 7%	22 6%	405 7%	9 21%ab	142 8%e	269 7%	25 8%	426 7%h	1 1%	2 3%	2 2%	429 7%h	5 15%
NET Much/Slightly more	543 9%	58 15%b	477 8%	8 19%b	185 11%e	308 7%	50 15%e	491 8%	35 22%gjk	6 9%	1 2%	532 9%	9 27%
NET Much/Slightly less	1551 25%	101 25%	1437 25%	12 30%	438 26%	1034 25%	80 25%	1446 25%	53 33%	21 30%	25 33%	1520 25%	7 19%
Mean	2.69	2.77	2.68	2.63	2.70	2.67	2.80e	2.68	2.86j	2.68	2.52	2.69	3.14
Std Dev.	0.91	0.96	0.90	1.35	0.97	0.88	0.98	0.91	1.02	0.80	0.79	0.91	1.24
Std Error	0.01	0.05	0.01	0.21	0.02	0.01	0.06	0.01	0.09	0.11	0.09	0.01	0.25

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	934 15%	226 15%	234 15%	222 14%	253 16%	73 14%	85 17%	67 13%	75 14%	86 17%	73 14%	73 15%	75 14%	75 14%	87 16%	72 14%	94 19%
Slightly less	(2)	617 10%	170 11%b	128 8%	160 10%	160 10%	44 8%	53 10%	72 14%ehjio	33 6%	52 10%	44 9%	52 11%h	47 9%	60 11%h	57 11%h	47 9%	55 11%h
No change	(3)	3639 59%	884 57%	931 60%	945 61%	879 57%	321 61%	288 56%	275 55%	321 61%	300 59%	310 61%	305 62%p	319 60%	321 61%	303 57%	310 61%	266 54%
Slightly more	(4)	401 6%	114 7%	93 6%	84 5%	110 7%	46 9%	38 7%	29 6%	40 8%	26 5%	28 5%	24 5%	27 5%	32 6%	37 7%	25 5%	48 10%jklo
Much more	(5)	142 2%	40 3%	33 2%	33 2%	36 2%	12 2%	18 4%	10 2%	13 3%	7 1%	13 2%	8 2%	17 3%	8 1%	20 4%p	11 2%	6 1%
Don't know		436 7%	110 7%	122 8%	106 7%	98 6%	32 6%	33 6%	45 9%	42 8%	39 8%	41 8%	28 6%	48 9%	31 6%	28 5%	43 8%	26 5%
NET Much/Slightly more		543 9%	154 10%	127 8%	116 8%	146 10%	58 11%i	57 11%i	39 8%	53 10%	33 6%	41 8%	33 7%	44 8%	40 8%	57 11%	36 7%	54 11%
NET Much/Slightly less		1551 25%	395 26%	361 23%	382 25%	413 27%	118 22%	138 27%	139 28%h	108 21%	138 27%	116 23%	125 25%	122 23%	135 26%	144 27%	119 23%	150 30%ehjl
Mean		2.69	2.70	2.69	2.68	2.66	2.75i	2.69	2.65	2.76i	2.61	2.71	2.66	2.72	2.67	2.69	2.69	2.61
Std Dev.		0.91	0.92	0.90	0.88	0.94	0.90	0.98	0.88	0.91	0.90	0.90	0.87	0.91	0.86	0.97	0.88	0.96
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	812 / 13%	122 / 10%	690 / 14%a	89 / 10%	723 / 14%c	320 / 11%	488 / 16%e	69 / 8%	73 / 8%	140 / 12%gh	109 / 13%gh	193 / 17%ghi	123 / 16%gh	105 / 17%ghi	142 / 8%	249 / 13%n	422 / 17%no	228 / 16%no	695 / 13%	109 / 12%
Slightly less (2)	921 / 15%	154 / 12%	767 / 16%a	125 / 14%	797 / 15%	428 / 14%	492 / 16%	119 / 14%	113 / 13%	147 / 13%	132 / 16%	199 / 17%hil	100 / 13%	112 / 18%hi	231 / 14%	279 / 14%	411 / 16%	212 / 15%	770 / 15%	139 / 15%
No change (3)	3305 / 54%	755 / 61%b	2549 / 52%	333 / 39%	2971 / 56%c	1637 / 54%	1665 / 53%	361 / 44%	445 / 51%g	590 / 53%g	453 / 55%g	631 / 55%g	466 / 61%ghik	359 / 57%g	806 / 48%	1043 / 54%n	1456 / 58%no	825 / 59%no	2871 / 55%s	414 / 46%
Slightly more (4)	784 / 13%	155 / 13%	629 / 13%	199 / 23%d	585 / 11%	452 / 15%f	330 / 10%	187 / 23%ijklm	170 / 19%jklm	172 / 15%jklm	87 / 11%lm	91 / 8%	45 / 6%	32 / 5%	357 / 21%opq	259 / 13%pq	168 / 7%	77 / 6%	621 / 12%	157 / 17%r
Much more (5)	216 / 4%	29 / 2%	187 / 4%	104 / 12%d	112 / 2%	120 / 4%	94 / 3%	61 / 7%ijklm	59 / 7%jklm	53 / 5%klm	29 / 4%klm	11 / 1%	4 / *	- / -	120 / 7%opq	82 / 4%pq	14 / 1%	4 / *	153 / 3%	61 / 7%r
Don't know	131 / 2%	17 / 1%	113 / 2%	11 / 1%	120 / 2%	56 / 2%	73 / 2%	26 / 3%	13 / 1%	21 / 2%	12 / 1%	18 / 2%	23 / 3%	18 / 3%	39 / 2%	33 / 2%	59 / 2%	41 / 3%	102 / 2%	25 / 3%
NET Much/Slightly more	1000 / 16%	184 / 15%	816 / 17%	303 / 35%d	697 / 13%	572 / 19%f	424 / 13%	248 / 30%ijklm	229 / 26%ijklm	225 / 20%jklm	116 / 14%klm	101 / 9%m	48 / 6%	32 / 5%	477 / 28%opq	341 / 18%pq	182 / 7%	81 / 6%	775 / 15%	218 / 24%r
NET Much/Slightly less	1733 / 28%	276 / 22%	1457 / 30%a	213 / 25%	1520 / 29%	748 / 25%	981 / 31%e	188 / 23%	185 / 21%	287 / 26%	241 / 29%gh	392 / 34%ghi	223 / 29%gh	218 / 35%ghi	373 / 22%	527 / 27%n	832 / 33%no	441 / 32%no	1465 / 28%	248 / 27%
Mean	2.78	2.85b	2.76	3.12d	2.72	2.87f	2.69	3.07ijklm	3.03ijklm	2.86jklm	2.75klm	2.58	2.60	2.52	3.05pq	2.82pq	2.57	2.57	2.76	2.91r
Std Dev.	0.96	0.85	0.98	1.13	0.91	0.94	0.96	1.02	0.97	0.99	0.94	0.90	0.85	0.84	0.99	0.97	0.87	0.85	0.94	1.05
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	812 13%	101 9%	266 14%a	192 14%a	253 15%a	367 12%	445 14%e	450 12%	353 15%g	79 14%	96 13%	231 15%m	205 13%	120 11%	532 14%	82 14%	677 13%	173 13%	605 13%	34 11%
Slightly less (2)	921 15%	184 16%	257 13%	242 17%b	238 14%	441 14%	481 16%	540 15%	375 16%	71 13%	92 13%	268 17%ij	237 15%	165 15%	596 16%	74 13%	799 15%	186 14%	704 15%	31 10%
No change (3)	3305 54%	564 49%	1085 56%a	731 52%	923 55%a	1650 53%	1654 54%	1873 51%	1377 58%g	323 58%k	407 57%k	794 51%	814 52%	560 52%	2016 52%	335 57%	2731 53%	670 52%	2486 54%	149 50%
Slightly more (4)	784 13%	203 18%bcd	237 12%	165 12%	179 11%	441 14%f	343 11%	582 16%h	193 8%	57 10%	86 12%	184 12%	220 14%	153 14%	490 13%	62 11%	676 13%	144 11%	577 13%	63 21%qr
Much more (5)	216 4%	75 7%bcd	56 3%	41 3%	44 3%	132 4%f	85 3%	180 5%h	35 1%	16 3%	20 3%	55 3%	54 4%	57 5%jm	129 3%	16 3%	193 4%	93 7%rs	117 3%	6 2%
Don't know	131 2%	26 2%	42 2%	22 2%	41 2%	67 2%	63 2%	61 2%	63 3%g	15 3%	17 2%	39 3%	23 2%	14 1%	80 2%	18 3%	96 2%	31 2%	83 2%	17 6%qr
NET Much/Slightly more	1000 16%	279 24%bcd	294 15%	206 15%	222 13%	572 18%f	428 14%	763 21%h	227 9%	73 13%	106 15%	239 15%	274 18%i	211 20%ijkn	619 16%	78 13%	870 17%	237 18%r	694 15%	69 23%qr
NET Much/Slightly less	1733 28%	285 25%	523 27%	435 31%ab	491 29%a	807 26%	926 30%e	990 27%	727 30%g	150 27%	188 26%	499 32%jm	442 28%	285 27%	1128 29%	156 27%	1476 29%	359 28%	1309 29%s	65 22%
Mean	2.78	2.97bcd	2.77	2.72	2.71	2.84f	2.71	2.86h	2.65	2.74	2.77	2.72	2.79	2.87kn	2.76	2.75	2.79	2.84r	2.75	2.92r
Std Dev.	0.96	0.98	0.94	0.95	0.95	0.96	0.95	0.99	0.89	0.93	0.93	0.98	0.97	0.98	0.97	0.93	0.96	1.04	0.93	0.94
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)		812 13%	683 13%	128 15%	27 16%	673 13%	53 10%	40 14%	45 27%def	38 15%r	93 14%	57 11%	69 15%r	88 16%mr	63 11%	95 12%	106 13%	65 12%	7 10%	47 10%
Slightly less (2)		921 15%	785 15%	137 16%	31 18%	780 15%	74 14%	40 14%	28 16%	28 11%	113 17%hl	64 13%	68 15%	58 11%	77 13%	123 15%	168 20%hjlmr	80 15%	13 18%	61 14%
No change (3)		3305 54%	2851 54%c	454 53%	81 47%	2780 54%g	285 55%g	163 55%g	76 45%	143 57%ln	347 51%	306 60%lln	253 56%ln	264 49%	322 56%ln	393 48%	458 54%	294 56%	35 51%	250 56%ln
Slightly more (4)		784 13%	686 13%	98 11%	27 16%	653 13%	74 14%	39 13%	17 10%	30 12%k	92 14%k	47 9%	34 7%	86 16%jko	78 14%k	141 17%hjkop	84 10%	61 12%	9 14%	65 14%jko
Much more (5)		216 4%	189 4%	27 3%	5 3%	184 4%g	24 5%g	7 2%	2 1%	6 2%	17 2%	18 4%	18 4%	27 5%p	21 4%	45 6%hiop	21 3%	11 2%	4 5%	20 4%
Don't know		131 2%	112 2%	19 2%	2 1%	115 2%	8 1%	6 2%	2 1%	6 2%	14 2%	16 3%o	8 2%	20 4%or	13 2%	14 2%	7 1%	17 3%o	1 2%	7 1%
NET Much/Slightly more		1000 16%	875 16%	126 15%	32 19%	837 16%g	98 19%g	46 16%g	19 11%	36 14%	109 16%	65 13%	51 11%	113 21%hjkop	99 17%k	187 23%hijkop	105 12%	72 14%	13 19%	85 19%jko
NET Much/Slightly less		1733 28%	1468 28%	265 31%	58 34%	1453 28%	127 25%	80 27%	73 43%def	66 26%	206 31%r	121 24%	137 31%r	146 27%	139 24%	218 27%	274 32%jmr	145 27%	19 28%	108 24%
Mean		2.78	2.79	2.72	2.72	2.78g	2.88dg	2.77g	2.43	2.74	2.74	2.81	2.69	2.82	2.85ko	2.90hikop	2.70	2.75	2.86	2.89hikop
Std Dev.		0.96	0.95	0.97	1.01	0.95	0.94	0.93	1.03	0.94	0.95	0.90	0.96	1.06	0.92	1.01	0.90	0.90	0.97	0.94
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.08	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 115

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	812 13%	277 12%	340 15%ac	403 12%	466 14%ac	277 12%	22 11%	96 12%	340 15%	47 21%	181 17%	278 13%	297 12%	82 10%	107 18%klmp	44 19%lmp	575 13%	151 18%klmp	328 13%	295 12%	100 15%	64 18%rsw	19 12%	623 13%	82 16%	230 14%	582 13%
Slightly less (2)	921 15%	340 14%	395 17%ac	478 14%	534 16%c	340 14%	26 14%	99 13%	395 17%	33 15%	203 19%	316 15%	377 15%q	130 16%q	74 13%	24 10%	692 15%q	98 12%	378 15%	388 16%	93 14%	40 11%	22 13%	766 16%	62 12%	242 15%	679 15%
No change (3)	3305 54%	1234 51%	1230 54%	1809 52%	1806 54%	1234 51%	100 51%	461 59%e	1230 54%	125 55%	586 55%	1080 52%	1278 52%	474 58%klp	331 56%	136 57%	2358 52%	467 56%	1316 51%	1253 53%	400 59%rsw	213 60%rsw	106 66%rsw	2568 52%	319 62%rsw	624 38%	2681 59%y
Slightly more (4)	784 13%	376 16%bd	214 9%	536 16%bd	375 11%	376 16%g	31 16%	80 10%	214 9%j	13 6%	66 6%	249 12%oq	366 15%knoq	97 12%	55 9%	15 6%	615 14%noq	70 8%	387 15%tuvx	299 13%uvx	67 10%vx	25 7%	5 3%	686 14%tuvx	29 6%	363 22%z	421 9%
Much more (5)	216 4%	144 6%bd	29 1%	181 5%bd	66 2%	144 6%g	11 6%	20 3%	29 1%	1 *	8 1%	107 5%lm	75 3%m	6 1%	19 3%m	10 4%m	181 4%m	29 3%m	123 5%stux	78 3%tx	8 1%	5 1%	1 1%	201 4%tux	6 1%	153 9%z	64 1%
Don't know	131 2%	33 1%	52 2%	49 1%	67 2%	33 1%	4 2%	22 3%e	52 2%	8 3%	28 3%	34 2%	42 2%	21 3%	8 1%	9 4%	76 2%	17 2%	37 1%	55 2%	12 2%	7 2%	8 5%rw	92 2%	15 3%	18 1%	113 2%y
NET Much/Slightly more	1000 16%	519 22%bd	243 11%	718 21%bd	441 13%b	519 22%g	42 22%g	100 13%	243 11%j	14 6%	74 7%	356 17%mnoq	441 18%mnoq	103 13%	73 12%	26 11%	797 18%mnoq	99 12%	510 20%stuvx	377 16%tuvx	75 11%v	29 8%	6 4%	887 18%tuvx	35 7%	515 32%z	485 11%
NET Much/Slightly less	1733 28%	617 26%	735 33%ac	881 25%	999 30%ac	617 26%	48 25%	195 25%	735 33%	80 35%	384 36%	594 29%	674 28%	213 26%	181 30%	68 29%	1268 28%	249 30%	706 27%	683 29%	194 28%	104 29%	41 25%	1389 28%	144 28%	472 29%	1261 28%
Mean	2.78	2.90bd	2.64	2.89bd	2.70b	2.90g	2.91	2.77	2.64j	2.49	2.54	2.80nq	2.81nq	2.76	2.67	2.67	2.80nq	2.67	2.84tux	2.77ux	2.68	2.61	2.66	2.81tux	2.63	2.98z	2.71
Std Dev.	0.96	1.00	0.90	0.99	0.92	1.00	1.00	0.90	0.90	0.91	0.88	1.00	0.95	0.83	0.98	1.01	0.97	0.99	1.00	0.94	0.89	0.91	0.77	0.97	0.87	1.15	0.86
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.05	0.06	0.01	0.04	0.03	0.01

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 115

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	812 / 13%	45 / 11%	764 / 13%	3 / 7%	240 / 14%f	543 / 13%	28 / 9%	786 / 13%	12 / 7%	8 / 11%	6 / 8%	806 / 13%	- / -
Slightly less (2)	921 / 15%	54 / 14%	859 / 15%	8 / 19%	244 / 14%	635 / 15%	42 / 13%	870 / 15%	26 / 16%	11 / 16%	13 / 17%	907 / 15%	1 / 4%
No change (3)	3305 / 54%	202 / 50%	3087 / 54%	16 / 38%	833 / 49%	2322 / 56%df	149 / 46%	3117 / 53%	79 / 49%	42 / 62%	45 / 61%	3239 / 53%	21 / 59%
Slightly more (4)	784 / 13%	72 / 18%b	702 / 12%	10 / 23%	265 / 16%e	450 / 11%	69 / 21%de	734 / 13%	30 / 19%	6 / 9%	8 / 10%	770 / 13%	6 / 17%
Much more (5)	216 / 4%	21 / 5%	191 / 3%	4 / 10%	81 / 5%e	121 / 3%	15 / 5%	202 / 3%	13 / 8%gk	* / *	- / -	215 / 4%	1 / 4%
Don't know	131 / 2%	6 / 2%	124 / 2%	1 / 3%	43 / 3%	70 / 2%	18 / 6%de	121 / 2%	* / *	1 / 2%	3 / 4%	123 / 2%	5 / 15%
NET Much/Slightly more	1000 / 16%	93 / 23%b	894 / 16%	14 / 33%b	345 / 20%e	571 / 14%	84 / 26%e	936 / 16%	43 / 27%gijk	6 / 9%	8 / 10%	985 / 16%	7 / 21%
NET Much/Slightly less	1733 / 28%	100 / 25%	1623 / 28%	11 / 26%	484 / 28%	1179 / 28%	71 / 22%	1656 / 28%	38 / 24%	19 / 27%	19 / 25%	1713 / 28%	1 / 4%
Mean	2.78	2.92b	2.77	3.09	2.82e	2.75	3.00de	2.77	3.04gk	2.71	2.75	2.78	3.25
Std Dev.	0.96	0.99	0.95	1.07	1.02	0.92	0.97	0.96	0.98	0.80	0.76	0.96	0.63
Std Error	0.01	0.05	0.01	0.15	0.02	0.01	0.06	0.01	0.08	0.11	0.09	0.01	0.12

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	812 13%	215 14%	206 13%	188 12%	203 13%	82 15%	71 14%	62 12%	73 14%	70 14%	63 13%	60 12%	68 13%	60 11%	80 15%	58 11%	64 13%
Slightly less	(2)	921 15%	270 17%b	190 12%	234 15%	227 15%	81 15%	76 15%	113 23%efhijkmop	76 14%	63 12%	51 10%	55 11%	96 18%ijk	83 16%	91 17%jk	69 14%	67 14%
No change	(3)	3305 54%	801 52%	832 54%	856 55%	816 53%	281 53%	271 52%	248 50%	277 53%	264 52%	291 57%	298 61%fgiinp	274 51%	284 54%	276 52%	284 56%	256 52%
Slightly more	(4)	784 13%	171 11%	233 15%a	188 12%	192 13%	58 11%	68 13%n	45 9%	72 14%n	89 17%egkino	72 14%gn	56 11%	60 11%	72 14%n	45 8%	60 12%	87 18%egikino
Much more	(5)	216 4%	56 4%	44 3%	59 4%	57 4%	17 3%i	20 4%i	19 4%i	22 4%i	3 *	19 4%i	14 3%i	27 5%ip	18 3%i	26 5%i	22 4%i	10 2%
Don't know		131 2%	30 2%	35 2%	25 2%	40 3%	9 2%	10 2%	11 2%	3 1%	21 4%hl	11 2%	8 2%	7 1%	10 2%	15 3%h	15 3%h	11 2%
NET Much/Slightly more		1000 16%	227 15%	277 18%a	247 16%	249 16%	74 14%	89 17%	64 13%	95 18%	91 18%	91 18%	70 14%	87 16%	90 17%	70 13%	82 16%	97 20%gn
NET Much/Slightly less		1733 28%	485 31%bc	397 26%	422 27%	430 28%	163 31%jk	147 28%	175 35%ijkmop	149 28%	133 26%	115 23%	115 23%	164 31%jk	143 27%	171 32%jko	127 25%	132 27%
Mean		2.78	2.72	2.81a	2.80	2.78	2.70	2.79	2.68	2.80	2.78	2.86egn	2.81	2.78	2.81	2.70	2.84g	2.82
Std Dev.		0.96	0.97	0.95	0.94	0.96	0.97	0.98	0.94	0.99	0.92	0.95	0.90	0.99	0.93	1.00	0.94	0.95
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1140	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	683 11%	68 6%	615 12%a	244 28%d	439 8%	384 13%f	299 10%	187 23%ijklm	174 20%jklm	156 14%klm	63 8%klm	58 5%	29 4%	16 3%	361 21%opq	219 11%pq	103 4%	45 3%	484 9%	195 22%r
Personal letters (e.g. from a friend)	635 10%	60 5%	575 12%a	205 24%d	430 8%	361 12%f	274 9%	198 24%hijklm	160 18%jklm	140 13%klm	74 9%klm	39 3%	14 2%	10 2%	358 21%opq	214 11%pq	63 2%	24 2%	447 9%	183 20%r
Letters from organisations that you have a relationship with	955 15%	125 10%	830 17%a	274 32%d	681 13%	532 18%f	420 13%	259 31%hijklm	212 24%jklm	203 18%klm	87 11%l	99 9%	48 6%	47 7%	471 28%opq	290 15%pq	194 8%	94 7%	676 13%	271 30%r
Bills, invoices and statements	941 15%	130 11%	811 16%a	284 33%d	657 12%	489 16%	448 14%	266 32%ijklm	234 27%jklm	204 18%klm	95 12%klm	74 6%	38 5%	29 5%	500 29%opq	300 15%pq	141 6%	67 5%	675 13%	258 29%r
Smaller parcels - that fit through a letterbox	1610 26%	278 23%	1332 27%a	406 47%d	1204 23%	807 27%	795 25%	358 43%hijklm	305 35%ijklm	308 27%klm	195 24%lm	238 21%lm	121 16%	85 14%	663 39%opq	503 26%pq	444 18%	206 15%	1299 25%	297 33%r
Larger parcels - that do not fit through a letterbox	1599 26%	314 25%	1285 26%	395 46%d	1204 23%	813 27%	781 25%	358 43%hijklm	310 35%ijklm	311 28%klm	193 23%klm	215 19%lm	135 18%m	77 12%	668 39%opq	503 26%pq	427 17%	212 15%	1281 25%	302 33%r
Newsletters, leaflets and promotions from organisations that you have a relationship with	995 16%	149 12%	846 17%a	276 32%d	719 14%	532 18%f	461 15%	241 29%hijklm	208 24%jklm	202 18%klm	116 14%kl	100 9%	66 9%	62 10%	448 26%opq	318 16%pq	229 9%	129 9%	782 15%	213 23%r
Addressed direct mail from organisations that you don't have a relationship with	1232 20%	179 15%	1053 21%a	282 33%d	950 18%	682 23%f	547 17%	208 25%ijkl	223 26%ijkl	223 20%k	147 18%	165 14%	131 17%	135 22%k	431 25%opq	370 19%	431 17%	267 19%	994 19%	228 25%r
Catalogues and brochures	916 15%	97 8%	819 17%a	265 31%d	651 12%	502 17%f	414 13%	181 22%ijklm	185 21%ijkl	152 14%k	98 12%	102 9%	94 12%	104 17%k	367 22%opq	249 13%	300 12%	198 14%	726 14%	179 20%r
Magazines you subscribe to	543 9%	50 4%	493 10%a	217 25%d	326 6%	315 10%f	226 7%	144 17%ijklm	150 17%ijklm	107 10%jklm	50 6%lm	10 5%l	10 1%	18 3%	294 17%opq	158 8%pq	91 4%q	28 2%	406 8%	134 15%r
Items requiring a signature	1000 16%	184 15%	816 17%	303 35%d	697 13%	572 19%f	424 13%	248 30%ijklm	229 26%jklm	225 20%jklm	116 14%klm	101 9%m	48 6%	32 5%	477 28%opq	341 18%pq	182 7%	81 6%	775 15%	218 24%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	683 11%	199 17%bcd	190 10%	150 11%	144 9%	389 13%f	294 10%	538 15%h	135 6%	59 10%	83 12%	204 13%	186 12%	124 12%	472 12%	59 10%	597 12%	201 16%r	438 10%	44 15%r
Personal letters (e.g. from a friend)	635 10%	202 18%bcd	182 9%	119 9%	132 8%	385 12%f	251 8%	514 14%h	112 5%	49 9%	61 9%	187 12%	180 12%	114 11%	429 11%	50 9%	552 11%	177 14%r	418 9%	41 14%r
Letters from organisations that you have a relationship with	955 15%	265 23%bcd	280 14%	200 14%	210 13%	545 18%f	410 13%	686 19%h	258 11%	68 12%	118 16%	256 16%	261 17%i	171 16%	635 17%i	77 13%	831 16%	276 21%r	627 14%	52 17%
Bills, invoices and statements	941 15%	224 19%bcd	273 14%	215 15%	228 14%	498 16%	443 14%	715 19%h	208 9%	91 16%	91 13%	262 17%	242 16%	160 15%	594 15%	95 16%	785 15%	262 20%r	634 14%	45 15%
Smaller parcels - that fit through a letterbox	1610 26%	364 32%bcd	519 27%d	359 26%d	368 22%	883 29%f	727 24%	1103 30%h	488 20%	111 20%	191 27%i	405 26%i	457 29%i	286 27%i	1053 27%i	116 20%	1394 27%o	379 29%r	1152 25%	78 26%
Larger parcels - that do not fit through a letterbox	1599 26%	381 33%bcd	506 26%d	341 24%	370 22%	888 29%f	711 23%	1079 29%h	504 21%	109 19%	197 27%i	366 23%	423 27%ik	337 32%ikn	986 26%i	113 19%	1384 27%o	369 28%r	1141 25%	89 30%
Newsletters, leaflets and promotions from organisations that you have a relationship with	995 16%	266 23%bcd	285 14%	202 14%	242 14%	551 18%f	444 14%	688 19%h	287 12%	89 16%	121 17%	246 16%	274 18%	178 17%	641 17%	92 16%	838 16%	257 20%r	681 15%	56 19%
Addressed direct mail from organisations that you don't have a relationship with	1232 20%	303 26%bcd	362 19%	285 20%d	283 17%	665 21%f	567 18%	786 21%h	429 18%	91 16%	153 21%	337 21%i	306 20%	216 20%	795 21%i	98 17%	1054 20%	296 23%r	868 19%	68 23%
Catalogues and brochures	916 15%	258 22%bcd	260 13%	179 13%	220 13%	517 17%f	399 13%	586 16%h	319 13%	81 14%	100 14%	236 15%	243 16%	180 17%	579 15%	84 14%	781 15%	226 17%r	654 14%	36 12%
Magazines you subscribe to	543 9%	168 15%bcd	157 8%	115 8%	103 6%	325 10%f	218 7%	424 11%h	111 5%	39 7%	55 8%	163 10%	150 10%	104 10%	368 10%	40 7%	477 9%	157 12%r	353 8%	32 11%
Items requiring a signature	1000 16%	279 24%bcd	294 15%	206 15%	222 13%	572 18%f	428 14%	763 21%h	227 9%	73 13%	106 15%	239 15%	274 18%i	211 20%ijkn	619 16%	78 13%	870 17%	237 18%r	694 15%	69 23%r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	683 11%	600 11%	83 10%	16 9%	601 12%es	44 8%	28 10%g	10 6%	21 8%	85 13%	48 9%	42 9%	77 14%hmr	52 9%	127 16%hjkmpr	95 11%	54 10%	5 8%	39 9%
Personal letters (e.g. from a friend)	635 10%	556 10%	80 9%	13 8%	552 11%	43 8%	25 9%	15 9%	20 8%	84 12%kr	44 9%	34 8%	61 11%	57 10%	112 14%hjklp	98 12%	42 8%	8 11%	35 8%
Letters from organisations that you have a relationship with	955 15%	824 16%	130 15%	20 12%	820 16%	70 13%	38 13%	27 16%	33 13%	117 17%p	65 13%	59 13%	85 16%	94 16%p	177 22%hjklopr	131 16%	58 11%	8 11%	62 14%
Bills, invoices and statements	941 15%	825 16%	116 13%	22 13%	806 16%f	76 15%	35 12%	24 14%	38 15%	110 16%p	64 13%	65 15%	99 18%jp	85 15%	165 20%jkpr	125 15%	56 11%	14 20%p	63 14%
Smaller parcels - that fit through a letterbox	1610 26%	1381 26%	229 26%	52 30%	1333 26%	139 25%	75 25%	64 37%def	68 27%	187 28%	119 23%	118 26%	146 27%	151 26%	197 24%	211 25%	137 26%	22 32%	116 26%
Larger parcels - that do not fit through a letterbox	1599 26%	1367 26%	232 27%	57 33%a	1310 25%	146 28%	78 27%	64 38%def	64 26%	179 27%	129 25%	118 26%	141 26%	128 22%	217 27%	208 25%	126 24%	18 26%	128 28%
Newsletters, leaflets and promotions from organisations that you have a relationship with	995 16%	846 16%	149 17%	21 12%	849 16%f	78 15%	37 13%	31 18%f	43 17%	127 19%lp	71 14%	63 14%	71 13%	78 14%	175 22%jklmnp	151 18%	69 13%	12 17%	66 15%
Addressed direct mail from organisations that you don't have a relationship with	1232 20%	1069 20%	163 19%	33 19%	1043 20%	104 20%	52 18%	32 19%	50 20%	171 25%mop	98 19%	86 19%	121 22%	104 18%	163 20%	159 19%	91 17%	15 22%	89 20%
Catalogues and brochures	916 15%	780 15%	136 16%	25 15%	760 15%	85 16%	41 14%	30 18%	27 11%	120 18%hjp	60 12%	68 15%	84 16%	77 13%	132 16%hp	135 16%p	56 11%	9 14%	76 17%hjp
Magazines you subscribe to	543 9%	469 9%	74 9%	16 9%	465 9%	41 8%	22 7%	15 9%	17 7%	54 8%	40 8%	30 7%	58 11%p	54 9%	104 13%hijkpr	72 9%	34 6%	4 6%	37 8%
Items requiring a signature	1000 16%	875 16%	126 15%	32 19%	837 16%g	98 19%g	46 16%g	19 11%	36 14%	109 16%	65 13%	51 11%	113 21%hjkop	99 17%k	187 23%hijkop	105 12%	72 14%	13 19%	85 19%jko

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Stamp usage — 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards — Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels — Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges — ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	683 11%	379 16%bd	133 6%	539 16%bd	294 9%b	379 16%g	28 14%g	66 8%	133 6%j	13 6%	38 4%	263 13%noq	299 12%noq	78 10%oq	38 6%o	5 2%	562 12%noq	43 5%	305 12%uvx	290 12%uvx	62 9%vx	21 6%	3 2%	595 12%uvx	24 5%	466 29%z	217 5%
Personal letters (e.g. from a friend)	635 10%	355 15%bd	107 5%	506 15%bd	257 8%b	355 15%g	25 13%g	56 7%	107 5%j	8 4%	25 2%	233 11%noq	274 11%noq	84 10%noq	34 6%	11 5%	507 11%noq	44 5%	287 11%uvx	268 11%uvx	57 8%vx	20 6%v	1 1%	555 11%uvx	22 4%	427 26%z	208 5%
Letters from organisations that you have a relationship with	955 15%	457 19%bd	225 10%	675 20%bd	443 13%b	457 19%g	34 17%	104 13%	225 10%	17 7%	86 8%	352 17%moq	397 16%oq	103 13%	81 14%	21 9%	749 17%moq	103 12%	443 17%tvx	374 16%vx	88 13%v	43 12%v	7 4%	818 17%vx	49 10%	514 32%z	441 10%
Bills, invoices and statements	941 15%	494 21%bd	190 8%	691 20%bd	387 12%b	494 21%g	46 24%g	92 12%	190 8%j	20 9%	54 5%	331 16%oq	406 17%moq	102 13%	82 14%	20 8%	736 16%moq	102 12%	439 17%tuvx	382 16%tvx	76 11%v	40 11%v	3 2%	821 17%tuvx	43 8%v	512 31%z	428 9%
Smaller parcels - that fit through a letterbox	1610 26%	725 30%bd	474 21%	1035 30%bd	784 24%	725 30%g	53 28%	198 25%	474 21%j	26 12%	170 16%	626 30%lmnoq	622 26%mo	172 21%	145 24%	43 18%	1248 28%noq	188 23%	833 32%stuvwx	584 25%tvx	105 15%	68 19%v	16 10%	1417 29%stuvx	84 16%	629 39%z	981 22%
Larger parcels - that do not fit through a letterbox	1599 26%	715 30%bd	481 21%	1014 29%bd	780 24%	715 30%g	48 25%	187 24%	481 21%ij	32 14%	188 18%	552 27%m	644 26%	180 22%	173 29%mo	48 20%	1196 27%m	221 27%	873 34%stuvwx	545 23%tuvx	104 15%	53 15%	20 13%	1418 29%stuvx	74 14%	609 37%z	989 22%
Newsletters, leaflets and promotions from organisations that you have a relationship with	995 16%	471 20%bd	258 11%	688 20%bd	476 14%b	471 20%g	39 20%	119 15%	258 11%	24 10%	108 10%	353 17%o	408 17%o	117 14%	96 16%o	20 8%	761 17%o	117 14%	466 18%tuvx	404 17%tuvx	70 10%	41 12%	11 7%	870 18%tuvx	51 10%	509 31%z	486 11%
Addressed direct mail from organisations that you don't have a relationship with	1232 20%	538 22%bd	404 18%	773 22%bd	639 19%	538 22%g	38 20%	131 17%	404 18%	37 16%	212 20%	463 22%moq	502 21%oq	146 18%o	99 17%o	22 9%	965 21%oq	121 15%	570 22%uvx	480 20%uvx	122 18%vx	43 12%	13 8%	1050 21%uvx	56 11%	549 34%z	683 15%
Catalogues and brochures	916 15%	417 17%bd	270 12%	607 18%bd	460 14%	417 17%	32 16%	107 14%	270 12%	30 13%	142 13%	354 17%noq	379 16%noq	113 14%ng	50 8%	20 8%	733 16%noq	70 8%	426 17%uvx	353 15%vx	89 13%v	40 11%v	7 4%	779 16%vx	47 9%	463 28%z	453 10%
Magazines you subscribe to	543 9%	314 13%bd	96 4%	434 13%bd	216 7%b	314 13%g	22 11%	52 7%	96 4%	3 1%	31 3%	204 10%noq	231 9%noq	63 8%	37 6%	7 3%	435 10%noq	44 5%	252 10%tvx	221 9%tvx	42 6%	23 6%v	2 1%	473 10%tvx	25 5%	367 23%z	176 4%
Items requiring a signature	1000 16%	519 22%bd	243 11%	718 21%bd	441 13%b	519 22%g	42 22%g	100 13%	243 11%j	14 6%	74 7%	356 17%mnoq	441 18%mnoq	103 13%	73 12%	26 11%	797 18%mnoq	99 12%	510 20%stuvx	377 16%tuvx	75 11%v	29 8%	6 4%	887 18%tuvx	35 7%	515 32%z	485 11%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	683 11%	76 19%b	597 10%	10 24%b	237 14%	394 10%	52 16%e	604 10%	56 35%gjk	10 15%	7 9%	670 11%	5 16%
Personal letters (e.g. from a friend)	635 10%	59 15%b	565 10%	12 29%ab	205 12%e	378 9%	52 16%e	572 10%	49 31%gjk	3 4%	5 5%	624 10%	7 20%
Letters from organisations that you have a relationship with	955 15%	83 21%b	862 15%	11 26%	310 18%e	581 14%	64 20%e	877 15%	52 33%gjk	10 14%	9 11%	939 16%	7 20%
Bills, invoices and statements	941 15%	88 22%b	841 15%	12 29%b	313 18%e	549 13%	78 24%de	867 15%	52 32%gjk	10 14%	3 4%	929 15%	9 26%
Smaller parcels - that fit through a letterbox	1610 26%	122 30%	1472 26%	16 38%	520 30%e	987 24%	103 32%e	1525 26%	57 36%gjk	15 21%	6 8%	1597 26%	7 19%
Larger parcels - that do not fit through a letterbox	1599 26%	115 29%	1474 26%	9 23%	488 29%e	1019 25%	91 28%	1538 26%ij	40 25%j	8 12%	7 9%	1586 26%ij	6 16%
Newsletters, leaflets and promotions from organisations that you have a relationship with	995 16%	86 21%b	903 16%	6 13%	311 18%e	606 15%	78 24%de	919 16%	60 37%gjk	4 5%	6 6%	982 16%	8 24%
Addressed direct mail from organisations that you don't have a relationship with	1232 20%	96 24%	1125 20%	12 28%	401 23%e	770 19%	62 19%	1155 20%j	58 36%gijk	9 14%	4 5%	1223 20%j	5 15%
Catalogues and brochures	916 15%	74 18%	833 15%	9 22%	307 18%e	541 13%	67 21%e	857 15%j	51 32%gijk	2 3%	2 3%	909 15%j	5 13%
Magazines you subscribe to	543 9%	58 15%b	477 8%	8 19%b	185 11%e	308 7%	50 15%e	491 8%	35 22%gijk	6 9%	1 2%	532 9%	9 27%
Items requiring a signature	1000 16%	93 23%b	894 16%	14 33%b	345 20%e	571 14%	84 26%e	936 16%	43 27%gijk	6 9%	8 10%	985 16%	7 21%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	683 11%	180 12%	173 11%	144 9%	185 12%	61 12%k	53 10%	66 13%k	66 13%k	59 12%k	48 9%	30 6%	52 10%	62 12%k	61 11%k	65 13%k	59 12%k
Personal letters (e.g. from a friend)	635 10%	176 11%	151 10%	138 9%	171 11%	61 12%lk	61 12%lk	53 11%	69 13%lk	34 7%	48 9%	33 7%	57 11%	47 9%	73 14%lk	47 9%	51 10%
Letters from organisations that you have a relationship with	955 15%	229 15%	223 14%	231 15%	273 18%b	63 12%	85 16%	81 16%	79 15%	76 15%	68 13%	73 15%	72 14%	85 16%	83 16%	80 16%	110 22%efhijklno
Bills, invoices and statements	941 15%	211 14%	236 15%	260 17%	233 15%	65 12%	78 15%	67 14%	95 18%e	72 14%	69 14%	75 15%	84 16%	101 19%en	69 13%	82 16%	82 17%
Smaller parcels - that fit through a letterbox	1610 26%	377 24%	413 27%	422 27%	398 26%	130 25%	137 27%	110 22%	140 27%	142 28%	132 26%	110 23%	167 31%gk	144 27%	131 25%	137 27%	129 26%
Larger parcels - that do not fit through a letterbox	1599 26%	373 24%	378 25%	432 28%	415 27%	122 23%	137 27%	114 23%	116 22%	127 25%	135 27%	105 21%	178 33%eghiko	149 28%	141 26%	129 26%	145 29%hk
Newsletters, leaflets and promotions from organisations that you have a relationship with	995 16%	238 15%	222 14%	248 16%	286 19%b	72 14%	86 17%	80 16%	74 14%	74 15%	74 15%	61 12%	80 15%	107 20%ehk	104 19%k	90 18%	93 19%k
Addressed direct mail from organisations that you don't have a relationship with	1232 20%	317 21%	303 20%	279 18%	333 22%c	106 20%	108 21%	104 21%	113 21%	91 18%	99 20%	77 16%	103 19%	100 19%	111 21%	111 22%k	110 22%k
Catalogues and brochures	916 15%	250 16%	205 13%	216 14%	245 16%	83 16%	85 16%	82 16%	69 13%	67 13%	69 14%	67 14%	76 14%	73 14%	93 17%	77 15%	76 15%
Magazines you subscribe to	543 9%	154 10%	127 8%	116 8%	146 10%	58 11%i	57 11%i	39 8%	53 10%	33 6%	41 8%	33 7%	44 8%	40 8%	57 11%	36 7%	54 11%
Items requiring a signature	1000 16%	227 15%	277 18%a	247 16%	249 16%	74 14%	89 17%	64 13%	95 18%	91 18%	91 18%	70 14%	87 16%	90 17%	70 13%	82 16%	97 20%gn

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	3268 53%	744 60%b	2524 51%	322 37%	2946 56%c	1662 55%f	1598 51%	365 44%	441 51%g	584 52%g	437 53%g	621 54%g	464 61%ghijk	356 57%g	806 48%	1021 53%n	1441 57%no	820 59%no	2848 55%s	391 43%
Personal letters (e.g. from a friend)	3205 52%	733 59%b	2472 50%	362 42%	2843 54%c	1632 54%f	1566 50%	356 43%	460 53%g	598 53%g	427 52%g	600 53%g	440 58%g	325 52%g	815 48%	1025 53%n	1365 54%n	765 55%n	2787 53%s	394 44%
Letters from organisations that you have a relationship with	3377 55%	709 58%	2668 54%	359 42%	3018 57%c	1669 55%	1702 54%	344 42%	439 50%g	559 50%g	464 57%gi	635 56%gi	500 66%ghijk	434 69%ghijk	783 46%	1023 53%n	1570 62%no	935 67%no	2972 57%s	373 41%
Bills, invoices and statements	3138 51%	635 51%	2503 51%	328 38%	2810 53%c	1606 53%f	1527 49%	347 42%	418 48%	550 49%g	417 51%g	604 53%g	448 59%ghijk	353 56%ghi	765 45%	967 50%n	1406 56%no	802 58%no	2680 51%	433 48%
Smaller parcels - that fit through a letterbox	3432 56%	735 60%b	2697 55%	330 38%	3102 58%c	1699 56%	1732 55%	323 39%	432 50%g	612 55%g	471 57%gh	681 60%gh	505 66%ghijk	407 65%ghi	756 45%	1083 56%n	1593 63%no	911 66%no	2988 57%s	416 46%
Larger parcels - that do not fit through a letterbox	3307 54%	722 59%b	2585 52%	328 38%	2979 56%c	1655 55%	1646 52%	318 39%	411 47%g	614 55%gh	448 54%gh	672 59%gh	456 60%gh	389 62%ghij	729 43%	1062 55%n	1516 60%no	844 61%no	2882 55%s	403 45%
Newsletters, leaflets and promotions from organisations that you have a relationship with	3271 53%	702 57%b	2570 52%	336 39%	2936 55%c	1659 55%f	1609 51%	346 42%	439 50%g	571 51%g	420 51%g	640 56%g	465 61%ghij	390 62%ghijk	785 46%	991 51%n	1496 59%no	825 62%no	2829 54%s	421 47%
Addressed direct mail from organisations that you don't have a relationship with	3029 49%	655 53%d	2373 48%	332 39%	2696 51%c	1535 51%f	1490 47%	379 46%	424 49%	559 50%	403 49%	569 50%	379 50%	316 50%	803 47%	961 49%	1265 50%	695 50%	2621 50%s	389 43%
Catalogues and brochures	3053 49%	714 58%b	2339 47%	304 35%	2749 52%c	1542 51%f	1503 48%	373 45%	403 46%	571 51%	394 48%	565 50%	423 56%ghijk	325 52%	776 46%	964 50%	1313 52%n	747 54%n	2639 51%	395 44%
Magazines you subscribe to	3639 59%	839 68%b	2800 57%	376 44%	3264 61%c	1841 61%f	1790 57%	410 50%	454 52%	626 56%g	521 63%ghi	672 59%g	510 67%ghik	446 71%ghijk	864 51%	1147 59%n	1628 64%no	956 69%nop	3174 61%s	435 48%
Items requiring a signature	3305 54%	755 61%b	2549 52%	333 39%	2971 56%c	1637 54%	1665 53%	361 44%	445 51%g	590 53%g	453 55%g	631 55%g	486 61%ghijk	359 57%g	806 48%	1043 54%n	1456 58%no	825 59%no	2871 55%s	414 46%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 117

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	3268 53%	551 48%	1047 54%a	728 52%	942 56%a	1598 52%	1670 55%e	1830 50%	1395 58%g	302 54%	383 53%	814 52%	810 52%	547 51%	2007 52%	320 55%	2724 53%	663 51%	2461 54%	144 48%
Personal letters (e.g. from a friend)	3205 52%	513 45%	1035 53%a	735 53%a	920 55%a	1549 50%	1655 54%e	1819 49%	1341 56%g	328 59%klmn	382 53%	802 51%	783 50%	525 49%	1967 51%	340 58%p	2644 51%	682 53%	2357 52%	166 55%
Letters from organisations that you have a relationship with	3377 55%	566 49%	1074 55%a	774 56%a	960 57%a	1641 53%	1734 56%e	1850 50%	1473 62%g	327 58%	389 54%	856 54%	816 53%	573 54%	2060 54%	338 58%	2788 54%	668 52%	2545 56%q	164 55%
Bills, invoices and statements	3138 51%	534 46%	969 50%	694 50%	941 56%abc	1503 49%	1635 53%e	1743 47%	1349 56%g	328 59%klmn	388 54%	757 48%	788 51%	514 48%	1933 50%	341 58%p	2577 50%	650 50%	2323 51%	165 55%
Smaller parcels - that fit through a letterbox	3432 56%	594 52%	1088 56%	761 55%	987 59%a	1682 54%	1748 57%	1953 53%	1435 60%g	337 60%ln	391 54%	879 56%	820 53%	615 58%	2090 54%	350 60%	2862 55%	687 53%	2589 57%	156 52%
Larger parcels - that do not fit through a letterbox	3307 54%	586 51%	1042 54%	731 52%	945 56%a	1629 53%	1677 55%	1895 51%	1362 57%g	326 58%	357 50%	845 54%	830 53%	555 52%	2031 53%	341 58%	2750 53%	657 51%	2504 55%q	145 48%
Newsletters, leaflets and promotions from organisations that you have a relationship with	3271 53%	570 49%	1038 53%	736 53%	928 55%a	1608 52%	1663 54%	1831 50%	1401 58%g	299 53%	396 55%	820 52%	808 52%	548 51%	2024 53%	316 54%	2731 53%	672 52%	2455 54%	145 48%
Addressed direct mail from organisations that you don't have a relationship with	3029 49%	518 45%	937 48%	691 50%	881 53%ab	1455 47%	1572 51%e	1761 48%	1230 51%g	296 53%k	346 48%	721 46%	758 49%	545 51%k	1825 47%	307 52%	2520 49%	615 47%	2268 50%	146 48%
Catalogues and brochures	3053 49%	543 47%	951 49%	698 50%	860 51%	1494 48%	1558 51%	1728 47%	1277 53%g	290 52%	367 51%	757 48%	750 48%	507 47%	1874 49%	304 52%	2523 49%	620 48%	2265 50%	168 56%q
Magazines you subscribe to	3639 59%	682 59%	1164 60%	789 57%	1002 60%	1846 60%	1791 58%	2040 55%	1551 65%g	323 58%	429 60%	880 56%	911 59%	631 59%	2220 58%	343 58%	3037 59%	704 54%	2764 60%q	171 57%
Items requiring a signature	3305 54%	564 49%	1085 56%a	731 52%	923 55%a	1650 53%	1654 54%	1873 51%	1377 58%g	323 58%k	407 56%	794 51%	814 52%	560 52%	2016 52%	335 57%	2731 53%	670 52%	2486 54%	149 50%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	3268 53%	2810 53%	458 53%	91 52%	2779 54%g	269 52%g	149 50%g	71 42%	146 58%n	364 54%n	304 60%nor	248 55%n	291 54%n	334 58%n	368 45%	435 51%	289 55%n	34 49%	235 52%
Personal letters (e.g. from a friend)	3205 52%	2764 52%	441 51%	81 47%	2718 52%g	269 52%g	147 50%g	71 42%	146 58%no	357 53%	262 51%	233 52%	284 56%n	322 56%n	388 48%	428 51%	297 56%n	32 47%	237 53%
Letters from organisations that you have a relationship with	3377 55%	2895 55%	481 56%	103 60%	2834 55%g	304 59%g	159 54%g	80 47%	145 58%n	362 54%	312 61%ilno	262 58%n	293 54%	323 56%n	396 49%	432 51%	309 58%n	41 60%	262 58%no
Bills, invoices and statements	3138 51%	2734 52%b	403 47%	78 45%	2644 51%	259 50%	152 52%	83 49%	133 53%	332 49%	279 55%	216 48%	280 51%	279 49%	410 51%	431 51%	284 54%	33 48%	225 50%
Smaller parcels - that fit through a letterbox	3432 56%	2930 55%	502 58%	93 54%	2897 56%g	281 54%g	175 59%g	79 46%	145 58%n	368 54%	299 59%	251 56%	295 54%	323 56%	436 54%	474 56%	305 58%	35 51%	246 55%
Larger parcels - that do not fit through a letterbox	3307 54%	2831 53%	475 55%	88 51%	2774 54%g	287 55%g	171 58%g	75 44%	127 52%	349 52%	295 58%	236 53%	270 50%	328 57%n	391 48%	467 55%	310 59%hln	41 59%	246 55%
Newsletters, leaflets and promotions from organisations that you have a relationship with	3271 53%	2825 53%	446 52%	94 54%	2757 53%g	273 53%	160 54%g	81 47%	131 52%	342 51%	291 57%n	252 56%n	303 56%n	314 55%n	369 45%	454 54%n	302 57%n	38 55%	235 52%n
Addressed direct mail from organisations that you don't have a relationship with	3029 49%	2607 49%	422 49%	79 46%	2562 49%g	252 49%g	144 49%g	70 41%	121 48%	306 45%	259 51%	222 50%	252 46%	319 56%ilnr	369 45%	430 51%	284 54%in	50%	218 49%
Catalogues and brochures	3053 49%	2642 50%	411 49%	80 46%	2573 50%g	259 50%g	146 49%	75 44%	130 52%	309 46%	265 52%	234 52%	267 49%	304 53%	375 46%	400 47%	288 55%in	36 52%	224 50%
Magazines you subscribe to	3639 59%	3129 59%	510 59%	93 54%	3039 59%g	344 66%dg	179 61%g	77 45%	156 62%n	394 58%	297 58%	281 63%n	307 56%	358 62%n	419 52%	487 58%	341 64%in	47 69%	296 66%ijlno
Items requiring a signature	3305 54%	2851 54%c	454 53%	81 47%	2780 54%g	285 55%g	163 55%g	76 45%	143 57%ln	347 51%	306 60%iln	253 56%n	264 49%	322 56%ln	393 48%	458 54%	294 56%	35 51%	250 56%ln

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time	2nd class - all/most of the time	Use 1st class	Use 2nd class	Use 1st class all/most of the time	Use 1st class all/most of the time and HH income <£11.5	Use 1st class all/most of the time and Not Working	Use 2nd class all/most of the time	Use 2nd class all/most of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	ANY affordability challenges	No affordability challenges
	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	3268 53%	1245 52%	1213 54%	1794 52%	1763 53%	1245 52%	107 55%	455 59%e	1213 54%	125 55%	613 57%	1159 56%ln	1226 50%	441 54%	293 49%	138 58%	2385 53%	431 52%	1372 53%	1222 52%	370 54%	183 52%	105 65%rstuw	2594 53%	288 56%	558 34%	2710 60%y
Personal letters (e.g. from a friend)	3205 52%	1211 50%	1220 54%c	1720 50%	1729 52%	1211 50%	105 54%	429 55%	1220 54%	135 60%	600 56%	1100 53%	1235 51%	430 53%	286 48%	141 59%n	2336 52%	427 51%	1327 52%	1224 52%	360 53%	181 51%	96 60%	2551 52%	277 54%	586 36%	2619 58%y
Letters from organisations that you have a relationship with	3377 55%	1269 53%	1296 57%ac	1833 53%	1861 56%ac	1269 53%	105 54%	495 64%ef	1296 57%	129 57%	654 61%	1151 56%n	1307 54%	484 60%klnpq	288 49%	137 58%	2458 55%n	425 51%	1407 55%	1271 54%	395 58%	187 53%	101 63%	2678 54%	288 56%	620 38%	2757 61%y
Bills, invoices and statements	3138 51%	1132 47%	1211 54%ac	1680 49%	1759 53%ac	1132 47%	103 53%	414 53%e	1211 54%	137 60%	622 58%	1051 51%	1223 50%	442 55%n	275 46%	133 56%	2274 51%	408 49%	1264 49%	1205 51%	385 56%rsuw	163 46%	99 62%rsu	2470 50%	262 51%	638 39%	2500 55%y
Smaller parcels - that fit through a letterbox	3432 56%	1252 52%	1345 60%ac	1834 53%	1928 58%ac	1252 52%	105 54%	441 57%	1345 60%	141 62%	673 63%	1154 56%	1328 55%	470 58%	319 54%	147 62%	2483 55%	466 56%	1388 54%	1305 55%	422 62%rsw	199 56%	105 65%rsw	2693 55%	304 59%	634 39%	2798 62%y
Larger parcels - that do not fit through a letterbox	3307 54%	1230 51%	1292 57%ac	1772 51%	1833 55%ac	1230 51%	100 52%	423 54%	1292 57%	138 61%	632 59%	1110 54%	1288 53%	459 57%	297 50%	147 62%klnpq	2398 53%	444 53%	1296 50%	1280 54%r	419 62%rsw	195 55%	105 66%rsw	2576 52%	300 58%rsw	593 36%	2714 60%y
Newsletters, leaflets and promotions from organisations that you have a relationship with	3271 53%	1221 51%	1253 55%ac	1756 51%	1788 54%c	1221 51%	103 53%	451 58%e	1253 55%	122 54%	632 59%	1091 53%	1276 52%	489 60%klnopq	283 48%	119 50%	2367 53%	402 48%	1355 53%	1210 51%	397 58%rsw	192 54%	103 64%rsw	2565 52%	295 57%s	602 37%	2670 59%y
Addressed direct mail from organisations that you don't have a relationship with	3029 49%	1126 47%	1120 50%	1666 48%	1659 50%	1126 47%	95 49%	406 52%e	1120 50%	123 54%	529 49%	989 48%	1193 49%	448 55%klnpq	254 43%	130 55%n	2182 49%	385 46%	1225 48%	1157 49%	375 55%rsw	167 47%	88 55%	2382 48%	254 50%	579 36%	2450 54%y
Catalogues and brochures	3053 49%	1162 48%	1126 50%	1682 49%	1646 50%	1162 48%	100 51%	434 56%e	1126 50%	108 48%	534 50%	982 48%	1194 49%	440 54%klp	297 50%	128 54%	2176 48%	425 51%	1236 48%	1156 49%	375 55%rsw	172 49%	98 61%rsu	2392 48%	270 52%	571 35%	2482 55%y
Magazines you subscribe to	3639 59%	1325 55%	1441 64%ac	1928 56%	2043 62%ac	1325 55%	96 49%	495 64%ef	1441 64%	147 65%	716 67%	1239 60%	1416 58%	479 59%	339 57%	155 65%	2655 59%	494 59%	1516 59%	1367 58%	416 61%	210 59%	111 69%rsw	2883 58%	321 62%	659 40%	2980 66%y
Items requiring a signature	3305 54%	1234 51%	1230 54%	1809 52%	1806 54%	1234 51%	100 51%	461 59%e	1230 54%	125 55%	586 55%	1080 52%	1278 52%	474 58%klp	331 56%	136 57%	2358 52%	467 56%	1316 51%	1253 53%	400 59%rsw	213 60%rsw	106 66%rsw	2568 52%	319 62%rsw	624 38%	2681 59%y

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	3268 53%	201 50%	3053 53%c	13 32%	859 50%	2248 54%d	160 50%	3103 53%h	65 40%	38 55%	41 56%	3206 53%h	20 57%
Personal letters (e.g. from a friend)	3205 52%	212 53%	2979 52%	14 34%	869 51%	2174 52%	162 50%	3043 52%h	64 40%	33 48%	45 61%h	3140 52%h	20 58%
Letters from organisations that you have a relationship with	3377 55%	214 53%	3147 55%	16 38%	901 53%	2309 56%	167 52%	3207 55%	74 46%	33 49%	46 62%	3314 55%	16 47%
Bills, invoices and statements	3138 51%	197 49%	2926 51%	14 34%	831 49%	2146 52%	161 50%	2957 51%	73 45%	41 59%	52 70%ghi	3071 51%	15 43%
Smaller parcels - that fit through a letterbox	3432 56%	197 49%	3220 56%ac	15 36%	859 50%	2418 58%df	155 48%	3274 56%h	65 41%	31 45%	45 61%h	3369 56%h	17 48%
Larger parcels - that do not fit through a letterbox	3307 54%	211 53%	3077 54%	19 46%	846 50%	2312 56%df	149 46%	3132 54%	71 44%	34 50%	47 63%h	3237 53%	23 65%
Newsletters, leaflets and promotions from organisations that you have a relationship with	3271 53%	186 46%	3068 54%a	17 41%	860 50%	2254 54%d	157 49%	3116 53%h	56 35%	36 53%h	45 61%h	3208 53%h	18 52%
Addressed direct mail from organisations that you don't have a relationship with	3029 49%	197 49%	2818 49%	13 32%	803 47%	2065 50%	160 50%	2877 49%h	51 31%	35 51%h	47 63%hk	2962 49%h	20 56%
Catalogues and brochures	3053 49%	193 48%	2848 50%c	13 31%	794 47%	2118 51%df	141 44%	2888 50%h	63 39%	36 52%	49 65%ghk	2986 49%h	19 53%
Magazines you subscribe to	3639 59%	219 55%c	3408 60%c	12 30%	941 55%	2530 61%df	168 52%	3468 59%h	71 44%	40 58%	47 63%h	3579 59%h	14 39%
Items requiring a signature	3305 54%	202 50%	3087 54%	16 38%	833 49%	2322 56%df	149 46%	3117 53%	79 49%	42 62%	45 61%	3239 53%	21 59%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	3268 **53%**	799 *52%*	824 *53%*	832 *54%*	813 *53%*	290 *55%*	269 *52%*	240 *48%*	302 **58%gi**	250 *49%*	271 *53%*	282 **57%gi**	285 *54%*	265 *50%*	278 *52%*	260 *51%*	275 *55%*
Personal letters (e.g. from a friend)	3205 **52%**	769 *50%*	810 *53%*	822 *53%*	803 *52%*	269 *51%*	251 *49%*	250 *50%*	260 *50%*	280 *55%*	270 *53%*	270 *55%*	273 *51%*	278 *53%*	261 *49%*	281 *55%*	262 *53%*
Letters from organisations that you have a relationship with	3377 **55%**	834 *54%*	839 *54%*	870 *56%*	833 *54%*	297 *56%*	291 *56%*	247 *50%*	293 *56%*	279 *55%*	266 *52%*	284 **58%gp**	286 *54%*	299 *57%*	304 *57%*	282 *55%*	248 *50%*
Bills, invoices and statements	3138 **51%**	781 *51%*	798 *52%*	790 *51%*	769 *50%*	274 *52%*	274 *53%*	232 *47%*	249 *48%*	279 **55%gm**	269 *53%*	260 *53%*	284 *54%*	246 *47%*	277 *52%*	245 *48%*	247 *50%*
Smaller parcels - that fit through a letterbox	3432 **56%**	844 *55%*	845 *55%*	876 *57%*	867 *57%*	302 *57%*	274 *53%*	268 *54%*	278 *53%*	284 *56%*	283 *56%*	293 *60%*	292 *55%*	291 *55%*	288 *54%*	299 *59%*	281 *57%*
Larger parcels - that do not fit through a letterbox	3307 **54%**	799 *52%*	847 *55%*	841 *54%*	820 *53%*	296 *56%*	255 *49%*	247 *50%*	307 **59%fgjp**	270 *53%*	270 *53%*	299 **61%fgijlmp**	269 *52%*	272 *54%*	288 *54%*	282 *56%*	250 *50%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	3271 **53%**	820 *53%*	810 *53%*	840 *54%*	801 *52%*	283 *54%*	272 *53%*	264 *53%*	269 *51%*	270 *53%*	270 *53%*	280 *57%*	290 *55%*	269 *51%*	272 *51%*	263 *52%*	266 *54%*
Addressed direct mail from organisations that you don't have a relationship with	3029 **49%**	722 *47%*	787 *51%*	774 *50%*	746 *49%*	250 *47%*	247 *48%*	225 *45%*	265 *50%*	265 *52%*	257 *51%*	255 *52%*	260 *49%*	259 *49%*	258 *49%*	238 *47%*	250 *50%*
Catalogues and brochures	3053 **49%**	757 *49%*	742 *48%*	801 *52%*	752 *49%*	269 *51%*	255 *49%*	234 *47%*	255 *49%*	249 *49%*	239 *47%*	248 *50%*	267 *50%*	286 *54%*	252 *47%*	260 *51%*	241 *49%*
Magazines you subscribe to	3639 **59%**	884 *57%*	931 *60%*	945 *61%*	879 *57%*	321 *61%*	288 *56%*	275 *55%*	321 *61%*	300 *59%*	310 *61%*	305 **62%p**	319 *60%*	321 *61%*	303 *57%*	310 *61%*	266 *54%*
Items requiring a signature	3305 **54%**	801 *52%*	832 *54%*	856 *55%*	816 *53%*	281 *53%*	271 *52%*	248 *50%*	277 *53%*	264 *52%*	291 *57%*	298 **61%fgijlnp**	274 *51%*	284 *54%*	276 *52%*	284 *56%*	252 *52%*

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 118

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	2138 35%	415 34%	1723 35%	284 33%	1854 35%	928 31%	1203 38%e	254 31%	240 27%	364 32%	319 39%ghi	449 39%ghi	263 38%h	249 40%ghi	494 29%	683 35%n	961 38%n	512 37%n	1828 35%	294 33%
Personal letters (e.g. from a friend)	2250 36%	437 35%	1813 37%	278 32%	1971 37%c	984 33%	1260 40%e	252 31%	238 27%	364 32%	317 39%ghi	487 43%ghi	301 40%ghi	290 46%ghi	490 29%	682 35%n	1079 43%no	592 43%no	1921 37%	308 34%
Letters from organisations that you have a relationship with	1742 28%	388 31%b	1354 27%	219 25%	1523 29%	765 25%	971 31%e	199 24%	207 24%	340 30%ghm	257 31%ghm	395 35%ghlm	208 27%	137 22%	405 24%	597 31%nq	740 29%nq	345 25%	1492 29%	240 27%
Bills, invoices and statements	2032 33%	463 38%b	1569 32%	236 27%	1795 34%c	892 30%	1135 36%e	182 22%	214 25%	358 32%gh	306 37%gh	458 40%ghi	270 35%gh	243 39%ghi	396 23%	665 34%n	971 38%no	513 37%n	1820 35%s	196 22%
Smaller parcels - that fit through a letterbox	1052 17%	216 18%	836 17%	115 13%	937 18%c	472 16%	576 18%e	132 16%	125 14%	189 17%	152 19%	204 18%	127 17%	123 20%h	257 15%	341 18%	454 18%	250 18%	872 17%	172 19%
Larger parcels - that do not fit through a letterbox	1149 19%	190 15%	959 19%a	129 15%	1021 19%c	498 17%	649 21%e	123 15%	142 16%	183 16%	174 21%ghi	228 20%g	159 21%gi	141 22%ghi	265 16%	357 18%	527 21%n	299 22%n	966 19%	175 19%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1786 29%	368 30%	1418 29%	238 28%	1548 29%	758 25%	1021 32%e	214 26%	206 24%	334 30%gh	269 33%gh	383 33%gh	214 28%	166 27%	421 25%	603 31%n	762 30%n	380 27%	1523 29%	247 27%
Addressed direct mail from organisations that you don't have a relationship with	1749 28%	380 31%	1368 28%	227 26%	1521 29%	733 24%	1009 32%e	205 25%	204 23%	314 28%	256 31%gh	378 33%ghim	230 30%	161 26%	409 24%	570 29%n	769 30%n	391 28%n	1484 28%	247 27%
Catalogues and brochures	2067 34%	402 33%	1665 34%	277 32%	1790 34%	898 30%	1164 37%e	240 29%	253 29%	380 34%	315 38%ghlm	451 39%ghlm	235 31%	194 31%	493 29%	695 36%nq	879 35%n	429 31%	1750 34%	299 33%
Magazines you subscribe to	1551 25%	295 24%	1256 25%	219 25%	1332 25%	684 23%	863 27%e	205 25%	210 24%	316 28%m	200 24%	298 26%	187 25%	135 22%	415 24%	517 27%	620 25%	322 23%	1268 24%	270 30%r
Items requiring a signature	1733 28%	276 22%	1457 30%a	213 25%	1520 29%	748 25%	981 31%e	188 23%	185 21%	287 26%	241 29%gh	392 34%ghi	223 29%gh	218 35%ghi	373 22%	527 27%n	832 33%no	441 32%no	1465 28%	248 27%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1668	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	2138 / 35%	392 / 34%	684 / 35%	504 / 36%	557 / 33%	1076 / 35%	1061 / 35%	1277 / 35%	834 / 35%	187 / 33%	237 / 33%	544 / 35%	537 / 35%	390 / 36%	1318 / 34%	195 / 33%	1794 / 35%	411 / 32%	1625 / 36%q	103 / 34%
Personal letters (e.g. from a friend)	2250 / 36%	426 / 37%	711 / 37%	520 / 37%	593 / 35%	1137 / 37%	1113 / 36%	1305 / 35%	916 / 38%	174 / 31%	262 / 37%	567 / 36%	568 / 37%	426 / 40%i	1397 / 36%i	187 / 32%	1920 / 37%o	419 / 32%	1745 / 38%qs	86 / 29%
Letters from organisations that you have a relationship with	1742 / 28%	312 / 27%	560 / 29%	406 / 29%	464 / 28%	872 / 28%	871 / 28%	1100 / 30%h	626 / 26%	145 / 26%	198 / 28%	438 / 28%	461 / 30%	316 / 30%	1097 / 29%	150 / 26%	1490 / 29%	325 / 25%	1344 / 29%	73 / 24%
Bills, invoices and statements	2032 / 33%	380 / 33%	688 / 35%d	472 / 34%d	490 / 29%	1069 / 35%f	962 / 31%	1196 / 32%	818 / 34%	131 / 23%	230 / 32%i	543 / 35%i	514 / 33%i	385 / 36%i	1287 / 34%i	140 / 24%	1770 / 34%o	364 / 28%	1585 / 35%qs	83 / 28%
Smaller parcels - that fit through a letterbox	1052 / 17%	188 / 16%	316 / 16%	260 / 19%	289 / 17%	504 / 16%	548 / 18%	603 / 16%	436 / 18%	100 / 18%	124 / 17%	267 / 17%	261 / 17%	166 / 15%	652 / 17%	108 / 18%	862 / 17%	210 / 16%	786 / 17%	56 / 19%
Larger parcels - that do not fit through a letterbox	1149 / 19%	167 / 15%	362 / 19%a	294 / 21%a	326 / 19%a	529 / 17%	621 / 20%e	657 / 18%	478 / 20%	110 / 20%	152 / 21%	329 / 21%m	274 / 18%	169 / 16%	755 / 20%m	118 / 20%	955 / 18%	250 / 19%	850 / 19%	50 / 17%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1786 / 29%	301 / 26%	592 / 30%a	434 / 31%a	458 / 27%	893 / 29%	892 / 29%	1108 / 30%	657 / 27%	153 / 27%	190 / 26%	476 / 30%	446 / 29%	330 / 31%	1112 / 29%	159 / 27%	1523 / 29%	336 / 26%	1364 / 30%q	87 / 29%
Addressed direct mail from organisations that you don't have a relationship with	1749 / 28%	309 / 27%	594 / 31%	381 / 27%	464 / 28%	903 / 29%	846 / 28%	1063 / 29%	661 / 28%	151 / 27%	196 / 27%	475 / 30%	461 / 30%	286 / 27%	1131 / 29%	159 / 27%	1481 / 29%	341 / 26%	1332 / 29%	76 / 25%
Catalogues and brochures	2067 / 34%	338 / 29%	695 / 36%a	489 / 35%a	546 / 33%	1033 / 33%	1034 / 34%	1306 / 35%h	742 / 31%	171 / 30%	233 / 32%	547 / 35%	531 / 34%	368 / 34%	1311 / 34%	180 / 31%	1774 / 34%	402 / 31%	1582 / 35%	84 / 28%
Magazines you subscribe to	1551 / 25%	252 / 22%	480 / 25%	386 / 28%a	432 / 26%	733 / 24%	818 / 27%e	968 / 26%h	561 / 23%	150 / 27%	173 / 24%	413 / 26%	410 / 26%	255 / 24%	995 / 26%	155 / 26%	1309 / 25%	330 / 25%	1150 / 25%	71 / 24%
Items requiring a signature	1733 / 28%	285 / 25%	523 / 27%	435 / 31%ab	491 / 29%a	807 / 26%	926 / 30%e	990 / 27%	727 / 30%g	150 / 27%	188 / 26%	499 / 32%jm	442 / 28%	285 / 27%	1128 / 29%	156 / 27%	1476 / 29%	359 / 28%	1309 / 29%s	65 / 22%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	366	338	64	441
Invitations, greetings cards and postcards	2138 35%	1820 34%	319 37%	66 38%	1739 34%	197 38%d	114 39%d	88 52%def	80 32%	218 32%	149 29%	153 34%	167 31%	184 32%	305 38%j	303 36%	180 34%	30 43%j	167 37%j
Personal letters (e.g. from a friend)	2250 36%	1922 36%	328 38%	77 44%a	1850 36%	198 38%	119 40%d	83 49%def	81 32%	233 34%	188 37%	176 39%	182 34%	189 33%	303 37%	313 37%	187 35%	28 41%	170 38%
Letters from organisations that you have a relationship with	1742 28%	1499 28%	243 28%	49 28%	1449 28%	139 27%	92 31%	62 37%de	67 27%	188 28%	124 24%	122 27%	147 27%	148 26%	225 28%	277 33%jm	151 29%	19 27%	120 27%
Bills, invoices and statements	2032 33%	1694 32%	337 39%a	71 41%a	1687 33%	179 35%	102 35%	63 37%e	77 31%	230 34%	159 31%	164 37%iln	158 29%	207 36%n	226 28%	283 34%	182 32%	22 32%	157 35%n
Smaller parcels - that fit through a letterbox	1052 17%	923 17%	130 15%	26 15%	890 17%	93 18%	44 15%	25 15%	33 13%	111 16%	84 17%	72 16%	92 17%	94 16%	165 20%h	155 18%	83 16%	11 16%	82 18%
Larger parcels - that do not fit through a letterbox	1149 19%	1011 19%	138 16%	24 14%	999 19%e	77 15%	43 15%	30 18%	51 21%r	131 19%	77 15%	86 19%	114 21%jr	109 19%	187 23%jpr	159 19%	83 16%	10 15%	67 15%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1786 29%	1534 29%	252 29%	57 33%	1482 29%	156 30%	91 31%	57 33%d	72 29%	196 29%	139 27%	121 27%	147 27%	172 30%	256 32%	232 27%	147 28%	18 27%	138 31%
Addressed direct mail from organisations that you don't have a relationship with	1749 28%	1495 28%	253 29%	57 33%	1443 28%	147 28%	94 32%	65 38%de	72 29%	187 28%	140 28%	121 27%	147 27%	136 24%	254 31%m	241 29%	145 27%	19 28%	128 28%
Catalogues and brochures	2067 34%	1763 33%	304 35%	66 38%	1741 34%	160 31%	103 35%	63 37%e	85 34%	232 34%	176 31%	140 31%	172 32%	182 32%	279 34%	303 36%	172 32%	22 33%	137 31%
Magazines you subscribe to	1551 25%	1329 25%	222 26%	52 30%	1316 25%e	100 19%	71 24%	64 38%def	55 22%	196 29%hmpr	123 24%	109 24%	133 24%	128 22%	231 28%pr	226 27%r	116 22%	13 19%	87 19%
Items requiring a signature	1733 28%	1468 28%	265 31%	58 34%	1453 28%	127 25%	80 27%	73 43%def	66 26%	206 31%r	121 24%	137 31%r	146 27%	139 24%	218 27%	274 32%jmr	145 27%	19 28%	108 24%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time	2nd class - all/most of the time	Use 1st class	Use 2nd class	Use 1st class all/most of the time	Use 1st class all/most of the time and HH income <£11.5	Use 1st class all/most of the time and Not Working	Use 2nd class all/most of the time	Use 2nd class all/most of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	ANY affordability challenges	No affordability challenges
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	2138 35%	755 31%	891 39%ac	1092 32%	1229 37%ac	755 31%	57 30%	244 31%	891 39%	85 38%	408 38%	628 30%	884 36%k	279 34%	250 42%klmp	90 38%	1512 34%k	340 41%kmp	869 34%	835 35%	232 34%	140 40%	51 32%	1705 35%	191 37%	592 36%	1547 34%
Personal letters (e.g. from a friend)	2250 36%	819 34%	912 40%ac	1198 35%	1291 39%ac	819 34%	61 32%	285 37%	912 40%	81 36%	438 41%	715 35%	906 37%	275 34%	267 45%klmp	78 33%	1622 36%	346 42%klmp	930 36%	857 36%	252 37%	145 41%	55 35%	1787 36%	200 39%	602 37%	1648 36%
Letters from organisations that you have a relationship with	1742 28%	646 27%	710 31%ac	903 26%	967 29%c	646 27%g	48 25%	168 22%	710 31%	74 33%	316 29%	533 26%	700 29%	208 26%	219 37%klmp	75 31%	1233 27%	294 35%klmp	691 27%	691 29%	182 27%	122 34%rtw	48 30%	1383 28%	170 33%r	473 29%	1269 28%
Bills, invoices and statements	2032 33%	763 32%	845 37%ac	1064 31%	1146 35%c	763 32%f	43 22%	266 34%f	845 37%	66 29%	389 36%	673 33%	786 32%	257 32%	229 39%klmp	83 35%	1459 32%	311 37%lp	849 33%	763 32%	208 30%	150 42%rstw	58 36%	1612 33%	207 40%rstw	462 28%	1570 35%y
Smaller parcels - that fit through a letterbox	1052 17%	410 17%	414 18%	562 16%	567 17%	410 17%	35 18%	125 16%	414 18%	53 23%	211 20%	269 13%	458 19%kp	153 19%k	123 21%kp	46 19%k	727 16%k	169 20%kp	335 13%	450 19%rw	141 21%rw	84 24%rw	36 23%r	785 16%r	121 23%rw	353 22%z	700 15%
Larger parcels - that do not fit through a letterbox	1149 19%	422 18%	453 20%	616 18%	647 20%	422 18%	42 22%	147 19%	453 20%	52 23%	233 22%	374 18%	468 19%	143 18%	117 20%	40 17%	842 19%	157 19%	379 15%	498 21%rw	136 20%r	97 27%rstw	30 19%	877 18%r	127 25%rw	403 25%z	747 16%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1786 29%	678 28%	720 32%ac	957 28%	999 30%	678 28%	46 24%	194 25%	720 32%	76 33%	314 29%	588 28%m	707 29%m	185 23%	209 35%klmp	95 40%klmp	1295 29%m	304 36%klmp	713 28%	709 30%	196 29%	118 33%	42 26%	1422 29%	161 31%	499 31%	1288 28%
Addressed direct mail from organisations that you don't have a relationship with	1749 28%	686 29%	684 30%	943 27%	941 28%	686 29%	53 27%	215 28%	684 30%	61 27%	298 28%	558 27%	693 28%m	193 24%	225 38%klmp	74 31%	1251 28%	299 36%klmp	705 27%	685 29%	166 24%	135 38%rstw	50 31%	1390 28%	185 36%rstw	476 29%	1272 28%
Catalogues and brochures	2067 34%	783 33%	835 37%ac	1102 32%	1155 35%c	783 33%	57 30%	223 29%	835 37%	84 37%	376 35%	705 34%m	818 34%m	229 28%	230 39%m	78 33%	1524 34%m	309 37%m	871 34%	803 34%	197 29%	137 39%t	50 31%	1674 34%t	187 36%t	569 35%	1498 33%
Magazines you subscribe to	1551 25%	613 25%	564 25%	877 25%	828 25%	613 25%	58 30%	181 23%	564 25%	61 27%	250 23%	500 24%	616 25%	194 24%	176 30%kp	60 25%	1115 25%	236 28%	624 24%	617 26%	163 24%	103 29%	37 23%	1241 25%	140 27%	494 30%z	1057 23%
Items requiring a signature	1733 28%	617 26%	735 33%ac	881 25%	999 30%ac	617 26%	48 25%	195 25%	735 33%	80 35%	384 36%	594 29%	674 28%	213 26%	181 30%	68 29%	1268 28%	249 30%	706 27%	683 29%	194 28%	104 29%	41 25%	1389 28%	144 28%	472 29%	1261 28%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	2138 35%	119 30%	2001 35%	18 43%	587 34%	1453 35%	98 31%	2052 35%h	38 23%	20 30%	24 33%	2110 35%h	4 12%
Personal letters (e.g. from a friend)	2250 36%	128 32%	2108 37%	15 35%	603 35%	1549 37%f	98 30%	2146 37%	47 29%	29 42%	24 32%	2221 37%	5 13%
Letters from organisations that you have a relationship with	1742 28%	99 25%	1632 29%	11 26%	459 27%	1203 29%	80 25%	1657 28%	35 22%	25 37%	20 27%	1717 28%	5 14%
Bills, invoices and statements	2032 33%	113 28%	1906 33%	12 30%	539 32%f	1420 34%f	72 22%	1953 34%h	36 22%	18 26%	20 27%	2006 33%h	6 16%
Smaller parcels - that fit through a letterbox	1052 17%	78 19%	965 17%	9 23%	298 17%	701 17%	53 17%	968 17%	36 23%	21 31%gk	23 31%gk	1025 17%	5 13%
Larger parcels - that do not fit through a letterbox	1149 19%	69 17%	1068 19%	12 29%	333 20%	749 18%	67 21%	1060 18%	44 27%gk	24 35%gk	19 25%	1127 19%	4 10%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1786 29%	122 30%	1648 29%	17 41%	492 29%	1217 29%	77 24%	1689 29%	42 26%	29 42%	24 32%	1760 29%	3 9%
Addressed direct mail from organisations that you don't have a relationship with	1749 28%	100 25%	1633 29%	15 36%	448 26%	1221 29%d	80 25%	1647 28%	47 29%	24 36%	23 31%	1719 28%	7 19%
Catalogues and brochures	2067 34%	126 32%	1924 34%	17 41%	559 33%	1408 34%	100 31%	1964 34%	45 28%	31 45%	24 32%	2039 34%	4 12%
Magazines you subscribe to	1551 25%	101 25%	1437 25%	12 30%	438 26%	1034 25%	80 25%	1446 25%	53 33%	21 30%	25 33%	1520 25%	7 19%
Items requiring a signature	1733 28%	100 25%	1623 28%	11 26%	484 28%	1179 28%f	71 22%	1656 28%	38 24%	19 27%	19 25%	1713 28%	1 4%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	2138 35%	544 35%	534 35%	555 36%	506 33%	172 33%	188 36%h	183 37%h	151 29%	196 38%h	187 37%h	170 35%	190 36%	195 37%h	182 34%	169 33%	155 31%
Personal letters (e.g. from a friend)	2250 36%	576 37%	560 36%	571 37%	543 35%	193 37%	196 38%	186 37%	189 36%	188 37%	184 36%	179 36%	198 37%	194 37%	198 37%	167 33%	178 36%
Letters from organisations that you have a relationship with	1742 28%	449 29%	454 29%	435 28%	405 26%	159 30%	136 26%	154 31%	142 27%	144 28%	168 33%k	126 26%	170 32%	138 26%	142 27%	132 26%	132 27%
Bills, invoices and statements	2032 33%	535 35%	492 32%	489 32%	516 34%	185 35%	160 31%	190 38%il	173 33%	150 29%	169 33%	152 31%	162 30%	176 33%	179 34%	173 34%	164 33%
Smaller parcels - that fit through a letterbox	1052 17%	304 20%cd	263 17%	237 15%	248 16%	92 18%	97 19%o	115 23%ijklmo	102 19%io	79 16%	82 16%	80 16%	71 13%	86 16%	103 19%lo	62 12%	83 17%
Larger parcels - that do not fit through a letterbox	1149 19%	345 22%bcd	279 18%	250 16%	276 18%	101 19%	117 23%kl	128 26%ehijklmnop	95 18%	96 19%	88 17%	74 15%	80 15%	96 18%	94 18%	89 17%	92 19%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1786 29%	453 29%	480 31%	436 28%	417 27%	163 31%	146 28%	144 29%	168 32%	156 31%	156 31%	139 28%	158 30%	138 26%	151 28%	136 27%	131 26%
Addressed direct mail from organisations that you don't have a relationship with	1749 28%	453 29%	422 27%	460 30%	414 27%	159 30%	150 29%	143 29%	134 26%	140 27%	149 29%	145 29%	157 30%	158 30%	153 29%	141 28%	120 24%
Catalogues and brochures	2067 34%	505 33%	556 36%	498 32%	509 33%	172 33%	163 32%	170 34%	188 36%	182 36%	185 36%	163 33%	175 33%	161 31%	176 33%	160 32%	172 35%
Magazines you subscribe to	1551 25%	395 26%	361 23%	382 25%	413 27%	118 22%	138 27%	139 28%h	108 21%	138 27%	116 23%	125 25%	122 23%	135 26%	144 27%	119 23%	150 30%ehij
Items requiring a signature	1733 28%	485 31%bc	397 26%	422 27%	430 28%	163 31%jk	147 28%	175 35%ijkmop	149 28%	133 26%	115 23%	115 23%	164 31%jk	143 27%	171 32%jkc	127 25%	132 27%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	2.64	2.59	2.66a	2.91d	2.60	2.72f	2.57	2.86ijklm	2.86ijklm	2.71jklm	2.54	2.49	2.54	2.48	2.86opq	2.64pq	2.50	2.52	2.62	2.79r
Personal letters (e.g. from a friend)	2.57	2.53	2.68a	2.86d	2.53	2.66f	2.49	2.87ijklm	2.81ijklm	2.66jklm	2.52klm	2.36	2.44km	2.35	2.84opq	2.60pq	2.38	2.39	2.55	2.72r
Letters from organisations that you have a relationship with	2.80	2.68	2.83a	3.07d	2.76	2.88f	2.73	3.09ijklm	2.98ijklm	2.82jkl	2.67	2.64	2.69	2.77k	3.03opq	2.76p	2.69	2.72	2.76	3.02r
Bills, invoices and statements	2.72	2.59	2.75a	3.05d	2.67	2.79f	2.65	3.13ijklm	3.03ijklm	2.78ijklm	2.59	2.50	2.52	2.50	3.08opq	2.70pq	2.50	2.51	2.66	3.07r
Smaller parcels - that fit through a letterbox	3.09	3.05	3.10	3.44d	3.03	3.12	3.06	3.35ijklm	3.27ijklm	3.11klm	3.04m	2.99m	2.95	2.87	3.31opq	3.08pq	2.95	2.91	3.08	3.17r
Larger parcels - that do not fit through a letterbox	3.06	3.12	3.05	3.40d	3.01	3.11f	3.02	3.39hijklm	3.25ijklm	3.14jklm	2.99m	2.93m	2.89	2.78	3.32opq	3.07pq	2.88	2.84	3.04	3.18r
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.80	2.75	2.81	3.04d	2.76	2.87f	2.73	3.02ijklm	2.98ijklm	2.82jkl	2.67	2.65	2.71	2.77k	3.00opq	2.76	2.70	2.74	2.78	2.93r
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.73	2.87a	3.06d	2.80	2.93f	2.75	2.96jkl	3.01ijkl	2.84k	2.76	2.69	2.77	2.91jkl	2.99opq	2.81	2.77	2.83	2.83	2.92
Catalogues and brochures	2.68	2.62	2.70	2.94d	2.64	2.77f	2.60	2.84ijkl	2.84ijkl	2.68jk	2.54	2.50	2.68jk	2.76jk	2.64opq	2.62	2.62	2.72op	2.67	2.73
Magazines you subscribe to	2.69	2.66	2.69	2.94d	2.64	2.77f	2.61	2.85ijklm	2.82ijklm	2.66	2.64	2.60	2.57	2.68	2.83opq	2.66	2.61	2.62	2.69	2.69
Items requiring a signature	2.78	2.65b	2.76	3.12d	2.72	2.87f	2.69	3.07ijklm	3.03ijklm	2.86klm	2.75klm	2.58	2.60	2.52	3.05opq	2.82pq	2.57	2.57	2.76	2.91r

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	2.64	2.74bcd	2.62	2.64	2.61	2.68f	2.63	2.69h	2.57	2.64	2.67	2.66	2.64	2.65	2.66	2.64	2.65	2.74r	2.62	2.67
Personal letters (e.g. from a friend)	2.57	2.69bcd	2.55	2.53	2.55	2.60f	2.54	2.63h	2.47	2.64m	2.56	2.61m	2.57	2.54	2.58	2.63	2.57	2.68r	2.53	2.67r
Letters from organisations that you have a relationship with	2.80	2.94bcd	2.78	2.78	2.75	2.84f	2.76	2.83h	2.75	2.78	2.80	2.83	2.79	2.81	2.81	2.79	2.80	2.92r	2.76	2.89
Bills, invoices and statements	2.72	2.81b	2.66	2.72	2.74	2.71	2.73	2.79h	2.60	2.86jklmn	2.68	2.72	2.72	2.70	2.71	2.86p	2.71	2.87r	2.68	2.74
Smaller parcels - that fit through a letterbox	3.09	3.18cd	3.10	3.06	3.04	3.13f	3.05	3.15h	2.99	3.02	3.09	3.08	3.12	3.13i	3.10	3.01	3.10	3.16r	3.07	3.05
Larger parcels - that do not fit through a letterbox	3.06	3.23bcd	3.06	3.01	2.99	3.12f	3.00	3.14h	2.96	2.95	3.06	2.99	3.09ik	3.19ijkln	3.04	2.94	3.08o	3.10	3.05	3.14
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.80	2.95bcd	2.77	2.74	2.78	2.84f	2.76	2.82	2.76	2.82	2.83	2.78	2.82	2.79	2.80	2.82	2.79	2.89r	2.77	2.85
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.99bcd	2.78	2.85	2.79	2.86	2.82	2.86	2.81	2.81	2.84	2.83	2.81	2.89	2.82	2.81	2.84	2.92r	2.81	2.90
Catalogues and brochures	2.68	2.88bcd	2.63	2.62	2.66	2.72f	2.64	2.67	2.69	2.71	2.69	2.67	2.66	2.70	2.67	2.72	2.67	2.76r	2.66	2.71
Magazines you subscribe to	2.69	2.86bcd	2.67	2.64	2.62	2.74f	2.63	2.71	2.65	2.61	2.68	2.69	2.68	2.74	2.68	2.62	2.69	2.73	2.67	2.73
Items requiring a signature	2.78	2.97bcd	2.77	2.72	2.71	2.84f	2.71	2.86h	2.65	2.74	2.77	2.72	2.79	2.87kn	2.76	2.75	2.79	2.84r	2.75	2.92r

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	2.64	2.65	2.61	2.57	2.67eg	2.58g	2.54	2.25	2.65	2.68	2.68	2.63	2.74kpr	2.67	2.66	2.67	2.62	2.53	2.58
Personal letters (e.g. from a friend)	2.57	2.58	2.54	2.44	2.69g	2.54g	2.46	2.25	2.58	2.61k	2.53	2.50	2.63jk	2.65jkr	2.59	2.61k	2.59	2.48	2.55
Letters from organisations that you have a relationship with	2.80	2.80	2.81	2.75	2.81fg	2.79g	2.71	2.66	2.80	2.82	2.81	2.76	2.80	2.86	2.92kop	2.77	2.73	2.77	2.80
Bills, invoices and statements	2.72	2.74bc	2.63	2.58	2.73g	2.72g	2.66	2.58	2.74	2.72	2.67	2.65	2.77	2.70	2.89hijkmopr	2.71	2.63	2.80	2.70
Smaller parcels - that fit through a letterbox	3.09	3.08	3.13	3.18	3.08	3.08	3.12	3.25def	3.15	3.12	3.07	3.10	3.10	3.11	3.03	3.06	3.08	3.19	3.06
Larger parcels - that do not fit through a letterbox	3.06	3.06	3.11	3.21a	3.04	3.15d	3.15d	3.29def	3.04	3.04	3.09	3.09	3.00	3.03	3.03	3.04	3.04	3.13	3.15l
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.80	2.80	2.81	2.71	2.81fg	2.78	2.70	2.68	2.80	2.80	2.80	2.81	2.77	2.76	2.85	2.85	2.79	2.84	2.77
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.84	2.83	2.75	2.85g	2.85g	2.76	2.65	2.83	2.89	2.83	2.86	2.89	2.91	2.79	2.84	2.82	2.83	2.85
Catalogues and brochures	2.68	2.68	2.67	2.60	2.68	2.75g	2.63	2.61	2.64	2.70	2.64	2.70	2.71	2.72	2.67	2.67	2.66	2.66	2.76
Magazines you subscribe to	2.69	2.69	2.67	2.60	2.69g	2.78dg	2.67g	2.40	2.67	2.60	2.67	2.68	2.68	2.78i	2.69	2.70	2.72	2.78	2.78i
Items requiring a signature	2.78	2.79	2.72	2.72	2.78g	2.88dg	2.77g	2.43	2.74	2.74	2.81	2.69	2.82	2.85ko	2.90hikop	2.70	2.75	2.86	2.89hikop

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	2.64	2.76bd	2.51	2.76bd	2.59b	2.76g	2.79g	2.66	2.51	2.49	2.50	2.76lmnopq	2.63noq	2.63noq	2.42	2.33	2.69lmnoq	2.40	2.68tuvx	2.65uvx	2.61ux	2.47	2.53	2.67tuvx	2.49	2.85z	2.57
Personal letters (e.g. from a friend)	2.57	2.67bd	2.45	2.66bd	2.51b	2.67g	2.69g	2.53	2.45	2.51	2.42	2.65lnopq	2.58noq	2.59noq	2.33	2.44	2.61noq	2.36	2.59tuvx	2.60tuvx	2.52ux	2.40	2.43	2.60tuvx	2.41	2.78z	2.50
Letters from organisations that you have a relationship with	2.80	2.88bd	2.68	2.89bd	2.75b	2.88	2.90	2.85	2.68	2.60	2.67	2.87noq	2.81noq	2.80noq	2.63	2.65	2.83noq	2.63	2.85uvx	2.80ux	2.79ux	2.63	2.62	2.82uvx	2.63	3.02z	2.72
Bills, invoices and statements	2.72	2.82bd	2.55	2.82bd	2.64b	2.82g	3.00g	2.66	2.55	2.65	2.52	2.75noq	2.75noq	2.71q	2.58	2.56	2.75noq	2.57	2.76uvx	2.74uvx	2.68ux	2.50	2.49	2.75uvx	2.50	3.02z	2.61
Smaller parcels - that fit through a letterbox	3.09	3.16bd	2.99	3.16bd	3.05	3.16	3.12	3.09	2.99ij	2.83	2.90	3.21lmnopq	3.06	3.00	2.99	2.92	3.13lmnoq	2.97	3.24stuvwx	3.03tuvx	2.89	2.87	2.83	3.14stuvx	2.86	3.21z	3.05
Larger parcels - that do not fit through a letterbox	3.06	3.14bd	2.96	3.13bd	3.01	3.14g	3.03	3.01	2.96ij	2.80	2.88	3.08	3.07	3.03	3.07	3.01	3.07	3.06	3.23stuvwx	2.99tux	2.89	2.75	2.85	3.12stuvx	2.78	3.15z	3.03
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.80	2.87bd	2.69	2.87bd	2.75b	2.87	2.92	2.85	2.69	2.67	2.71	2.83noq	2.81noq	2.86noq	2.67	2.50	2.82noq	2.63	2.85tux	2.80ux	2.73	2.65	2.68	2.82ux	2.66	2.97z	2.74
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.89b	2.78	2.89bd	2.82	2.89	2.90	2.81	2.78	2.79	2.83	2.90noq	2.85noq	2.87noq	2.64	2.63	2.87noq	2.64	2.88uvx	2.84uvx	2.85uvx	2.61	2.61	2.86uvx	2.61	3.03z	2.77
Catalogues and brochures	2.68	2.73bd	2.59	2.75bd	2.65	2.73	2.75	2.72	2.59	2.60	2.64	2.71nq	2.70nq	2.74noq	2.47	2.55	2.71nq	2.49	2.69ux	2.68ux	2.73ux	2.53	2.58	2.69ux	2.55	2.84z	2.62
Magazines you subscribe to	2.69	2.75bd	2.62	2.74bd	2.65	2.75	2.62	2.69	2.62	2.54	2.63	2.71nq	2.70nq	2.70q	2.57	2.59	2.71nq	2.58	2.71	2.69	2.68	2.57	2.66	2.70	2.60	2.80z	2.64
Items requiring a signature	2.78	2.90bd	2.64	2.89bd	2.70b	2.90g	2.91	2.77	2.64ij	2.49	2.54	2.80nq	2.81nq	2.76	2.67	2.67	2.80nq	2.67	2.84tux	2.77ux	2.68	2.61	2.66	2.81tux	2.63	2.98z	2.71

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	2.64	2.78b	2.63	2.64	2.66	2.63	2.76de	2.63	3.10gijk	2.74	2.69	2.64	3.09gijk
Personal letters (e.g. from a friend)	2.57	2.71b	2.56	2.74	2.61e	2.54	2.74de	2.56	3.01gijk	2.55	2.63	2.57	3.19gijk
Letters from organisations that you have a relationship with	2.80	2.87	2.80	3.01	2.84e	2.77	2.93e	2.79	3.15gijk	2.72	2.73	2.80	3.00
Bills, invoices and statements	2.72	2.85b	2.71	3.05	2.78e	2.67	3.02de	2.71	3.13gijk	2.89	2.68	2.72	3.20
Smaller parcels - that fit through a letterbox	3.09	3.14	3.08	3.29	3.15e	3.06	3.22e	3.10j	3.15j	2.87	2.72	3.09j	3.06
Larger parcels - that do not fit through a letterbox	3.06	3.11	3.06	2.98	3.09	3.05	3.12	3.08ij	2.96	2.68	2.75	3.07ij	3.01
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.80	2.83	2.80	2.69	2.83	2.78	2.96e	2.79	3.10gijk	2.52	2.64	2.80i	3.19
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.92	2.83	2.94	2.91e	2.81	2.89	2.84	3.06gijk	2.73	2.66	2.84	2.93
Catalogues and brochures	2.68	2.76	2.67	2.67	2.72	2.65	2.81e	2.67	2.98gijk	2.43	2.61	2.68	3.11
Magazines you subscribe to	2.69	2.77	2.68	2.63	2.70	2.67	2.80e	2.68	2.86j	2.68	2.52	2.69	3.14
Items requiring a signature	2.78	2.92b	2.77	3.09	2.82e	2.75	3.00de	2.77	3.04gk	2.71	2.75	2.78	3.25

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	2.64	2.64	2.65	2.61	2.68c	2.66	2.59	2.66	2.78efgijklmnop	2.58	2.58	2.59	2.64	2.61	2.65	2.69fijk	2.69fijk
Personal letters (e.g. from a friend)	2.57	2.57	2.56	2.55	2.61bc	2.58	2.59	2.55	2.60k	2.52	2.55	2.50	2.60k	2.54	2.62ik	2.64ikm	2.58
Letters from organisations that you have a relationship with	2.80	2.77	2.77	2.81	2.86ab	2.72	2.83	2.77	2.80	2.78	2.72	2.82	2.76	2.84	2.84	2.86	2.89ej
Bills, invoices and statements	2.72	2.69	2.72	2.76	2.71	2.65	2.77	2.66	2.73	2.74	2.69	2.73	2.78	2.76	2.67	2.73	2.73
Smaller parcels - that fit through a letterbox	3.09	3.02	3.10a	3.13a	3.10	3.04	3.07	2.95	3.08	3.11g	3.13g	3.07	3.21egkn	3.12g	3.04	3.17g	3.08
Larger parcels - that do not fit through a letterbox	3.06	2.99	3.05	3.13a	3.09a	3.01	3.02	2.94	3.02	3.04	3.09	3.04	3.21efghikn	3.12g	3.06	3.11g	3.10
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.80	2.79	2.73	2.81	2.86b	2.75	2.81	2.82	2.71	2.74	2.75	2.74	2.81	2.88hi	2.86	2.86	2.85
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.82	2.85	2.80	2.88	2.79	2.85	2.83	2.89	2.82	2.82	2.77	2.83	2.79	2.84	2.88	2.93
Catalogues and brochures	2.68	2.71b	2.61	2.69	2.71b	2.69	2.71	2.72	2.62	2.60	2.62	2.65	2.69	2.72	2.74	2.74	2.67
Magazines you subscribe to	2.69	2.70	2.69	2.68	2.66	2.75i	2.69	2.65	2.76i	2.61	2.71	2.66	2.72	2.67	2.69	2.69	2.61
Items requiring a signature	2.78	2.72	2.81a	2.80	2.78	2.70	2.79	2.68	2.80	2.78	2.86egn	2.81	2.78	2.81	2.70	2.84g	2.82

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	2502 41%	429 35%	2073 42%a	565 66%d	1936 36%	1199 40%	1293 41%	457 56%hijklm	429 49%jklm	513 46%jklm	314 38%lm	413 36%lm	223 29%	152 24%	887 52%opq	827 43%pq	788 31%q	375 27%	2074 40%	407 45%r
No	3427 56%	771 63%b	2656 54%	273 32%	3154 59%c	1687 56%	1735 55%	315 38%	405 46%g	563 50%g	466 57%ghi	698 61%ghi	521 69%ghij	458 73%ghijk	721 42%	1029 53%n	1678 66%no	980 71%nop	2948 57%s	457 50%
Don't know	240 4%	33 3%	207 4%	22 3%	218 4%	127 4%	113 4%	51 6%klm	38 4%l	46 4%	42 5%kl	31 3%	16 2%	16 3%	89 5%pq	88 5%pq	63 2%	32 2%	191 4%	42 5%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	2502 41%	600 52%bcd	798 41%d	571 41%d	533 32%	1398 45%f	1104 36%	1676 45%h	793 33%	161 29%	255 36%i	658 42%ij	638 41%ij	565 53%ijkln	1551 40%i	168 29%	2193 42%o	530 41%	1866 41%	106 35%
No	3427 56%	512 44%	1072 55%a	771 55%a	1072 64%abc	1583 51%	1842 60%e	1873 51%	1514 63%g	372 66%klmn	431 60%km	849 54%m	867 56%m	480 45%	2147 56%m	390 66%p	2809 54%	710 55%	2552 56%	165 55%
Don't know	240 4%	42 4%	74 4%	52 4%	73 4%	115 4%	125 4%	138 4%	87 4%	29 5%m	32 4%m	64 4%m	48 3%	23 2%	144 4%	29 5%	170 3%	57 4%	154 3%	30 10%qr

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	2502 41%	2133 40%	368 43%	64 37%	2102 41%g	214 41%g	127 43%g	59 35%	98 39%	301 45%i	206 41%	192 43%	194 36%	216 38%	330 41%	364 43%l	200 38%	23 33%	191 43%
No	3427 56%	2984 56%b	443 51%	94 54%	2874 55%	288 56%	158 54%	107 63%def	142 57%	343 51%	288 57%	238 53%	340 62%ikor	322 56%	458 57%	447 53%	296 56%	45 66%i	243 54%
Don't know	240 4%	188 4%	52 6%a	15 9%a	210 4%	16 3%	10 3%	5 3%	10 4%	31 5%l	14 3%	18 4%	10 2%	36 6%jln	23 3%	34 4%	34 6%jlnr	1 2%	15 3%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	2502 41%	1055 44%bd	848 38%	1502 43%bd	1295 39%	1055 44%fg	53 27%	278 36%	848 38%ij	65 29%	335 31%	928 45%lmo	951 39%	285 35%	247 42%	87 37%	1879 42%m	334 40%	1236 48%stuvwx	937 40%tuvx	177 26%	101 29%	43 27%	2173 44%stuvx	144 28%	857 53%z	1645 36%
No	3427 56%	1282 53%	1314 58%ac	1846 53%	1878 57%c	1282 53%	127 66%e	480 62%e	1314 58%	156 69%h	692 65%h	1070 52%	1397 57%k	474 59%k	328 55%	139 58%	2467 55%	467 56%	1246 49%	1340 57%rw	462 68%rsw	242 68%rsw	114 71%rsw	2586 52%r	356 69%rsw	706 43%	2721 60%y
Don't know	240 4%	66 3%	98 4%a	109 3%	140 4%a	66 3%	14 7%eg	20 3%	98 4%	6 3%	44 4%	66 3%	86 4%	51 6%klnp	19 3%	12 5%	152 3%	31 4%	87 3%	91 4%	43 6%rswx	11 3%	3 2%	178 4%	14 3%	65 4%	175 4%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	2502 41%	180 45%	2302 40%	20 47%	749 44%ef	1641 40%	112 35%	2403 41%ij	71 44%ij	16 23%j	5 6%	2490 41%ij	7 21%
No	3427 56%	208 52%	3204 56%c	15 37%	874 51%	2377 57%d	177 55%	3211 55%	84 52%	48 71%ghk	67 90%ghik	3343 55%	17 49%
Don't know	240 4%	13 3%	221 4%	7 16%ab	83 5%e	124 3%	33 10%de	217 4%	6 4%	4 6%	2 3%	227 4%	10 30%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	2502 41%	632 41%	645 42%	584 38%	640 42%	218 41%	219 42%	195 39%	214 41%	206 41%	226 44% k	179 37%	205 39%	200 38%	222 42%	217 43%	201 41%
No	3427 56%	845 55%	840 54%	910 59%	832 54%	289 55%	278 54%	278 56%	289 55%	291 57%	260 51%	296 60% j	308 58%	307 58%	285 54%	267 53%	280 56%
Don't know	240 4%	66 4%	56 4%	55 4%	63 4%	21 4%	20 4%	25 5%	22 4%	12 2%	22 4%	16 3%	20 4%	20 4%	24 5%	24 5%	15 3%

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	18 1%	3 1%	15 1%	9 2%d	9 *	13 1%	5 *	4 1%	9 2%i	-	-	5 1%i	-	-	13 1%o	-	5 1%	-	11 1%	7 2%r
Not very important (2)	53 2%	16 4%b	36 2%	13 2%	40 2%	28 2%	25 2%	14 3%k	7 2%	14 3%k	9 3%	2 1%	1 *	6 4%kl	20 2%	23 3%	9 1%	7 2%	49 2%	3 1%
Neither important nor unimportant (3)	255 10%	43 10%	213 10%	59 11%	196 10%	140 12%	115 9%	51 11%	45 10%	53 10%	30 10%	34 8%	25 11%	19 12%	96 11%	83 10%	77 10%	43 12%	211 10%	43 11%
Important (4)	1177 47%	193 45%	984 47%	259 46%	918 47%	555 46%	619 48%	203 44%	209 49%	231 45%	146 47%	191 46%	123 55%gj	72 48%	412 46%	378 46%	387 49%	196 52%	971 47%	191 47%
Very important (5)	990 40%	173 40%	817 39%	220 39%	770 40%	459 38%	525 41%	182 40%	159 37%	213 41%	130 41%	180 44%l	74 33%	52 35%	341 38%	342 41%q	307 39%	127 34%	825 40%	160 39%
Don't know	8 *	- -	8 *	4 1%	4 *	4 *	4 *	3 1%	1 *	1 *	-	* *	-	2 2%	4 *	1 *	3 *	2 1%	6 *	2 *
NET Not at all important/ Not very important	71 3%	20 5%	51 2%	22 4%	48 2%	40 3%	30 2%	18 4%l	15 4%	14 3%	9 3%	7 2%	1 *	6 4%l	33 4%	23 3%	14 2%	7 2%	60 3%	11 3%
NET Important / Very important	2167 87%	366 85%	1801 87%	480 85%	1688 87%	1014 85%	1144 88%e	385 84%	368 86%	444 87%	276 88%	372 90%gm	197 89%	125 82%	753 85%	720 87%	694 88%	322 86%	1796 87%	352 86%
Mean	4.23	4.20	4.24	4.19	4.24	4.19	4.27e	4.20	4.18	4.26	4.26	4.31	4.22	4.14	4.19	4.26	4.25	4.19	4.23	4.22
Std Dev.	0.77	0.83	0.76	0.84	0.75	0.81	0.73	0.83	0.83	0.75	0.74	0.75	0.64	0.79	0.83	0.75	0.73	0.70	0.77	0.81
Std Error	0.02	0.05	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.06	0.03	0.03	0.03	0.04	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	18 1%	2 *	5 1%	8 1%	3 1%	7 *	11 1%	11 1%	7 1%	1 1%	3 1%	7 1%	3 1%	* *	13 1%	1 1%	13 1%	7 1%	9 1%	2 2%
Not very important (2)	53 2%	14 2%	13 2%	13 2%	13 2%	27 2%	26 2%	36 2%	17 2%	5 3%	5 2%	14 2%	15 2%	9 2%	34 2%	5 3%	45 2%	15 3%	37 2%	1 1%
Neither important nor unimportant (3)	255 10%	76 13%	69 9%	57 10%	54 10%	144 10%	111 10%	170 10%	83 10%	14 9%	36 14%	64 10%	63 10%	59 10%	163 11%	14 8%	226 10%	56 11%	186 10%	13 13%
Important (4)	1177 47%	304 51%cd	403 51%cd	244 43%	226 42%	707 51%f	470 43%	783 47%	378 48%	67 42%	102 40%	307 47%	325 51%j	273 48%	733 47%	73 43%	1038 47%	225 42%	899 48%	54 51%
Very important (5)	990 40%	202 34%	307 38%	248 43%a	234 44%a	508 36%	482 44%e	674 40%	302 38%	70 44%	106 42%	265 40%	232 36%	224 40%	603 39%	72 43%	865 39%	222 42%	732 39%	36 34%
Don't know	8 *	3 1%	1 *	1 *	2 *	5 *	3 *	3 *	5 1%	3 2%klmn	4 1%lm	1 *	-	-	5 *	3 2%p	5 *	5 1%r	3 *	-
NET Not at all important/ Not very important	71 3%	16 3%	18 2%	20 4%	16 3%	34 2%	37 3%	47 3%	24 3%	6 4%	7 3%	21 3%	18 3%	9 2%	47 3%	6 4%	59 3%	21 4%	47 3%	2 2%
NET Important / Very important	2167 87%	506 84%	710 89%a	492 86%	460 86%	1215 87%	952 86%	1456 87%	680 86%	137 85%	208 81%	572 87%	557 87%	497 88%	1337 86%	145 86%	1904 87%	447 84%	1631 87%	90 85%
Mean	4.23	4.16	4.25	4.25	4.27a	4.21	4.26	4.24	4.21	4.27	4.21	4.23	4.20	4.26	4.22	4.27	4.23	4.22	4.24	4.15
Std Dev.	0.77	0.75	0.73	0.83	0.79	0.74	0.81	0.77	0.78	0.81	0.84	0.79	0.75	0.71	0.78	0.80	0.76	0.84	0.75	0.80
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.03	0.02	0.06	0.02	0.04	0.02	0.08

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	18 1%	18 1%	* *	* *	17 1%	* *	1 1%	* 1%	1 1%	3 1%	2 1%	- -	1 1%	- -	10 3%o	- -	- -	- -	* *
Not very important (2)	53 2%	44 2%	9 2%	1 1%	45 2%	3 1%	4 3%	1 2%	5 5%l	9 3%	3 1%	5 3%	1 1%	3 1%	5 1%	6 2%	8 4%	* 1%	2 1%
Neither important nor unimportant (3)	255 10%	220 10%	35 10%	9 15%	200 10%	35 17%d	14 11%	6 11%	12 12%	29 10%	23 11%	14 7%	13 7%	23 11%	38 11%	28 8%	20 10%	4 17%	32 17%iklo
Important (4)	1177 47%	1004 47%	173 47%	39 62%ab	972 46%	116 54%d	60 47%	29 48%	43 44%	134 45%	101 49%	76 39%	105 54%k	112 52%k	147 44%	159 44%	96 48%	14 62%	102 53%k
Very important (5)	990 40%	840 39%c	150 41%c	14 22%	860 41%e	59 28%	49 38%e	22 38%e	38 39%	126 42%r	75 37%	96 50%jlmpr	72 37%	78 36%	130 39%r	170 47%r	75 37%	4 19%	55 29%
Don't know	8 *	8 *	* *	* *	8 *	-	-	* *	-	-	2 1%	1 1%	1 1%	-	2 1%	-	1 1%	-	-
NET Not at all important/ Not very important	71 3%	62 3%	9 2%	1 1%	61 3%	3 1%	5 4%e	1 2%	5 5%lmor	12 4%	4 2%	5 3%	3 1%	3 1%	14 4%	6 2%	8 4%	* 1%	3 1%
NET Important / Very important	2167 87%	1844 86%	324 88%	53 84%	1832 87%e	175 82%	108 85%	51 86%	82 83%	260 86%	176 85%	172 89%	177 91%hr	190 88%	276 84%	329 91%hr	171 86%	18 82%	157 82%
Mean	4.23	4.23c	4.26c	4.04	4.25e	4.09	4.19	4.22	4.16	4.23	4.21	4.38hnr	4.27r	4.23	4.16	4.36hnr	4.20	4.00	4.10
Std Dev.	0.77	0.78	0.73	0.67	0.78	0.70	0.81	0.76	0.86	0.82	0.75	0.74	0.68	0.69	0.90	0.70	0.78	0.66	0.71
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.05	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.07	0.08	0.03

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	18 / 1%	12 / 1%bd	-	16 / 1%b	4 / *	12 / 1%	-	6 / 2%	-	-	-	7 / 1%	7 / 1%	2 / 1%	*	1 / 1%	15 / 1%	1 / *	4 / *	6 / 1%	3 / 2%	3 / 3%rsw	1 / 3%	10 / *	5 / 3%rsw	11 / 1%	7 / *
Not very important (2)	53 / 2%	28 / 3%	12 / 1%	38 / 3%	22 / 2%	28 / 3%	1 / 3%	8 / 3%	12 / 1%	-	4 / 1%	15 / 2%	21 / 2%	9 / 3%	5 / 2%	3 / 4%	35 / 2%	8 / 2%	22 / 2%	11 / 1%	12 / 7%rsw	5 / 5%sw	3 / 7%	33 / 2%	8 / 6%rsw	22 / 3%	31 / 2%
Neither important nor unimportant (3)	255 / 10%	112 / 11%	64 / 8%	173 / 12%b	126 / 10%	112 / 11%	3 / 6%	35 / 13%	64 / 8%	6 / 9%	30 / 9%	71 / 8%n	114 / 12%knq	53 / 19%klnpq	7 / 3%	11 / 13%nq	184 / 10%nc	18 / 5%	115 / 9%	103 / 11%	29 / 16%rwx	7 / 7%	2 / 5%	218 / 10%	9 / 6%	92 / 11%	163 / 10%
Important (4)	1177 / 47%	485 / 46%	407 / 48%	708 / 47%	629 / 49%	485 / 46%	27 / 50%	142 / 51%	407 / 48%	28 / 43%	153 / 46%	382 / 41%	490 / 52%kp	140 / 49%	120 / 49%	43 / 50%	873 / 46%k	163 / 49%	521 / 42%	500 / 53%rsw	82 / 46%	51 / 50%	18 / 41%	1021 / 47%r	69 / 48%	356 / 42%	821 / 50%y
Very important (5)	990 / 40%	412 / 39%	365 / 43%c	559 / 37%	513 / 40%	412 / 39%g	19 / 36%	85 / 31%	365 / 43%	31 / 48%	148 / 44%	451 / 49%lmop	315 / 33%	81 / 28%	115 / 46%lm	28 / 32%	765 / 41%lm	143 / 43%lm	571 / 46%stw	314 / 33%	50 / 28%	35 / 34%	18 / 41%	885 / 41%st	52 / 36%	370 / 43%z	620 / 38%
Don't know	8 / *	6 / 1%	-	8 / 1%	2 / *	6 / 1%	3 / 6%eg	3 / 1%	-	-	-	2 / *	5 / 1%	2 / 1%	-	-	6 / *	*	2 / *	3 / *	1 / 1%	-	1 / 3%	5 / *	1 / 1%	7 / 1%z	1 / *
NET Not at all important/ Not very important	71 / 3%	41 / 4%bd	12 / 1%	54 / 4%bd	25 / 2%	41 / 4%	1 / 3%	13 / 5%	12 / 1%	-	4 / 1%	22 / 2%	28 / 3%	11 / 4%	5 / 2%	4 / 5%	50 / 3%	10 / 3%	26 / 2%	17 / 2%	15 / 9%rsw	9 / 9%rsw	4 / 10%	43 / 2%	13 / 9%rsw	32 / 4%	39 / 2%
NET Important / Very important	2167 / 87%	897 / 85%	772 / 91%ac	1267 / 84%	1142 / 88%c	897 / 85%	45 / 86%	227 / 82%	772 / 91%	59 / 91%	302 / 90%	833 / 90%lm	805 / 85%m	220 / 77%	235 / 95%lmop	71 / 82%	1638 / 87%m	306 / 92%lmo	1092 / 88%t	814 / 87%t	132 / 75%	86 / 85%	35 / 82%	1906 / 88%t	121 / 84%	726 / 85%	1441 / 88%
Mean	4.23	4.20	4.33ac	4.18	4.26c	4.20g	4.26	4.07	4.33	4.39	4.33	4.35lmop	4.15m	4.01	4.39lmop	4.08	4.25lm	4.31lmo	4.32stux	4.18t	3.93	4.07	4.14	4.26stx	4.09	4.24	4.23
Std Dev.	0.77	0.82	0.68	0.81	0.72	0.82	0.70	0.85	0.68	0.65	0.68	0.76	0.77	0.81	0.66	0.85	0.77	0.72	0.75	0.72	0.94	0.95	1.02	0.74	0.97	0.84	0.74
Std Error	0.02	0.03	0.02	0.02	0.02	0.03	0.09	0.05	0.02	0.08	0.04	0.02	0.02	0.05	0.04	0.09	0.02	0.04	0.02	0.02	0.07	0.10	0.16	0.02	0.08	0.03	0.02

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

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	18 1%	3 2%	15 1%	-	6 1%	12 1%	*	15 1%	3 4%·gk	-	-	18 1%	-
Not very important (2)	53 2%	7 4%	45 2%	-	23 3%	28 2%	1 1%	42 2%	10 15%·gk	-	-	53 2%	-
Neither important nor unimportant (3)	255 10%	25 14%	226 10%	4 20%	72 10%	166 10%	17 15%	234 10%	17 24%·gk	1 9%	3 61%	253 10%	-
Important (4)	1177 47%	80 44%	1087 47%	11 55%	336 45%	800 49%·f	41 36%	1141 47%·h	21 30%	8 49%	1 27%	1170 47%·h	6 79%
Very important (5)	990 40%	64 35%	922 40%	5 25%	307 41%	632 39%	51 45%	963 40%	18 26%	7 42%	1 12%	988 40%	2 20%
Don't know	8 *	1 1%	7 *	-	4 1%	2 *	1 1%·e	7 *	1 2%	-	-	8 *	* 1%
NET Not at all important/ Not very important	71 3%	10 6%	60 3%	-	29 4%	40 2%	2 2%	58 2%	13 19%·gk	-	-	71 3%	-
NET Important / Very important	2167 87%	143 79%	2008 87%·a	16 80%	644 86%	1433 87%	91 82%	2104 88%·h	40 56%	14 91%	2 39%	2158 87%·h	7 99%
Mean	4.23	4.08	4.24·a	4.05	4.23	4.23	4.27	4.25·h	3.61	4.33	3.50	4.23·h	4.20
Std Dev.	0.77	0.90	0.76	0.69	0.81	0.75	0.79	0.75	1.15	0.65	0.79	0.77	0.43
Std Error	0.02	0.07	0.02	0.15	0.03	0.02	0.08	0.02	0.15	0.17	0.32	0.02	0.18

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	18 1%	9 1%	3 *	3 *	3 1%	4 2%	3 1%	2 1%	*	*	2 1%	1 1%	2 1%	-	3 2%	*	-
Not very important	(2)	53 2%	15 2%	10 2%	14 2%	14 2%	7 3%	2 1%	7 3%	1 1%	7 3%	2 1%	3 2%	3 1%	8 4%	2 1%	3 1%	9 5%h
Neither important nor unimportant	(3)	255 10%	68 11%	60 9%	65 11%	63 10%	23 10%	29 13%p	17 8%	18 9%	22 11%	20 9%	23 13%	24 12%	18 9%	25 11%	26 12%	11 6%
Important	(4)	1177 47%	291 46%	326 51%	275 47%	285 44%	98 45%	106 48%	87 45%	119 56%mo	99 48%	108 48%	97 54%mo	97 47%	81 41%	102 46%	87 40%	96 48%
Very important	(5)	990 40%	248 39%	245 38%	227 39%	271 42%	86 40%	79 36%	83 42%	75 35%	77 37%	93 41%	56 31%	80 39%	92 46%k	89 40%	99 46%k	82 41%
Don't know		8 *	1 *	2 *	*	5 1%	-	1 1%	-	-	2 1%	-	*	-	-	1 1%	1 1%	2 1%
NET Not at all important/ Not very important		71 3%	24 4%	13 2%	17 3%	18 3%	11 5%h	4 2%	9 5%	1 1%	7 3%	4 2%	4 2%	4 2%	8 4%	6 3%	3 1%	9 5%
NET Important / Very important		2167 87%	539 85%	571 88%	502 86%	555 87%	184 85%	184 84%	170 87%	194 91%	176 85%	201 89%	152 85%	177 86%	173 87%	191 86%	186 86%	179 89%
Mean		4.23	4.20	4.24	4.22	4.27	4.18	4.18	4.24	4.25	4.20	4.28	4.13	4.23	4.28	4.22	4.31	4.27
Std Dev.		0.77	0.83	0.72	0.77	0.77	0.87	0.78	0.83	0.64	0.76	0.74	0.74	0.76	0.80	0.80	0.74	0.77
Std Error		0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	19 1%	4 1%	15 1%	3 *	17 1%	14 1%	5 *	6 1%	3 1%	2 *	3 1%	3 1%	1 1%	1 1%	9 1%	5 1%	6 1%	2 1%	16 1%	4 1%
Not very important (2)	86 3%	16 4%	70 3%	21 4%	65 3%	42 3%	44 3%	23 5%	10 2%	23 5%	10 3%	11 3%	4 2%	6 4%	32 4%	33 4%	20 3%	10 3%	74 4%	12 3%
Neither important nor unimportant (3)	378 15%	68 16%	310 15%	110 19%d	268 14%	198 16%	178 14%	74 16%	52 12%	81 16%	50 16%	63 15%	36 16%	23 15%	125 14%	131 16%	121 15%	59 16%	324 16%	48 12%
Important (4)	1039 42%	158 37%	881 42%	228 40%	810 42%	505 42%	532 41%	187 41%	190 44%	193 38%	143 45%	172 42%	97 44%	57 38%	377 43%	335 41%	326 41%	154 41%	842 41%	186 46%
Very important (5)	973 39%	180 42%	792 38%	203 36%	770 40%	435 36%	533 41%e	167 37%	173 40%	213 41%	108 34%	163 39%	85 38%	65 43%	340 38%	320 39%	313 40%	150 40%	812 39%	157 39%
Don't know	7 *	2 1%	5 *	1 *	6 *	6 *	1 *	1 *	2 *	3 1%	- -	2 *	- -	- -	3 *	3 *	2 *	- -	7 *	1 *
NET Not at all important/ Not very important	105 4%	20 5%	85 4%	24 4%	81 4%	55 5%	49 4%	28 6%	13 3%	25 5%	13 4%	14 3%	5 2%	7 5%	41 5%	38 5%	26 3%	12 3%	90 4%	16 4%
NET Important / Very important	2012 80%	339 79%	1673 81%	431 76%	1580 82%c	940 78%	1066 82%e	354 77%	363 85%g	405 79%	251 80%	334 81%	182 82%	122 80%	717 81%	656 79%	638 81%	304 81%	1654 80%	342 84%
Mean	4.15	4.16	4.14	4.08	4.17	4.09	4.20e	4.07	4.21	4.16	4.09	4.17	4.17	4.17	4.14	4.13	4.17	4.17	4.14	4.18
Std Dev.	0.85	0.89	0.85	0.86	0.85	0.88	0.83	0.91	0.80	0.87	0.85	0.84	0.79	0.88	0.86	0.86	0.83	0.83	0.86	0.82
Std Error	0.02	0.05	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 122

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	19 / 1%	2 / *	6 / 1%	5 / 1%	5 / 1%	9 / 1%	11 / 1%	12 / 1%	5 / 1%	4 / 3%m	1 / *	6 / 1%	7 / 1%	1 / *	14 / 1%	4 / 3%p	15 / 1%	4 / 1%	15 / 1%	-
Not very important (2)	86 / 3%	29 / 5%b	17 / 2%	27 / 5%b	13 / 2%	47 / 3%	39 / 4%	58 / 3%	25 / 3%	3 / 2%	6 / 2%	21 / 3%	24 / 4%	24 / 4%	51 / 3%	3 / 2%	77 / 4%	21 / 4%	65 / 3%	-
Neither important nor unimportant (3)	378 / 15%	89 / 15%	119 / 15%	96 / 17%	74 / 14%	208 / 15%	170 / 15%	250 / 15%	125 / 16%	24 / 15%	41 / 16%	106 / 16%	103 / 16%	71 / 13%	250 / 16%	25 / 15%	330 / 15%	83 / 16%	277 / 15%	18 / 17%
Important (4)	1039 / 42%	261 / 43%	347 / 43%	229 / 40%	202 / 38%	608 / 43%	431 / 39%	712 / 42%	318 / 40%	54 / 34%	107 / 42%	263 / 40%	278 / 44%	254 / 45%i	648 / 42%	57 / 34%	932 / 43%	208 / 39%	784 / 42%	46 / 44%
Very important (5)	973 / 39%	219 / 36%	302 / 38%	213 / 37%	239 / 45%abc	521 / 37%	452 / 41%	638 / 38%	319 / 40%	76 / 47%l	101 / 40%	259 / 39%	225 / 35%	215 / 38%	585 / 38%	78 / 46%	833 / 38%	212 / 40%	720 / 39%	41 / 39%
Don't know	7	*	6 / 1%	*	1	6	1	6	1	-	-	3	1	1	4	-	6	2	5	*
NET Not at all important/ Not very important	105 / 4%	32 / 5%	23 / 3%	32 / 6%	18 / 3%	55 / 4%	50 / 5%	70 / 4%	30 / 4%	7 / 5%	6 / 3%	28 / 4%	31 / 5%	25 / 4%	65 / 4%	8 / 5%	92 / 4%	25 / 5%	80 / 4%	-
NET Important / Very important	2012 / 80%	480 / 80%	649 / 81%	443 / 78%	440 / 83%	1129 / 81%	883 / 80%	1349 / 80%	637 / 80%	130 / 81%	208 / 82%	522 / 79%	503 / 79%	469 / 83%	1233 / 80%	136 / 81%	1765 / 80%	420 / 79%	1504 / 81%	87 / 83%
Mean	4.15	4.11	4.16	4.08	4.23c	4.14	4.16	4.14	4.16	4.20	4.18	4.14	4.08	4.17	4.12	4.20	4.14	4.14	4.14	4.22
Std Dev.	0.85	0.86	0.82	0.90	0.85	0.83	0.88	0.85	0.85	0.95	0.80	0.87	0.87	0.81	0.86	0.95	0.85	0.88	0.85	0.72
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.05	0.04	0.03	0.03	0.02	0.07	0.02	0.04	0.02	0.07

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	19 / 1%	17 / 1%	2 / 1%	2 / 3%ab	15 / 1%	* / *	3 / 3%de	1 / 1%e	1 / 1%	- / -	3 / 1%	- / -	5 / 2%lo	2 / 1%	4 / 1%	- / -	1 / 1%	- / -	* / *
Not very important (2)	86 / 3%	76 / 4%	10 / 3%	2 / 3%	69 / 3%	11 / 5%	5 / 4%	2 / 3%	3 / 3%	5 / 2%	8 / 4%	5 / 2%	8 / 4%	7 / 3%	7 / 2%	15 / 4%	12 / 6%	- / -	11 / 6%l
Neither important nor unimportant (3)	378 / 15%	339 / 16%ab	38 / 10%	7 / 12%	325 / 16%g	30 / 14%	18 / 14%	5 / 9%	19 / 19%m	57 / 19%	38 / 18%	25 / 13%	26 / 14%	23 / 11%	53 / 16%	55 / 15%	28 / 14%	5 / 24%	24 / 13%
Important (4)	1039 / 42%	884 / 41%	155 / 42%	27 / 42%	857 / 41%	100 / 47%	53 / 42%	28 / 48%	37 / 37%	113 / 37%	78 / 38%	73 / 38%	77 / 40%	98 / 45%	140 / 42%	158 / 43%	85 / 42%	10 / 45%	90 / 47%
Very important (5)	973 / 39%	810 / 38%	163 / 44%	25 / 39%	830 / 40%	72 / 34%	47 / 37%	23 / 39%	38 / 39%	126 / 42%	79 / 38%	89 / 46%r	79 / 41%	86 / 40%	126 / 38%	133 / 37%	74 / 37%	7 / 31%	65 / 34%
Don't know	7 / *	7 / *	* / *	* / *	6 / *	1 / *	* / *	* / *	1 / 1%in	- / -	2 / 1%	- / -	- / -	- / -	- / -	3 / 1%	- / -	- / -	1 / 1%
NET Not at all important/ Not very important	105 / 4%	93 / 4%	12 / 3%	4 / 7%	84 / 4%	11 / 5%	8 / 7%	2 / 4%	3 / 3%	5 / 2%	10 / 5%	5 / 2%	12 / 6%l	9 / 4%	11 / 3%	15 / 4%	13 / 7%l	- / -	11 / 6%l
NET Important / Very important	2012 / 80%	1694 / 79%	317 / 86%a	52 / 81%	1687 / 80%	172 / 81%	101 / 79%	51 / 87%df	75 / 76%	239 / 79%	156 / 76%	162 / 84%	156 / 80%	184 / 85%	266 / 81%	291 / 80%	158 / 79%	17 / 76%	155 / 81%
Mean	4.15	4.13	4.27a	4.10	4.15	4.10	4.07	4.22	4.12	4.20	4.09	4.28r	4.12	4.20	4.14	4.13	4.09	4.07	4.10
Std Dev.	0.85	0.86	0.80	0.98	0.85	0.82	0.95	0.81	0.87	0.80	0.91	0.78	0.95	0.82	0.85	0.82	0.90	0.76	0.83
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.05	0.08	0.06	0.08	0.06	0.08	0.07	0.07	0.07	0.08	0.10	0.04

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 122

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	19 / 1%	8 / 1%	7 / 1%	11 / 1%	9 / 1%	8 / 1%	2 / 4%eg	* / *	7 / 1%	- / -	* / *	7 / 1%	6 / 1%	4 / 1%	* / *	3 / 3%n	13 / 1%	3 / 1%	10 / 1%	2 / *	3 / 2%s	3 / 2%s	1 / 3%	12 / 1%	4 / 3%sw	5 / 1%	14 / 1%
Not very important (2)	86 / 3%	39 / 4%	32 / 4%	50 / 3%	43 / 3%	39 / 4%	1 / 3%	8 / 3%	32 / 4%	* / 1%	12 / 4%	23 / 2%	25 / 3%	19 / 7%klp	16 / 7%klp	3 / 4%	47 / 3%	20 / 6%klp	38 / 3%	29 / 3%	7 / 4%	7 / 7%	4 / 9%	67 / 3%	11 / 7%rsw	26 / 3%	60 / 4%
Neither important nor unimportant (3)	378 / 15%	187 / 18%bd	97 / 11%	263 / 17%bd	173 / 13%	187 / 18%	12 / 23%	62 / 22%	97 / 11%	8 / 12%	33 / 10%	130 / 14%	131 / 14%	72 / 25%klnpq	28 / 11%	16 / 18%	262 / 14%	44 / 13%	171 / 14%	145 / 15%	41 / 23%rw	15 / 14%	7 / 16%	316 / 15%	21 / 15%	131 / 15%	247 / 15%
Important (4)	1039 / 42%	410 / 39%	359 / 42%	624 / 42%	573 / 44%a	410 / 39%	21 / 39%	109 / 39%	359 / 42%	20 / 30%	136 / 40%	357 / 39%	452 / 47%kmq	104 / 37%	95 / 38%	30 / 35%	809 / 43%	125 / 38%	447 / 36%	442 / 47%rsw	85 / 48%r	47 / 46%	14 / 33%	890 / 41%r	61 / 42%	345 / 40%	693 / 42%
Very important (5)	973 / 39%	409 / 39%	353 / 42%	552 / 37%	495 / 38%	409 / 39%	17 / 31%	98 / 35%	353 / 42%	37 / 57%	153 / 46%	409 / 44%lm	334 / 35%	86 / 30%	106 / 43%m	35 / 40%	743 / 40%m	141 / 42%m	568 / 46%stuwx	315 / 34%t	41 / 23%	30 / 29%	17 / 39%	882 / 41%st	46 / 32%	349 / 41%	624 / 38%
Don't know	7 / *	2 / *	* / *	2 / *	1 / *	2 / *	- / -	1 / *	* / *	- / -	- / -	1 / *	3 / *	1 / *	2 / 1%	- / -	5 / *	2 / 1%	* / *	5 / 1%	- / -	1 / 1%	- / -	6 / *	1 / 1%	1 / *	6 / *
NET Not at all important/ Not very important	105 / 4%	47 / 4%	39 / 5%	61 / 4%	52 / 4%	47 / 4%	4 / 7%	9 / 3%	39 / 5%	* / 1%	13 / 4%	29 / 3%	31 / 3%	23 / 8%klp	16 / 7%p	6 / 7%	60 / 3%	22 / 7%klp	49 / 4%	30 / 3%	10 / 6%	9 / 9%sw	5 / 13%	79 / 4%	15 / 10%rsw	31 / 4%	74 / 5%
NET Important / Very important	2012 / 80%	819 / 78%	712 / 84%ac	1176 / 78%	1069 / 83%ac	819 / 78%	37 / 70%	207 / 74%	712 / 84%	57 / 88%	289 / 86%	767 / 83%m	786 / 83%m	190 / 67%	201 / 81%m	65 / 75%	1552 / 83%m	267 / 80%m	1015 / 82%t	757 / 81%t	126 / 71%	76 / 76%	31 / 71%	1772 / 82%t	107 / 74%	694 / 81%	1317 / 80%
Mean	4.15	4.11	4.20c	4.10	4.16	4.11	3.90	4.07	4.20	4.44	4.27	4.23m	4.14m	3.87	4.19m	4.06	4.19m	4.15m	4.23stux	4.12t	3.87	3.94	3.94	4.18tux	3.94	4.18	4.13
Std Dev.	0.85	0.88	0.84	0.85	0.83	0.88	1.02	0.84	0.84	0.73	0.81	0.83	0.80	0.96	0.89	1.00	0.82	0.92	0.86	0.79	0.88	0.97	1.12	0.83	1.01	0.84	0.86
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.13	0.05	0.03	0.09	0.04	0.03	0.03	0.06	0.06	0.10	0.02	0.05	0.02	0.03	0.07	0.10	0.17	0.02	0.09	0.03	0.02

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	19 1%	1 1%	17 1%	* 2%	9 1%	10 1%	* *	17 1%	2 3%	- -	- -	19 1%	- -
Not very important (2)	86 3%	4 2%	82 4%	- -	34 5%	51 3%	1 1%	79 3%	5 7%	- -	- -	84 3%	1 20%
Neither important nor unimportant (3)	378 15%	34 19%	340 15%	3 17%	110 15%	239 15%	29 26%de	353 15%	18 26%sg	4 27%	3 57%	375 15%	- -
Important (4)	1039 42%	77 42%	957 42%	6 29%	288 38%	718 44%f	33 30%	1005 42%	24 34%	4 28%	1 30%	1033 42%	4 53%
Very important (5)	973 39%	64 35%	899 39%	10 49%	307 41%	618 38%	48 43%	942 39%	21 30%	7 45%	1 13%	970 39%	2 26%
Don't know	7 *	* *	7 *	* 2%	1 *	6 *	* *	7 *	- -	- -	- -	7 *	* 1%
NET Not at all important/ Not very important	105 4%	6 3%	99 4%	* 2%	43 6%	60 4%	1 1%	96 4%	7 10%	- -	- -	104 4%	1 20%
NET Important / Very important	2012 80%	140 78%	1856 81%	15 78%	594 79%	1336 81%	81 73%	1947 81%h	45 64%	11 73%	2 43%	2004 80%h	6 79%
Mean	4.15	4.10	4.15	4.25	4.13	4.15	4.15	4.16h	3.81	4.17	3.56	4.15h	3.86
Std Dev.	0.85	0.83	0.85	0.94	0.91	0.82	0.86	0.84	1.04	0.86	0.81	0.85	1.10
Std Error	0.02	0.06	0.02	0.22	0.03	0.02	0.08	0.02	0.14	0.22	0.33	0.02	0.45

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	19 1%	6 1%	9 1%	3 1%	1 *	3 1%	1 *	3 1%	3 1%	2 1%	4 2%	3 2%	* *	* *	1 *	* *	- -
Not very important	(2)	86 3%	20 3%	22 3%	21 4%	22 3%	4 2%	9 4%	7 4%	4 2%	10 5%	8 3%	2 1%	14 7%ek	5 3%	5 2%	7 3%	9 5%
Neither important nor unimportant	(3)	378 15%	105 17%	98 15%	87 15%	88 14%	36 16%	41 19%	28 14%	37 17%	31 15%	30 13%	22 12%	31 15%	34 17%	35 16%	24 11%	29 14%
Important	(4)	1039 42%	251 40%	269 42%	243 42%	276 43%	89 41%	92 42%	70 36%	80 37%	100 48%gi	89 39%	83 46%	74 36%	86 43%	87 39%	88 41%	101 50%ghl
Very important	(5)	973 39%	249 39%	245 38%	230 39%	249 39%	86 40%	76 35%	87 44%lp	87 41%	64 31%	95 42%	69 39%	86 42%	75 37%	94 42%	93 43%lp	62 31%
Don't know		7 *	1 *	2 *	* *	5 1%	- -	1 *	- -	2 1%	- -	- -	* *	- -	- -	1 *	4 2%	* *
NET Not at all important/ Not very important		105 4%	27 4%	31 5%	24 4%	23 4%	7 3%	10 4%	10 5%	7 4%	12 6%	12 5%	5 3%	14 7%	5 3%	6 3%	8 4%	9 5%
NET Important / Very important		2012 80%	500 79%	514 80%	473 81%	525 82%	175 81%	168 77%	157 80%	167 78%	163 79%	183 81%	152 85%	160 78%	160 80%	181 81%	181 84%	163 81%
Mean		4.15	4.13	4.12	4.16	4.18	4.16	4.07	4.18	4.15	4.04	4.16	4.19	4.14	4.15	4.21	4.25i	4.07
Std Dev.		0.85	0.87	0.89	0.84	0.81	0.85	0.85	0.92	0.88	0.85	0.91	0.82	0.91	0.80	0.81	0.81	0.80
Std Error		0.02	0.03	0.04	0.03	0.03	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.05	0.05	0.06	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	102 4%	12 3%	90 4%	14 2%	88 5%	52 4%	48 4%	16 4%	14 3%	22 4%	12 4%	24 6%	9 4%	5 3%	30 3%	34 4%	38 5%	14 4%	85 4%	15 4%
Not very important (2)	293 12%	42 10%	250 12%	47 8%	245 13%c	127 11%	163 13%	53 11%	42 10%	58 11%	37 12%	39 10%	39 17%hk	25 16%	94 11%	95 12%	103 13%	64 17%no	248 12%	44 11%
Neither important nor unimportant (3)	700 28%	74 17%	625 30%a	127 22%	572 30%c	303 25%	396 31%e	107 23%	98 23%	125 24%	98 31%h	133 32%ghi	85 38%ghi	52 34%gh	205 23%	224 27%	271 34%no	137 37%no	605 29%s	88 22%
Important (4)	897 36%	178 42%b	719 35%	211 37%	686 35%	463 39%f	430 33%	161 35%	172 40%l	199 39%l	120 38%l	144 35%	58 26%	45 29%	332 37%pq	318 38%pq	247 31%	103 27%	729 35%	156 38%
Very important (5)	458 18%	117 27%b	341 16%	154 27%d	304 16%	237 20%	221 17%	107 23%jklm	100 23%jklm	99 19%l	43 14%	66 16%	24 11%	21 13%	207 23%opq	142 17%	110 14%	44 12%	371 18%	87 21%
Don't know	52 2%	5 1%	47 2%	11 2%	41 2%	16 1%	35 3%	14 3%	4 1%	11 2%	3 1%	7 2%	8 4%	5 3%	18 2%	14 2%	20 3%	13 3%	36 2%	16 4%r
NET Not at all important/ Not very important	394 16%	54 13%	340 16%	61 11%	333 17%c	179 15%	211 16%	69 15%	55 13%	80 16%	50 16%	63 15%	47 21%h	30 20%	124 14%	130 16%	141 18%	77 21%n	333 16%	59 14%
NET Important / Very important	1356 54%	295 69%b	1060 51%	366 65%d	990 51%	701 58%f	651 50%	267 58%lm	271 63%jklm	297 58%lm	163 52%l	209 51%l	82 37%	65 43%	539 61%pq	460 56%pq	357 45%	147 39%	1100 53%	243 60%
Mean	3.54	3.82b	3.48	3.80d	3.46	3.60f	3.49	3.65klm	3.71jklm	3.58l	3.46l	3.46l	3.23	3.34	3.68opq	3.54pq	3.38	3.28	3.52	3.66
Std Dev.	1.05	1.03	1.05	1.02	1.05	1.06	1.04	1.08	1.03	1.06	1.01	1.06	1.01	1.03	1.06	1.04	1.04	1.02	1.05	1.06
Std Error	0.02	0.06	0.02	0.04	0.02	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.07	0.08	0.04	0.04	0.04	0.05	0.02	0.06

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	102 4%	15 3%	42 5%a	23 4%	22 4%	58 4%	44 4%	60 4%	37 5%	5 3%	9 4%	36 5%	31 5%	18 3%	76 5%	5 3%	97 4%	22 4%	78 4%	2 2%
Not very important (2)	293 12%	74 12%	114 14%d	57 10%	48 9%	188 13%f	105 9%	178 11%	108 14%	26 16%	17 7%	75 11%	68 11%	81 14%jn	160 10%	27 16%	249 11%	50 9%	233 12%	10 9%
Neither important nor unimportant (3)	700 28%	145 24%	226 28%	164 29%	165 31%a	371 27%	328 30%	448 27%	246 31%	36 22%	88 35%i	186 28%	189 30%	147 26%	463 30%	41 24%	629 29%	130 25%	548 29%	22 21%
Important (4)	897 36%	223 37%	288 36%	202 35%	185 35%	510 37%	387 35%	636 38%h	249 31%	57 36%	79 31%	228 35%	221 35%	229 40%jn	528 34%	59 35%	785 36%	185 35%	669 36%	43 41%
Very important (5)	458 18%	125 21%b	115 14%	111 20%	106 20%b	241 17%	218 20%	327 19%	129 16%	33 21%m	56 22%m	123 19%m	120 19%m	73 13%	299 19%m	33 20%	390 18%	137 26%r	299 16%	22 21%
Don't know	52 2%	18 3%	13 2%	14 2%	8 1%	30 2%	22 2%	28 2%	24 3%	3 2%	7 3%	9 1%	9 1%	17 3%	25 2%	3 2%	42 2%	6 1%	40 2%	6 6%qr
NET Not at all important/ Not very important	394 16%	89 15%	156 20%cd	80 14%	69 13%	245 18%f	149 13%	238 14%	145 18%g	31 19%j	26 10%	111 17%j	99 15%	100 18%j	236 15%	32 19%	346 16%	72 14%	310 17%	12 11%
NET Important / Very important	1356 54%	348 58%b	403 51%	313 55%	291 55%	751 54%	604 55%	963 57%h	378 48%	90 56%	134 53%	351 53%	341 53%	302 53%	827 53%	93 55%	1176 54%	321 61%r	968 52%	66 62%
Mean	3.54	3.63b	3.41	3.58b	3.58b	3.50	3.58	3.60h	3.42	3.56	3.62	3.50	3.53	3.47	3.53	3.54	3.52	3.70r	3.48	3.74r
Std Dev.	1.05	1.04	1.07	1.05	1.04	1.06	1.04	1.03	1.07	1.09	1.02	1.09	1.07	1.01	1.07	1.08	1.06	1.09	1.04	0.99
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.04	0.08	0.07	0.04	0.04	0.04	0.03	0.08	0.02	0.05	0.02	0.10

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 123

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	102 / 4%	94 / 4%	8 / 2%	4 / 6%	86 / 4%	6 / 3%	8 / 6%	1 / 2%	7 / 7%o	8 / 3%	12 / 6%	7 / 4%	11 / 6%	8 / 4%	16 / 5%	6 / 2%	10 / 5%	* / 1%	6 / 3%
Not very important (2)	293 / 12%	235 / 11%	58 / 16%a	16 / 25%a	251 / 12%	18 / 8%	15 / 12%	9 / 15%e	12 / 12%	29 / 10%	22 / 11%	25 / 13%	21 / 11%	30 / 14%	46 / 14%	38 / 10%	27 / 13%	1 / 4%	17 / 9%
Neither important nor unimportant (3)	700 / 28%	603 / 28%	96 / 26%	22 / 34%	572 / 27%	76 / 35%d	34 / 27%	18 / 30%	23 / 24%	91 / 30%	52 / 25%	49 / 26%	57 / 29%	56 / 26%	94 / 29%	91 / 25%	58 / 29%	12 / 54%	63 / 33%
Important (4)	897 / 36%	781 / 37%c	116 / 32%	14 / 22%	745 / 35%	78 / 36%	51 / 40%	24 / 40%	40 / 41%	101 / 34%	71 / 35%	79 / 41%	67 / 35%	74 / 34%	108 / 33%	137 / 38%	68 / 34%	8 / 35%	70 / 36%
Very important (5)	458 / 18%	382 / 18%	77 / 21%	8 / 12%	400 / 19%g	33 / 15%	18 / 15%	7 / 12%	15 / 15%	67 / 22%	43 / 21%	27 / 14%	36 / 19%	46 / 21%	55 / 17%	78 / 21%	33 / 17%	1 / 6%	32 / 17%
Don't know	52 / 2%	40 / 2%	13 / 3%	1 / 1%	47 / 2%	3 / 2%	1 / 1%	1 / 2%	1 / 1%	5 / 2%	5 / 3%	5 / 3%	1 / 1%	1 / 1%	10 / 3%	14 / 4%	3 / 2%	-	3 / 2%
NET Not at all important/ Not very important	394 / 16%	328 / 15%	66 / 18%	20 / 31%ab	338 / 16%	24 / 11%	23 / 18%e	10 / 17%	19 / 19%	37 / 12%	34 / 17%	32 / 17%	33 / 17%	39 / 18%	62 / 19%	44 / 12%	37 / 19%	1 / 5%	23 / 12%
NET Important / Very important	1356 / 54%	1163 / 54%c	193 / 52%c	22 / 34%	1145 / 54%	111 / 52%	70 / 55%	31 / 52%	55 / 56%	168 / 56%	114 / 55%	106 / 55%	103 / 53%	120 / 56%	163 / 49%	214 / 59%np	101 / 51%	9 / 41%	101 / 53%
Mean	3.54	3.54c	3.55c	3.10	3.55	3.54	3.45	3.46	3.46	3.64	3.55	3.50	3.49	3.56	3.44	3.69np	3.44	3.41	3.55
Std Dev.	1.05	1.05	1.07	1.10	1.07	0.96	1.08	0.97	1.11	1.03	1.12	1.02	1.10	1.09	1.09	0.99	1.08	0.72	0.98
Std Error	0.02	0.03	0.04	0.06	0.03	0.04	0.05	0.06	0.10	0.08	0.09	0.08	0.10	0.09	0.09	0.08	0.09	0.09	0.05

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	102 / 4%	29 / 3%	52 / 6%ac	43 / 3%	66 / 5%ac	29 / 3%	1 / 1%	13 / 5%	52 / 6%	1 / 2%	20 / 6%	47 / 5%	32 / 3%	5 / 2%	10 / 4%	9 / 10%lmp	78 / 4%	19 / 6%m	60 / 5%	27 / 3%	6 / 4%	4 / 3%	4 / 10%	86 / 4%	8 / 5%	23 / 3%	79 / 5%y
Not very important (2)	293 / 12%	92 / 9%	141 / 17%ac	133 / 9%	182 / 14%ac	92 / 9%	5 / 9%	29 / 10%	141 / 17%	16 / 25%	56 / 17%	90 / 10%	117 / 12%	38 / 13%	35 / 14%	13 / 15%	207 / 11%	48 / 14%	143 / 12%	98 / 10%	21 / 12%	22 / 21%rsw	8 / 19%	242 / 11%	30 / 21%rsw	67 / 8%	226 / 14%y
Neither important nor unimportant (3)	700 / 28%	292 / 28%	237 / 28%	419 / 28%	363 / 28%	292 / 28%	15 / 29%	88 / 31%	237 / 28%i	8 / 12%	108 / 32%i	268 / 29%	256 / 27%	90 / 31%	62 / 25%	23 / 26%	524 / 28%	85 / 26%	321 / 26%	267 / 29%	73 / 41%rswx	27 / 27%	9 / 22%	587 / 27%	37 / 25%	183 / 21%	518 / 31%y
Important (4)	897 / 36%	387 / 37%	296 / 35%	558 / 37%	467 / 36%	387 / 37%	17 / 32%	93 / 33%	296 / 35%	29 / 44%	100 / 30%	291 / 31%	384 / 40%koq	113 / 40%ko	88 / 36%	19 / 22%	675 / 36%o	108 / 32%	394 / 32%	399 / 43%rswx	60 / 34%	34 / 34%	7 / 17%	793 / 37%r	41 / 29%	360 / 42%z	537 / 33%
Very important (5)	458 / 18%	239 / 23%bd	104 / 12%	328 / 22%bd	193 / 15%	239 / 23%	15 / 29%	50 / 18%	104 / 12%	8 / 12%	43 / 13%	211 / 23%lmp	140 / 15%	37 / 13%	47 / 19%	21 / 25%lm	351 / 19%l	69 / 21%m	295 / 24%stw	127 / 14%	12 / 7%	14 / 13%	8 / 20%	423 / 19%st	22 / 15%	208 / 24%z	251 / 15%
Don't know	52 / 2%	16 / 2%	18 / 2%	21 / 1%	23 / 2%	16 / 2%	-	6 / 2%	18 / 2%	3 / 5%	9 / 3%	21 / 2%	22 / 2%	3 / 1%	4 / 2%	2 / 2%	44 / 2%	6 / 2%	23 / 2%	18 / 2%	4 / 2%	1 / 1%	5 / 12%	41 / 2%	7 / 5%	16 / 2%	36 / 2%
NET Not at all important/ Not very important	394 / 16%	120 / 11%	193 / 23%ac	176 / 12%	249 / 19%ac	120 / 11%	5 / 10%	42 / 15%	193 / 23%	17 / 27%	76 / 23%	137 / 15%	148 / 16%	43 / 15%	45 / 18%	22 / 25%kp	285 / 15%	67 / 20%	203 / 16%	125 / 13%	28 / 16%	25 / 25%sw	12 / 29%	328 / 15%	38 / 26%rsw	90 / 11%	304 / 19%y
NET Important / Very important	1356 / 54%	626 / 59%bd	400 / 47%	887 / 59%bd	661 / 51%	626 / 59%g	32 / 61%	143 / 51%	400 / 47%	37 / 56%	143 / 43%	502 / 54%	524 / 55%	150 / 53%	136 / 55%	41 / 47%	1026 / 55%	176 / 53%	689 / 56%tx	527 / 56%tx	72 / 41%	48 / 47%	16 / 37%	1216 / 56%tx	63 / 44%	567 / 66%z	788 / 48%
Mean	3.54	3.69bd	3.31	3.67bd	3.42	3.69g	3.78	3.51	3.31	3.41	3.28	3.59	3.52	3.49	3.53	3.37	3.55	3.49	3.60tx	3.55tx	3.29	3.32	3.19	3.57tx	3.29	3.79z	3.41
Std. Dev.	1.05	1.01	1.09	1.01	1.07	1.01	1.02	1.06	1.09	1.08	1.08	1.10	1.00	0.94	1.08	1.29	1.05	1.14	1.12	0.96	0.91	1.07	1.34	1.05	1.15	0.99	1.06
Std Error	0.02	0.03	0.04	0.03	0.03	0.03	0.13	0.06	0.04	0.14	0.06	0.04	0.03	0.06	0.07	0.13	0.02	0.06	0.03	0.03	0.07	0.11	0.21	0.02	0.10	0.04	0.03

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	102 / 4%	7 / 4%	95 / 4%	-	34 / 5%	64 / 4%	4 / 4%	96 / 4%	3 / 4%	2 / 13%	* / 10%	101 / 4%	-
Not very important (2)	293 / 12%	14 / 8%	278 / 12%	1 / 3%	76 / 10%	202 / 12%	15 / 13%	278 / 12%	13 / 18%	-	-	291 / 12%	1 / 20%
Neither important nor unimportant (3)	700 / 28%	45 / 25%	650 / 28%	4 / 23%	228 / 30%f	451 / 27%	21 / 19%	677 / 28%	12 / 17%	4 / 24%	4 / 87%	693 / 28%	2 / 33%
Important (4)	897 / 36%	65 / 36%	823 / 36%	9 / 46%	226 / 30%	623 / 38%d	48 / 43%d	865 / 36%	26 / 36%	5 / 30%	* / 1%	895 / 36%	2 / 21%
Very important (5)	458 / 18%	45 / 25%	409 / 18%	5 / 23%	164 / 22%e	271 / 16%	24 / 21%	435 / 18%	17 / 24%	5 / 33%	* / 2%	457 / 18%	1 / 18%
Don't know	52 / 2%	4 / 2%	47 / 2%	1 / 6%	22 / 3%	30 / 2%	* / *	52 / 2%	-	-	-	52 / 2%	1 / 7%
NET Not at all important/ Not very important	394 / 16%	21 / 12%	373 / 16%	1 / 3%	110 / 15%	266 / 16%	19 / 17%	375 / 16%	16 / 22%	2 / 13%	* / 10%	393 / 16%	1 / 20%
NET Important / Very important	1356 / 54%	109 / 61%	1233 / 54%	13 / 69%	390 / 52%	894 / 54%	72 / 64%	1299 / 54%	43 / 61%	10 / 63%	* / 3%	1352 / 54%	3 / 40%
Mean	3.54	3.71	3.52	3.95	3.56	3.52	3.65	3.54	3.59	3.71	2.86	3.54	3.41
Std Dev.	1.05	1.06	1.05	0.79	1.09	1.04	1.07	1.05	1.17	1.32	0.77	1.05	1.11
Std Error	0.02	0.08	0.02	0.19	0.04	0.03	0.10	0.02	0.15	0.34	0.31	0.02	0.50

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

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	102 4%	26 4%	30 5%	25 4%	21 3%	14 6%f	3 1%	9 5%	11 5%	9 4%	11 5%	8 4%	10 5%	8 4%	8 3%	9 4%	5 2%
Not very important	(2)	293 12%	67 11%	66 10%	74 13%	86 13%	24 11%	21 10%	21 11%	22 10%	23 11%	21 9%	22 13%	28 14%	24 12%	23 10%	29 13%	34 17%
Neither important nor unimportant	(3)	700 28%	170 27%	190 29%	177 30%	162 25%	41 19%	71 32%e	58 30%e	64 30%e	53 26%	73 32%e	49 27%	55 27%	73 36%eop	64 29%	49 23%	49 24%
Important	(4)	897 36%	238 38%	225 35%	216 37%	219 34%	84 39%	86 40%	68 35%	73 34%	71 34%	81 36%	64 35%	87 42%	65 33%	73 33%	69 32%	77 38%
Very important	(5)	458 18%	120 19%c	120 19%c	77 13%	141 22%c	48 22%l	36 17%	36 19%	39 18%	42 21%l	39 17%	28 16%	22 11%	27 13%	52 23%lm	54 25%lm	35 18%
Don't know		52 2%	11 2%	14 2%	16 3%	11 2%	7 3%	1 1%	3 1%	5 2%	8 4%	2 1%	9 5%fj	3 2%	4 2%	3 1%	7 3%	2 1%
NET Not at all important/ Not very important		394 16%	92 15%	96 15%	99 17%	107 17%	38 17%	24 11%	30 16%	33 15%	32 15%	31 14%	30 17%	38 18%	31 16%	31 14%	38 17%	39 19%
NET Important / Very important		1356 54%	359 57%	344 53%	292 50%	360 56%	132 60%lm	123 56%	104 53%	111 52%	113 55%	120 53%	92 51%	109 53%	92 46%	125 56%	123 57%	112 56%
Mean		3.54	3.58c	3.54	3.43	3.59c	3.60	3.61	3.53	3.51	3.58	3.52	3.48	3.41	3.41	3.63	3.62	3.52
Std Dev.		1.05	1.05	1.06	1.02	1.08	1.15	0.92	1.06	1.07	1.08	1.03	1.06	1.02	1.00	1.06	1.13	1.05
Std Error		0.02	0.04	0.04	0.04	0.04	0.08	0.06	0.08	0.08	0.08	0.07	0.08	0.07	0.07	0.07	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base		2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base		1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important	(1)	21 1%	- -	21 1%	8 1%	13 1%	10 1%	11 1%	8 2%	2 *	2 *	1 *	3 1%	4 2%	* *	10 1%	4 *	7 1%	4 1%	18 1%	2 1%
Not very important	(2)	77 3%	11 3%	66 3%	24 4%	53 3%	36 3%	42 3%	13 3%	13 3%	18 4%	5 1%	12 3%	8 3%	8 5%	27 3%	23 3%	28 4%	16 4%	59 3%	18 5%
Neither important nor unimportant	(3)	238 10%	23 5%	215 10%a	64 11%	175 9%	141 12%f	96 7%	41 9%	38 9%	52 10%	33 10%	41 10%	21 9%	13 9%	79 9%	84 10%	75 9%	34 9%	193 9%	42 10%
Important	(4)	1111 44%	144 34%	967 47%a	230 41%	881 45%	527 44%	579 45%	193 42%	188 44%	192 37%	148 47%i	197 48%i	118 53%gi	75 49%i	382 43%	340 41%	390 49%no	192 51%no	942 45%	160 39%
Very important	(5)	1051 42%	250 58%b	801 39%	237 42%	814 42%	485 40%	562 43%	202 44%l	187 44%l	248 48%kl	126 40%	160 39%	72 33%	56 37%	389 44%pq	374 45%pq	288 37%	129 34%	862 42%	183 45%
Don't know		3 -	- -	3 *	2 *	2 *	- -	3 *	* *	* *	1 *	2 1%	- -	- -	- -	* *	3 *	- -	- -	* *	1 *
NET Not at all important/ Not very important		98 4%	11 3%	87 4%	32 6%	66 3%	46 4%	52 4%	21 5%	15 4%	20 4%	6 2%	15 4%	12 5%	8 5%	36 4%	27 3%	35 4%	20 5%	78 4%	21 5%
NET Important / Very important		2162 86%	394 92%b	1768 85%	468 83%	1694 88%c	1012 84%	1141 88%e	395 86%	376 87%	440 86%	274 87%	357 86%	190 85%	131 86%	771 87%	713 86%	678 86%	321 86%	1804 87%	343 84%
Mean		4.24	4.46b	4.19	4.18	4.26	4.20	4.27	4.24	4.27	4.30i	4.25	4.21	4.11	4.17	4.26	4.28pq	4.17	4.14	4.24	4.24
Std Dev.		0.81	0.72	0.82	0.90	0.78	0.82	0.80	0.86	0.79	0.83	0.74	0.79	0.84	0.81	0.83	0.79	0.81	0.83	0.80	0.85
Std Error		0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base		2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base		1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important	(1)	21 1%	3 1%	3 *	10 2%	4 1%	7 *	14 1%	14 1%	5 1%	1 1%	-	8 1%	8 1%	3 1%	15 1%	1 1%	18 1%	5 1%	15 1%	-
Not very important	(2)	77 3%	15 3%	28 3%	17 3%	18 3%	43 3%	35 3%	48 3%	29 4%	11 7%kin	12 5%	14 2%	16 3%	19 3%	42 3%	11 6%p	61 3%	16 3%	58 3%	4 4%
Neither important nor unimportant	(3)	238 10%	54 9%	71 9%	55 10%	58 11%	125 9%	114 10%	152 9%	84 11%	14 8%	33 13%m	71 11%	61 10%	39 7%	165 11%m	14 8%	212 10%	57 11%	174 9%	7 7%
Important	(4)	1111 44%	272 45%	372 47%	245 43%	223 42%	644 46%	467 42%	717 43%	383 48%g	60 37%	115 45%	292 44%	320 50%i	254 45%	727 47%	67 40%	1005 46%	217 41%	853 46%	42 40%
Very important	(5)	1051 42%	256 43%	322 40%	242 42%	231 43%	578 41%	473 43%	741 44%h	292 37%	75 47%l	93 37%	274 42%	231 36%	251 44%l	598 39%	76 45%	894 41%	235 44%	763 41%	53 50%
Don't know		3 -	- -	2 *	2 *	* *	2 *	2 *	3 *	* *	- -	1 1%	- -	2 *	- -	3 *	- -	3 *	* *	3 *	- -
NET Not at all important/ Not very important		98 4%	19 3%	31 4%	27 5%	22 4%	50 4%	48 4%	62 4%	34 4%	12 7%	12 5%	21 3%	24 4%	22 4%	57 4%	12 7%	79 4%	21 4%	73 4%	4 4%
NET Important / Very important		2162 86%	528 88%	694 87%	487 85%	453 85%	1222 87%	940 85%	1459 87%	675 85%	135 84%	209 82%	566 86%	551 86%	505 89%j	1326 85%	143 85%	1899 87%	451 85%	1616 87%	95 90%
Mean		4.24	4.27	4.23	4.22	4.24	4.25	4.23	4.27h	4.17	4.23	4.14	4.23	4.18	4.29	4.20	4.22	4.23	4.25	4.23	4.36
Std Dev.		0.81	0.77	0.79	0.87	0.83	0.78	0.85	0.81	0.81	0.91	0.82	0.81	0.80	0.78	0.81	0.89	0.80	0.84	0.81	0.77
Std Error		0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.05	0.03	0.03	0.03	0.02	0.07	0.02	0.04	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	21 1%	16 1%	5 1%	4 8%ab	20 1%	*	*	* 1%	- -	4 1%	2 1%	1 1%	3 2%	3 1%	2 1%	5 1%	- -	- -	* *
Not very important (2)	77 3%	67 3%	11 3%	1 2%	70 3%	3 2%	3 2%	1 1%	4 4%j	12 4%	1 1%	6 3%	3 2%	7 3%	9 3%	16 4%	12 6%jr	1 2%	3 1%
Neither important nor unimportant (3)	238 10%	215 10%	24 6%	4 6%	199 9%	24 11%	11 9%	4 6%	8 8%	37 12%o	12 6%	16 8%	30 15%jmo	16 7%	34 10%o	15 4%	31 16%jmo	1 6%	23 12%jo
Important (4)	1111 44%	920 43%	192 52%a	31 49%	909 43%	110 52%d	63 50%	29 49%	46 47%	112 37%	92 44%	101 52%inop	91 47%	109 50%i	130 39%	148 41%	80 40%	16 72%	94 49%i
Very important (5)	1051 42%	914 43%	137 37%	23 37%	901 43%e	76 35%	49 39%	25 43%	40 41%	136 45%	98 48%kl	68 36%	67 35%	80 37%	156 47%kl	179 49%klmp	76 38%	5 20%	71 37%
Don't know	3 *	3 *	* *	* *	3 *	- -	* *	* *	- -	- -	1 1%	- -	- -	2 1%	- -	- -	- -	- -	- -
NET Not at all important/ Not very important	98 4%	82 4%	16 4%	5 8%	90 4%	3 2%	3 2%	1 2%	4 4%	16 5%	3 1%	7 4%	6 3%	10 5%	11 3%	21 6%r	12 6%r	1 2%	3 2%
NET Important / Very important	2162 86%	1833 86%	329 89%	55 86%	1810 86%	186 87%	113 89%	54 91%	86 87%	248 82%	190 92%lp	169 88%p	159 82%	188 87%	285 86%	327 90%lp	157 78%	21 92%	165 86%
Mean	4.24	4.24	4.21	4.10	4.24	4.21	4.25	4.31	4.24	4.21	4.39klmpr	4.19	4.12	4.19	4.30	4.32lp	4.11	4.10	4.22
Std Dev.	0.81	0.81	0.80	1.01	0.83	0.70	0.72	0.73	0.78	0.90	0.70	0.77	0.83	0.82	0.80	0.86	0.88	0.60	0.71
Std Error	0.02	0.02	0.03	0.05	0.02	0.03	0.04	0.04	0.07	0.07	0.06	0.06	0.07	0.07	0.07	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	551	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	21 / 1%	6 / 1%	11 / 1%	9 / 1%	13 / 1%	6 / 1%	-	2 / 1%	11 / 1%	-	3 / 1%	6 / 1%	6 / 1%	3 / 1%	4 / 2%	1 / 1%	12 / 1%	6 / 2%	8 / 1%	5 / 1%	6 / 3%rsw	-	1 / 3%	13 / 1%	1 / 1%	13 / 2%z	8 / *
Not very important (2)	77 / 3%	27 / 3%	32 / 4%	40 / 3%	44 / 3%	27 / 3%	4 / 8%	9 / 3%	32 / 4%	5 / 8%	13 / 4%	25 / 3%	33 / 3%	12 / 4%	5 / 2%	2 / 2%	58 / 3%	7 / 2%	38 / 3%	22 / 2%	10 / 5%	4 / 4%	2 / 5%	60 / 3%	6 / 4%	24 / 3%	53 / 3%
Neither important nor unimportant (3)	238 / 10%	94 / 9%	90 / 11%	142 / 9%	137 / 11%	94 / 9%	4 / 8%	37 / 13%	90 / 11%	4 / 7%	30 / 9%	71 / 8%	85 / 9%	51 / 18%klopq	27 / 11%	5 / 6%	155 / 8%	32 / 9%	92 / 7%	86 / 9%	39 / 22%rsw	10 / 10%	8 / 18%	179 / 8%	18 / 13%	95 / 11%	143 / 9%
Important (4)	1111 / 44%	393 / 37%	431 / 51%ac	612 / 41%	649 / 50%ac	393 / 37%	22 / 41%	120 / 43%	431 / 51%	24 / 37%	180 / 54%	360 / 39%	482 / 51%kopq	131 / 46%	107 / 43%	30 / 34%	842 / 45%k	137 / 41%	479 / 39%	489 / 52%rsw	78 / 44%	49 / 48%	13 / 30%	968 / 45%r	62 / 43%	359 / 42%	752 / 46%
Very important (5)	1051 / 42%	532 / 50%bd	285 / 34%	697 / 46%bd	450 / 35%	532 / 50%g	22 / 42%	111 / 40%	285 / 34%	31 / 48%	110 / 33%	466 / 50%imp	346 / 36%	87 / 30%	103 / 42%m	48 / 55%lm	812 / 43%lm	151 / 45%lm	617 / 50%stuwx	334 / 36%t	44 / 25%	36 / 35%	19 / 44%	951 / 44%st	55 / 38%	364 / 43%	687 / 42%
Don't know	3 / *	3 / *	-	3 / *	*	3 / *	-	-	-	-	-	-	-	2 / 1%p	*	1 / 2%klp	-	2 / *p	2 / *	*	-	1 / 1%sw	*	2 / *	2 / 1%sw	2 / *	2 / *
NET Not at all important/ Not very important	98 / 4%	33 / 3%	42 / 5%	48 / 3%	57 / 4%	33 / 3%	4 / 8%	11 / 4%	42 / 5%	5 / 8%	15 / 5%	31 / 3%	39 / 4%	15 / 5%	10 / 4%	3 / 4%	70 / 4%	13 / 4%	46 / 4%	27 / 3%	16 / 9%rsw	4 / 4%	3 / 3%	73 / 3%	8 / 5%	37 / 4%	61 / 4%
NET Important / Very important	2162 / 86%	925 / 88%	716 / 84%	1309 / 87%	1100 / 85%	925 / 88%	44 / 84%	231 / 83%	716 / 84%	56 / 86%	290 / 86%	826 / 89%m	827 / 87%m	217 / 76%	211 / 85%m	78 / 89%m	1654 / 88%m	288 / 86%m	1096 / 89%tx	823 / 88%t	122 / 69%	85 / 84%t	32 / 74%	1919 / 88%tx	117 / 81%	723 / 84%	1439 / 88%
Mean	4.24	4.35bd	4.12	4.30bd	4.14	4.35g	4.18	4.19	4.12	4.26	4.14	4.33imp	4.19m	4.01	4.21m	4.41im	4.27im	4.26m	4.34stx	4.20t	3.82	4.17t	4.09	4.28st	4.14t	4.21	4.25
Std Dev.	0.81	0.80	0.83	0.79	0.81	0.80	0.90	0.82	0.83	0.89	0.79	0.79	0.78	0.87	0.86	0.82	0.79	0.85	0.80	0.75	0.98	0.79	1.05	0.78	0.87	0.86	0.78
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.12	0.05	0.03	0.11	0.04	0.03	0.03	0.05	0.06	0.08	0.02	0.05	0.02	0.02	0.08	0.08	0.16	0.02	0.08	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	21 1%	1 1%	20 1%	- -	9 1%	10 1%	2 1%	17 1%	3 4%·gk	* 3%	- -	21 1%	- -
Not very important (2)	77 3%	4 2%	73 3%	* 2%	20 3%	57 3%	1 1%	69 3%	8 12%·gk	- -	* 1%	77 3%	- -
Neither important nor unimportant (3)	238 10%	22 12%	211 9%	5 25%	77 10%	144 9%	17 16%	217 9%	11 16%	6 37%	3 60%	234 9%	1 20%
Important (4)	1111 44%	65 36%	1036 45%	9 48%	339 45%·f	737 45%·f	35 31%	1075 45%	30 43%	3 19%	1 29%	1108 44%	2 27%
Very important (5)	1051 42%	88 49%	958 42%	5 24%	304 41%	690 42%	57 51%	1022 43%·h	18 26%	6 41%	* 10%	1047 42%·h	4 52%
Don't know	3 *	* *	3 *	- -	* *	3 *	- -	3 *	- -	- -	- -	3 *	* 1%
NET Not at all important/ Not very important	98 4%	5 3%	93 4%	* 2%	29 4%	67 4%	2 2%	87 4%	11 15%·gk	* 3%	* 1%	98 4%	- -
NET Important / Very important	2162 86%	153 85%	1995 87%	14 73%	643 86%	1427 87%	92 82%	2097 87%·h	49 69%	9 60%	2 39%	2154 87%·h	6 79%
Mean	4.24	4.30	4.24	3.95	4.21	4.25	4.30	4.26·h	3.75	3.95	3.47	4.24·h	4.32
Std Dev.	0.81	0.81	0.81	0.78	0.82	0.80	0.86	0.79	1.09	1.06	0.78	0.81	0.85
Std Error	0.02	0.06	0.02	0.17	0.03	0.02	0.08	0.02	0.14	0.27	0.32	0.02	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	21 1%	4 1%	6 1%	5 1%	7 1%	2 1%	2 1%	-	2 1%	4 2%	-	1 1%	2 1%	1 1%	1 1%	5 2%	-
Not very important	(2)	77 3%	12 2%	27 4%	26 4%	12 2%	4 2%	6 3%	2 1%	5 2%	16 8%egno	6 3%	6 3%	14 7%gno	6 3%	4 2%	1 1%	7 4%
Neither important nor unimportant	(3)	238 10%	62 10%	61 9%	64 11%	51 8%	22 10%	25 11%	15 8%	18 8%	19 9%	24 11%	13 7%	18 9%	33 17%glkop	21 9%	16 7%	14 7%
Important	(4)	1111 44%	304 48%	274 42%	259 44%	275 43%	98 45%	113 51%jm	93 47%j	99 46%j	98 48%j	77 34%	92 51%jm	92 45%	75 37%	93 42%	90 41%	91 45%
Very important	(5)	1051 42%	249 39%	278 43%	230 39%	294 46%	89 41%	74 34%	86 44%	90 42%	69 34%	119 53%fik	67 37%	79 38%	84 42%	103 46%fi	103 47%fi	88 44%
Don't know		3 *	2 *	-	*	2 *	1 1%	*	-	-	-	-	*	*	-	-	2 1%	-
NET Not at all important/ Not very important		98 4%	16 3%	33 5%	31 5%	19 3%	6 3%	8 4%	2 1%	7 3%	20 9%efghjno	6 3%	7 4%	16 8%gn	8 4%	5 2%	7 3%	7 4%
NET Important / Very important		2162 86%	553 87%	552 86%	489 84%	568 89%c	187 86%	186 85%	179 92%ilm	189 88%	168 81%	195 87%	159 89%	171 83%	159 80%	196 88%	192 89%	180 89%m
Mean		4.24	4.24	4.23	4.17	4.31c	4.24	4.15	4.35fil	4.27i	4.03	4.36fil	4.22	4.13	4.17	4.32i	4.32i	4.30i
Std Dev.		0.81	0.75	0.85	0.85	0.79	0.79	0.78	0.66	0.78	0.95	0.78	0.77	0.91	0.87	0.77	0.83	0.76
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.07	0.05	0.05	0.06	0.06	0.05	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base		2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base		2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base		1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important	(1)	34 1%	7 2%	27 1%	7 1%	26 1%	23 2%	11 1%	3 1%	6 1%	2 *	6 2%	6 1%	4 2%	6 4%gi	10 1%	9 1%	16 2%	10 3%	31 1%	3 1%
Not very important	(2)	112 4%	15 4%	97 5%	37 7%d	75 4%	50 4%	62 5%	17 4%	15 4%	15 3%	15 5%	19 5%	17 7%l	13 9%hl	32 4%	30 4%	49 6%	30 8%no	88 4%	24 6%
Neither important nor unimportant	(3)	309 12%	29 7%	280 13%a	70 12%	240 12%	167 14%	142 11%	52 11%	44 10%	57 11%	34 11%	53 13%	48 22%ghijk	21 14%	96 11%	91 11%	122 15%no	69 18%no	256 12%	53 13%
Important	(4)	1172 47%	182 42%	990 48%	243 43%	928 48%	554 46%	614 48%	194 42%	219 51%g	236 46%	148 47%	201 49%	97 44%	78 51%	413 47%	384 46%	375 48%	174 47%	979 47%	174 43%
Very important	(5)	872 35%	194 45%b	678 33%	208 37%	664 34%	403 34%	484 36%	191 42%klm	144 34%m	203 40%lm	111 35%m	133 32%	57 26%	33 22%	335 38%pq	314 38%pq	223 28%	91 24%	718 35%	152 37%
Don't know		3 *	1 *	2 *	* *	3 *	3 *	* *	* *	* *	- -	- -	2 *	* *	1 *	* *	- -	3 *	1 *	3 *	- -
NET Not at all important/ Not very important		146 6%	22 5%	124 6%	44 8%	101 5%	73 6%	73 6%	20 4%	22 5%	18 3%	21 7%	25 6%	20 9%l	19 13%ghik	42 5%	39 5%	65 8%no	40 11%no	118 6%	27 7%
NET Important / Very important		2044 82%	376 88%b	1667 80%	451 80%	1592 82%	957 80%	1078 83%	385 84%lm	363 85%lm	438 85%lm	259 82%l	333 81%l	154 69%	111 73%	748 84%pq	697 84%pq	598 76%	265 71%	1697 82%	326 80%
Mean		4.10	4.27b	4.06	4.08	4.10	4.06	4.13	4.21klm	4.12lm	4.21klm	4.09lm	4.06lm	3.84	3.78	4.16pq	4.16pq	3.94	3.82	4.09	4.10
Std Dev.		0.87	0.86	0.87	0.93	0.86	0.90	0.85	0.84	0.84	0.79	0.91	0.87	0.95	1.02	0.84	0.84	0.93	0.98	0.87	0.90
Std Error		0.02	0.05	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.03	0.05	0.04	0.06	0.08	0.03	0.03	0.03	0.05	0.02	0.05

Statement changed from 'Ability to track delivery' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base		2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base		1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important	(1)	34 1%	8 1%	7 1%	12 2%	7 1%	15 1%	19 2%	18 1%	14 2%	5 3%	3 1%	10 1%	9 1%	5 1%	22 1%	7 4%p	26 1%	5 1%	28 1%	12 *
Not very important	(2)	112 4%	22 4%	47 6%d	28 5%	14 3%	70 5%	42 4%	65 4%	44 5%	4 3%	15 6%	25 4%	32 5%	20 4%	72 5%	4 3%	96 4%	17 3%	91 5%	4 4%
Neither important nor unimportant	(3)	309 12%	84 14%	99 12%	68 12%	58 11%	183 13%	126 11%	211 13%	98 12%	20 12%	27 11%	84 13%	84 13%	60 11%	196 13%	20 12%	271 12%	67 13%	223 12%	19 18%
Important	(4)	1172 47%	280 47%	387 49%	261 46%	243 46%	667 48%	505 46%	759 45%	391 49%	67 42%	122 48%	317 48%	297 47%	288 51%	737 48%	71 42%	1051 48%	239 45%	892 48%	41 39%
Very important	(5)	872 35%	206 34%	255 32%	201 35%	210 39%b	461 33%	411 37%	621 37%h	245 31%	65 40%	87 34%	222 34%	214 34%	192 34%	523 34%	67 40%	746 34%	201 38%	630 34%	41 39%
Don't know		3 -	- -	2 *	- -	1 *	2 *	1 *	2 *	1 *	* *	- -	- -	2 *	- -	2 *	* *	3 *	* *	3 *	- -
NET Not at all important/ Not very important		146 6%	30 5%	54 7%	40 7%	21 4%	85 6%	61 6%	83 5%	58 7%	9 6%	18 7%	35 5%	40 6%	25 4%	94 6%	11 7%	123 6%	22 4%	119 6%	4 4%
NET Important / Very important		2044 82%	486 81%	642 80%	462 81%	453 85%	1128 81%	916 83%	1380 82%	636 80%	132 82%	210 82%	539 82%	511 80%	480 85%	1260 81%	137 81%	1796 82%	440 83%	1522 82%	82 78%
Mean		4.10	4.09	4.05	4.07	4.20b	4.07	4.13	4.14h	4.02	4.14	4.08	4.09	4.06	4.14	4.08	4.10	4.09	4.16	4.08	4.12
Std Dev.		0.87	0.86	0.87	0.92	0.83	0.87	0.88	0.85	0.90	0.94	0.89	0.86	0.89	0.81	0.88	0.99	0.86	0.84	0.88	0.87
Std Error		0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.06	0.03	0.03	0.03	0.02	0.07	0.02	0.04	0.02	0.09

Statement changed from 'Ability to track delivery' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 125

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	34 1%	31 1%	3 1%	3 4%b	29 1%	1 *	3 3%e	1 1%	1 1%	5 2%	- -	2 1%	4 2%	1 1%	2 1%	5 1%	8 4%jnr	- -	1 *
Not very important (2)	112 4%	91 4%	21 6%	5 7%	101 5%	5 2%	5 4%	1 2%	5 5%	22 7%jr	4 2%	11 6%	14 7%jr	7 3%	16 5%	14 4%	7 3%	1 3%	4 2%
Neither important nor unimportant (3)	309 12%	266 12%	43 12%	10 15%	250 12%	34 16%	20 16%	5 9%	9 9%	36 12%	21 10%	31 16%	20 10%	24 11%	40 12%	36 10%	34 17%	4 18%	30 16%
Important (4)	1172 47%	1005 47%	167 45%	29 45%	974 46%	107 50%	57 45%	34 57%df	46 47%	130 43%	99 48%	94 49%	95 49%	110 51%	151 46%	167 46%	83 41%	11 48%	96 50%
Very important (5)	872 35%	740 35%	132 36%	18 28%	745 35%	67 31%	42 33%	18 31%	38 39%	108 36%	82 40%k	54 28%	61 31%	74 34%	120 36%	142 39%k	66 33%	7 31%	60 31%
Don't know	3 *	1 *	2 1%a	* 1%a	3 *	- -	* *	* *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	2 1%	- -	- -
NET Not at all important/ Not very important	146 6%	122 6%	24 6%	7 11%a	130 6%	6 3%	8 6%	1 3%	5 6%	28 9%jr	4 2%	13 7%	18 10%jr	9 4%	19 6%	18 5%	15 7%j	1 3%	5 3%
NET Important / Very important	2044 82%	1745 82%	299 81%	47 73%	1719 82%	174 81%	99 78%	52 88%df	84 86%p	238 79%	181 88%ikn	147 77%	156 80%	184 85%p	272 82%	309 85%p	149 75%	18 79%	156 82%
Mean	4.10	4.09c	4.11c	3.87	4.10	4.09	4.02	4.16	4.18k	4.04	4.26iklp	3.97	4.00	4.14	4.12	4.18k	3.97	4.06	4.10
Std Dev.	0.87	0.87	0.88	1.04	0.88	0.78	0.94	0.73	0.84	0.97	0.72	0.88	0.96	0.79	0.85	0.85	1.01	0.81	0.77
Std Error	0.02	0.02	0.03	0.06	0.02	0.04	0.05	0.04	0.07	0.07	0.06	0.07	0.08	0.07	0.07	0.07	0.09	0.10	0.04

Statement changed from 'Ability to track delivery' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	34 1%	8 1%	18 2%a	13 1%	23 2%	8 1%	2 4%	1 1%	18 2%	2 4%	8 3%	15 2%	4 *	9 3%lp	3 1%	3 3%l	19 1%	6 2%	22 2%s	4 *	1 1%	4 3%s	2 5%	26 1%	6 4%sw	8 1%	26 2%
Not very important (2)	112 4%	44 4%	49 6%	59 4%	65 5%	44 4%	2 4%	14 5%	49 6%	* 1%	23 7%	46 5%	36 4%	19 7%	7 3%	4 5%	82 4%	11 3%	55 4%	33 4%	11 6%	11 11%rsw	1 3%	88 4%	13 9%sw	29 3%	83 5%
Neither important nor unimportant (3)	309 12%	104 10%	128 15%ac	167 11%	192 15%ac	104 10%	6 11%	26 9%	128 15%	10 15%	46 14%	93 10%	122 13%	49 17%kp	30 12%	14 16%	215 11%	45 13%	133 11%	111 12%	42 24%rsw	14 14%	6 14%	245 11%	20 14%	105 12%	205 12%
Important (4)	1172 47%	464 44%	406 48%	698 46%	640 49%a	464 44%	21 40%	146 52%e	406 48%	27 42%	159 48%	404 44%	482 51%k	134 47%	118 48%	34 39%	886 47%	152 45%	512 41%	515 55%ruwx	90 51%	38 38%	17 39%	1027 47%r	55 38%	405 47%	767 47%
Very important (5)	872 35%	436 41%bd	244 29%	564 38%bd	373 29%	436 41%g	21 40%	91 33%	244 29%	25 39%	97 29%	370 40%lm	304 32%	74 26%	89 36%m	32 36%	674 36%m	121 36%m	513 41%stw	271 29%t	33 19%	34 34%t	16 38%	783 36%st	50 35%t	310 36%	562 34%
Don't know	3 *	* *	3 *	* *	3 *	* *	* *	* *	3 *	- -	1 *	- -	3 *	* *	* *	- -	3 *	* *	* *	2 *	- -	- -	* *	3 *	* *	* *	3 *
NET Not at all important/ Not very important	146 6%	51 5%	67 8%ac	72 5%	88 7%	51 5%	4 8%	16 6%	67 8%	3 4%	32 9%	61 7%	40 4%	28 10%lnp	10 4%	7 8%	101 5%	17 5%	77 6%	38 4%	12 7%	15 15%rsw	4 9%	115 5%	19 13%rsw	37 4%	109 7%
NET Important / Very important	2044 82%	900 85%bd	651 77%	1262 84%bd	1013 78%	900 85%	42 81%	237 85%	651 77%	53 81%	257 77%	774 83%m	786 83%m	208 73%	207 84%m	66 76%	1560 83%m	273 82%m	1025 83%tux	786 84%tux	123 69%	72 71%	33 77%	1810 83%tux	105 73%	715 83%	1329 81%
Mean	4.10	4.21bd	3.96	4.16bd	3.99	4.21	4.09	4.12	3.96	4.12	3.94	4.15m	4.10m	3.85	4.15m	4.01	4.13m	4.11m	4.18ux	4.08tu	3.80	3.87	4.01	4.13ux	3.91	4.14	4.07
Std Dev.	0.87	0.84	0.93	0.84	0.89	0.84	1.02	0.81	0.93	0.95	0.97	0.90	0.79	0.99	0.82	1.01	0.85	0.88	0.91	0.77	0.84	1.11	1.08	0.85	1.10	0.83	0.90
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.13	0.05	0.03	0.12	0.05	0.03	0.03	0.06	0.05	0.10	0.02	0.05	0.03	0.02	0.06	0.12	0.17	0.02	0.10	0.03	0.02

Statement changed from 'Ability to track delivery' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	34 1%	5 3%	28 1%	* 2%	8 1%	24 1%	1 1%	31 1%	3 4%	-	-	34 1%	-
Not very important (2)	112 4%	7 4%	103 4%	1 7%	36 5%	71 4%	5 4%	101 4%	8 11%gk	3 18%	-	112 4%	-
Neither important nor unimportant (3)	309 12%	24 13%	282 12%	3 13%	100 13%	200 12%	9 8%	293 12%	14 19%	* 1%	3 57%	307 12%	-
Important (4)	1172 47%	80 44%	1082 47%	10 49%	334 45%	791 48%	47 42%	1132 47%	28 39%	5 31%	1 32%	1165 47%	5 73%
Very important (5)	872 35%	63 35%	803 35%	6 29%	269 36%	553 34%	49 44%	843 35%	19 26%	8 49%	1 11%	870 35%	2 26%
Don't know	3 *	* *	3 *	-	1 *	2 *	-	3 *	-	-	-	3 *	* 1%
NET Not at all important/ Not very important	146 6%	12 7%	131 6%	2 9%	45 6%	95 6%	6 5%	132 5%	11 15%gk	3 18%	-	146 6%	-
NET Important / Very important	2044 82%	143 80%	1885 82%	15 77%	603 81%	1344 82%	97 86%	1975 82%h	46 66%	13 80%	2 43%	2034 82%h	7 99%
Mean	4.10	4.05	4.10	3.94	4.10	4.09	4.24	4.11h	3.73	4.11	3.54	4.10h	4.26
Std Dev.	0.87	0.96	0.87	0.98	0.88	0.87	0.87	0.86	1.10	1.15	0.78	0.88	0.47
Std Error	0.02	0.07	0.02	0.22	0.03	0.02	0.08	0.02	0.14	0.30	0.32	0.02	0.19

Statement changed from 'Ability to track delivery' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	34 1%	5 1%	11 2%	8 1%	10 2%	1 *	3 1%	1 1%	2 1%	2 1%	7 3%	3 2%	2 1%	4 2%	6 3%	3 1%	1 1%
Not very important	(2)	112 4%	33 5%	32 5%	25 4%	22 3%	13 6%	4 2%	16 8%fo	6 3%	11 6%	14 6%f	5 3%	10 5%	10 5%	10 5%	4 2%	7 4%
Neither important nor unimportant	(3)	309 12%	67 11%	75 12%	81 14%	86 13%	28 13%	27 12%	12 6%	25 12%	18 9%	32 14%g	19 10%	33 16%g	29 15%g	38 17%g	30 14%g	18 9%
Important	(4)	1172 47%	310 49%	294 46%	283 48%	284 44%	94 43%	120 55%jmn	96 49%j	106 50%j	105 51%jn	83 37%	107 59%ejlmno	95 47%	81 41%	84 38%	98 45%	102 51%jn
Very important	(5)	872 35%	215 34%	232 36%	186 32%	238 37%	81 37%k	64 29%	71 36%	75 35%	69 34%	88 39%k	45 25%	65 32%	76 38%k	84 38%k	82 38%k	72 36%
Don't know		3 *	2 *	1 *	* *	-	-	2 1%	-	-	-	1 *	* *	* *	-	-	-	-
NET Not at all important/ Not very important		146 6%	37 6%	43 7%	34 6%	32 5%	14 6%	6 3%	17 9%f	8 4%	14 7%	21 10%fo	9 5%	12 6%	13 7%	16 7%	7 3%	9 4%
NET Important / Very important		2044 82%	526 83%	527 82%	469 80%	522 82%	175 81%	184 84%	166 85%	181 85%	174 85%	172 76%	152 85%	160 78%	157 79%	168 76%	180 83%	174 87%jn
Mean		4.10	4.11	4.09	4.05	4.12	4.11	4.10	4.12	4.15	4.10	4.03	4.03	4.04	4.08	4.04	4.16	4.17
Std Dev.		0.87	0.84	0.91	0.87	0.88	0.87	0.76	0.89	0.80	0.86	1.04	0.80	0.86	0.94	0.99	0.83	0.79
Std Error		0.02	0.03	0.04	0.04	0.03	0.06	0.05	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.07	0.06	0.06

Statement changed from 'Ability to track delivery' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	61 2%	6 1%	56 3%	11 2%	51 3%	30 2%	31 2%	5 1%	6 1%	2 *	9 3%i	19 5%ghi	12 5%ghi	8 5%ghi	12 1%	11 1%	39 5%no	20 5%no	56 3%	3 1%
Not very important (2)	264 11%	37 9%	227 11%	53 9%	211 11%	105 9%	157 12%e	36 8%	38 9%	42 8%	42 13%k	31 8%	35 16%ghik	40 26%ghijk	74 8%	83 10%	106 13%n	75 20%nop	233 11%	30 7%
Neither important nor unimportant (3)	439 18%	21 5%	418 20%a	94 17%	344 18%	234 19%	204 16%	69 15%	55 13%	81 16%	49 16%	106 26%ghijm	61 27%ghijm	18 12%	124 14%	130 16%	185 23%no	79 21%n	377 18%	57 14%
Important (4)	1039 42%	179 42%	860 41%	240 42%	799 41%	503 42%	533 41%	186 41%	188 44%	220 43%	123 39%	174 42%	88 40%	59 39%	374 42%	343 41%	321 41%	148 39%	850 41%	177 43%
Very important (5)	699 28%	187 44%b	513 25%	168 30%	532 27%	328 27%	368 28%	161 35%klm	141 33%klm	169 33%klm	92 29%klm	83 20%l	27 12%	26 17%	302 34%pq	261 32%pq	136 17%	53 14%	557 27%	140 34%r
Don't know	* *	-	* *	* *	* *	-	* *	* *	* *	-	-	-	-	-	* *	-	-	-	* *	-
NET Not at all important/ Not very important	325 13%	42 10%	282 14%	63 11%	261 14%	134 11%	188 15%	41 9%	45 10%	43 8%	51 16%gi	50 12%	47 21%ghik	48 31%ghijk	86 10%	94 11%	145 18%no	95 25%nop	290 14%s	33 8%
NET Important / Very important	1738 69%	366 85%b	1373 66%	408 72%	1331 69%	831 69%	901 70%	347 76%klm	330 77%jklm	389 76%klm	215 68%lm	257 62%l	115 52%	86 56%	677 76%pq	604 73%pq	458 58%	201 54%	1407 68%	317 78%r
Mean	3.82	4.18b	3.75	3.89	3.80	3.83	3.81	4.01jklm	3.98klm	4.00jklm	3.78lm	3.66lm	3.37	3.37	3.99pq	3.92pq	3.52	3.37	3.78	4.04r
Std Dev.	1.03	0.96	1.03	1.00	1.04	1.01	1.05	0.96	0.97	0.92	1.09	1.03	1.05	1.20	0.97	0.99	1.08	1.11	1.05	0.92
Std Error	0.02	0.05	0.02	0.04	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.07	0.10	0.03	0.03	0.04	0.06	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101*
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	61 2%	11 2%	27 3%c	5 1%	18 3%c	38 3%	23 2%	23 1%	35 4%g	6 4%	6 2%	18 3%	19 3%	7 1%	43 3%	6 4%	52 2%	11 2%	48 3%	2 2%
Not very important (2)	264 11%	45 7%	103 13%a	61 11%	55 10%	148 11%	116 11%	152 9%	107 13%g	23 14%	27 11%	68 10%	68 11%	51 9%	162 10%	23 14%	220 10%	46 9%	210 11%	8 7%
Neither important nor unimportant (3)	439 18%	105 18%	128 16%	111 19%	94 18%	233 17%	205 19%	282 17%	155 20%	21 13%	55 22%	128 19%	122 19%	88 16%	305 20%	21 13%	401 18%	85 16%	339 18%	14 14%
Important (4)	1039 42%	259 43%	336 42%	233 41%	211 40%	595 43%	443 40%	696 42%	326 41%	72 45%	102 40%	286 43%	255 40%	236 42%	643 41%	78 46%	776 41%	216 41%	776 42%	47 44%
Very important (5)	699 28%	181 30%	203 25%	160 28%	155 29%	384 27%	316 29%	522 31%h	170 21%	39 24%	65 25%	159 24%	174 27%	183 32%kn	398 26%	40 24%	614 28%	171 32%r	494 26%	34 32%
Don't know	*	-	*	-	*	*	*	*	*	-	-	*	*	-	*	-	*	-	*	-
NET Not at all important/ Not very important	325 13%	55 9%	130 16%a	67 12%	73 14%	186 13%	139 13%	175 10%	142 18%g	29 18%m	33 13%	85 13%	87 14%	58 10%	205 13%	29 17%	272 12%	57 11%	257 14%	10 10%
NET Important / Very important	1738 69%	440 73%	539 68%	393 69%	366 69%	979 70%	759 69%	1218 73%h	497 63%	110 68%	167 65%	445 68%	429 67%	419 74%jln	1041 67%	118 70%	1519 69%	387 73%	1270 68%	81 77%
Mean	3.82	3.92b	3.73	3.84	3.81	3.81	3.83	3.92h	3.62	3.70	3.75	3.76	3.78	3.95jkln	3.77	3.73	3.82	3.92r	3.78	3.97
Std Dev.	1.03	0.96	1.08	0.98	1.07	1.04	1.03	0.98	1.10	1.10	1.03	1.02	1.05	0.98	1.03	1.09	1.02	1.01	1.04	0.98
Std Error	0.02	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.04	0.08	0.06	0.04	0.04	0.04	0.03	0.08	0.02	0.04	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 126

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	61 2%	50 2%	11 3%	4 6%a	50 2%	6 3%	4 3%	1 2%	4 4%n	7 2%	2 1%	3 1%	8 4%n	11 5%n	2 1%	9 2%	5 2%	1 2%	6 3%
Not very important (2)	264 11%	210 10%	54 15%a	9 14%	235 11%f	15 7%	7 6%	6 9%	11 11%	37 12%r	22 11%	23 12%r	18 9%	22 10%	36 11%	42 12%	25 13%r	4 19%	11 6%
Neither important nor unimportant (3)	439 18%	373 17%	66 18%	11 18%	363 17%	45 21%	19 15%	12 21%	16 17%	41 14%	29 14%	34 18%	40 21%	34 16%	58 18%	72 20%	38 19%	5 24%	40 21%
Important (4)	1039 42%	894 42%	144 39%	26 41%	855 41%	101 47%	59 46%	25 42%	42 42%	125 41%	89 43%	82 43%	67 35%	97 45%	138 42%	132 36%	83 42%	11 47%	90 47%lo
Very important (5)	699 28%	607 28%	93 25%	13 21%	599 29%e	46 22%	39 30%e	16 26%	26 27%	92 30%	65 31%	51 26%	60 31%	52 24%	96 29%	110 30%	48 24%	2 8%	44 23%
Don't know	*	-	*	*	-	*	*	*d	-	-	-	-	-	-	-	-	-	-	*
NET Not at all important/ Not very important	325 13%	260 12%	65 18%a	13 20%a	285 14%	22 10%	11 9%	7 11%	14 14%	43 14%	24 12%	26 13%	26 13%	33 15%	38 11%	51 14%	30 15%	5 21%	17 9%
NET Important / Very important	1738 69%	1501 70%	237 64%	40 62%	1454 69%	147 69%	97 76%d/g	40 68%	68 69%	216 72%	153 74%	133 69%	128 66%	149 69%	234 71%	241 66%	132 66%	12 55%	134 70%
Mean	3.82	3.84bc	3.69	3.57	3.82	3.77	3.95	3.81	3.78	3.86	3.93	3.80	3.79	3.73	3.88	3.80	3.73	3.40	3.82
Std Dev.	1.03	1.02	1.10	1.15	1.04	0.97	0.98	1.00	1.07	1.05	0.99	1.00	1.11	1.09	0.97	1.07	1.04	0.98	0.96
Std Error	0.02	0.02	0.04	0.06	0.03	0.04	0.05	0.06	0.09	0.08	0.08	0.08	0.10	0.09	0.08	0.08	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	61 / 2%	12 / 1%	38 / 5%ac	19 / 1%	45 / 3%ac	12 / 1%	3 / 6%e	9 / 3%	38 / 5%	1 / 2%	19 / 6%	24 / 3%	23 / 2%	8 / 3%	4 / 2%	3 / 3%	46 / 2%	7 / 2%	33 / 3%s	11 / 1%	6 / 3%	8 / 8%rsw	4 / 8%	44 / 2%	12 / 8%rsw	9 / 1%	53 / 3%y
Not very important (2)	264 / 11%	72 / 7%	134 / 16%ac	113 / 8%	175 / 14%ac	72 / 7%	5 / 9%	26 / 9%	134 / 16%	10 / 15%	62 / 18%	102 / 11%	91 / 10%	36 / 13%	23 / 9%	11 / 13%	193 / 10%	34 / 10%	136 / 11%	85 / 9%	17 / 9%	17 / 16%	9 / 21%	221 / 10%	26 / 18%sw	70 / 8%	193 / 12%y
Neither important nor unimportant (3)	439 / 18%	140 / 13%	214 / 25%ac	213 / 14%	287 / 22%ac	140 / 13%	5 / 9%	43 / 15%	214 / 25%	9 / 15%	88 / 26%	151 / 16%	165 / 17%	58 / 20%o	59 / 23%o	8 / 9%	316 / 17%	64 / 19%	177 / 14%	173 / 19%r	59 / 33%rsuwx	19 / 18%	8 / 20%	351 / 16%	27 / 19%	155 / 18%	284 / 17%
Important (4)	1039 / 42%	437 / 41%	306 / 36%	657 / 44%b	526 / 41%	437 / 41%	22 / 42%	127 / 45%	306 / 36%	34 / 52%hj	113 / 34%	355 / 38%	426 / 45%k	118 / 41%	101 / 41%	38 / 43%	781 / 42%	139 / 42%	484 / 39%	438 / 47%rx	68 / 39%	35 / 34%	11 / 26%	921 / 42%	46 / 32%	359 / 42%	680 / 41%
Very important (5)	699 / 28%	394 / 37%bd	155 / 18%	500 / 33%bd	261 / 20%	394 / 37%g	22 / 34%	75 / 27%	155 / 18%	10 / 16%	53 / 16%	296 / 32%lm	247 / 26%	64 / 23%	63 / 25%	27 / 32%	543 / 29%	90 / 27%	406 / 33%st	230 / 25%t	27 / 15%	23 / 23%	11 / 25%	635 / 29%st	34 / 24%	264 / 31%	435 / 26%
Don't know	* / -	* / -	* / -	* / -	* / -	* / -	- / -	- / -	* / -	- / -	- / -	* / -	* / -	* / -	* / -	- / -	* / -	* / -	* / -	* / -	* / -	- / -	- / -	* / -	- / -	- / -	* / *
NET Not at all important/ Not very important	325 / 13%	84 / 8%	172 / 20%ac	132 / 9%	220 / 17%ac	84 / 8%	8 / 15%	34 / 12%	172 / 20%	11 / 17%	81 / 24%	126 / 14%	113 / 12%	45 / 16%	27 / 11%	14 / 16%	239 / 13%	41 / 12%	169 / 14%	96 / 10%	22 / 13%	25 / 24%rsw	13 / 29%	265 / 12%	37 / 26%rstw	79 / 9%	246 / 15%y
NET Important / Very important	1738 / 69%	831 / 79%bd	461 / 54%	1157 / 77%bd	788 / 61%b	831 / 79%	40 / 76%	201 / 72%	461 / 54%	44 / 68%j	167 / 50%	651 / 70%	673 / 71%	182 / 64%	164 / 66%	65 / 75%	1324 / 70%	229 / 69%	889 / 72%tux	667 / 71%tux	96 / 54%	58 / 57%	22 / 51%	1557 / 72%tux	80 / 56%	624 / 73%z	1115 / 68%
Mean	3.82	4.07bd	3.48	4.00bd	3.61b	4.07g	3.89	3.84	3.48	3.64	3.36	3.86m	3.82	3.68	3.79	3.87	3.84m	3.81	3.88tux	3.84tux	3.54	3.48	3.38	3.87tux	3.45	3.93z	3.76
Std Dev.	1.03	0.94	1.10	0.94	1.06	0.94	1.16	1.02	1.10	1.00	1.12	1.06	1.00	1.05	0.98	1.10	1.03	1.01	1.07	0.93	0.97	1.23	1.30	1.01	1.25	0.95	1.07
Std Error	0.02	0.03	0.04	0.02	0.03	0.03	0.15	0.06	0.04	0.13	0.06	0.04	0.03	0.06	0.06	0.11	0.02	0.06	0.03	0.03	0.07	0.13	0.20	0.02	0.11	0.03	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	61 2%	3 2%	58 3%	* 2%	18 2%	41 3%	2 2%	60 2%	1 2%	- -	- -	61 2%	- -
Not very important (2)	264 11%	16 9%	247 11%	- -	76 10%	177 11%	11 10%	249 10%	10 14%	2 16%	- -	262 11%	1 20%
Neither important nor unimportant (3)	439 18%	38 21%	396 17%	4 20%	143 19%	281 17%	14 13%	411 17%	21 30%gk	2 16%	4 87%	435 17%	- -
Important (4)	1039 42%	61 34%	968 42%	10 49%	298 40%	699 43%	42 37%	1009 42%	20 29%	7 44%	* 1%	1037 42%	2 27%
Very important (5)	699 28%	62 34%	632 27%	6 28%	214 29%	443 27%	43 38%e	673 28%	18 25%	4 25%	1 12%	695 28%	4 52%
Don't know	* *	* *	* *	- -	* *	* *	- -	* *	- -	- -	- -	* *	* 1%
NET Not at all important/ Not very important	325 13%	19 11%	305 13%	* 2%	94 13%	218 13%	13 12%	309 13%	11 16%	2 16%	- -	323 13%	1 20%
NET Important / Very important	1738 69%	123 68%	1600 70%	15 77%	512 68%	1142 70%	84 76%	1683 70%h	38 54%	11 69%	1 13%	1732 70%h	6 79%
Mean	3.82	3.90	3.81	4.01	3.82	3.81	4.00	3.83	3.61	3.78	3.25	3.82	4.12
Std Dev.	1.03	1.03	1.03	0.85	1.03	1.03	1.05	1.03	1.07	1.02	0.73	1.03	1.23
Std Error	0.02	0.08	0.02	0.19	0.04	0.03	0.10	0.02	0.14	0.26	0.30	0.02	0.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	61 2%	17 3%	17 3%	20 3%d	6 1%	2 1%	10 4%n	5 3%	8 4%	2 1%	6 3%	2 1%	9 4%n	9 5%n	1 1%	3 1%	2 1%
Not very important	(2)	264 11%	62 10%	67 10%	78 13%d	56 9%	20 9%	28 13%o	14 7%	18 9%	30 15%no	19 8%	22 13%	34 16%gjno	22 11%	15 7%	12 6%	29 15%no
Neither important nor unimportant	(3)	439 18%	111 18%	125 19%	105 18%	98 15%	37 17%	38 17%	36 18%	49 23%	35 17%	41 18%	36 20%	34 17%	34 17%	39 18%	32 15%	27 13%
Important	(4)	1039 42%	290 46%c	254 39%	212 36%	283 44%c	108 50%jl	100 46%l	82 42%	85 40%	86 42%	83 37%	68 38%	69 34%	75 38%	97 43%	95 44%	91 45%
Very important	(5)	699 28%	151 24%	182 28%	169 29%	197 31%a	50 23%	43 20%	58 30%	53 25%	52 25%	76 34%ef	51 28%	59 29%	59 30%	71 32%f	75 35%ef	52 26%
Don't know		* *	-	*	*	*	-	-	-	-	-	*	*	-	*	-	-	-
NET Not at all important/ Not very important		325 13%	79 13%	84 13%	98 17%d	62 10%	22 10%	38 17%no	20 10%	27 13%	33 16%no	25 11%	25 14%	43 21%egjno	31 16%no	16 7%	15 7%	31 16%no
NET Important / Very important		1738 69%	441 70%	436 67%	381 65%	480 75%bc	158 73%	143 65%	140 72%	138 64%	139 67%	159 71%	119 66%	128 62%	134 67%	167 75%l	170 78%fhikl	143 71%
Mean		3.82	3.78	3.80	3.74	3.95bc	3.85	3.63	3.88	3.73	3.76	3.91f	3.80	3.66	3.77	3.99fhil	4.05fhiklm	3.80
Std Dev.		1.03	1.01	1.05	1.12	0.95	0.92	1.07	1.01	1.05	1.03	1.05	1.03	1.18	1.13	0.90	0.92	1.01
Std Error		0.02	0.04	0.04	0.05	0.04	0.06	0.07	0.07	0.08	0.07	0.07	0.07	0.08	0.08	0.06	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	53 2%	9 2%	43 2%	11 2%	42 2%	22 2%	30 2%	5 1%	5 1%	6 1%	9 3%	8 2%	12 5%ghi	9 6%ghi	10 1%	15 2%	28 4%n	20 5%no	47 2%	5 1%
Not very important (2)	183 7%	15 3%	168 8%a	49 9%	134 7%	90 8%	93 7%	34 7%	28 7%	29 6%	17 6%	34 8%	17 8%	24 16%ghijk	62 7%	46 6%	75 10%o	41 11%o	151 7%	32 8%
Neither important nor unimportant (3)	427 17%	46 11%	381 18%a	95 17%	332 17%	225 19%	199 15%	69 15%	69 16%	68 13%	46 15%	82 20%i	59 26%ghij	34 22%i	138 16%	114 14%	175 22%no	93 25%no	363 17%	60 15%
Important (4)	1068 43%	169 39%	900 43%	230 41%	839 43%	508 42%	557 43%	201 44%	170 40%	226 44%	143 46%	170 41%	105 47%	54 36%	370 42%	369 45%	329 42%	159 42%	889 43%	164 40%
Very important (5)	767 31%	190 44%b	577 28%	181 32%	586 30%	352 29%	414 32%	149 33%lm	158 37%lm	182 35%lm	99 32%lm	119 29%l	30 14%	31 20%	306 35%pq	281 34%pq	180 23%q	61 16%	624 30%	142 35%
Don't know	3 *	-	3 *	* *	3 *	3 *	* *	* *	* *	3 1%	-	-	-	-	* *	3 *	-	-	* *	3 1%r
NET Not at all important/ Not very important	236 9%	24 6%	212 10%a	60 11%	176 9%	112 9%	123 10%	39 8%	33 8%	35 7%	26 8%	42 10%	29 13%l	33 21%ghijk	72 8%	61 7%	104 13%no	61 16%no	198 10%	37 9%
NET Important / Very important	1836 73%	359 84%b	1477 71%	411 73%	1425 74%	860 72%	971 75%	349 76%lm	327 76%lm	408 80%klm	242 77%lm	288 70%m	135 61%	86 56%	677 76%pq	650 79%pq	509 65%	221 59%	1513 73%	306 75%
Mean	3.93	4.20b	3.87	3.92	3.93	3.90	3.95	3.99lm	4.04klm	4.08klm	3.98lm	3.86lm	3.56	3.50	4.02pq	4.04pq	3.71q	3.54	3.91	4.00
Std Dev.	0.98	0.92	0.98	1.00	0.97	0.97	0.99	0.93	0.94	0.90	0.97	0.99	0.99	1.15	0.94	0.93	1.03	1.06	0.98	0.97
Std Error	0.02	0.05	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.04	0.05	0.05	0.06	0.09	0.03	0.03	0.04	0.05	0.02	0.06

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	53 2%	7 1%	14 2%	18 3%	14 3%	20 1%	33 3%e	25 1%	28 3%g	1 1%	9 4%	19 3%	8 1%	9 2%	36 2%	1 1%	46 2%	8 2%	42 2%	3 2%
Not very important (2)	183 7%	42 7%	69 9%	37 6%	36 7%	111 8%	72 7%	97 6%	83 11%g	16 10%	17 7%	50 8%	51 8%	39 7%	118 8%	17 10%	161 7%	38 7%s	145 8%s	1 1%
Neither important nor unimportant (3)	427 17%	107 18%	132 16%	109 19%	80 15%	239 17%	188 17%	266 16%	152 19%	22 14%	52 20%	119 18%	113 18%	86 15%	284 18%	22 13%	382 17%	95 18%	315 17%	18 17%
Important (4)	1068 43%	262 44%	355 44%	234 41%	218 41%	617 44%	452 41%	709 42%	343 43%	65 40%	90 35%	284 43%	285 45%j	265 47%j	659 42%	69 41%	950 43%	203 38%	825 44%	41 39%
Very important (5)	767 31%	180 30%	229 29%	173 30%	186 35%	409 29%	359 32%	577 34%h	186 23%	57 35%	87 34%	186 28%	180 28%	164 29%	453 29%	59 35%	652 30%	186 35%r	538 29%	44 41%r
Don't know	3 *	3 *	* *	* *	* *	3 *	* *	3 *	* *	- -	- -	* *	* *	3 *	* *	- -	3 *	* *	3 *	* *
NET Not at all important/ Not very important	236 9%	48 8%	82 10%	55 10%	50 9%	131 9%	105 10%	121 7%	111 14%g	17 11%	27 10%	69 10%	60 9%	48 8%	155 10%	18 11%	206 9%	46 9%	187 10%	3 3%
NET Important / Very important	1836 73%	442 74%	584 73%	407 71%	403 76%	1026 73%	810 73%	1286 77%h	529 67%	121 76%	176 69%	471 71%	465 73%	429 76%	1112 72%	129 76%	1602 73%	389 73%	1362 73%	85 80%
Mean	3.93	3.95	3.90	3.89	3.98	3.92	3.93	4.03h	3.73	3.99	3.89	3.87	3.90	3.95	3.89	4.00	3.91	3.98	3.90	4.16r
Std Dev.	0.98	0.93	0.97	1.01	1.00	0.95	1.01	0.93	1.04	0.98	1.06	1.00	0.94	0.93	0.99	0.97	0.97	0.98	0.98	0.90
Std Error	0.02	0.03	0.04	0.05	0.04	0.02	0.03	0.02	0.03	0.07	0.07	0.04	0.04	0.04	0.03	0.07	0.02	0.04	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 127

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	53 2%	48 2%	5 1%	1 2%	44 2%	5 2%	2 1%	2 3%	2 2%	11 4%	2 1%	3 2%	2 1%	8 4%	8 3%	5 1%	3 1%	2 8%	3 2%
Not very important (2)	183 7%	145 7%	38 10%	9 14%a	157 7%	11 5%	10 8%	6 10%e	9 9%n	28 9%n	11 5%	14 7%	16 8%n	15 7%	10 3%	35 9%n	19 9%n	1 6%	9 5%
Neither important nor unimportant (3)	427 17%	360 17%	67 18%	16 24%	354 17%	40 19%	20 16%	13 22%	14 15%	61 20%o	39 19%	38 20%	33 17%	43 20%	49 15%	44 12%	32 16%	5 23%	35 18%
Important (4)	1068 43%	907 43%	162 44%	23 36%	878 42%	109 51%d	56 44%	26 43%	43 43%	105 35%	70 34%	88 46%j	82 42%	84 39%	154 47%ij	161 44%	91 45%	11 50%	97 51%jm
Very important (5)	767 31%	671 31%	97 26%	15 23%	666 32%eg	50 23%	39 31%	13 22%	30 30%	95 31%	85 41%kpr	49 25%	61 31%	66 31%	109 33%	116 32%	56 28%	3 13%	47 24%
Don't know	3 *	3 *	* *	* *	3 *	- -	* *	* *	- -	- -	- -	- -	- -	- -	- -	3 *	- -	- -	- -
NET Not at all important/ Not very important	236 9%	193 9%	43 12%	10 16%a	201 10%	16 7%	12 9%	7 13%	12 12%	40 13%jnr	12 6%	17 9%	18 9%	23 10%	19 6%	39 11%	22 11%	3 14%	12 7%
NET Important / Very important	1836 73%	1578 74%c	258 70%	38 59%	1544 73%g	158 74%	95 75%g	39 65%	73 74%	200 66%	155 75%	137 71%	143 74%	150 70%	263 80%i	278 76%	146 73%	14 63%	144 75%
Mean	3.93	3.94c	3.84	3.66	3.94g	3.88	3.95g	3.72	3.90	3.81	4.09ik	3.86	3.94	3.86	4.04i	3.97	3.89	3.54	3.92
Std Dev.	0.98	0.98	0.97	1.05	0.99	0.90	0.96	1.01	1.02	1.10	0.94	0.93	0.96	1.04	0.91	0.97	0.97	1.08	0.88
Std Error	0.02	0.02	0.03	0.06	0.03	0.04	0.05	0.06	0.09	0.09	0.08	0.07	0.08	0.09	0.07	0.08	0.08	0.14	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	53 / 2%	16 / 2%	25 / 3%	23 / 2%	31 / 2%	16 / 2%	- / -	9 / 3%	25 / 3%	- / -	12 / 4%	24 / 3%	16 / 2%	6 / 2%	6 / 3%	1 / 1%	39 / 2%	8 / 2%	28 / 2%	19 / 2%	2 / 1%	1 / 1%	3 / 6%	47 / 2%	4 / 2%	12 / 1%	40 / 2%
Not very important (2)	183 / 7%	51 / 5%	87 / 10%ac	86 / 6%	122 / 9%ac	51 / 5%	7 / 14%e	21 / 7%	87 / 10%	7 / 11%	43 / 13%	71 / 8%	63 / 7%	29 / 10%	12 / 5%	7 / 8%	135 / 7%	19 / 6%	103 / 8%s	45 / 5%	19 / 11%s	10 / 10%	6 / 15%	148 / 7%	17 / 12%s	55 / 6%	128 / 8%
Neither important nor unimportant (3)	427 / 17%	151 / 14%	176 / 21%ac	228 / 15%	253 / 20%ac	151 / 14%	6 / 11%	45 / 16%	176 / 21%	11 / 17%	75 / 22%	137 / 15%	160 / 17%	61 / 21%k	49 / 20%	21 / 24%	297 / 16%	69 / 21%k	178 / 14%	159 / 17%	58 / 33%rsw	20 / 19%	10 / 23%	337 / 16%	29 / 20%	143 / 17%	284 / 17%
Important (4)	1068 / 43%	439 / 42%	372 / 44%	630 / 42%	563 / 43%	439 / 42%	20 / 38%	125 / 45%	372 / 44%	28 / 44%	146 / 43%	363 / 39%	453 / 48%ko	116 / 41%	106 / 43%	29 / 34%	816 / 43%	136 / 41%	464 / 38%	472 / 50%rtw	68 / 38%	50 / 49%	14 / 33%	935 / 43%r	64 / 44%	326 / 38%	742 / 45%y
Very important (5)	767 / 31%	395 / 37%bd	187 / 22%	533 / 35%bd	324 / 25%	395 / 37%g	20 / 37%	79 / 28%	187 / 22%	19 / 29%	58 / 17%	332 / 36%lm	256 / 27%	74 / 26%	73 / 30%	29 / 34%	589 / 31%	102 / 31%	460 / 37%stuwx	243 / 26%t	30 / 17%	21 / 21%	10 / 23%	703 / 32%stx	31 / 21%	320 / 37%z	447 / 27%
Don't know	3 / *	3 / *	* / *	3 / *	* / *	3 / *	-	-	*	-	-	*	3 / *	-	-	-	3 / *	-	3 / *	*	-	-	-	3 / *	-	*	3 / *
NET Not at all important/ Not very important	236 / 9%	67 / 6%	112 / 13%ac	109 / 7%	154 / 12%ac	67 / 6%	7 / 14%	29 / 10%e	112 / 13%	7 / 11%	56 / 17%	95 / 10%	79 / 8%	35 / 12%	19 / 8%	8 / 9%	174 / 9%	27 / 8%	131 / 11%s	63 / 7%	21 / 12%	11 / 11%	9 / 21%	195 / 9%	20 / 14%s	67 / 8%	169 / 10%
NET Important / Very important	1836 / 73%	834 / 79%bd	559 / 66%	1162 / 77%bd	887 / 69%	834 / 79%	39 / 75%	205 / 74%	559 / 66%	47 / 72%	204 / 61%	696 / 75%m	709 / 75%m	190 / 66%	180 / 73%	59 / 67%	1405 / 75%m	238 / 71%	924 / 75%t	714 / 76%tx	97 / 55%	70 / 70%	24 / 56%	1638 / 75%tx	95 / 66%	646 / 75%	1190 / 72%
Mean	3.93	4.09bd	3.72	4.04bd	3.79	4.09g	3.98	3.88	3.72	3.90	3.58	3.98m	3.92	3.78	3.92	3.90	3.95m	3.92	3.99tx	3.93tx	3.59	3.78	3.52	3.97tx	3.71	4.03z	3.87
Std Dev.	0.98	0.92	1.01	0.93	1.00	0.92	1.03	1.00	1.01	0.95	1.04	1.02	0.92	1.01	0.96	1.01	0.97	0.97	1.03	0.89	0.94	0.92	1.19	0.97	1.01	0.96	0.98
Std Error	0.02	0.03	0.03	0.02	0.03	0.03	0.13	0.06	0.03	0.12	0.05	0.03	0.03	0.06	0.06	0.10	0.02	0.05	0.03	0.03	0.07	0.09	0.18	0.02	0.09	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	53 2%	7 4%	44 2%	2 8%	21 3%	31 2%	-	49 2%	3 4%	* 3%	-	53 2%	-
Not very important (2)	183 7%	2 1%	180 8%a	1 3%	55 7%	120 7%	8 7%	172 7%	11 16%gk	-	-	183 7%	-
Neither important nor unimportant (3)	427 17%	31 17%	395 17%	* 2%	140 19%	267 16%	20 18%	406 17%	14 20%	4 26%	3 57%	424 17%	* 6%
Important (4)	1068 43%	82 46%	976 42%	10 52%	304 41%	729 44%f	35 32%	1029 43%	25 36%	7 47%	1 30%	1062 43%	5 73%
Very important (5)	767 31%	57 32%	703 31%	7 35%	228 30%	491 30%	48 43%de	744 31%	17 24%	4 24%	1 13%	765 31%	2 20%
Don't know	3 *	* *	3 *	-	* *	3 *	-	3 *	-	-	-	3 *	* 1%
NET Not at all important/ Not very important	236 9%	10 5%	224 10%	2 10%	77 10%	151 9%	8 7%	221 9%	14 20%gk	* 3%	-	236 9%	-
NET Important / Very important	1836 73%	140 77%	1679 73%	17 87%	532 71%	1220 74%	84 75%	1773 74%	43 60%	11 71%	2 43%	1827 73%	7 93%
Mean	3.93	4.00	3.92	4.04	3.88	3.93	4.11	3.94h	3.61	3.88	3.56	3.93h	4.15
Std Dev.	0.98	0.95	0.98	1.12	1.02	0.96	0.94	0.97	1.14	0.90	0.81	0.98	0.53
Std Error	0.02	0.07	0.02	0.25	0.04	0.02	0.09	0.02	0.15	0.23	0.33	0.02	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	128	122	137	124	116
Not at all important	(1)	53 2%	18 3%	13 2%	15 3%	7 1%	6 3%	6 3%	6 3%	1 1%	2 1%	9 4%op	3 2%	6 3%	6 3%	6 3%	1 *	* *
Not very important	(2)	183 7%	44 7%	57 9%	46 8%	36 6%	22 10%o	14 6%	8 4%	11 5%	29 14%fghmno	17 7%	21 12%gho	14 7%	11 5%	12 5%	7 3%	17 8%
Neither important nor unimportant	(3)	427 17%	123 19%d	110 17%	103 18%	91 14%	33 15%	56 26%ejknp	33 17%	40 19%	37 18%	32 14%	28 16%	40 19%	36 18%	29 13%	36 17%	26 13%
Important	(4)	1068 43%	277 44%	258 40%	259 44%	274 43%	98 45%	87 40%	92 47%	93 43%	84 41%	82 36%	84 47%	89 43%	87 44%	98 44%	82 38%	94 47%
Very important	(5)	767 31%	170 27%	208 32%	160 27%	230 36%abc	58 27%	56 26%	56 29%	69 32%	53 26%	86 38%efik	43 24%	56 27%	60 30%	77 35%	89 41%efgikl	64 32%
Don't know		3 *	- -	* *	* *	3 *	- -	- -	- -	- -	- -	* *	* *	- -	- -	- -	3 1%	* *
NET Not at all important/ Not very important		236 9%	62 10%	69 11%d	62 11%	43 7%	28 13%ho	20 9%	14 7%	12 6%	32 15%gho	26 11%o	24 14%ho	20 10%o	17 8%	18 8%	8 4%	17 8%
NET Important / Very important		1836 73%	447 71%	466 72%	419 72%	504 79%abc	156 72%	143 65%	148 76%	161 76%	137 67%	168 74%	127 71%	145 71%	147 74%	175 79%fi	171 79%fi	158 79%fi
Mean		3.93	3.85	3.92	3.86	4.07abc	3.83	3.79	3.93	4.01i	3.76	3.97	3.80	3.85	3.92	4.02i	4.17efgiklm	4.02i
Std Dev.		0.98	0.99	1.01	0.99	0.91	1.02	0.98	0.96	0.88	1.03	1.09	0.99	1.00	0.99	0.98	0.85	0.89
Std Error		0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.06	0.07	0.08	0.07	0.07	0.07	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	27 1%	3 1%	24 1%	3 *	24 1%	17 1%	10 1%	3 1%	7 2%	3 *	3 1%	5 1%	4 2%	2 2%	10 1%	5 1%	12 1%	6 2%	18 1%	7 2%
Not very important (2)	121 5%	11 3%	110 5%	21 4%	99 5%	68 6%	53 4%	8 2%	18 4%	11 2%	16 5%g	36 9%ghi	14 6%gi	19 13%ghij	25 3%	26 3%	69 9%no	33 9%no	103 5%	17 4%
Neither important nor unimportant (3)	344 14%	31 7%	312 15%a	64 11%	279 14%	182 15%	161 12%	46 10%	37 9%	68 13%	39 12%	79 19%gh	49 22%ghij	26 17%h	83 9%	107 13%	153 19%no	74 20%no	314 15%s	27 7%
Important (4)	1162 46%	185 43%	977 47%	264 47%	899 46%	546 46%	615 48%	211 46%	188 44%	243 47%	149 47%	191 46%	112 50%	69 45%	399 45%	392 47%	372 47%	181 48%	946 46%	201 50%
Very important (5)	848 34%	199 46%b	650 31%	214 38%	635 33%	386 32%	456 35%	190 42%klm	180 42%klm	189 37%klm	108 34%kl	102 25%	44 20%	36 24%	370 42%pq	297 36%pq	182 23%	80 21%	691 33%	155 38%
Don't know	*	-	*	*	-	-	*	*	-	-	-	-	-	-	*	-	-	-	*	-
NET Not at all important/ Not very important	147 6%	14 3%	134 6%a	24 4%	124 6%	85 7%	62 5%	10 2%	25 6%g	13 3%	18 6%g	41 10%gi	18 8%gi	22 14%ghij	35 4%	31 4%	81 10%no	40 11%no	122 6%	24 6%
NET Important / Very important	2011 80%	384 90%b	1627 78%	477 84%d	1534 79%	932 78%	1070 83%e	401 88%klm	368 86%klm	432 84%klm	257 82%klm	293 71%	156 70%	105 69%	769 87%pq	689 83%pq	554 70%	261 70%	1638 79%	356 88%r
Mean	4.07	4.32b	4.02	4.18d	4.04	4.01	4.12e	4.26jklm	4.20klm	4.18klm	4.09klm	3.84	3.80	3.77	4.23pq	4.15pq	3.82	3.79	4.06	4.18r
Std Dev.	0.87	0.77	0.88	0.81	0.89	0.91	0.83	0.75	0.88	0.77	0.86	0.94	0.89	1.00	0.82	0.81	0.94	0.94	0.87	0.85
Std Error	0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.03	0.05	0.04	0.06	0.08	0.03	0.03	0.03	0.05	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	27 / 1%	*	14 / 2%a	4 / 1%	8 / 2%a	14 / 1%	12 / 1%	16 / 1%	11 / 1%	3 / 2%	2 / 1%	5 / 1%	6 / 1%	4 / 1%	14 / 1%	3 / 2%	21 / 1%	3 / 1%	24 / 1%	-
Not very important (2)	121 / 5%	31 / 5%	29 / 4%	33 / 6%	28 / 5%	60 / 4%	60 / 5%	62 / 4%	55 / 7%g	11 / 7%	15 / 6%	29 / 4%	42 / 7%m	18 / 3%	86 / 6%	11 / 6%	108 / 5%	26 / 5%	94 / 5%	*
Neither important nor unimportant (3)	344 / 14%	80 / 13%	116 / 15%	78 / 14%	69 / 13%	196 / 14%	147 / 13%	216 / 13%	125 / 16%	16 / 10%	41 / 16%	99 / 15%	97 / 15%	73 / 13%	236 / 15%	16 / 10%	313 / 14%	54 / 10%	275 / 15%q	15 / 14%
Important (4)	1162 / 46%	286 / 48%	388 / 49%	262 / 46%	227 / 42%	674 / 48%	489 / 44%	764 / 46%	378 / 48%	72 / 45%	110 / 43%	305 / 46%	307 / 48%	278 / 49%	722 / 47%	78 / 46%	1029 / 47%	256 / 48%	861 / 46%	45 / 43%
Very important (5)	848 / 34%	202 / 34%	251 / 31%	194 / 34%	202 / 38%	453 / 32%	395 / 36%	617 / 37%h	225 / 28%	59 / 37%	88 / 34%	220 / 33%	186 / 29%	191 / 34%	494 / 32%	61 / 36%	722 / 33%	190 / 36%	612 / 33%	46 / 43%
Don't know	*	-	-	-	*	-	*	-	*	-	-	-	-	-	-	-	-	*	-	-
NET Not at all important/ Not very important	147 / 6%	32 / 5%	43 / 5%	36 / 6%	36 / 7%	75 / 5%	72 / 7%	78 / 5%	66 / 8%g	14 / 9%	17 / 7%	34 / 5%	49 / 8%m	22 / 4%	100 / 6%	14 / 8%	129 / 6%	29 / 5%	118 / 6%s	*
NET Important / Very important	2011 / 80%	488 / 81%	638 / 80%	456 / 80%	428 / 80%	1127 / 81%	884 / 80%	1382 / 82%h	603 / 76%	131 / 81%	197 / 77%	525 / 80%	493 / 77%	470 / 83%	1216 / 78%	139 / 82%	1751 / 80%	446 / 84%r	1473 / 79%	91 / 86%
Mean	4.07	4.10	4.04	4.07	4.10	4.07	4.08	4.14h	3.95	4.08	4.04	4.07	3.98	4.12l	4.03	4.09	4.06	4.14	4.04	4.29r
Std Dev.	0.87	0.82	0.87	0.87	0.92	0.85	0.90	0.84	0.92	0.95	0.90	0.85	0.89	0.81	0.88	0.93	0.87	0.83	0.89	0.70
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.06	0.03	0.03	0.03	0.02	0.07	0.02	0.03	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	27 1%	26 1%	1 *	* *	25 1%	* *	1 1%	- -	2 2%	2 1%	1 1%	2 1%	3 1%	2 1%	8 2%	6 2%	1 1%	- -	* *
Not very important (2)	121 5%	103 5%	18 5%	4 6%	104 5%	9 4%	5 4%	3 5%	4 4%	6 2%	8 4%	11 6%	9 5%	10 5%	22 7%	25 7%	8 4%	2 9%	7 3%
Neither important nor unimportant (3)	344 14%	297 14%	47 13%	9 13%	282 13%	38 18%	17 13%	7 12%	18 18%jn	34 11%	14 7%	24 13%	29 15%j	35 16%j	34 10%	48 13%	47 23%ijkno	6 28%	31 16%j
Important (4)	1162 46%	980 46%	183 50%	33 52%	972 46%	101 47%	58 46%	31 52%	43 43%	141 47%	101 49%	94 49%	88 45%	104 48%	151 46%	154 42%	95 48%	9 39%	92 48%
Very important (5)	848 34%	728 34%	120 33%	18 28%	718 34%	66 31%	46 36%	19 31%	33 33%	118 39%p	82 40%p	61 32%	65 34%	65 30%	116 35%	131 36%p	48 24%	6 25%	60 32%
Don't know	* -	- -	* *	* *	- -	- -	- -	* *d	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Not at all important/ Not very important	147 6%	129 6%	18 5%	4 7%	129 6%	9 4%	6 5%	3 5%	5 6%	9 3%	9 4%	13 7%	12 6%	12 6%	30 9%ir	31 8%i	9 5%	2 9%	7 4%
NET Important / Very important	2011 80%	1708 80%	303 82%	51 80%	1690 80%	167 78%	104 82%	49 83%	75 76%	259 86%hp	183 89%hiimopr	155 81%	153 79%	169 78%	267 81%	285 78%	143 72%	14 63%	153 80%
Mean	4.07	4.07	4.10	4.01	4.07	4.05	4.13	4.09	4.02	4.21mp	4.23hmp	4.05	4.05	4.02	4.05	4.04	3.91	3.79	4.08
Std Dev.	0.87	0.88	0.81	0.84	0.88	0.81	0.85	0.80	0.91	0.78	0.79	0.87	0.89	0.85	0.96	0.95	0.83	0.93	0.79
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.08	0.06	0.07	0.07	0.08	0.07	0.08	0.08	0.07	0.12	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	1st class usage Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	2nd class usage Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage Use 2nd class all/most of the time and Not Working (j)	Reliance letters Very reliant (k)	Reliance letters Fairly reliant (l)	Reliance letters Neither reliant nor not reliant (m)	Reliance letters Not very reliant (n)	Reliance letters Not at all reliant (o)	Reliance letters Net reliant (p)	Reliance letters Net not reliant (q)	Reliance parcels Very reliant (r)	Reliance parcels Fairly reliant (s)	Reliance parcels Neither reliant nor not reliant (t)	Reliance parcels Not very reliant (u)	Reliance parcels Not at all reliant (v)	Reliance parcels Net reliant (w)	Reliance parcels Net not reliant (x)	Affordability ANY affordability challenges (y)	Affordability No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	27 1%	6 1%	12 1%	9 1%	15 1%	6 1%	1 1%	-	12 1%	1 2%	8 2%	17 2%i	3 *	3 1%	1 *	3 3%i	20 1%	4 1%	21 2%s	2 *	-	2 2%	1 1%	23 1%	4 2%s	7 1%	20 1%
Not very important (2)	121 5%	39 4%	65 8%ac	51 3%	77 6%ac	39 4%	1 1%	17 6%	65 8%	7 11%	27 8%	37 4%	50 5%	14 5%	16 6%	4 4%	87 5%	20 6%	54 4%	35 4%	11 6%	12 12%rsw	7 16%	89 4%	19 13%rsw	41 5%	79 5%
Neither important nor unimportant (3)	344 14%	126 12%	145 17%ac	190 13%	209 16%ac	126 12%	9 18%	40 14%	145 17%i	3 5%	60 18%i	131 14%o	109 12%	63 22%klopq	36 15%	4 5%	240 13%	41 12%	155 13%	123 13%	45 26%rsuwx	12 12%	5 12%	279 13%	17 12%	105 12%	238 14%
Important (4)	1162 46%	455 43%	402 47%	682 45%	629 49%a	455 43%	21 40%	135 48%	402 47%	29 44%	162 48%	400 43%	487 51%k	128 45%	111 45%	34 39%	888 47%	145 43%	520 42%	497 53%rsw	82 46%	50 50%	11 26%	1017 47%r	61 43%	384 45%	779 47%
Very important (5)	848 34%	429 41%bd	224 26%	569 38%bd	364 28%	429 41%g	20 39%	87 31%	224 26%	25 38%j	77 23%	342 37%m	302 32%	78 27%	83 34%	42 48%lmnp	644 34%	125 37%m	487 39%stu	279 30%	38 22%	25 25%	19 44%	765 35%st	44 30%	320 37%z	528 32%
Don't know	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	*	-	-	-	-	*	-	-	*
*		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	147 6%	45 4%	77 9%ac	60 4%	92 7%ac	45 4%	2 4%	17 6%	77 9%	8 12%	35 11%	54 6%	53 6%	17 6%	17 7%	6 7%	107 6%	23 7%	74 6%	38 4%	11 6%	14 14%rsw	8 19%	112 5%	22 15%rstw	48 6%	99 6%
NET Important / Very important	2011 80%	884 84%bd	626 74%	1252 83%bd	993 77%	884 84%	41 79%	221 80%	626 74%	54 83%	239 71%	743 80%m	789 83%m	206 72%	194 78%	76 88%m	1532 82%m	270 81%m	1006 81%t	776 83%tx	120 68%	75 74%	30 69%	1782 82%tx	105 73%	704 82%	1307 79%
Mean	4.07	4.20bd	3.90	4.17bd	3.97	4.20g	4.12	4.05	3.90	4.07	3.81	4.09m	4.09m	3.93	4.05	4.26m	4.09m	4.10	4.13tux	4.08tux	3.83	3.83	3.91	4.11tux	3.85	4.13	4.04
Std Dev.	0.87	0.83	0.93	0.82	0.89	0.83	0.88	0.84	0.93	1.01	0.96	0.91	0.81	0.88	0.88	0.96	0.86	0.91	0.91	0.77	0.84	1.01	1.22	0.85	1.07	0.86	0.88
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.11	0.05	0.03	0.13	0.05	0.03	0.03	0.05	0.06	0.10	0.02	0.05	0.03	0.02	0.06	0.10	0.19	0.02	0.09	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	27 1%	3 2%	23 1%	-	9 1%	17 1%	-	26 1%	1 2%	-	-	27 1%	-
Not very important (2)	121 5%	4 2%	116 5%	-	32 4%	82 5%	6 5%	116 5%	4 6%	*	-	121 5%	-
Neither important nor unimportant (3)	344 14%	35 20%	304 13%	4 22%	113 15%	222 14%	8 7%	317 13%	20 29%gk	2 13%	4 88%	339 14%	-
Important (4)	1162 46%	73 40%	1082 47%	7 37%	341 46%	768 47%	53 47%	1124 47%	24 34%	8 53%	-	1157 46%	5 73%
Very important (5)	848 34%	65 36%	776 34%	8 42%	253 34%	550 34%	45 40%	820 34%	21 30%	5 31%	1 12%	846 34%	2 26%
Don't know	* *	* *	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	* 1%
NET Not at all important/ Not very important	147 6%	8 4%	140 6%	-	42 6%	100 6%	6 5%	141 6%	5 7%	* 3%	-	147 6%	-
NET Important / Very important	2011 80%	137 76%	1858 81%	15 78%	594 79%	1319 80%	98 88%	1944 81%h	45 64%	13 84%	1 12%	2003 80%h	7 99%
Mean	4.07	4.06	4.07	4.20	4.06	4.07	4.23	4.08	3.85	4.12	3.23	4.07	4.26
Std Dev.	0.87	0.91	0.87	0.79	0.88	0.87	0.80	0.87	0.98	0.77	0.73	0.87	0.47
Std Error	0.02	0.07	0.02	0.18	0.03	0.02	0.08	0.02	0.13	0.20	0.30	0.02	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	27 / 1%	6 / 1%	3 / 1%	9 / 2%	8 / 1%	4 / 2%	2 / 1%	1 / *	*	-	3 / 1%	2 / 1%	*	7 / 4%hil	1 / *	2 / 1%	6 / 3%
Not very important	(2)	121 / 5%	36 / 6%d	30 / 5%	39 / 7%d	15 / 2%	13 / 6%	15 / 7%op	8 / 4%	10 / 5%	10 / 5%	10 / 5%	6 / 3%	22 / 11%knop	11 / 6%	8 / 4%	4 / 2%	3 / 1%
Neither important nor unimportant	(3)	344 / 14%	71 / 11%	111 / 17%a	82 / 14%	80 / 12%	17 / 8%	31 / 14%	23 / 12%	31 / 14%	35 / 17%e	45 / 20%e	23 / 13%	28 / 13%	31 / 16%	28 / 13%	25 / 12%	26 / 13%
Important	(4)	1162 / 46%	321 / 51%c	285 / 44%	255 / 44%	301 / 47%	99 / 45%	122 / 56%jm	100 / 51%jm	108 / 51%jm	94 / 45%	84 / 37%	84 / 47%	96 / 47%	75 / 38%	108 / 49%	98 / 45%	96 / 48%
Very important	(5)	848 / 34%	197 / 31%	216 / 33%	199 / 34%	236 / 37%	85 / 39%f	50 / 23%	63 / 32%	65 / 30%	68 / 33%	83 / 37%f	64 / 36%f	60 / 29%	75 / 38%f	78 / 35%f	88 / 41%f	70 / 35%f
Don't know		1 / *	-	-	*	*	-	-	-	-	-	-	*	-	-	-	-	-
NET Not at all important/ Not very important		147 / 6%	43 / 7%d	34 / 5%	48 / 8%d	23 / 4%	17 / 8%	17 / 8%	9 / 5%	10 / 5%	10 / 5%	14 / 6%	8 / 4%	22 / 11%no	18 / 9%o	9 / 4%	6 / 3%	9 / 4%
NET Important / Very important		2011 / 80%	518 / 82%	501 / 78%	454 / 78%	537 / 84%bc	183 / 84%	172 / 78%	164 / 84%	173 / 81%	161 / 78%	167 / 74%	148 / 83%	156 / 76%	150 / 75%	186 / 83%	186 / 86%jlm	166 / 83%
Mean		4.07	4.06	4.05	4.02	4.16c	4.14	3.93	4.11	4.06	4.06	4.04	4.13	3.94	4.00	4.14f	4.23fl	4.11
Std Dev.		0.87	0.86	0.86	0.94	0.82	0.92	0.84	0.80	0.80	0.83	0.94	0.84	0.93	1.04	0.80	0.78	0.89
Std Error		0.02	0.03	0.03	0.04	0.03	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.05	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

**QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery**

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	28 1%	2 1%	25 1%	3 *	25 1%	19 2%	9 1%	8 2%h	*	4 1%	3 1%	1 *	5 2%h	6 4%hik	8 1%	7 1%	12 2%	11 3%no	21 1%	7 2%
Not very important (2)	68 3%	15 3%	53 3%	22 4%	46 2%	37 3%	31 2%	9 2%	16 4%	14 3%	6 2%	9 2%	7 3%	6 4%	25 3%	20 2%	22 3%	13 4%	55 3%	13 3%
Neither important nor unimportant (3)	277 11%	22 5%	255 12%a	65 12%	212 11%	144 12%	133 10%	52 11%	41 10%	53 10%	28 9%	46 11%	30 14%	27 18%hj	94 11%	81 10%	103 13%	57 15%o	242 12%	35 9%
Important (4)	1238 49%	187 44%	1051 51%a	261 46%	977 50%	590 49%	644 50%	203 44%	214 50%	237 46%	170 54%g	208 50%	142 64%ghikm	65 43%	417 47%	407 49%	414 53%	207 55%n	1024 49%	202 50%
Very important (5)	884 35%	199 47%b	684 33%	211 37%	673 35%	405 34%	473 37%	183 40%l	158 37%l	205 40%l	105 33%l	149 36%l	39 18%	45 30%l	341 38%pq	310 37%pq	233 30%q	84 22%	725 35%	150 37%
Don't know	7 *	3 1%	4 *	3 1%	4 *	3 *	4 *	2 *	*	-	3 1%	*	-	3 2%hik	2 *	3 *	3 *	3 1%	7 *	-
NET Not at all important/ Not very important	96 4%	17 4%	79 4%	25 4%	71 4%	56 5%	40 3%	17 4%	16 4%	18 4%	9 3%	11 3%	12 5%	13 8%jk	33 4%	28 3%	35 4%	24 7%	76 4%	20 5%
NET Important / Very important	2122 85%	386 90%b	1735 84%	472 83%	1650 85%	996 83%	1117 86%	386 85%m	372 87%m	442 86%m	275 87%m	357 86%m	181 81%	110 72%	758 86%q	716 87%q	647 82%	291 78%	1749 84%	352 87%
Mean	4.16	4.33b	4.12	4.17	4.15	4.11	4.20e	4.20lm	4.20lm	4.22lm	4.18lm	4.20lm	3.91	3.91	4.20pq	4.20pq	4.06q	3.91	4.15	4.17
Std Dev.	0.81	0.77	0.81	0.82	0.80	0.85	0.77	0.84	0.76	0.80	0.75	0.74	0.79	1.01	0.80	0.78	0.83	0.89	0.80	0.84
Std Error	0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.04	0.04	0.05	0.08	0.03	0.03	0.03	0.04	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	28 1%	6 1%	8 1%	5 1%	9 2%	13 1%	14 1%	14 1%	13 2%	3 2%	*	14 2%	4 1%	3 1%	19 1%	3 2%	25 1%	2 *	25 1%	-
Not very important (2)	68 3%	14 2%	27 3%	18 3%	8 2%	42 3%	26 2%	37 2%	29 4%	3 2%	3 1%	18 3%	18 3%	15 3%	39 2%	3 2%	57 3%	17 3%	49 3%	3 3%
Neither important nor unimportant (3)	277 11%	67 11%	70 9%	76 13%b	64 12%	136 10%	140 13%	174 10%	101 13%	30 19%km	31 12%	74 11%	84 13%m	40 7%	189 12%m	30 18%p	236 11%	48 9%	214 11%	14 14%
Important (4)	1238 49%	301 50%	430 54%cd	264 46%	244 46%	731 52%f	507 46%	831 50%	391 49%	68 42%	127 50%	331 50%	302 47%	306 54%i	760 49%	71 42%	1101 50%	258 49%	929 50%	52 49%
Very important (5)	884 35%	207 35%	263 33%	206 36%	208 39%	470 34%	414 37%	617 37%	254 32%	56 35%	95 37%	219 33%	226 35%	202 36%	540 35%	59 35%	769 35%	201 38%	645 35%	37 35%
Don't know	7 *	6 1%b	*	1 *	*	6 *	1 *	3 *	4 1%	-	-	1 *	3 1%	-	5 *	2 1%p	5 *	3 1%	4 *	-
NET Not at all important/ Not very important	96 4%	20 3%	35 4%	23 4%	17 3%	55 4%	41 4%	51 3%	43 5%g	6 4%	3 1%	32 5%j	23 4%	18 3%	58 4%	6 4%	82 4%	19 4%	74 4%	3 3%
NET Important / Very important	2122 85%	508 85%	693 87%	470 82%	451 85%	1201 86%	921 83%	1448 86%h	645 81%	125 77%	221 87%i	551 84%	528 83%	508 90%ikln	1300 84%	130 77%	1871 85%o	459 87%	1574 84%	89 84%
Mean	4.16	4.16	4.14	4.14	4.19	4.15	4.16	4.20h	4.07	4.07	4.23	4.10	4.15	4.22	4.14	4.08	4.16	4.21	4.14	4.16
Std Dev.	0.81	0.79	0.79	0.83	0.83	0.79	0.83	0.77	0.87	0.88	0.71	0.86	0.80	0.73	0.81	0.87	0.80	0.77	0.82	0.75
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.04	0.03	0.03	0.03	0.02	0.06	0.02	0.03	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base		2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base		1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important	(1)	28 1%	23 1%	5 1%	* 1%	24 1%	2 1%	1 1%	* 1%	- -	7 2%	- -	1 1%	3 2%	3 1%	4 1%	5 1%	1 1%	* *	2 1%
Not very important	(2)	68 3%	55 3%	13 4%	6 9%ab	62 3%	3 1%	2 2%	2 3%	5 5%r	12 4%	3 1%	9 5%	8 4%	4 2%	6 2%	8 2%	6 3%	* 1%	3 1%
Neither important nor unimportant	(3)	277 11%	236 11%	41 11%	8 13%	229 11%	24 11%	17 14%	6 10%	12 12%	39 13%	22 10%	16 8%	16 8%	26 12%	42 13%	29 8%	27 14%	2 10%	22 11%
Important	(4)	1238 49%	1055 49%	183 50%	33 51%	1023 49%	117 55%	64 50%	35 58%d	36 36%	135 45%	100 49%h	103 54%h	88 45%	109 50%h	158 48%	189 52%h	105 53%h	11 50%	105 55%h
Very important	(5)	884 35%	757 36%	126 34%	16 26%	757 36%	67 32%	42 33%	17 29%	45 46%kpr	107 35%	81 39%	62 32%	79 41%p	74 34%	118 36%	132 36%	58 29%	9 39%	59 31%
Don't know		7 *	7 *	1 *	* 1%	6 *	1 *	* *	* *	1 1%	1 *	- -	- -	- -	- -	2 1%	- -	2 1%	- -	1 *
NET Not at all important/ Not very important		96 4%	78 4%	18 5%	6 10%a	86 4%	4 2%	3 3%	2 3%	5 5%	20 7%j	3 1%	11 6%	11 6%	7 3%	10 3%	13 4%	7 3%	* 1%	4 2%
NET Important / Very important		2122 85%	1813 85%	309 84%	49 77%	1780 85%	184 86%	106 84%	52 87%	81 82%	242 80%	181 88%	166 86%	168 86%	183 85%	276 84%	321 88%	163 82%	20 89%	164 86%
Mean		4.16	4.16c	4.12	3.93	4.16	4.15	4.13	4.12	4.24	4.07	4.26p	4.12	4.20	4.14	4.16	4.20	4.08	4.27	4.14
Std Dev.		0.81	0.80	0.83	0.90	0.82	0.73	0.78	0.73	0.86	0.93	0.70	0.81	0.87	0.80	0.80	0.79	0.77	0.70	0.73
Std Error		0.02	0.02	0.03	0.05	0.02	0.03	0.04	0.04	0.07	0.07	0.06	0.07	0.08	0.07	0.06	0.06	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	551	42	231	570	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	28 / 1%	9 / 1%	7 / 1%	14 / 1%	12 / 1%	9 / 1%	- / -	3 / 1%	7 / 1%	1 / 1%	2 / 1%	9 / 1%	11 / 1%	1 / *	4 / 2%	3 / 3%	20 / 1%	6 / 2%	8 / 1%	10 / 1%	2 / 1%	* / *	7 / 16%	18 / 1%	7 / 8%rsw	9 / 1%	19 / 1%
Not very important (2)	68 / 3%	27 / 3%	30 / 4%	36 / 2%	39 / 3%	27 / 3%	1 / 3%	16 / 6%e	30 / 4%	- / -	8 / 2%	21 / 2%	21 / 2%	16 / 6%klp	4 / 2%	5 / 6%	42 / 2%	10 / 3%	33 / 3%	18 / 2%	10 / 6%sw	7 / 7%	* / *	51 / 2%	7 / 5%	28 / 3%	41 / 2%
Neither important nor unimportant (3)	277 / 11%	105 / 10%	106 / 12%	156 / 10%	157 / 12%	105 / 10%	7 / 14%	34 / 12%	106 / 12%	15 / 23%	43 / 13%	84 / 9%	124 / 13%knq	46 / 16%knq	17 / 7%	6 / 7%	207 / 11%	24 / 7%	125 / 10%	93 / 10%	35 / 20%rsw	19 / 19%rsw	5 / 12%	218 / 10%	24 / 17%	105 / 12%	172 / 10%
Important (4)	1238 / 49%	461 / 44%	450 / 53%ac	709 / 47%	698 / 54%ac	461 / 44%	20 / 37%	119 / 43%	450 / 53%	27 / 42%	186 / 55%	421 / 45%	503 / 53%ko	146 / 51%o	135 / 55%ko	32 / 37%	924 / 49%	167 / 50%	552 / 45%	543 / 58%ruwx	85 / 48%	40 / 40%	15 / 35%	1094 / 50%rx	56 / 39%	387 / 45%	851 / 52%y
Very important (5)	884 / 35%	451 / 43%bd	251 / 30%	584 / 39%bd	384 / 30%	451 / 43%	24 / 46%	107 / 38%	251 / 30%	20 / 31%	91 / 27%	389 / 42%imp	290 / 30%	76 / 27%	86 / 35%	41 / 47%lm	679 / 36%lm	127 / 38%lm	511 / 41%stw	273 / 29%	45 / 25%	35 / 34%	15 / 36%	785 / 36%st	50 / 35%	328 / 38%	558 / 34%
Don't know	7 / *	2 / *	5 / 1%	3 / *	5 / *	2 / *	- / -	- / -	5 / 1%	2 / 4%h	4 / 1%	5 / *	2 / *	* / *	1 / *	- / -	7 / *	1 / *	7 / 1%	* / *	- / -	- / -	* / *	7 / *	* / *	3 / *	5 / *
NET Not at all important/ Not very important	96 / 4%	37 / 3%	37 / 4%	50 / 3%	51 / 4%	37 / 3%	1 / 3%	19 / 7%e	37 / 4%	1 / 1%	11 / 3%	30 / 3%	33 / 3%	18 / 6%	8 / 3%	8 / 9%klp	62 / 3%	16 / 5%	41 / 3%	28 / 3%	13 / 7%sw	7 / 7%	7 / 17%	69 / 3%	14 / 10%rsw	37 / 4%	59 / 4%
NET Important / Very important	2122 / 85%	912 / 86%	700 / 83%	1293 / 86%	1082 / 84%	912 / 86%	44 / 83%	226 / 81%	700 / 83%	47 / 73%	277 / 83%	810 / 87%lm	793 / 83%	222 / 78%	221 / 89%m	73 / 84%	1603 / 85%m	294 / 88%m	1063 / 86%tux	816 / 87%tux	129 / 73%	75 / 74%	31 / 71%	1879 / 86%tux	106 / 73%	713 / 83%	1409 / 86%
Mean	4.16	4.25bd	4.07	4.21bd	4.09	4.25g	4.27	4.11	4.07	4.05	4.07	4.26lmp	4.09	3.98	4.20m	4.19	4.17lm	4.20m	4.24stux	4.12tx	3.90	4.02	3.75	4.19tx	3.94	4.16	4.15
Std Dev.	0.81	0.81	0.80	0.79	0.79	0.81	0.80	0.91	0.80	0.80	0.76	0.79	0.79	0.83	0.76	1.01	0.79	0.83	0.79	0.74	0.89	0.91	1.39	0.77	1.08	0.84	0.79
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.05	0.03	0.10	0.04	0.03	0.03	0.05	0.05	0.10	0.02	0.05	0.02	0.02	0.07	0.09	0.22	0.02	0.09	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	28 1%	3 2%	25 1%	-	5 1%	22 1%	1 1%	23 1%	2 3%	2 13%	-	28 1%	-
Not very important (2)	68 3%	2 1%	66 3%	* 2%	22 3%	42 3%	5 4%	63 3%	5 7%	-	-	68 3%	-
Neither important nor unimportant (3)	277 11%	23 13%	247 11%	7 35%	104 14%e	164 10%	9 8%	258 11%	12 17%	2 13%	3 60%	273 11%	1 20%
Important (4)	1238 49%	96 53%	1136 49%	7 35%	358 48%	833 51%	47 42%	1184 49%	37 53%	12 74%	1 28%	1233 50%	4 53%
Very important (5)	884 35%	56 31%	823 36%	5 27%	257 34%	578 35%	49 44%	867 36%h	14 20%	-	1 12%	881 35%h	2 26%
Don't know	7 *	1 *	7 *	-	3 *	2 *	2 2%e	7 *	-	-	-	7 *	* 1%
NET Not at all important/ Not very important	96 4%	5 3%	90 4%	* 2%	27 4%	63 4%	5 5%	87 4%	7 10%gk	2 13%	-	96 4%	-
NET Important / Very important	2122 85%	151 84%	1958 85%	12 63%	615 82%	1411 86%	95 85%	2051 85%h	52 73%	12 74%	2 40%	2114 85%h	6 79%
Mean	4.16	4.11	4.16	3.88	4.13	4.16	4.26	4.17h	3.80	3.48	3.52	4.16h	4.06
Std. Dev.	0.81	0.79	0.81	0.86	0.81	0.80	0.83	0.80	0.95	1.04	0.79	0.81	0.73
Std Error	0.02	0.06	0.02	0.19	0.03	0.02	0.08	0.02	0.12	0.27	0.32	0.02	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 129

QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	28 1%	5 1%	5 1%	10 2%	8 1%	1 *	2 1%	2 1%	1 *	3 1%	2 1%	5 3%	2 1%	3 1%	2 1%	1 1%	5 2%
Not very important	(2)	68 3%	30 5%cd	23 4%cd	7 1%	8 1%	9 4%no	11 5%no	10 5%no	3 2%	13 6%kmno	7 3%	2 1%	3 1%	2 1%	1 *	1 *	7 3%
Neither important nor unimportant	(3)	277 11%	89 14%d	65 10%	66 11%	56 9%	30 14%	33 15%	26 14%	25 11%	23 11%	18 8%	18 10%	21 10%	27 13%	20 9%	17 8%	20 10%
Important	(4)	1238 49%	287 45%	331 51%	292 50%	328 51%	94 43%	110 50%	83 42%	117 55%	114 55%g	100 44%	93 52%	103 50%	96 48%	115 52%	104 48%	109 54%
Very important	(5)	884 35%	220 35%	219 34%	207 35%	238 37%	84 39%i	63 29%	73 37%	67 31%	54 26%	98 44%fhip	60 34%	75 36%	72 36%	83 38%i	94 44%fhip	61 30%
Don't know		7 *	1 *	1 *	2 *	3 *	-	*	*	1 1%	-	*	*	2 1%	*	2 1%	-	1 *
NET Not at all important/ Not very important		96 4%	35 6%cd	29 4%	17 3%	16 2%	10 4%	13 6%no	13 6%no	4 2%	15 7%hno	9 4%	7 4%	5 2%	5 2%	2 1%	2 1%	11 6%no
NET Important / Very important		2122 85%	507 80%	550 85%	499 85%	566 88%a	178 82%	173 79%	156 80%	184 86%	168 81%	199 88%f	154 86%	177 86%	168 84%	198 89%fg	198 91%efgl	170 84%
Mean		4.16	4.09	4.14	4.17	4.23a	4.16	4.01	4.10	4.16	3.99	4.27fi	4.13	4.21fi	4.16	4.28fip	4.33fghikp	4.07
Std Dev.		0.81	0.86	0.80	0.80	0.75	0.83	0.85	0.91	0.71	0.86	0.80	0.85	0.75	0.80	0.69	0.68	0.86
Std Error		0.02	0.03	0.03	0.03	0.03	0.06	0.06	0.07	0.05	0.06	0.06	0.06	0.05	0.05	0.05	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 130

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	138 / 6%	13 / 3%	125 / 6%a	21 / 4%	117 / 6%	60 / 5%	78 / 6%	14 / 3%	9 / 2%	15 / 3%	20 / 6%h	27 / 7%ghi	32 / 15%ghijk	22 / 14%ghij	22 / 3%	35 / 4%	81 / 10%no	54 / 14%no	126 / 6%	12 / 3%
Not very important (2)	304 / 12%	49 / 12%	254 / 12%	61 / 11%	243 / 13%	137 / 11%	165 / 13%	37 / 8%	26 / 6%	55 / 11%	49 / 16%gh	61 / 15%gh	39 / 18%ghi	36 / 23%gh	63 / 7%	104 / 13%n	136 / 17%no	75 / 20%no	273 / 13%s	29 / 7%
Neither important nor unimportant (3)	564 / 23%	60 / 14%	504 / 24%a	107 / 19%	457 / 24%	281 / 23%	282 / 22%	100 / 22%	68 / 16%	98 / 19%	54 / 17%	127 / 31%ghij	64 / 29%hij	53 / 35%ghij	168 / 19%	152 / 18%	244 / 31%no	117 / 31%no	484 / 23%	73 / 18%
Important (4)	887 / 35%	155 / 36%	731 / 35%	207 / 37%	680 / 35%	422 / 35%	460 / 36%	177 / 39%klm	193 / 45%klm	193 / 38%klm	124 / 39%klm	117 / 28%m	57 / 26%	26 / 17%	370 / 42%pq	316 / 38%pq	200 / 25%	83 / 22%	719 / 35%	158 / 39%
Very important (5)	604 / 24%	150 / 35%b	453 / 22%	166 / 29%d	437 / 23%	295 / 25%	307 / 24%	129 / 28%klm	132 / 31%jklm	153 / 30%klm	67 / 21%m	79 / 19%m	30 / 14%	13 / 8%	261 / 29%pq	220 / 27%pq	122 / 15%	43 / 11%	468 / 23%	133 / 33%r
Don't know	6 / *	1 / *	5 / *	3 / 1%	3 / *	5 / *	1 / *	* / -	2 / *	- / -	- / -	1 / *	- / -	3 / 2%gi	2 / *	- / -	4 / 1%	3 / 1%	5 / *	1 / *
NET Not at all important/ Not very important	441 / 18%	62 / 14%	379 / 18%	82 / 14%	360 / 19%	197 / 16%	242 / 19%	51 / 11%	35 / 8%	69 / 13%h	69 / 22%ghi	88 / 21%ghi	72 / 32%ghijk	57 / 38%ghijk	86 / 10%	139 / 17%n	217 / 28%no	129 / 34%no	398 / 19%s	41 / 10%
NET Important / Very important	1490 / 60%	306 / 71%b	1185 / 57%	373 / 66%d	1117 / 58%	717 / 60%	768 / 59%	306 / 67%klm	325 / 76%gijklm	346 / 67%klm	191 / 61%klm	196 / 47%m	87 / 39%m	39 / 26%	631 / 71%opq	537 / 65%pd	322 / 41%	126 / 34%	1187 / 57%	292 / 72%r
Mean	3.61	3.89b	3.55	3.78d	3.56	3.63	3.58	3.81jklm	3.97jklm	3.81jklm	3.54lm	3.39lm	3.06	2.82	3.89opq	3.71pq	3.19q	2.96	3.55	3.92r
Std Dev.	1.14	1.10	1.14	1.10	1.15	1.12	1.16	1.03	0.95	1.07	1.17	1.15	1.25	1.14	0.99	1.12	1.20	1.21	1.15	1.03
Std Error	0.02	0.06	0.02	0.05	0.03	0.03	0.03	0.05	0.05	0.05	0.07	0.06	0.08	0.09	0.03	0.04	0.04	0.06	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	138 6%	26 4%	44 5%	34 6%	34 6%	69 5%	68 6%	46 3%	89 11%q	9 6%	16 6%	47 7%	28 4%	30 5%	91 6%	9 5%	123 6%	23 4%	114 6%	1 1%
Not very important (2)	304 12%	67 11%	110 14%	70 12%	56 11%	177 13%	126 11%	170 10%	133 17%q	13 8%	28 11%	90 14%	75 12%	79 14%	193 12%	14 8%	284 13%	47 9%	250 13%q	7 6%
Neither important nor unimportant (3)	564 23%	141 23%	182 23%	136 24%	104 20%	324 23%	240 22%	331 20%	225 28%g	38 23%	66 26%	145 22%	151 24%	113 20%	361 23%	38 22%	495 23%	111 21%	431 23%	22 21%
Important (4)	887 35%	207 35%	299 37%	197 35%	183 34%	507 36%	380 34%	651 39%h	223 28%	64 40%	78 30%	234 36%	236 37%	199 35%	548 35%	69 41%	765 35%	181 34%	661 35%	44 42%
Very important (5)	604 24%	154 26%	163 20%	133 23%	154 29%b	317 23%	287 26%	475 28%h	120 15%	36 22%	68 26%	143 22%	145 23%	144 25%	356 23%	39 23%	523 24%	164 31%r	408 22%	31 30%
Don't know	6 *	5 *	-	-	2 *	5 *	2 *	3 *	3 *	* *	-	-	3 1%	-	3 *	* *	3 *	2 *	3 *	1 1%r
NET Not at all important/ Not very important	441 18%	93 15%	153 19%	104 18%	91 17%	247 18%	195 18%	216 13%	222 28%g	22 14%	44 17%	137 21%	103 16%	109 19%	284 18%	23 14%	407 19%	71 13%	364 19%qs	7 7%
NET Important / Very important	1490 60%	362 60%	462 58%	330 58%	336 63%	824 59%	667 60%	1126 67%h	343 43%	100 62%	145 57%	377 57%	381 60%	343 61%	903 58%	108 64%	1288 59%	346 65%r	1069 57%	75 71%r
Mean	3.61	3.67	3.54	3.57	3.69	3.59	3.63	3.80h	3.19	3.65	3.60	3.51	3.62	3.61	3.57	3.68	3.59	3.79r	3.54	3.95r
Std Dev.	1.14	1.11	1.12	1.15	1.18	1.12	1.17	1.05	1.21	1.09	1.17	1.18	1.09	1.16	1.14	1.08	1.15	1.11	1.15	0.91
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.04	0.05	0.03	0.08	0.02	0.05	0.03	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	138 6%	109 5%	29 8%	7 11%a	116 6%	11 5%	7 5%	4 7%	7 7%	22 7%	13 6%	7 4%	9 5%	16 7%	17 5%	14 4%	11 5%	2 8%	9 5%
Not very important (2)	304 12%	235 11%	68 19%a	16 25%a	251 12%	27 13%	19 15%	6 10%	12 12%n	27 9%	20 10%	36 19%jn	23 12%	30 14%n	19 6%	54 15%n	29 15%n	4 17%	23 12%n
Neither important nor unimportant (3)	564 23%	473 22%	91 25%	16 25%	468 22%	55 26%	27 21%	14 24%	19 19%	58 19%	38 18%	50 26%	48 25%	56 26%	72 22%	82 23%	45 22%	7 29%	48 25%
Important (4)	887 35%	776 36%c	111 30%	15 23%	729 35%	82 39%	49 39%	26 44%d	32 33%	110 37%	72 35%	57 30%	59 31%	75 35%	125 38%	121 33%	77 39%	7 32%	75 39%
Very important (5)	604 24%	535 25%b	69 19%	10 16%	531 25%eg	38 18%	25 20%	9 15%	28 29%mr	80 27%	62 30%mpr	40 21%	53 27%	39 18%	97 29%mr	92 25%	38 19%	3 14%	35 18%
Don't know	6 *	6 *	* *	* *	6 *	-	-	* 1%	-	3 1%	-	1 1%	1 1%	-	-	-	-	-	-
NET Not at all important/ Not very important	441 18%	344 16%	97 26%a	23 36%a	367 17%	38 18%	26 20%	10 17%	19 19%n	49 16%	33 16%	44 23%n	32 17%	46 21%n	36 11%	68 19%	40 20%n	6 25%	33 17%
NET Important / Very important	1490 60%	1310 61%bc	180 49%	25 39%	1260 60%	121 57%	75 59%	35 59%	61 62%	191 63%k	135 65%k	97 51%	113 58%	114 53%	222 67%km	213 59%	115 58%	10 46%	110 58%
Mean	3.61	3.65bc	3.33	3.08	3.62	3.51	3.53	3.51	3.64	3.67	3.73km	3.45	3.65	3.42	3.80kmpr	3.62	3.52	3.28	3.54
Std Dev.	1.14	1.12	1.20	1.26	1.15	1.09	1.13	1.09	1.22	1.18	1.17	1.14	1.15	1.15	1.09	1.13	1.12	1.16	1.08
Std Error	0.02	0.03	0.04	0.07	0.03	0.05	0.05	0.07	0.10	0.09	0.10	0.09	0.10	0.10	0.09	0.09	0.10	0.15	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	138 / 6%	29 / 3%	84 / 10%ac	44 / 3%	100 / 8%ac	29 / 3%	3 / 5%	18 / 7%e	84 / 10%	4 / 6%	52 / 16%h	67 / 7%m	45 / 5%	7 / 2%	12 / 5%	7 / 8%m	112 / 6%	19 / 6%	83 / 7%s	37 / 4%	6 / 3%	6 / 5%	6 / 15%	120 / 6%	12 / 8%	25 / 3%	113 / 7%y
Not very important (2)	304 / 12%	97 / 9%	133 / 16%ac	156 / 10%	192 / 15%ac	97 / 9%	5 / 10%	42 / 15%e	133 / 16%	6 / 9%	55 / 16%	117 / 13%	99 / 10%	30 / 11%	39 / 16%	18 / 20%lp	217 / 12%	57 / 17%lp	153 / 12%	96 / 10%	28 / 16%	18 / 18%	7 / 16%	249 / 11%	25 / 17%	61 / 7%	243 / 15%y
Neither important nor unimportant (3)	564 / 23%	197 / 19%	232 / 27%ac	301 / 20%	337 / 26%ac	197 / 19%	12 / 23%	70 / 25%e	232 / 27%	15 / 24%	110 / 33%	202 / 22%	202 / 21%	84 / 29%klp	61 / 25%	15 / 17%	404 / 22%	75 / 23%	271 / 22%	192 / 21%	66 / 37%rswx	23 / 23%	9 / 22%	464 / 21%	32 / 22%	142 / 17%	422 / 26%y
Important (4)	887 / 35%	402 / 38%bd	251 / 30%	580 / 39%bd	428 / 33%	402 / 38%	19 / 37%	102 / 37%	251 / 30%j	29 / 44%hj	73 / 22%	260 / 28%	412 / 43%knpq	108 / 38%k	75 / 30%	30 / 34%	672 / 36%k	105 / 31%	387 / 31%	402 / 43%rtuwx	57 / 32%	30 / 29%	10 / 23%	789 / 36%r	39 / 27%	362 / 42%z	524 / 32%
Very important (5)	604 / 24%	325 / 31%bd	146 / 17%	416 / 28%bd	237 / 18%	325 / 31%g	13 / 25%	45 / 16%	146 / 17%	11 / 18%	44 / 13%	279 / 30%lmp	189 / 20%	56 / 20%	60 / 24%	18 / 20%	469 / 25%l	78 / 23%	339 / 27%st	208 / 22%t	20 / 11%	23 / 23%	10 / 24%	547 / 25%t	34 / 23%t	263 / 31%z	340 / 21%
Don't know	6 / *	5 / *	1 / *	5 / *	1 / *	5 / *	-	1 / *	1 / *	-	1 / *	3 / *	3 / *	*	-	*	6 / *	*	3 / *	1 / *	-	2 / 2%rsw	-	4 / *	2 / 1%	3 / *	3 / *
NET Not at all important/ Not very important	441 / 18%	126 / 12%	218 / 26%ac	200 / 13%	292 / 23%ac	126 / 12%	8 / 15%	60 / 22%e	218 / 26%	9 / 14%	107 / 32%i	184 / 20%lm	145 / 15%	37 / 13%	51 / 21%	25 / 28%lmp	329 / 18%	76 / 23%lm	236 / 19%s	133 / 14%	34 / 19%	24 / 23%	14 / 32%	369 / 17%	37 / 26%sw	86 / 10%	355 / 22%y
NET Important / Very important	1490 / 60%	727 / 69%bd	396 / 47%	996 / 66%bd	665 / 51%	727 / 69%g	33 / 62%	147 / 53%	396 / 47%j	40 / 62%j	117 / 35%	539 / 58%	601 / 63%q	164 / 57%	135 / 55%	47 / 54%	1140 / 61%	183 / 55%	726 / 59%t	610 / 65%rtx	77 / 44%	53 / 52%	20 / 47%	1336 / 61%tx	73 / 51%	625 / 73%z	865 / 53%
Mean	3.61	3.85bd	3.28	3.78bd	3.40	3.85g	3.68	3.41	3.28j	3.60j	3.00	3.61	3.63	3.62	3.54	3.39	3.62	3.50	3.61t	3.69tx	3.33	3.47	3.24	3.64t	3.40	3.91z	3.45
Std Dev.	1.14	1.05	1.21	1.06	1.17	1.05	1.11	1.13	1.21	1.06	1.24	1.24	1.06	1.00	1.16	1.24	1.15	1.18	1.20	1.05	0.99	1.20	1.40	1.14	1.26	1.01	1.17
Std Error	0.02	0.03	0.04	0.03	0.03	0.03	0.14	0.06	0.04	0.13	0.06	0.04	0.03	0.06	0.08	0.13	0.03	0.06	0.03	0.03	0.08	0.12	0.22	0.02	0.11	0.04	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	138 6%	9 5%	129 6%	-	50 7%	84 5%	4 3%	135 6%	3 4%	-	-	138 6%	-
Not very important (2)	304 12%	20 11%	284 12%	-	91 12%	204 12%	9 8%	293 12%	9 12%	1 9%	-	304 12%	-
Neither important nor unimportant (3)	564 23%	31 17%	530 23%	3 13%	159 21%	380 23%	25 22%	543 23%	13 18%	2 15%	4 87%	558 22%	1 20%
Important (4)	887 35%	82 46%b	793 34%	11 58%	264 35%	581 35%	42 37%	851 35%	23 33%	7 44%	1 13%	882 35%	4 59%
Very important (5)	604 24%	37 21%	561 24%	6 29%	182 24%	389 24%	33 30%	576 24%	21 30%	5 32%	-	602 24%	2 20%
Don't know	6 *	* *	6 *	-	4 *	3 *	-	4 *	2 3%gk	-	-	6 *	* 1%
NET Not at all important/ Not very important	441 18%	29 16%	412 18%	-	140 19%	289 18%	12 11%	428 18%	12 17%	1 9%	-	441 18%	-
NET Important / Very important	1490 60%	120 66%	1354 59%	17 87%	446 59%	970 59%	75 67%	1427 59%	45 63%	12 76%	1 13%	1484 60%	6 79%
Mean	3.61	3.66	3.60	4.16	3.59	3.60	3.82	3.60	3.74	3.99	3.13	3.61	4.00
Std Dev.	1.14	1.09	1.15	0.64	1.17	1.13	1.04	1.14	1.15	0.95	0.38	1.14	0.68
Std Error	0.02	0.08	0.02	0.14	0.04	0.03	0.10	0.02	0.15	0.25	0.16	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	138 6%	41 7%d	48 7%d	37 6%d	12 2%	17 8%nop	14 6%o	11 5%	17 8%nop	15 7%op	16 7%o	12 7%o	11 5%	13 7%o	5 2%	3 1%	4 2%
Not very important	(2)	304 12%	75 12%	74 11%	82 14%	74 11%	24 11%	24 11%	27 14%	29 14%	26 12%	19 8%	29 16%	26 13%	27 13%	23 11%	22 10%	29 14%
Neither important nor unimportant	(3)	564 23%	152 24%d	160 25%d	138 24%	114 18%	48 22%p	59 27%p	45 23%p	51 24%p	50 24%p	59 26%p	33 18%	50 25%p	54 27%p	52 23%p	41 19%	21 11%
Important	(4)	887 35%	229 36%	217 34%	208 36%	232 36%	77 35%	86 39%	66 34%	72 34%	79 38%	66 29%	63 35%	80 39%	65 33%	74 33%	75 34%	83 41%j
Very important	(5)	604 24%	135 21%	145 23%	120 21%	204 32%abc	53 24%	36 16%	47 24%	44 21%	35 17%	66 29%fil	42 24%	38 18%	40 20%	66 30%fil	75 35%fhilm	62 31%fil
Don't know		6 *	-	1 *	* *	5 1%	-	-	-	-	1 1%	-	*	-	-	1 1%	1 1%	2 1%
NET Not at all important/ Not very important		441 18%	116 18%	122 19%d	118 20%d	86 13%	41 19%	38 17%	37 19%	46 22%o	41 20%	35 15%	41 23%no	37 18%	40 20%	29 13%	25 11%	32 16%
NET Important / Very important		1490 60%	364 58%	362 56%	328 56%	436 68%abc	129 59%	122 56%	113 58%	116 54%	114 55%	132 59%	105 59%	118 58%	105 53%	140 63%	150 69%fhim	146 72%efghijklm
Mean		3.61	3.54	3.52	3.50	3.85abc	3.57	3.48	3.57	3.45	3.46	3.65	3.52	3.53	3.46	3.78fhim	3.91efghiklm	3.86efghiklm
Std Dev.		1.14	1.14	1.17	1.15	1.06	1.19	1.09	1.15	1.19	1.13	1.19	1.21	1.09	1.15	1.06	1.03	1.07
Std Error		0.02	0.05	0.05	0.05	0.04	0.08	0.07	0.08	0.08	0.08	0.08	0.09	0.08	0.08	0.07	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base		2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base		1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)		10 *	4 1%	6 *	1 *	9 *	7 1%	3 *	1 *	2 *	1 *	2 1%	1 *	1 1%	1 1%	3 *	3 *	4 *	2 1%	8 *	2 *
Not very important (2)		78 3%	12 3%	66 3%	26 5%	52 3%	45 4%	33 3%	16 4%	16 4%	19 4%	13 4%	7 2%	2 1%	5 3%	32 4%	32 4%p	14 2%	7 2%	65 3%	13 3%
Neither important nor unimportant (3)		267 11%	19 4%	248 12%a	57 10%	209 11%	152 13%f	113 9%	45 10%	48 11%	57 11%	26 8%	47 11%	23 10%	21 14%	93 10%	83 10%	91 12%	44 12%	215 10%	48 12%
Important (4)		1187 47%	183 43%	1004 48%	240 42%	947 49%c	561 47%	625 48%	193 42%	195 45%	225 44%	162 52%g	214 52%g	135 61%ghim	63 42%	388 44%	387 47%	413 52%n	199 53%n	993 48%	178 44%
Very important (5)		956 38%	210 49%b	745 36%	238 42%	718 37%	431 36%	519 40%	202 44%jkl	167 39%l	211 41%l	110 35%	143 35%	62 28%	61 40%l	369 42%pq	321 39%	266 34%	123 33%	788 38%	167 41%
Don't know		4 *	-	4 *	3 1%	2 *	4 *	*	*	2 *	-	1 *	1 *	-	-	2 *	1 *	1 *	-	4 *	-
NET Not at all important/ Not very important		88 4%	16 4%	72 3%	27 5%	61 3%	51 4%	37 3%	17 4%	18 4%	20 4%	15 5%	8 2%	3 1%	7 4%	35 4%	36 4%	17 2%	9 2%	73 4%	15 4%
NET Important / Very important		2143 86%	393 92%b	1749 84%	478 85%	1665 86%	991 83%	1144 88%e	395 86%	362 84%	436 85%	272 86%	357 86%	197 88%	125 82%	757 85%	707 86%	678 86%	322 86%	1781 86%	344 85%
Mean		4.20	4.36b	4.17	4.22	4.20	4.14	4.26e	4.27	4.19	4.22	4.16	4.19	4.14	4.17	4.23	4.20	4.17	4.16	4.20	4.22
Std Dev.		0.78	0.78	0.78	0.83	0.77	0.82	0.74	0.79	0.81	0.81	0.80	0.72	0.66	0.85	0.80	0.80	0.73	0.74	0.78	0.81
Std Error		0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.07	0.03	0.03	0.03	0.04	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	10 *	1 *	2 *	2 *	5 1%	3 *	7 1%	5 *	5 1%	3 2%m	- -	1 *	5 1%	* *	6 *	3 2%	7 *	4 1%	6 *	- -
Not very important (2)	78 3%	26 4%d	20 2%	24 4%d	8 2%	46 3%	32 3%	57 3%	19 2%	3 2%	9 4%	15 2%	22 3%	23 4%	46 3%	3 2%	71 3%	18 3%	56 3%	4 3%
Neither important nor unimportant (3)	267 11%	66 11%	98 12%	56 10%	47 9%	164 12%	103 9%	190 11%	77 10%	14 9%	30 12%	85 13%	64 10%	50 9%	179 12%	14 8%	237 11%	56 11%	203 11%	8 7%
Important (4)	1187 47%	279 47%	405 51%	256 45%	247 46%	684 49%	503 46%	787 47%	388 49%	80 50%	103 40%	311 47%	313 49%	286 51%j	727 47%	86 51%	1042 48%	221 42%	920 49%q	46 43%
Very important (5)	956 38%	228 38%	273 34%	230 40%	224 42%b	501 36%	454 41%e	634 38%	303 38%	60 37%	110 43%	246 37%	234 37%	206 36%	590 38%	62 37%	832 38%	228 43%r	679 36%	49 46%
Don't know	4 *	* *	* *	2 *	2 *	* *	4 *	3 *	2 *	1 1%	3 1%kl	* *	- -	* *	3 *	1 1%	3 *	3 1%	2 *	- -
NET Not at all important/ Not very important	88 4%	26 4%	22 3%	26 5%	13 3%	48 3%	39 4%	62 4%	24 3%	5 3%	9 4%	16 2%	27 4%	23 4%	52 3%	5 3%	78 4%	22 4%	62 3%	4 3%
NET Important / Very important	2143 86%	508 85%	678 85%	486 85%	471 88%	1185 85%	957 87%	1421 85%	691 87%	140 87%	213 83%	557 85%	547 86%	492 87%	1317 85%	148 88%	1875 85%	449 85%	1599 86%	95 89%
Mean	4.20	4.18	4.16	4.21	4.27b	4.17	4.24	4.19	4.22	4.20	4.24	4.19	4.18	4.19	4.19	4.21	4.20	4.23	4.19	4.32
Std Dev.	0.78	0.80	0.75	0.81	0.77	0.77	0.79	0.79	0.77	0.80	0.80	0.76	0.80	0.76	0.78	0.79	0.78	0.83	0.77	0.76
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.03	0.02	0.06	0.02	0.03	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base		2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base		1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important	(1)	10 *	9 *	1 *	1 1%	8 *	* *	1 1%	* 1%	- -	1 *	1 1%	- -	1 1%	3 1%	1 *	- -	- -	- -	* *
Not very important	(2)	78 3%	67 3%	11 3%	2 3%	67 3%	6 3%	3 3%	2 3%	2 2%	11 4%	5 3%	7 4%	11 5%	9 4%	6 2%	10 3%	4 2%	* 1%	6 3%
Neither important nor unimportant	(3)	267 11%	222 10%	45 12%	13 20%a	218 10%	26 12%	18 14%	5 8%	11 11%	35 12%	15 7%	19 10%	21 11%	29 14%	26 8%	42 12%	20 10%	2 11%	23 12%
Important	(4)	1187 47%	1014 48%	173 47%	33 51%	975 46%	118 55%d	63 50%	31 52%	49 50%	132 44%	99 48%	93 48%	84 43%	99 46%	158 48%	167 46%	95 48%	14 61%	104 55%il
Very important	(5)	956 38%	818 38%c	138 37%c	15 24%	830 39%e	63 29%	42 33%	21 35%	37 37%	121 40%r	85 41%r	71 37%	77 40%	75 35%	140 42%r	145 40%	79 40%	6 27%	57 30%
Don't know		4 *	4 *	* *	* *	4 *	* *	* *	* *	- -	- -	- -	2 1%	- -	- -	- -	- -	2 1%	- -	* *
NET Not at all important/ Not very important		88 4%	76 4%	12 3%	3 4%	75 4%	7 3%	4 3%	3 4%	2 2%	13 4%	7 3%	7 4%	12 6%	12 6%	7 2%	10 3%	4 2%	* 1%	6 3%
NET Important / Very important		2143 86%	1832 86%c	311 84%	48 75%	1805 86%	181 85%	105 83%	51 87%	85 87%	253 84%	185 90%m	163 85%	161 83%	174 81%	298 90%m	311 86%	174 87%	20 88%	161 84%
Mean		4.20	4.20c	4.19c	3.94	4.22	4.11	4.12	4.17	4.22	4.20	4.27r	4.19	4.16	4.08	4.30mr	4.23	4.26	4.14	4.11
Std Dev.		0.78	0.78	0.78	0.83	0.78	0.73	0.80	0.79	0.73	0.82	0.76	0.77	0.87	0.88	0.72	0.76	0.73	0.64	0.74
Std Error		0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.05	0.06	0.06	0.06	0.06	0.08	0.08	0.06	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	10 *	2 *	2 *	4 *	5 *	2 *	-	-	2 *	-	*	2 *	4 *	2 1%	*	3 3%klp	5 *	3 1%	3 *	3 *	2 1%	-	3 7%	5 *	3 2%rsw	3 *	7 *
Not very important (2)	78 3%	29 3%	33 4%	37 2%	41 3%	29 3%	1 3%	8 3%	33 4%	1 2%	6 2%	27 3%	24 3%	16 6%klp	9 3%	3 3%	51 3%	11 3%	34 3%	27 3%	8 4%	2 2%	7 16%	61 3%	9 6%	34 4%	44 3%
Neither important nor unimportant (3)	267 11%	122 12%	77 9%	180 12%	136 10%	122 12%	6 11%	32 12%	77 9%	1 1%	26 8%	86 9%	94 10%	51 18%klnpq	24 10%	11 13%	180 10%	36 11%	99 8%	99 11%	47 27%rsw	14 13%	8 19%	198 9%	22 15%r	104 12%	163 10%
Important (4)	1187 47%	444 42%	437 52%ac	679 45%	672 52%ac	444 42%	27 51%	125 45%	437 52%	33 51%	174 52%	377 41%	513 54%kp	141 49%k	114 46%	40 46%	890 47%k	154 46%	533 43%	505 54%rwx	84 48%	52 51%	10 22%	1038 48%r	61 42%	379 44%	808 49%
Very important (5)	956 38%	456 43%bd	297 35%	598 40%d	439 34%	456 43%	19 36%	112 40%	297 35%	29 44%	130 39%	436 47%lmpq	316 33%	75 26%	97 39%m	30 35%	752 40%lm	127 38%m	566 46%stwx	301 32%t	36 21%	34 33%	15 36%	867 40%st	49 34%t	334 39%	622 38%
Don't know	4 *	3 *	1 *	3 *	1 *	3 *	-	2 1%	1 *	1 2%h	-	-	-	1 *p	3 1%klp	-	1 *	3 1%klp	1 *	2 *	-	-	-	3 *	-	3 *	1 *
NET Not at all important/ Not very important	88 4%	31 3%	36 4%	41 3%	46 4%	31 3%	1 3%	8 3%	36 4%	1 2%	6 2%	28 3%	28 3%	18 6%klp	9 4%	5 6%	56 3%	14 4%	37 3%	30 3%	9 5%	2 2%	10 23%	67 3%	12 8%rsw	38 4%	50 3%
NET Important / Very important	2143 86%	899 85%	734 87%	1277 85%	1112 86%	899 85%	46 87%	236 85%	734 87%	62 95%	303 90%	813 88%m	829 87%m	215 75%	211 85%m	71 81%	1643 87%m	281 84%m	1099 89%tx	806 86%tx	121 68%	85 84%t	25 58%	1905 88%tx	110 77%	712 83%	1430 87%y
Mean	4.20	4.26d	4.17	4.22	4.16	4.26	4.20	4.23	4.17	4.39	4.27	4.31moq	4.17m	3.95	4.22m	4.07	4.24m	4.18m	4.32stwx	4.15t	3.83	4.15t	3.65	4.24stx	4.00	4.18	4.21
Std Dev.	0.78	0.78	0.77	0.77	0.76	0.78	0.73	0.77	0.77	0.63	0.68	0.77	0.73	0.85	0.78	0.93	0.76	0.82	0.75	0.74	0.84	0.73	1.31	0.75	0.97	0.82	0.76
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.09	0.04	0.03	0.08	0.04	0.03	0.02	0.05	0.05	0.09	0.02	0.05	0.02	0.02	0.06	0.08	0.20	0.02	0.08	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16*	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	10 *	1 1%	9 *	- -	2 *	7 *	2 1%	8 *	2 3%gk	* 3%	- -	10 *	- -
Not very important (2)	78 3%	3 2%	75 3%	- -	31 4%	46 3%	1 1%	67 3%	10 13%gk	2 13%	- -	78 3%	- -
Neither important nor unimportant (3)	267 11%	27 15%	239 10%	* 2%	79 11%	175 11%	13 12%	241 10%	20 28%gk	2 15%	3 60%	263 11%	1 20%
Important (4)	1187 47%	79 44%	1098 48%	10 49%	325 43%	814 50%d	48 43%	1157 48%h	22 30%	4 28%	1 29%	1184 48%h	2 27%
Very important (5)	956 38%	69 38%	877 38%	9 48%	310 41%	597 36%	49 44%	928 39%	17 24%	7 41%	1 11%	951 38%	4 52%
Don't know	4 *	* *	4 *	- -	2 *	3 *	- -	3 *	2 2%gk	- -	- -	4 *	* 1%
NET Not at all important/ Not very important	88 4%	5 3%	83 4%	- -	33 4%	53 3%	2 2%	74 3%	11 16%gk	2 16%	- -	88 4%	- -
NET Important / Very important	2143 86%	149 82%	1975 86%	19 98%	635 85%	1411 86%	97 87%	2086 87%h	38 54%	11 69%	2 40%	2135 86%h	6 79%
Mean	4.20	4.18	4.20	4.46	4.22	4.19	4.27	4.22h	3.60	3.92	3.51	4.20h	4.32
Std Dev.	0.78	0.80	0.78	0.56	0.81	0.76	0.79	0.76	1.08	1.20	0.78	0.78	0.85
Std Error	0.02	0.06	0.02	0.12	0.03	0.02	0.08	0.02	0.14	0.31	0.32	0.02	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	10 *	4 1%	1 *	4 1%	- -	1 *	2 1%	2 1%	1 1%	- -	* *	1 1%	* *	3 1%	- -	- -	- -
Not very important	(2)	78 3%	24 4%	30 5%c	11 2%	14 2%	8 4%	10 5%	6 3%	7 3%	16 8%kln	6 3%	1 1%	4 2%	5 2%	4 2%	6 3%	5 2%
Neither important nor unimportant	(3)	267 11%	61 10%	66 10%	65 11%	74 12%	21 10%	18 8%	22 11%	19 9%	24 12%	23 10%	17 10%	18 9%	29 15%p	38 17%fp	23 11%	13 6%
Important	(4)	1187 47%	303 48%	316 49%d	298 51%d	269 42%	103 47%	108 49%o	92 47%	116 54%no	103 50%o	98 43%	97 54%no	108 53%o	94 47%	90 41%	80 37%	98 49%
Very important	(5)	956 38%	238 38%	230 36%	204 35%	283 44%bc	84 38%	80 37%	74 38%	68 32%	64 31%	98 44%i	63 35%	73 35%	69 35%	90 40%	108 50%fhiklm	85 42%
Don't know		4 *	1 *	2 *	2 *	- -	1 1%	- -	- -	1 1%	* *	* *	* *	* *	2 1%	- -	- -	- -
NET Not at all important/ Not very important		88 4%	28 4%	31 5%	15 3%	14 2%	9 4%	12 6%	7 4%	9 4%	16 8%kln	7 3%	3 1%	4 2%	8 4%	4 2%	6 3%	5 2%
NET Important / Very important		2143 86%	541 86%	546 85%	503 86%	552 86%	186 86%	188 86%	167 85%	184 86%	166 81%	196 87%	159 89%	181 88%	163 82%	180 81%	188 87%	184 91%imn
Mean		4.20	4.18	4.16	4.18	4.28b	4.21	4.16	4.19	4.14	4.04	4.27i	4.22	4.22	4.11	4.20	4.34im	4.31im
Std Dev.		0.78	0.81	0.80	0.75	0.75	0.79	0.84	0.80	0.76	0.86	0.77	0.70	0.70	0.84	0.78	0.78	0.70
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.06	0.05	0.06	0.05	0.05	0.05	0.06	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	56 2%	6 1%	50 2%	10 2%	46 2%	34 3%	22 2%	4 1%	4 1%	18 4%gh	4 1%	17 4%gh	4 2%	5 3%	8 1%	23 3%n	26 3%n	9 2%	40 2%	15 4%
Not very important (2)	75 3%	8 2%	68 3%	14 3%	61 3%	40 3%	36 3%	14 3%	11 3%	14 3%	11 4%	12 3%	6 3%	6 4%	25 3%	26 3%	25 3%	12 3%	63 3%	12 3%
Neither important nor unimportant (3)	262 10%	20 5%	242 12%a	67 12%	195 10%	147 12%f	115 9%	51 11%	36 8%	57 11%	31 10%	48 12%	25 11%	15 10%	87 10%	88 11%	87 11%	40 11%	212 10%	43 11%
Important (4)	1163 46%	175 41%	988 48%a	248 44%	915 47%	562 47%	598 46%	201 44%	215 50%i	200 39%	149 47%	195 47%i	127 57%gij	76 50%	416 47%	349 42%	398 51%o	204 54%o	973 47%	183 45%
Very important (5)	942 38%	219 51%b	723 35%	225 40%	718 37%	415 35%	521 40%e	187 41%l	162 38%l	224 44%kl	119 38%l	142 34%	60 27%	50 33%	349 39%pq	342 41%pq	251 32%	109 29%	784 38%	153 38%
Don't know	2 *	-	2 *	* *	2 *	1 *	2 *	* *	2 *	-	-	-	1 *	-	2 *	-	1 *	1 *	2 *	-
NET Not at all important/ Not very important	132 5%	14 3%	118 6%	24 4%	107 6%	74 6%	58 4%	18 4%	15 3%	32 6%	16 5%	29 7%	10 5%	11 7%	33 4%	48 6%	50 6%	21 6%	103 5%	27 7%
NET Important / Very important	2106 84%	394 92%b	1711 83%	473 84%	1632 84%	977 81%	1119 87%e	388 85%	377 88%k	424 83%	268 85%	336 81%	187 84%	126 83%	765 86%	691 84%	649 82%	313 84%	1757 85%	336 83%
Mean	4.14	4.38b	4.09	4.17	4.14	4.07	4.21e	4.21l	4.22kl	4.16	4.17	4.05	4.05	4.05	4.21pq	4.16p	4.05	4.05	4.16	4.10
Std Dev.	0.89	0.79	0.90	0.87	0.89	0.93	0.84	0.83	0.77	0.98	0.85	0.97	0.81	0.94	0.80	0.93	0.92	0.86	0.87	0.96
Std Error	0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.05	0.05	0.05	0.08	0.03	0.03	0.03	0.04	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base		2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base		1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important	(1)	56 2%	8 1%	26 3%c	4 1%	18 3%c	34 2%	22 2%	34 2%	22 3%	6 3%	2 1%	22 3%	15 2%	8 1%	39 2%	6 3%	47 2%	13 2%	44 2%	-
Not very important	(2)	75 3%	18 3%	14 2%	25 4%b	18 3%	32 2%	43 4%	45 3%	30 4%	4 2%	8 3%	23 3%	18 3%	8 1%	49 3%	4 2%	64 3%	16 3%	56 3%	4 4%
Neither important nor unimportant	(3)	262 10%	61 10%	70 9%	77 14%b	54 10%	130 9%	132 12%	159 10%	103 13%g	22 13%	34 13%	69 11%	65 10%	52 9%	169 11%	22 13%	224 10%	54 10%	197 11%	11 10%
Important	(4)	1163 46%	274 46%	418 52%cd	248 43%	224 42%	692 50%f	471 43%	772 46%	376 47%	63 39%	116 46%	333 51%l	308 48%	266 47%	757 49%	68 40%	1053 48%	224 42%	895 48%	45 42%
Very important	(5)	942 38%	239 40%	269 34%	216 38%	219 41%b	507 36%	435 39%	665 40%h	260 33%	67 41%	95 37%	210 32%	232 36%	231 41%kn	538 35%	69 41%	804 37%	223 42%r	673 36%	46 44%
Don't know		2 *	*	2 *	- -	* *	2 *	* *	* *	2 *	* *	- -	* *	* *	* *	1 *	* *	1 *	1 *	1 *	- -
NET Not at all important/ Not very important		132 5%	26 4%	40 5%	30 5%	36 7%	66 5%	65 6%	79 5%	52 7%	9 6%	9 4%	45 7%m	33 5%	16 3%	87 6%m	9 5%	111 5%	28 5%	99 5%	4 4%
NET Important / Very important		2106 84%	513 85%	686 86%	464 81%	442 83%	1200 86%f	906 82%	1437 86%h	636 80%	130 81%	211 83%	543 83%	540 85%	497 88%k	1295 83%	138 82%	1857 85%	446 84%	1568 84%	91 85%
Mean		4.14	4.20	4.12	4.13	4.14	4.15	4.14	4.19h	4.04	4.13	4.16	4.04	4.13	4.25kn	4.10	4.14	4.14	4.19	4.13	4.26
Std Dev.		0.89	0.84	0.88	0.86	0.97	0.86	0.91	0.86	0.93	0.97	0.82	0.93	0.88	0.79	0.89	0.95	0.87	0.91	0.88	0.79
Std Error		0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.05	0.04	0.03	0.03	0.02	0.07	0.02	0.04	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	56 2%	51 2%	5 1%	1 1%	52 2%	2 1%	2 1%	1 2%	2 2%	11 4%	4 2%	3 1%	1 1%	3 1%	9 3%	12 3%	8 4%	- -	2 1%
Not very important (2)	75 3%	62 3%	13 4%	1 2%	61 3%	4 2%	7 6%de	3 4%	3 4%	9 3%	2 1%	4 2%	4 2%	6 3%	12 4%	13 4%	8 4%	* 1%	4 2%
Neither important nor unimportant (3)	262 10%	228 11%	34 9%	7 10%	215 10%	28 13%	12 9%	8 13%	10 10%	31 10%	16 8%	18 9%	26 13%	17 8%	35 11%	37 10%	24 12%	3 14%	25 13%
Important (4)	1163 46%	990 46%	174 47%	35 55%	962 46%	113 53%d	60 47%	28 47%	38 39%	126 42%	102 49%	89 46%	89 46%	100 46%	152 46%	177 49%	90 45%	10 45%	103 54%hi
Very important (5)	942 38%	801 39%	142 39%	19 30%	811 39%e	66 31%	46 36%	20 33%	44 45%r	125 41%r	82 40%	79 41%r	74 38%	90 42%r	122 37%	125 34%	70 35%	9 41%	57 30%
Don't know	2 *	2 *	1 *	* 1%	1 *	- -	1 1%d	* *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -
NET Not at all important/ Not very important	132 5%	113 5%	18 5%	2 4%	113 5%	6 3%	9 7%e	4 6%	5 6%	20 7%	6 3%	7 3%	5 3%	9 4%	20 6%	25 7%	15 8%	* 1%	6 3%
NET Important / Very important	2106 84%	1790 84%	315 86%	54 85%	1773 84%	180 84%	106 83%	48 80%	83 84%	251 83%	184 89%p	168 87%	163 84%	190 88%	274 83%	302 83%	160 80%	19 86%	160 84%
Mean	4.14	4.14	4.18	4.12	4.15	4.11	4.11	4.06	4.22	4.14	4.24	4.23	4.19	4.24	4.11	4.07	4.04	4.26	4.10
Std Dev.	0.89	0.89	0.85	0.78	0.90	0.77	0.90	0.89	0.92	0.97	0.80	0.81	0.79	0.82	0.92	0.94	0.99	0.72	0.77
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.08	0.08	0.07	0.07	0.07	0.07	0.08	0.07	0.08	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 132

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	56 2%	21 2%	24 3%	28 2%	31 2%	21 2%	2 4%	6 2%	24 3%	1 2%	8 3%	19 2%	15 2%	7 2%	11 4%l	5 6%klp	34 2%	16 8%klp	33 3%	12 1%	2 1%	3 3%	6 13%	45 2%	9 8%sw	14 2%	43 3%
Not very important (2)	75 3%	41 4%	20 2%	51 3%	30 2%	41 4%	3 6%	19 7%	20 2%	-	6 2%	14 2%	20 2%	25 9%klp	12 5%kp	4 5%	34 2%	16 5%klp	23 2%	27 3%	13 7%rsw	11 11%rsw	* 1%	50 2%	12 8%rsw	25 3%	51 3%
Neither important nor unimportant (3)	262 10%	110 10%	92 11%	164 11%	145 11%	110 10%	5 10%	42 15%	92 11%	8 13%	40 12%	80 9%	105 11%	46 16%kopq	26 11%	5 6%	185 10%	31 9%	107 9%	84 9%	48 27%rswx	15 14%	6 13%	192 9%	20 14%	99 12%	163 10%
Important (4)	1163 46%	469 44%	417 49%	675 45%	623 48%	469 44%	20 38%	125 45%	417 49%	30 46%	176 52%	371 40%	516 54%kmpq	126 44%	112 45%	39 44%	887 47%k	151 45%	523 42%	520 55%rtwx	69 39%	45 44%	7 17%	1043 48%rx	52 36%	395 46%	768 47%
Very important (5)	942 38%	412 39%	295 35%	582 39%	465 36%	412 39%g	22 41%	85 31%	295 35%	26 40%	104 31%	444 48%lmnpq	294 31%	82 29%	86 35%	34 39%	737 39%lm	120 36%	548 44%stuw	294 31%	45 25%	28 28%	24 56%	842 39%st	52 36%	324 38%	618 38%
Don't know	2 *	2 *	* *	2 *	* *	2 *	-	2 1%	* *	-	* *	* *	2 *	* *	1 *	-	2 *	1 *	2 *	1 *	-	-	-	2 *	* *	* *	2 *
NET Not at all important/ Not very important	132 5%	62 6%	44 5%	79 5%	61 5%	62 6%	5 10%	24 9%	44 5%	1 2%	14 4%	33 4%	35 4%	32 11%klp	22 9%klp	9 11%klp	68 4%	32 9%klp	56 5%	39 4%	15 9%sw	14 14%rsw	6 14%	95 4%	20 14%rsw	38 4%	93 6%
NET Important / Very important	2106 84%	881 84%	712 84%	1257 84%	1088 84%	881 84%g	42 79%	210 75%	712 84%	56 86%	280 84%	815 88%mnq	809 85%m	208 73%	198 80%	73 83%	1624 86%mmno	271 81%	1071 87%tux	813 87%tux	114 64%	72 72%	31 72%	1884 87%tux	103 72%	720 84%	1386 84%
Mean	4.14	4.15	4.11	4.15	4.13	4.15g	4.07	3.96	4.11	4.23	4.08	4.30lmnopq	4.11m	3.88	4.02	4.06	4.20lmnq	4.03	4.24stux	4.13tux	3.80	3.82	4.01	4.19tux	3.88	4.16	4.14
Std Dev.	0.89	0.90	0.89	0.88	0.87	0.90	1.06	0.96	0.89	0.79	0.85	0.85	0.80	1.00	1.02	1.09	0.83	1.03	0.89	0.78	0.95	1.05	1.41	0.85	1.16	0.85	0.90
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.14	0.05	0.03	0.10	0.04	0.03	0.03	0.06	0.07	0.11	0.02	0.06	0.03	0.03	0.07	0.11	0.22	0.02	0.10	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base		2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base		1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important	(1)	56 2%	3 2%	53 2%	-	19 3%	34 2%	3 3%	51 2%	5 7%	-	-	56 2%	-
Not very important	(2)	75 3%	11 6%	63 3%	2 11%	22 3%	53 3%	1 1%	67 3%	7 9%gk	2 10%	-	75 3%	-
Neither important nor unimportant	(3)	262 10%	20 11%	238 10%	4 21%	102 14%e	148 9%	12 11%	237 10%	15 22%gk	6 37%	3 60%	258 10%	1 20%
Important	(4)	1163 46%	80 44%	1077 47%	6 33%	317 42%	800 49%d	46 41%	1131 47%h	20 29%	6 36%	1 30%	1157 46%h	4 59%
Very important	(5)	942 38%	67 37%	869 38%	7 36%	287 38%	607 37%	49 44%	914 38%	23 33%	3 17%	* 10%	940 38%	2 20%
Don't know		2 *	* *	2 *	-	2 *	* *	-	2 *	-	-	-	2 *	* 1%
NET Not at all important/ Not very important		132 5%	14 8%	116 5%	2 11%	41 5%	86 5%	4 4%	119 5%	11 16%gk	2 10%	-	132 5%	-
NET Important / Very important		2106 84%	146 81%	1946 85%	13 69%	604 81%	1407 86%d	95 85%	2046 85%h	44 62%	8 53%	2 40%	2098 84%h	6 79%
Mean		4.14	4.09	4.15	3.94	4.11	4.15	4.22	4.16h	3.72	3.60	3.50	4.15h	4.00
Std Dev.		0.89	0.94	0.88	1.02	0.93	0.87	0.90	0.87	1.22	0.92	0.75	0.89	0.68
Std Error		0.02	0.07	0.02	0.23	0.03	0.02	0.09	0.02	0.16	0.24	0.31	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base	2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base	1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important (1)	56 / 2%	17 / 3%	18 / 3%	16 / 3%	6 / 1%	6 / 3%	1 / *	10 / 5%fnp	7 / 3%	5 / 2%	5 / 2%	6 / 3%	6 / 3%	4 / 2%	1 / 1%	4 / 2%	1 / *
Not very important (2)	75 / 3%	20 / 3%	13 / 2%	23 / 4%	20 / 3%	10 / 5%h	3 / 1%	7 / 3%	1 / 1%	7 / 3%	5 / 2%	4 / 2%	10 / 5%h	8 / 4%	9 / 4%	7 / 3%	4 / 2%
Neither important nor unimportant (3)	262 / 10%	70 / 11%	63 / 10%	67 / 11%	62 / 10%	22 / 10%	26 / 12%	23 / 12%	16 / 8%	29 / 14%	19 / 8%	21 / 12%	27 / 13%	19 / 9%	26 / 12%	22 / 10%	13 / 7%
Important (4)	1163 / 46%	282 / 45%	320 / 50%	267 / 46%	295 / 46%	87 / 40%	115 / 52%en	80 / 41%	108 / 51%n	109 / 53%en	102 / 45%	81 / 45%	90 / 44%	96 / 48%n	77 / 35%	101 / 47%n	116 / 58%egikln
Very important (5)	942 / 38%	243 / 38%	230 / 36%	211 / 36%	258 / 40%	92 / 42%i	74 / 34%	76 / 39%	81 / 38%	57 / 27%	92 / 41%i	67 / 37%	71 / 35%	73 / 37%	109 / 49%fillmp	83 / 38%	67 / 33%
Don't know	2 / *	* / *	2 / *	* / *	* / *	-	* / *	-	-	* / *	2 / 1%	* / *	* / *	-	-	-	-
NET Not at all important/ Not very important	132 / 5%	37 / 6%	31 / 5%	39 / 7%	25 / 4%	16 / 7%fp	4 / 2%	17 / 8%fp	8 / 4%	12 / 6%	10 / 5%	10 / 6%	17 / 8%fp	12 / 6%	11 / 5%	10 / 5%	4 / 2%
NET Important / Very important	2106 / 84%	525 / 83%	549 / 85%	478 / 82%	553 / 86%	180 / 83%	189 / 86%	156 / 80%	189 / 89%l	165 / 80%	195 / 86%	148 / 82%	161 / 79%	169 / 85%	186 / 84%	184 / 85%	183 / 91%egikl
Mean	4.14	4.13	4.14	4.09	4.22c	4.15	4.18	4.06	4.19	3.99	4.21i	4.11	4.02	4.13	4.27il	4.17	4.22i
Std Dev.	0.89	0.92	0.88	0.94	0.81	0.97	0.72	1.05	0.86	0.88	0.87	0.93	0.98	0.89	0.87	0.86	0.67
Std Error	0.02	0.04	0.04	0.04	0.03	0.07	0.05	0.08	0.06	0.06	0.06	0.07	0.07	0.06	0.06	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	25 / 1%	2 / 1%	23 / 1%	8 / 1%	17 / 1%	18 / 1%	8 / 1%	* /	4 / 1%	3 / 1%	2 / 1%	8 / 2%g	7 / 3%gi	2 / 2%g	4 / *	5 / 1%	17 / 2%no	9 / 2%no	22 / 1%	3 / 1%
Not very important (2)	99 / 4%	12 / 3%	87 / 4%	29 / 5%	70 / 4%	40 / 3%	59 / 5%	25 / 5%	17 / 4%	15 / 3%	14 / 4%	11 / 3%	4 / 2%	14 / 9%ik	42 / 5%	29 / 3%	28 / 4%	17 / 5%	72 / 3%	27 / 7%r
Neither important nor unimportant (3)	271 / 11%	16 / 4%	256 / 12%a	72 / 13%	199 / 10%	154 / 13%f	115 / 9%	60 / 13%	43 / 10%	49 / 9%	27 / 9%	46 / 11%	23 / 11%	23 / 15%	103 / 12%	75 / 9%	92 / 12%	46 / 12%	240 / 12%s	29 / 7%
Important (4)	1208 / 48%	186 / 43%	1022 / 49%	251 / 44%	957 / 49%	591 / 49%	614 / 47%	199 / 44%	214 / 50%	241 / 47%	153 / 49%	186 / 45%	137 / 61%ghijk	78 / 51%	413 / 47%	394 / 48%	401 / 51%	214 / 57%no	1007 / 49%	188 / 46%
Very important (5)	895 / 36%	212 / 50%b	682 / 33%	202 / 36%	692 / 36%	394 / 33%	496 / 38%e	173 / 38%lm	149 / 35%lm	206 / 40%lm	118 / 38%lm	161 / 39%lm	52 / 23%	36 / 24%	321 / 36%q	324 / 39%pq	249 / 32%q	88 / 23%	729 / 35%	159 / 39%
Don't know	4 / *	* / *	3 / *	3 / 1%d	1 / *	2 / *	2 / *	* / *	3 / 1%	* / *	- / -	- / -	* / *	- / -	3 / *	* / *	* / *	* / *	4 / *	- / -
NET Not at all important/ Not very important	124 / 5%	14 / 3%	111 / 5%	37 / 7%	87 / 4%	58 / 5%	66 / 5%	25 / 5%	21 / 5%	17 / 3%	16 / 5%	19 / 5%	10 / 5%	16 / 10%lk	46 / 5%	33 / 4%	45 / 6%	26 / 7%	94 / 5%	30 / 7%
NET Important / Very important	2103 / 84%	399 / 93%b	1704 / 82%	453 / 80%	1650 / 85%c	986 / 82%	1111 / 86%	372 / 81%	362 / 84%m	447 / 87%m	272 / 86%m	347 / 84%m	189 / 85%	113 / 75%	734 / 83%	719 / 87%q	650 / 82%	302 / 81%	1736 / 84%	347 / 85%
Mean	4.14	4.39b	4.09	4.08	4.16	4.09	4.19e	4.14m	4.14m	4.23m	4.19m	4.17m	4.01	3.86	4.14q	4.22pq	4.06	3.95	4.13	4.16
Std Dev.	0.83	0.73	0.85	0.91	0.81	0.85	0.82	0.84	0.82	0.78	0.81	0.87	0.82	0.93	0.83	0.79	0.88	0.87	0.83	0.88
Std Error	0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.03	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	25 1%	5 1%	8 1%	5 1%	6 1%	14 1%	11 1%	7 *	17 2%g	2 1%	3 1%	8 1%	9 1%	3 1%	20 1%	2 1%	23 1%	8 1%	17 1%	1 1%
Not very important (2)	99 4%	21 4%	35 4%	24 4%	19 4%	56 4%	43 4%	58 3%	41 5%	8 5%	13 5%	21 3%	27 4%	24 4%	61 4%	8 5%	87 4%	24 5%	72 4%	3 2%
Neither important nor unimportant (3)	271 11%	59 10%	82 10%	88 15%abd	42 8%	141 10%	130 12%	180 11%	91 12%	11 7%	28 11%	90 14%m	83 13%m	38 7%	201 13%m	11 7%	250 11%	62 12%	202 11%	7 7%
Important (4)	1208 48%	301 50%	405 51%	252 44%	251 47%	705 50%	503 46%	794 47%	398 50%	79 49%	127 50%	333 51%	285 45%	286 51%	746 48%	84 50%	1059 48%	247 47%	912 49%	48 46%
Very important (5)	895 36%	214 36%	267 33%	200 35%	214 40%	481 34%	414 37%	636 38%h	243 31%	60 38%	82 32%	206 31%	234 37%	213 38%	522 34%	62 37%	770 35%	186 35%	662 35%	47 44%
Don't know	4 *	* *	* *	1 *	2 *	1 *	3 *	1 *	2 *	* *	2 1%	- -	- -	1 *	2 *	* *	3 *	2 *	1 *	- -
NET Not at all important/ Not very important	124 5%	27 4%	43 5%	29 5%	25 5%	70 5%	54 5%	65 4%	58 7%g	10 6%	16 6%	29 4%	36 6%	27 5%	81 5%	10 6%	110 5%	32 6%	89 5%	3 3%
NET Important / Very important	2103 84%	514 86%c	672 84%	452 79%	464 87%c	1186 85%	916 83%	1430 85%h	642 81%	139 87%	209 82%	539 82%	520 82%	499 88%kln	1268 82%	147 87%	1829 83%	433 82%	1574 84%	95 90%
Mean	4.14	4.16	4.11	4.08	4.22c	4.13	4.15	4.19h	4.03	4.17	4.07	4.08	4.11	4.21kn	4.09	4.17	4.13	4.10	4.14	4.30
Std Dev.	0.83	0.81	0.83	0.87	0.82	0.82	0.85	0.79	0.91	0.86	0.86	0.83	0.88	0.79	0.86	0.85	0.84	0.88	0.82	0.77
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.03	0.02	0.06	0.02	0.04	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	25 1%	19 1%	6 2%	3 4%a	20 1%	4 2%	1 1%	* *	- -	1 *	1 1%	4 2%	3 2%	1 1%	3 1%	3 1%	3 2%	1 3%	3 2%
Not very important (2)	99 4%	84 4%	15 4%	4 6%	84 4%	6 3%	6 4%	3 5%	4 4%	10 3%	8 4%	6 3%	12 6%	13 6%	12 4%	15 4%	6 3%	2 11%	3 2%
Neither important nor unimportant (3)	271 11%	232 11%	39 11%	4 7%	225 11%	25 12%	14 11%	8 13%	11 11%	45 15%n	22 11%	21 11%	19 10%	28 13%	21 6%	33 9%	25 13%	1 4%	24 12%
Important (4)	1208 48%	1015 48%	193 52%	35 55%	1007 48%	104 49%	67 53%	30 51%	42 43%	142 47%	85 41%	92 48%	100 51%	97 45%	157 48%	188 52%	104 52%	10 45%	94 49%
Very important (5)	895 36%	780 37%	114 31%	18 28%	763 36%	75 35%	39 31%	18 30%	42 42%p	103 34%	90 43%lp	69 36%	61 31%	77 36%	137 41%	125 34%	60 30%	8 36%	67 35%
Don't know	4 *	3 *	* *	* *	3 *	1 *	* *	* *	- -	- -	- -	1 1%	- -	- -	- -	- -	2 1%	* 1%	* *
NET Not at all important/ Not very important	124 5%	103 5%	21 6%	6 10%	105 5%	9 4%	7 5%	3 6%	4 4%	11 4%	9 5%	9 5%	14 7%	14 6%	15 5%	18 5%	9 5%	3 14%	6 3%
NET Important / Very important	2103 84%	1795 84%	308 84%	53 83%	1769 84%	179 84%	106 84%	48 81%	84 85%	245 81%	175 85%	161 84%	160 83%	174 80%	294 89%m	313 86%	164 82%	18 81%	161 84%
Mean	4.14	4.15	4.07	3.98	4.15	4.13	4.08	4.05	4.23	4.12	4.23	4.14	4.05	4.09	4.25	4.15	4.07	4.01	4.15
Std Dev.	0.83	0.83	0.85	0.98	0.83	0.85	0.83	0.83	0.81	0.80	0.84	0.86	0.89	0.88	0.81	0.81	0.84	1.08	0.82
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.06	0.07	0.07	0.08	0.07	0.07	0.06	0.07	0.14	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	25 1%	5 *	14 2%ac	7 *	17 1%	5 *	-	4 1%	14 2%	-	8 2%	12 1%	10 1%	1 *	* *	2 3%n	21 1%	3 1%	15 1%	6 1%	* *	-	4 9%	21 1%	4 3%	5 1%	21 1%
Not very important (2)	99 4%	34 3%	43 5%	55 4%	64 5%	34 3%	6 11%e	17 6%	43 5%	-	15 5%	30 3%	31 3%	17 6%	15 6%	7 8%	61 3%	21 6%klp	38 3%	39 4%	14 8%rw	7 7%	1 1%	77 4%	8 6%	43 5%	56 3%
Neither important nor unimportant (3)	271 11%	114 11%	99 12%	158 11%	144 11%	114 11%	3 5%	35 12%	99 12%	4 7%	35 11%	74 8%	106 11%	58 20%klnopq	29 12%	4 5%	179 10%	33 10%	104 8%	107 11%	31 18%rw	18 18%r	9 20%	211 10%	26 18%rw	109 13%	162 10%
Important (4)	1208 48%	466 44%	431 51%a	688 46%	654 51%a	466 44%	25 47%	130 47%	431 51%	39 61%	191 57%	409 44%	504 53%k	140 49%	116 47%	37 43%	914 49%	153 46%	528 43%	507 54%rw	98 56%r	56 55%	17 39%	1036 48%r	73 50%	417 49%	791 48%
Very important (5)	895 36%	436 41%bd	259 31%	591 39%bd	414 32%	436 41%g	19 37%	92 33%	259 31%	21 33%	86 26%	402 43%lmp	300 32%	69 24%	85 34%m	37 42%m	702 37%lm	122 36%m	548 44%stuwx	277 30%t	33 19%	20 20%	13 31%	826 38%stux	33 23%	281 33%	613 37%
Don't know	4 *	2 *	1 *	2 *	1 *	2 *	-	2 1%	1 *	*	*	2 *	*	*	2 1%	-	2 *	2 1%	2 *	*	-	-	-	2 *	-	2 *	2 *
NET Not at all important/ Not very important	124 5%	39 4%	57 7%ac	63 4%	81 6%a	39 4%	6 11%e	20 7%e	57 7%	-	23 7%	41 4%	41 4%	18 6%	15 6%	9 10%klp	82 4%	24 7%	53 4%	45 5%	14 8%	7 7%	5 11%	98 5%	12 8%	48 6%	77 5%
NET Important / Very important	2103 84%	901 85%	690 81%	1279 85%	1068 83%	901 85%g	44 84%	222 80%	690 81%	61 93%	277 82%	811 87%m	805 85%m	209 73%	201 81%	74 85%	1615 86%m	275 82%m	1077 87%tux	785 84%tx	131 74%	76 75%	30 70%	1861 86%tux	106 73%	698 81%	1404 85%
Mean	4.14	4.23bd	4.04	4.20bd	4.07	4.23g	4.09	4.05	4.04	4.26	3.99	4.25lmq	4.11m	3.91	4.10m	4.14	4.18m	4.11m	4.26stuwx	4.08tx	3.85	3.88	3.80	4.18stux	3.85	4.08	4:17
Std Dev.	0.83	0.80	0.88	0.81	0.86	0.80	0.93	0.90	0.88	0.58	0.87	0.83	0.80	0.85	0.84	1.01	0.82	0.89	0.83	0.79	0.82	0.81	1.18	0.82	0.93	0.84	0.83
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.12	0.05	0.03	0.07	0.05	0.03	0.03	0.05	0.06	0.10	0.02	0.05	0.02	0.03	0.06	0.08	0.18	0.02	0.08	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	25 1%	5 3%	21 1%	-	12 2%	14 1%	-	24 1%	1 2%	-	-	25 1%	-
Not very important (2)	99 4%	3 2%	96 4%	-	42 6%e	53 3%	4 3%	88 4%	11 15%gk	*	-	99 4%	-
Neither important nor unimportant (3)	271 11%	23 13%	243 11%	6 29%	92 12%	163 10%	16 15%	248 10%	15 21%gk	5 34%	3 61%	268 11%	-
Important (4)	1208 48%	93 52%	1107 48%	8 40%	355 47%	801 49%	52 47%	1168 49%	26 36%	8 48%	1 27%	1201 48%	6 79%
Very important (5)	895 36%	57 32%	832 36%	6 31%	246 33%	608 37%	40 36%	874 36%	16 23%	2 15%	1 12%	893 36%	2 20%
Don't know	4 *	* *	3 *	-	2 *	2 *	-	2 *	2 2%gk	-	-	3 *	* 1%
NET Not at all important/ Not very important	124 5%	8 4%	117 5%	-	54 7%e	67 4%	4 3%	112 5%	12 17%gk	* 3%	-	124 5%	-
NET Important / Very important	2103 84%	150 83%	1939 84%	14 71%	601 80%	1410 86%d	92 82%	2042 88%h	42 59%	10 62%	2 39%	2093 84%h	7 99%
Mean	4.14	4.08	4.15	4.02	4.05	4.18d	4.14	4.16h	3.66	3.74	3.50	4.14h	4.20
Std Dev.	0.83	0.86	0.83	0.80	0.90	0.80	0.79	0.82	1.06	0.76	0.79	0.84	0.43
Std Error	0.02	0.07	0.02	0.18	0.03	0.02	0.08	0.02	0.14	0.20	0.32	0.02	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	25 1%	3 1%	8 1%	7 1%	6 1%	* *	3 1%	-	5 2%	2 1%	2 1%	5 3%eo	* *	2 1%	1 1%	-	5 2%
Not very important	(2)	99 4%	26 4%	29 4%	23 4%	21 3%	11 5%	9 4%	5 3%	3 1%	12 6%	14 6%h	7 4%	8 4%	9 4%	5 2%	11 5%	5 2%
Neither important nor unimportant	(3)	271 11%	70 11%	70 11%	75 13%	56 9%	24 11%	27 12%	20 10%	22 10%	29 14%p	19 9%	18 10%	29 14%p	28 14%p	28 12%	16 7%	12 6%
Important	(4)	1208 48%	316 50%	303 47%	274 47%	315 49%	104 48%	116 53%j	95 49%	114 53%j	102 50%	87 38%	100 55%jl	88 43%	86 43%	114 51%j	95 44%	106 53%j
Very important	(5)	896 36%	216 34%	234 36%	203 35%	241 38%	77 35%	64 29%	75 39%	70 33%	62 30%	103 46%fhikn	50 28%	79 38%	74 37%	74 33%	95 44%flk	72 36%
Don't know		4 *	1 *	* *	2 *	* *	1 1%	* *	-	* *	-	-	* *	2 1%	-	-	-	* *
NET Not at all important/ Not very important		124 5%	29 5%	37 6%	30 5%	27 4%	11 5%	12 6%	5 3%	8 4%	14 7%	16 7%	12 7%	8 4%	11 5%	7 3%	11 5%	10 5%
NET Important / Very important		2103 84%	532 84%	537 83%	477 82%	557 87%c	181 83%	180 82%	170 87%	183 86%	164 79%	190 84%	149 83%	167 81%	161 80%	188 85%	190 88%	179 89%i
Mean		4.14	4.13	4.13	4.10	4.19	4.14	4.04	4.23lk	4.13	4.02	4.22	4.02	4.17	4.11	4.14	4.27flk	4.18
Std Dev.		0.83	0.80	0.87	0.86	0.80	0.81	0.84	0.74	0.82	0.87	0.91	0.89	0.81	0.88	0.77	0.80	0.84
Std Error		0.02	0.03	0.04	0.03	0.03	0.06	0.06	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.05	0.06

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	69 3%	6 1%	63 3%	17 3%	52 3%	43 4%	26 2%	6 1%	7 2%	9 2%	11 3%	9 2%	12 5%ghi	15 10%ghijk	13 2%	20 2%	36 5%n	27 7%no	60 3%	8 2%
Not very important (2)	184 7%	28 7%	156 8%	37 7%	147 8%	91 8%	93 7%	21 5%	32 7%	23 5%	31 10%gi	31 7%	22 10%gi	25 16%ghi	52 6%	54 7%	77 10%n	46 12%no	166 8%s	17 4%
Neither important nor unimportant (3)	396 16%	29 7%	366 18%a	81 14%	314 16%	198 17%	193 15%	69 15%	42 10%	77 15%	45 14%	81 20%h	59 26%ghijm	23 15%	111 13%	122 15%	162 21%no	81 22%no	343 17%	47 12%
Important (4)	1107 44%	187 44%	920 44%	254 45%	853 44%	523 44%	580 45%	196 43%	218 51%ilm	213 42%	142 45%	186 45%	95 43%	57 38%	413 47%	355 43%	339 43%	152 41%	891 43%	204 50%r
Very important (5)	743 30%	178 41%b	565 27%	176 31%	567 29%	343 29%	398 31%	165 36%jklm	130 30%l	190 37%jklm	84 27%l	105 26%l	35 16%	32 21%	296 33%pq	275 33%pq	173 22%	67 18%	612 30%	129 32%
Don't know	3 *	1 *	2 *	* *	3 *	- -	3 *	* *	* *	* *	1 *	1 *	* *	- -	* *	* *	2 *	* *	2 *	1 *
NET Not at all important/ Not very important	253 10%	34 8%	219 11%	54 10%	199 10%	134 11%	119 9%	27 6%	39 9%	32 6%	42 13%gi	39 10%	33 15%gi	40 26%ghijkl	66 7%	74 9%	113 14%no	74 20%no	226 11%s	26 6%
NET Important / Very important	1850 74%	365 85%b	1485 72%	430 76%	1420 73%	866 72%	978 76%	361 79%klm	348 81%jklm	404 79%klm	226 72%lm	292 71%lm	130 59%	89 59%	709 80%pq	629 76%pq	511 65%	220 59%	1503 72%	333 82%r
Mean	3.91	4.18b	3.85	3.95	3.90	3.86	3.96	4.08jklm	4.01lm	4.08jklm	3.82lm	3.85lm	3.54	3.43	4.05pq	3.98pq	3.68q	3.50	3.88	4.06r
Std Dev.	1.00	0.91	1.00	0.99	1.00	1.03	0.96	0.90	0.92	0.93	1.04	0.96	1.04	1.27	0.91	0.98	1.06	1.14	1.01	0.89
Std Error	0.02	0.05	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.04	0.06	0.05	0.07	0.10	0.03	0.03	0.04	0.06	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Combined £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base		2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base		2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base		1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important	(1)	69 3%	11 2%	28 4%	15 3%	14 3%	39 3%	30 3%	30 2%	37 5%g	3 2%	6 2%	34 5%lm	13 2%	12 2%	52 3%	3 2%	64 3%	9 2%	59 3%	-
Not very important	(2)	184 7%	34 6%	70 9%	46 8%	34 6%	104 7%	80 7%	98 6%	82 10%g	11 7%	26 10%	42 6%	47 7%	46 8%	115 7%	11 6%	165 8%	34 6%	147 8%	3 3%
Neither important nor unimportant	(3)	396 16%	102 17%	128 16%	92 16%	73 14%	231 17%	165 15%	258 15%	135 17%	30 19%	38 15%	105 16%	110 17%	80 14%	254 16%	30 18%	347 16%	82 16%	298 16%	15 15%
Important	(4)	1107 44%	261 43%	375 47%	239 42%	232 44%	636 45%	471 43%	753 45%	336 42%	64 40%	110 43%	300 46%	281 44%	250 44%	691 45%	71 42%	974 44%	225 43%	828 44%	53 50%
Very important	(5)	743 30%	190 32%b	196 25%	178 31%b	178 33%b	387 28%	357 32%e	535 32%h	201 25%	52 32%	75 30%	176 27%	187 29%	176 31%	439 28%	53 31%	642 29%	178 34%	531 28%	34 32%
Don't know		3 *	1 *	* *	* *	2 *	2 *	2 *	2 *	2 *	* *	- -	* *	* *	1 *	* *	* *	2 *	1 *	3 *	- -
NET Not at all important/ Not very important		253 10%	45 8%	98 12%a	62 11%	48 9%	143 10%	110 10%	128 8%	119 15%g	14 9%	32 12%	76 12%	60 9%	58 10%	167 11%	14 8%	228 10%	43 8%	206 11%s	3 3%
NET Important / Very important		1850 74%	451 75%	571 72%	417 73%	411 77%	1023 73%	827 75%	1288 77%h	538 68%	116 72%	185 73%	476 72%	468 73%	427 75%	1130 73%	124 74%	1616 74%	403 76%	1360 73%	87 82%
Mean		3.91	3.98b	3.80	3.91	3.99b	3.88	3.95	3.99h	3.74	3.94	3.87	3.82	3.91	3.95	3.87	3.95	3.90	4.00r	3.87	4.11
Std Dev.		1.00	0.94	1.02	1.02	0.99	0.99	1.00	0.93	1.09	0.98	1.02	1.06	0.97	0.98	1.02	0.96	1.00	0.95	1.02	0.77
Std Error		0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.02	0.04	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02	0.04	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 134

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	69 3%	60 3%	9 2%	4 6%	57 3%	6 3%	5 4%	1 2%	2 3%	15 5%	4 2%	4 2%	6 3%	6 3%	5 2%	9 2%	6 3%	* 2%	5 3%
Not very important (2)	184 7%	130 6%	54 15%a	8 12%a	154 7%	13 6%	12 10%	4 8%	8 8%	25 8%	9 4%	16 9%	18 9%	18 8%	13 4%	28 8%	19 10%n	1 5%	12 6%
Neither important nor unimportant (3)	396 16%	333 16%	62 17%	12 18%	323 15%	39 18%	24 19%	9 16%	12 12%	44 15%	29 14%	35 18%	39 20%	32 15%	45 14%	45 12%	41 21%	5 20%	35 18%
Important (4)	1107 44%	975 46%b	132 36%	27 42%	916 44%	110 52%df	52 41%	29 49%	42 43%	120 40%	81 39%	91 48%l	67 34%	95 44%	163 49%l	173 48%l	83 42%	10 44%	100 53%gjl
Very important (5)	743 30%	632 30%	111 30%	13 20%	650 31%e	45 21%	33 26%	15 26%	34 35%kr	98 32%r	83 40%kpr	44 23%	64 33%r	65 30%r	105 32%r	108 30%r	49 25%	6 28%	38 20%
Don't know	3 *	2 *	1 *	1 1%a	2 *	* *	1 *	* *	- -	- -	- -	1 1%	1 1%	- -	- -	- -	- -	* 1%	* *
NET Not at all important/ Not very important	253 10%	190 9%	63 17%a	12 19%a	211 10%	19 9%	17 14%	5 9%	10 10%	39 13%n	13 6%	21 11%	23 12%n	24 11%	18 5%	37 10%	25 13%n	2 7%	17 9%
NET Important / Very important	1850 74%	1608 75%bc	242 66%	40 62%	1565 74%f	155 73%	85 67%	44 75%	77 78%	218 72%	164 80%jp	136 71%	131 67%	160 74%	267 81%klp	281 77%p	133 67%	16 72%	139 73%
Mean	3.91	3.93bc	3.77	3.60	3.93f	3.82	3.76	3.90	3.99	3.87	4.12iklp	3.81	3.86	3.90	4.06kpr	3.94	3.75	3.91	3.81
Std Dev.	1.00	0.97	1.10	1.13	1.00	0.92	1.07	0.93	1.01	1.11	0.94	0.96	1.07	1.01	0.87	0.98	1.04	0.96	0.92
Std Error	0.02	0.02	0.04	0.06	0.03	0.04	0.05	0.06	0.09	0.09	0.08	0.08	0.09	0.09	0.07	0.08	0.09	0.12	0.05

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 134

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	69 / 3%	21 / 2%	35 / 4%ac	27 / 2%	41 / 3%	21 / 2%	-	8 / 3%	35 / 4%	1 / 2%	20 / 6%	36 / 4%l	15 / 2%	6 / 2%	7 / 3%	5 / 6%l	51 / 3%	12 / 4%	40 / 3%	19 / 2%	2 / 1%	2 / 2%	5 / 12%	59 / 3%	8 / 5%	12 / 1%	57 / 3%y
Not very important (2)	184 / 7%	48 / 5%	98 / 12%ac	80 / 5%	130 / 10%ac	48 / 5%	6 / 11%	26 / 9%e	98 / 12%	3 / 5%	42 / 12%	68 / 7%	67 / 7%	26 / 9%	16 / 6%	7 / 8%	135 / 7%	23 / 7%	102 / 8%	52 / 6%	15 / 9%	8 / 8%	4 / 10%	154 / 7%	12 / 8%	48 / 6%	136 / 8%
Neither important nor unimportant (3)	396 / 16%	133 / 13%	154 / 18%a	223 / 15%	244 / 19%ac	133 / 13%	6 / 11%	41 / 15%	154 / 18%	19 / 29%	57 / 17%	140 / 15%	134 / 14%	58 / 20%lp	55 / 23%klop	8 / 9%	273 / 15%	64 / 19%	172 / 14%	148 / 16%	48 / 27%rrsw	18 / 18%	8 / 18%	319 / 15%	26 / 18%	102 / 12%	293 / 18%y
Important (4)	1107 / 44%	466 / 44%	372 / 44%	663 / 44%	569 / 44%	466 / 44%	22 / 41%	120 / 43%	372 / 44%	25 / 39%	144 / 43%	385 / 41%	467 / 49%knc	132 / 46%	90 / 36%	32 / 37%	852 / 45%nc	122 / 37%	515 / 42%	462 / 49%rx	74 / 42%	40 / 40%	14 / 32%	978 / 45%	54 / 37%	393 / 46%	714 / 43%
Very important (5)	743 / 30%	387 / 37%bd	186 / 22%	508 / 34%bd	307 / 24%	387 / 37%	19 / 37%	84 / 30%	186 / 22%	16 / 24%	70 / 21%	298 / 32%m	267 / 28%	63 / 22%	79 / 32%m	34 / 40%m	565 / 30%m	113 / 34%m	406 / 33%st	253 / 27%	37 / 21%	33 / 32%	12 / 27%	660 / 30%t	44 / 31%	299 / 35%z	444 / 27%
Don't know	3 / *	*	3 / *	*	3 / *	*	-	*	3 / *	-	1 / *	1 / *	2 / *	*	*	-	3 / *	*	2 / *	2 / *	-	*	-	3 / *	*	3 / *	1 / *
NET Not at all important/ Not very important	253 / 10%	69 / 7%	133 / 16%ac	108 / 7%	172 / 13%ac	69 / 7%	6 / 11%	33 / 12%e	133 / 16%	5 / 7%	62 / 18%	104 / 11%	82 / 9%	32 / 11%	22 / 9%	12 / 14%	186 / 10%	35 / 10%	141 / 11%s	72 / 8%	17 / 10%	10 / 10%	10 / 22%	213 / 10%	20 / 14%	60 / 7%	193 / 12%y
NET Important / Very important	1850 / 74%	853 / 81%bd	558 / 66%	1171 / 78%bd	876 / 68%	853 / 81%g	41 / 78%	204 / 73%	558 / 66%	41 / 63%	215 / 64%	682 / 74%	734 / 77%mn	195 / 68%	169 / 68%	67 / 77%	1417 / 75%m	235 / 70%	921 / 75%t	716 / 76%t	112 / 63%	73 / 72%	25 / 59%	1637 / 75%t	98 / 68%	692 / 81%z	1158 / 70%
Mean	3.91	4.09bd	3.68	4.03bd	3.75	4.09g	4.04	3.89	3.68	3.79	3.61	3.91	3.95m	3.77	3.89	3.96	3.93m	3.90	3.93	3.94t	3.73	3.92	3.52	3.93t	3.80	4.08z	3.82
Std Dev.	1.00	0.92	1.07	0.93	1.03	0.92	0.97	1.03	1.07	0.95	1.13	1.05	0.92	0.97	1.02	1.17	0.99	1.06	1.04	0.91	0.93	1.01	1.34	0.99	1.13	0.90	1.03
Std Error	0.02	0.03	0.04	0.02	0.03	0.03	0.13	0.06	0.04	0.12	0.06	0.03	0.03	0.06	0.07	0.12	0.02	0.06	0.03	0.03	0.07	0.10	0.21	0.02	0.10	0.03	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 134

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	69 3%	4 2%	65 3%	-	19 3%	47 3%	3 3%	64 3%	5 7%	1 4%	-	69 3%	-
Not very important (2)	184 7%	9 5%	173 8%	1 7%	49 7%	123 7%	12 11%	171 7%	9 13%	4 24%	-	184 7%	-
Neither important nor unimportant (3)	396 16%	26 14%	367 16%	3 15%	123 16%	261 16%	12 11%	374 16%	16 23%	3 20%	3 60%	393 16%	-
Important (4)	1107 44%	85 47%	1012 44%	10 49%	336 45%	726 44%	44 40%	1069 44%	27 38%	6 39%	* 3%	1101 44%	5 73%
Very important (5)	743 30%	57 31%	681 30%	6 28%	221 30%	482 29%	40 36%	723 30%	14 20%	2 14%	2 37%	739 30%	2 26%
Don't know	3 *	* *	3 *	-	1 *	3 *	-	3 *	-	-	-	3 *	* 1%
NET Not at all important/ Not very important	253 10%	13 7%	238 10%	1 7%	68 9%	170 10%	15 14%	235 10%	14 19%g	4 27%	-	253 10%	-
NET Important / Very important	1850 74%	141 78%	1693 74%	15 77%	557 74%	1208 74%	85 76%	1791 75%h	41 58%	8 53%	2 40%	1841 74%h	7 99%
Mean	3.91	4.01	3.90	3.99	3.92	3.90	3.95	3.92h	3.52	3.36	3.77	3.91h	4.26
Std Dev.	1.00	0.92	1.00	0.87	0.97	1.00	1.08	0.99	1.15	1.13	1.08	1.00	0.47
Std Error	0.02	0.07	0.02	0.20	0.03	0.03	0.10	0.02	0.15	0.29	0.44	0.02	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	69 / 3%	17 / 3%	17 / 3%	25 / 4%d	10 / 2%	7 / 3%	6 / 3%	4 / 2%	4 / 2%	8 / 4%	5 / 2%	9 / 5%	9 / 4%	8 / 4%	6 / 3%	3 / 2%	1 / 1%
Not very important	(2)	184 / 7%	56 / 9%	40 / 6%	50 / 9%	37 / 6%	16 / 7%	19 / 9%	21 / 11%	12 / 5%	14 / 7%	15 / 6%	17 / 10%	19 / 9%	14 / 7%	11 / 5%	15 / 7%	11 / 5%
Neither important nor unimportant	(3)	396 / 16%	92 / 15%	104 / 16%	116 / 20%d	83 / 13%	34 / 16%	26 / 12%	32 / 16%	43 / 20%	33 / 16%	28 / 13%	38 / 21%fp	32 / 16%	45 / 23%fjop	32 / 14%	28 / 13%	24 / 12%
Important	(4)	1107 / 44%	271 / 43%	286 / 44%	237 / 41%	313 / 49%c	96 / 44%	100 / 46%	75 / 38%	98 / 46%	92 / 44%	96 / 43%	69 / 39%	99 / 48%km	68 / 34%	100 / 45%	100 / 46%	114 / 56%gjm
Very important	(5)	743 / 30%	195 / 31%	197 / 31%	155 / 26%	196 / 31%	65 / 30%	67 / 31%	64 / 33%	57 / 27%	58 / 28%	82 / 36%kl	45 / 25%	45 / 22%	65 / 32%	75 / 34%l	70 / 32%	51 / 25%
Don't know		3 / *	* / *	1 / *	2 / *	* / *	- / -	* / *	- / -	- / -	1 / *	* / 1%	* / *	1 / 1%	* / *	- / -	- / -	* / *
NET Not at all important/ Not very important		253 / 10%	73 / 12%	57 / 9%	76 / 13%d	48 / 7%	23 / 10%	26 / 12%	24 / 13%	15 / 7%	22 / 11%	20 / 9%	26 / 15%p	28 / 14%	21 / 11%	16 / 7%	19 / 9%	13 / 6%
NET Important / Very important		1850 / 74%	466 / 74%c	483 / 75%c	392 / 67%	509 / 80%c	161 / 74%	167 / 76%k	139 / 71%	155 / 73%	150 / 73%	178 / 79%km	114 / 63%	144 / 70%	133 / 67%	175 / 79%km	170 / 78%km	165 / 82%klm
Mean		3.91	3.91	3.94c	3.76	4.01c	3.90	3.92	3.89	3.91	3.87	4.04kl	3.70	3.75	3.84	4.02kl	4.01kl	4.00kl
Std Dev.		1.00	1.02	0.97	1.07	0.90	1.01	1.02	1.04	0.91	1.03	0.97	1.10	1.04	1.08	0.95	0.94	0.81
Std Error		0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.07	0.08	0.07	0.07	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 135

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	24 1%	7 2%	17 1%	5 1%	19 1%	13 1%	11 1%	4 1%	2 *	3 1%	5 2%	6 1%	3 2%	1 1%	6 1%	8 1%	10 1%	4 1%	16 1%	8 2%
Not very important (2)	105 4%	15 3%	91 4%	22 4%	84 4%	65 5%f	39 3%	18 4%	18 4%	25 5%	11 3%	19 5%	6 3%	9 6%	36 4%	36 4%	34 4%	15 4%	92 4%	14 3%
Neither important nor unimportant (3)	267 11%	21 5%	245 12%a	65 11%	202 10%	136 11%	129 10%	37 8%	48 11%	55 11%	38 12%	38 9%	27 12%	24 16%g	85 10%	93 11%	89 11%	51 14%	226 11%	38 9%
Important (4)	1250 50%	174 41%	1076 52%a	267 47%	983 51%	606 51%	638 49%	223 49%	204 48%	243 47%	179 57%i	200 49%	130 59%h	69 46%	428 48%	422 51%	400 51%	200 53%	1038 50%	195 48%
Very important (5)	850 34%	212 49%b	637 31%	204 36%	646 33%	378 32%	471 36%e	173 38%jl	158 37%jl	185 36%jl	82 26%	148 36%jl	56 25%	49 32%	330 37%q	266 32%	253 32%	105 28%	696 34%	151 37%
Don't know	6 *	-	6 *	3 *	4 *	1 *	5 *	2 *	-	3 1%	-	2 *	* *	* *	2 *	3 *	2 *	* *	5 *	1 *
NET Not at all important/ Not very important	129 5%	21 5%	108 5%	27 5%	102 5%	78 7%f	50 4%	22 5%	20 5%	28 5%	16 5%	25 6%	9 4%	10 7%	42 5%	43 5%	44 6%	19 5%	108 5%	21 5%
NET Important / Very important	2099 84%	386 90%b	1713 83%	471 83%	1629 84%	984 82%	1109 86%e	396 87%m	362 84%	428 83%	260 83%	349 84%	187 84%	118 78%	758 86%	688 83%	653 83%	305 81%	1735 84%	346 85%
Mean	4.12	4.33b	4.08	4.14	4.11	4.06	4.18e	4.19j	4.16	4.14	4.02	4.13	4.03	4.02	4.18q	4.09	4.08	4.03	4.11	4.16
Std Dev.	0.83	0.85	0.82	0.84	0.83	0.86	0.79	0.82	0.81	0.83	0.82	0.87	0.78	0.88	0.81	0.83	0.85	0.82	0.83	0.86
Std Error	0.02	0.05	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.05

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	24 1%	4 1%	11 1%	5 1%	4 1%	16 1%	8 1%	12 1%	12 1%	3 2%k	6 2%k	1 *	8 1%	5 1%	16 1%	3 2%	21 1%	3 1%	21 1%	- -
Not very important (2)	105 4%	34 6%	25 3%	24 4%	22 4%	59 4%	47 4%	61 4%	43 5%	13 8%kn	10 4%	20 3%	28 4%	25 4%	58 4%	13 8%	87 4%	26 5%	75 4%	4 4%
Neither important nor unimportant (3)	267 11%	64 11%	89 11%	60 10%	55 10%	152 11%	114 10%	185 11%	81 10%	12 7%	25 10%	66 10%	78 12%	55 10%	170 11%	12 7%	234 11%	64 12%	193 10%	10 9%
Important (4)	1250 50%	308 51%	404 51%	294 51%	244 46%	712 51%	538 49%	826 49%	404 51%	76 48%	126 49%	334 51%	328 51%	306 54%	788 51%	81 48%	1121 51%	255 48%	946 51%	48 46%
Very important (5)	850 34%	187 31%	267 33%	187 33%	208 39%:a	455 33%	395 36%	586 35%	253 32%	57 35%	85 33%	236 36%	194 30%	172 30%	515 33%	59 35%	724 33%	182 34%	624 33%	43 41%
Don't know	6 *	3 1%	2 *	1 *	* *	5 *	1 *	6 *	* *	* *	3 1%	* *	1 *	2 *	4 *	* *	6 *	* *	6 *	- -
NET Not at all important/ Not very important	129 5%	38 6%	36 5%	29 5%	26 5%	75 5%	55 5%	73 4%	55 7%:g	16 10%kn	16 6%	22 3%	36 6%	31 5%	74 5%	16 9%:p	108 5%	29 5%	96 5%	4 4%
NET Important / Very important	2099 84%	495 82%	671 84%	481 84%	452 85%	1166 83%	933 85%	1412 84%	657 83%	133 83%	211 83%	570 87%	523 82%	478 85%	1304 84%	141 84%	1845 84%	437 83%	1570 84%	92 87%
Mean	4.12	4.07	4.12	4.11	4.18	4.10	4.15	4.15	4.06	4.06	4.09	4.19l	4.06	4.09	4.12	4.08	4.12	4.11	4.12	4.23
Std Dev.	0.83	0.84	0.83	0.81	0.83	0.84	0.82	0.81	0.88	0.96	0.90	0.75	0.84	0.81	0.82	0.94	0.82	0.84	0.83	0.79
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.07	0.06	0.03	0.03	0.03	0.02	0.07	0.02	0.04	0.02	0.08

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 135

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	24 1%	19 1%	5 1%	1 1%	18 1%	3 1%	3 2%	* *	1 1%	3 1%	1 1%	- -	1 1%	3 1%	5 1%	2 1%	2 1%	* 1%	3 1%
Not very important (2)	105 4%	86 4%	19 5%	4 6%	89 4%	8 4%	6 5%	1 2%	3 3%	11 4%	3 1%	10 5%n	16 8%jn	11 5%n	2 1%	23 6%jn	11 6%jn	2%	8 4%n
Neither important nor unimportant (3)	267 11%	236 11%	31 8%	9 14%	218 10%	29 14%	14 11%	6 11%	11 12%	42 14%	27 13%	15 8%	16 8%	20 9%	32 10%	36 10%	18 9%	3 15%	26 13%
Important (4)	1250 50%	1053 49%	197 53%	39 61%a	1046 50%	109 51%	63 49%	33 55%	46 47%	129 43%	100 48%	105 54%i	89 46%	114 53%	173 52%	187 51%	102 51%	12 55%	96 50%
Very important (5)	850 34%	734 34%c	115 31%c	11 18%	726 35%	63 29%	42 33%	18 31%	37 37%	114 38%	74 36%	61 32%	72 37%	67 31%	119 36%	115 32%	67 34%	6 28%	57 30%
Don't know	6 *	6 *	1 *	* 1%	4 *	2 1%	* *	* *	- -	2 1%	1 1%	1 1%	- -	- -	- -	- -	- -	- -	2 1%
NET Not at all important/ Not very important	129 5%	105 5%	25 7%	5 7%	108 5%	11 5%	9 7%	2 3%	4 4%	14 5%	4 2%	10 5%	17 9%jn	15 7%jn	7 2%	25 7%n	13 6%n	2%	11 6%
NET Important / Very important	2099 84%	1787 84%	312 85%	50 79%	1772 84%	172 80%	105 82%	51 86%	83 84%	244 81%	173 84%	166 86%	161 83%	182 84%	292 88%r	302 83%	169 85%	19 83%	153 80%
Mean	4.12	4.13c	4.08	3.89	4.13	4.04	4.06	4.15	4.17	4.14	4.18	4.14	4.11	4.07	4.21r	4.07	4.11	4.09	4.03
Std Dev.	0.83	0.83	0.86	0.81	0.83	0.85	0.91	0.72	0.82	0.86	0.75	0.77	0.91	0.86	0.75	0.85	0.85	0.75	0.86
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.06	0.06	0.08	0.07	0.06	0.07	0.07	0.09	0.04

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	24 / 1%	2 / *	11 / 1%a	8 / 1%	18 / 1%a	2 / *	-	-	11 / 1%	1 / 1%	4 / 1%	9 / 1%	6 / 1%	1 / *	2 / 1%	6 / 6%klmnp	15 / 1%	8 / 2%lp	12 / 1%	8 / 1%	3 / 2%	-	2 / 4%	19 / 1%	2 / 1%	3 / *	21 / 1%
Not very important (2)	105 / 4%	46 / 4%	43 / 5%	59 / 4%	56 / 4%	46 / 4%	5 / 10%	17 / 6%	43 / 5%	3 / 5%	17 / 5%	38 / 4%	34 / 4%	20 / 7%	10 / 4%	3 / 3%	72 / 4%	13 / 4%	42 / 3%	41 / 4%	11 / 6%	4 / 4%	7 / 17%	83 / 4%	12 / 8%r	34 / 4%	72 / 4%
Neither important nor unimportant (3)	267 / 11%	112 / 11%	79 / 9%	179 / 12%	146 / 11%	112 / 11%	4 / 7%	31 / 11%	79 / 9%	4 / 7%	24 / 7%	95 / 10%	86 / 9%	54 / 19%klnpq	23 / 9%	9 / 10%	180 / 10%	32 / 9%	115 / 9%	92 / 10%	35 / 20%rsw	18 / 17%rw	7 / 15%	208 / 10%	24 / 17%rw	104 / 12%	163 / 10%
Important (4)	1250 / 50%	470 / 45%	458 / 54%ac	710 / 47%	698 / 54%ac	470 / 45%	24 / 46%	131 / 47%	458 / 54%	30 / 46%	190 / 57%	409 / 44%	538 / 57%kmp	137 / 48%	122 / 49%	42 / 48%	947 / 50%k	163 / 49%	561 / 45%	530 / 57%rsrwx	93 / 52%	49 / 48%	12 / 28%	1091 / 50%r	60 / 42%	423 / 49%	827 / 50%
Very important (5)	850 / 34%	423 / 40%bd	255 / 30%	542 / 36%bd	374 / 29%	423 / 40%	20 / 37%	99 / 35%	255 / 30%	27 / 41%	101 / 30%	376 / 41%imp	286 / 30%	70 / 25%	88 / 36%m	27 / 31%	662 / 35%lm	115 / 35%m	505 / 41%stw	261 / 28%	35 / 20%	29 / 29%	16 / 36%	766 / 35%st	45 / 31%	291 / 34%	559 / 34%
Don't know	6 / *	3 / *	3 / *	3 / *	3 / *	3 / *	-	-	3 / *	-	-	* / *	1 / *	2 / 1%	1 / 1%	1 / 2%klp	2 / *	3 / 1%p	* / *	5 / *	-	1 / 1%r	-	5 / *	1 / 1%r	3 / *	3 / *
NET Not at all important/ Not very important	129 / 5%	48 / 5%	54 / 6%	67 / 4%	73 / 6%	48 / 5%	5 / 10%	17 / 6%	54 / 6%	4 / 6%	21 / 6%	48 / 5%	40 / 4%	21 / 7%	13 / 5%	8 / 9%	87 / 5%	21 / 6%	54 / 4%	49 / 5%	14 / 8%	4 / 4%	9 / 21%	102 / 5%	13 / 9%	37 / 4%	92 / 6%
NET Important / Very important	2099 / 84%	893 / 85%	712 / 84%	1252 / 83%	1071 / 83%	893 / 85%	44 / 83%	230 / 83%	712 / 84%	57 / 87%	291 / 87%	785 / 85%m	825 / 87%m	208 / 73%	210 / 85%m	69 / 79%	1610 / 86%m	279 / 83%m	1066 / 86%tx	791 / 84%tx	128 / 73%	78 / 77%	27 / 64%	1857 / 85%tx	105 / 73%	713 / 83%	1386 / 84%
Mean	4.12	4.20bd	4.07	4.15d	4.05	4.20	4.10	4.12	4.07	4.21	4.10	4.19m	4.12m	3.90	4.15m	3.96	4.16m	4.10m	4.22stx	4.07t	3.83	4.03	3.76	4.15stx	3.95	4.13	4.12
Std Dev.	0.83	0.81	0.84	0.82	0.83	0.81	0.92	0.84	0.84	0.87	0.82	0.85	0.76	0.87	0.82	1.07	0.81	0.90	0.82	0.79	0.88	0.80	1.23	0.81	0.95	0.80	0.85
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.12	0.05	0.03	0.11	0.04	0.03	0.02	0.05	0.05	0.11	0.02	0.05	0.02	0.03	0.07	0.08	0.19	0.02	0.08	0.03	0.02

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	24 1%	3 2%	21 1%	-	5 1%	19 1%	*	20 1%	4 5%gk	-	-	24 1%	-
Not very important (2)	105 4%	6 3%	100 4%	-	32 4%	71 4%	3 3%	100 4%	3 4%	3 17%	-	105 4%	-
Neither important nor unimportant (3)	267 11%	31 17%b	234 10%	1 8%	93 12%	161 10%	13 11%	237 10%	20 28%gk	5 34%	3 60%	262 11%	2 26%
Important (4)	1250 50%	81 45%	1158 50%	10 53%	361 48%	842 51%	46 42%	1216 51%	25 36%	5 34%	1 29%	1247 50%	2 21%
Very important (5)	850 34%	59 33%	783 34%	8 39%	258 34%	542 33%	49 44%	824 34%	19 27%	2 15%	1 11%	845 34%	4 52%
Don't know	6 *	* *	6 *	-	* *	6 *	* *	6 *	-	-	-	6 *	* 1%
NET Not at all important/ Not very important	129 5%	9 5%	120 5%	-	37 5%	90 5%	3 3%	120 5%	7 10%	3 17%	-	129 5%	-
NET Important / Very important	2099 84%	140 78%	1941 84%	18 92%	619 83%	1384 84%	96 86%	2040 85%h	44 62%	8 49%	2 40%	2092 84%h	5 73%
Mean	4.12	4.03	4.13	4.31	4.12	4.11	4.27	4.14h	3.74	3.46	3.51	4.12h	4.26
Std Dev.	0.83	0.89	0.83	0.62	0.83	0.83	0.78	0.82	1.07	0.97	0.78	0.83	0.91
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.08	0.02	0.14	0.25	0.32	0.02	0.37

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	24 1%	5 1%	6 1%	5 1%	7 1%	1 *	2 1%	2 1%	2 1%	3 1%	2 1%	3 2%	* *	2 1%	6 2%	- -	2 1%
Not very important	(2)	105 4%	32 5%	30 5%	24 4%	20 3%	8 3%	12 6%	12 6%	6 3%	12 6%	12 5%	7 4%	12 6%	4 2%	6 3%	8 3%	7 3%
Neither important nor unimportant	(3)	267 11%	66 10%	71 11%	76 13%d	53 8%	22 10%	26 12%	18 9%	27 13%	20 10%	25 11%	18 10%	28 14%	30 15%	21 9%	17 8%	15 8%
Important	(4)	1250 50%	321 51%	311 48%	294 50%	324 51%	112 51%	112 51%	97 50%	113 53%	106 51%	92 41%	101 56%j	96 47%	97 49%	103 46%	109 50%	111 56%j
Very important	(5)	850 34%	206 33%	224 35%	183 31%	236 37%	75 34%	66 30%	66 34%	65 30%	65 31%	94 42%fk	50 28%	68 33%	66 33%	87 39%	83 38%	66 33%
Don't know		6 *	1 *	3 *	2 *	* *	1 1%	- -	- -	2 1%	1 1%	* *	* *	* *	2 1%	- -	* *	- -	- -
NET Not at all important/ Not very important		129 5%	37 6%	36 6%	29 5%	28 4%	8 4%	14 7%	14 7%	8 4%	15 7%	14 6%	11 6%	12 6%	6 3%	11 5%	8 3%	9 4%
NET Important / Very important		2099 84%	528 84%	534 83%	477 82%	560 87%c	186 86%	179 82%	163 83%	178 83%	170 83%	186 83%	151 84%	163 80%	163 82%	190 86%	192 89%	177 88%
Mean		4.12	4.10	4.11	4.08	4.19	4.17	4.04	4.09	4.10	4.06	4.18	4.04	4.07	4.11	4.17	4.23	4.16
Std Dev.		0.83	0.83	0.85	0.83	0.80	0.77	0.86	0.88	0.78	0.88	0.89	0.84	0.85	0.80	0.89	0.74	0.77
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.06

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 137

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	149 6%	13 3%	136 7%a	26 5%	124 6%	84 7%	65 5%	11 2%	22 5%	39 8%g	22 7%g	32 8%g	14 6%	9 6%	33 4%	60 7%n	56 7%n	23 6%	135 6%	15 4%
Not very important (2)	224 9%	29 7%	195 9%	56 10%	167 9%	116 10%	106 8%	36 8%	31 7%	45 9%	22 7%	46 11%	24 11%	20 13%	67 8%	67 8%	90 11%n	44 12%	192 9%	27 7%
Neither important nor unimportant (3)	616 25%	82 19%	534 26%a	125 22%	491 25%	287 24%	329 25%	117 26%h	79 18%	122 24%	80 25%	101 24%	77 35%hik	40 26%	197 22%	202 24%	218 28%n	117 31%n	524 25%	87 21%
Important (4)	1016 41%	191 45%	825 40%	224 40%	792 41%	489 41%	524 40%	199 43%	199 46%il	196 38%	125 40%	159 39%	78 35%	60 39%	398 45%opq	321 39%	297 38%	138 37%	820 40%	187 46%
Very important (5)	488 19%	111 26%b	376 18%	133 24%d	355 18%	215 18%	269 21%	93 20%	97 23%l	110 21%l	65 21%	70 17%	29 13%	24 15%	190 21%pq	175 21%pq	123 16%	53 14%	394 19%	91 22%
Don't know	9 *	2 *	7 *	1 *	8 *	8 1%f	1 *	1 *	* *	2 *	* *	5 1%	* *	* *	1 *	2 *	5 1%	1 *	9 *	-
NET Not at all important/ Not very important	373 15%	42 10%	331 16%a	82 14%	291 15%	200 17%	171 13%	47 10%	53 12%	84 16%g	44 14%	78 19%gh	38 17%g	29 19%g	100 11%	127 15%	145 18%n	67 18%n	327 16%s	41 10%
NET Important / Very important	1504 60%	302 70%b	1202 58%	357 63%	1146 59%	704 59%	792 61%	291 64%l	297 69%iklm	306 60%l	191 61%l	229 56%	107 48%	83 55%	588 66%opq	496 60%pq	420 53%	190 51%	1214 59%	278 68%r
Mean	3.59	3.84b	3.54	3.68	3.56	3.53	3.64	3.71klm	3.74klm	3.57	3.61	3.46	3.38	3.45	3.73opq	3.59pq	3.44	3.41	3.56	3.77r
Std Dev.	1.08	0.99	1.09	1.08	1.08	1.11	1.06	0.96	1.05	1.14	1.10	1.14	1.05	1.09	1.00	1.13	1.10	1.06	1.10	0.99
Std Error	0.02	0.05	0.02	0.05	0.02	0.03	0.03	0.05	0.05	0.05	0.06	0.06	0.07	0.09	0.04	0.04	0.04	0.05	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101*
Weighted Base		2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base		1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important	(1)	149 6%	24 4%	47 6%	38 7%	40 7%a	71 5%	78 7%	84 5%	64 8%g	12 7%	11 4%	47 7%	36 6%	35 6%	94 6%	13 8%	129 6%	42 8%	106 6%	2 1%
Not very important	(2)	224 9%	50 8%	74 9%	60 10%	40 8%	123 9%	100 9%	126 8%	97 12%g	8 5%	24 10%	54 8%	57 9%	58 10%	136 9%	8 5%	201 9%	43 8%	174 9%	7 7%
Neither important nor unimportant	(3)	616 25%	150 25%	184 23%	154 27%	127 24%	334 24%	282 26%	394 23%	213 27%	44 27%	55 22%	147 22%	165 26%	136 24%	368 24%	45 27%	525 24%	110 21%	480 26%	26 24%
Important	(4)	1016 41%	276 46%cd	336 42%	211 37%	193 36%	612 44%f	405 37%	716 43%h	288 36%	61 38%	100 39%	275 42%	271 42%	227 40%	647 42%	66 39%	905 41%	192 36%	778 42%	46 43%
Very important	(5)	488 19%	99 17%	152 19%	105 18%	132 25%ac	251 18%	236 21%	352 21%h	127 16%	36 23%	63 25%l	133 20%	108 17%	105 19%	304 20%	36 21%	424 19%	140 26%r	322 17%	26 24%
Don't know		9 *	1 *	5 1%	2 *	1 *	6 *	3 *	4 *	5 1%	* *	2 1%	1 *	* *	3 1%	3 *	* *	8 *	3 1%	6 *	* *
NET Not at all important/ Not very important		373 15%	74 12%	121 15%	98 17%	80 15%	195 14%	178 16%	210 13%	161 20%g	20 12%	35 14%	102 15%	93 15%	94 17%	230 15%	22 13%	330 15%	84 16%	280 15%	9 8%
NET Important / Very important		1504 60%	375 63%	488 61%	316 55%	325 61%	863 62%	641 58%	1068 64%h	415 52%	97 60%	163 64%	408 62%	379 59%	332 59%	951 61%	102 60%	1329 61%	332 63%	1100 59%	71 67%
Mean		3.59	3.63	3.59	3.50	3.63	3.61	3.56	3.67h	3.40	3.63	3.71	3.60	3.56	3.55	3.60	3.62	3.59	3.66	3.56	3.82r
Std Dev.		1.08	0.99	1.08	1.11	1.15	1.04	1.13	1.05	1.14	1.11	1.07	1.12	1.05	1.10	1.08	1.11	1.08	1.18	1.06	0.93
Std Error		0.02	0.04	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.04	0.05	0.03	0.08	0.02	0.05	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 137

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	149 6%	129 6%	20 5%	5 7%	126 6%	13 6%	8 6%	3 5%	8 8%	17 6%	21 10%no	9 5%	15 8%	13 6%	13 4%	14 4%	17 9%	- -	13 7%
Not very important (2)	224 9%	187 9%	37 10%	6 9%	192 9%	15 7%	10 8%	7 13%e	10 11%	26 9%	20 10%	14 7%	12 6%	25 12%	27 8%	30 8%	27 13%r	3 12%	12 6%
Neither important nor unimportant (3)	616 25%	525 25%	91 25%	16 26%	504 24%	63 30%	30 23%	19 31%d	21 22%	71 23%	42 20%	47 24%	48 25%	48 22%	81 25%	88 24%	59 30%	7 32%	56 29%
Important (4)	1016 41%	877 41%	140 38%	23 37%	846 40%	90 42%	58 46%	22 37%	40 40%	129 43%	79 39%	86 45%p	75 39%	85 39%	131 40%	157 43%	64 32%	10 46%	79 42%
Very important (5)	488 19%	408 19%	80 22%	13 21%	426 20%	33 15%	21 16%	8 14%	19 20%	59 19%	42 20%	37 19%	44 22%	41 19%	78 24%	75 21%	31 16%	2 11%	30 16%
Don't know	9 *	8 *	1 *	1 1%	7 *	* *	1 1%	* *	- -	- -	2 1%	- -	- -	5 2%o	- -	- -	1 1%	- -	* *
NET Not at all important/ Not very important	373 15%	316 15%	57 15%	10 16%	318 15%	28 13%	17 14%	10 17%	18 18%	43 14%	41 20%	23 12%	27 14%	38 18%	40 12%	44 12%	44 22%knor	3 12%	25 13%
NET Important / Very important	1504 60%	1284 60%	220 60%	37 57%	1272 61%g	122 57%	79 62%g	30 51%	59 60%	188 62%p	121 59%	123 64%p	119 61%p	126 58%	209 63%p	232 64%p	96 48%	13 56%	110 57%
Mean	3.59	3.59	3.61	3.55	3.60	3.54	3.59	3.44	3.53	3.62p	3.49	3.67p	3.62	3.55	3.71p	3.68p	3.34	3.56	3.54
Std Dev.	1.08	1.08	1.10	1.14	1.09	1.03	1.05	1.04	1.16	1.07	1.22	1.02	1.14	1.11	1.04	1.01	1.15	0.85	1.05
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.10	0.08	0.10	0.08	0.10	0.10	0.08	0.08	0.10	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	149 6%	46 4%	64 8%ac	71 5%	88 7%a	46 4%	3 5%	18 6%	64 8%	4 7%	27 8%	66 7%	44 5%	16 6%	11 4%	12 14%lmnp	110 6%	23 7%	81 7%	45 5%	10 5%	7 7%	7 16%	126 6%	14 10%	22 3%	127 8%y
Not very important (2)	224 9%	85 8%	91 11%c	114 8%	120 9%	85 8%	5 9%	35 13%e	91 11%	3 4%	39 12%	67 7%	75 8%	31 11%	40 16%klp	10 12%	142 8%	50 15%klp	99 8%	89 9%	27 15%rw	6 6%	3 8%	187 9%	10 7%	69 8%	155 9%
Neither important nor unimportant (3)	616 25%	243 23%	240 28%ac	351 23%	348 27%	243 23%	16 30%	69 25%	240 28%	17 27%	104 31%	202 22%	233 25%	98 34%klopq	65 26%	16 19%	435 23%	82 24%	285 23%	232 25%	50 28%	37 37%rsw	8 19%	517 24%	46 32%	157 18%	459 28%y
Important (4)	1016 41%	435 41%	317 37%	632 42%	515 40%	435 41%	20 39%	106 38%	317 37%	25 38%	115 34%	345 37%	434 46%km	103 36%	98 39%	36 42%	779 41%	134 40%	471 38%	421 45%ru	71 40%	30 30%	21 48%	892 41%	51 35%	374 44%	643 39%
Very important (5)	488 19%	244 23%bd	134 16%	329 22%bd	219 17%	244 23%	9 17%	47 17%	134 16%	16 24%	50 15%	246 27%lmnopq	161 17%	37 13%	32 13%	11 13%	406 22%lmnq	43 13%	297 24%st	146 16%	20 11%	19 18%	4 9%	444 20%st	22 16%	234 27%z	253 15%
Don't know	9 *	3 *	1 *	6 *	4 *	3 *	- -	2 1%	1 *	- -	1 *	2 *	5 1%	* *	2 1%	* *	7 *	2 1%	4 *	3 *	* *	1 1%	- -	8 *	1 1%	* *	9 1%
NET Not at all important/ Not very important	373 15%	131 12%	155 18%ac	185 12%	208 16%c	131 12%	8 15%	53 19%e	155 18%	7 11%	65 19%	133 14%	119 12%	47 17%	51 21%lp	23 26%klp	252 13%	74 22%klp	179 15%	134 14%	36 20%	14 14%	10 24%	313 14%	24 17%	91 11%	281 17%y
NET Important / Very important	1504 60%	679 64%bd	451 53%	961 64%bd	734 57%	679 64%g	29 55%	154 55%	451 53%	41 62%	165 49%	591 64%mnq	595 63%mnq	140 49%	129 52%	48 55%	1186 63%mnq	177 53%	768 62%tux	568 61%	91 51%	49 48%	24 57%	1336 61%tu	73 51%	608 71%z	896 54%
Mean	3.59	3.71bd	3.43	3.69bd	3.51	3.71g	3.52	3.47	3.43	3.69	3.37	3.69mnoq	3.63mnoq	3.40	3.40	3.28	3.66mnoq	3.37	3.69t	3.57	3.37	3.46	3.26	3.62t	3.40	3.85z	3.45
Std Dev.	1.08	1.05	1.11	1.04	1.09	1.05	1.06	1.11	1.11	1.10	1.12	1.15	1.00	1.03	1.05	1.25	1.08	1.10	1.12	1.02	1.05	1.10	1.23	1.08	1.14	1.00	1.10
Std Error	0.02	0.03	0.04	0.03	0.03	0.03	0.14	0.06	0.04	0.14	0.06	0.04	0.03	0.06	0.07	0.13	0.03	0.06	0.03	0.03	0.08	0.11	0.19	0.02	0.10	0.04	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	149 6%	9 5%	138 6%	1 7%	43 6%	100 6%	6 5%	143 6%	7 9%	-	-	149 6%	-
Not very important (2)	224 9%	6 4%	217 9%a	1 3%	73 10%	145 9%	6 5%	214 9%	9 13%	* 1%	-	224 9%	-
Neither important nor unimportant (3)	616 25%	40 22%	571 25%	6 29%	193 26%	397 24%	26 23%	591 25%	17 24%	3 21%	3 60%	611 25%	2 26%
Important (4)	1016 41%	82 46%	925 40%	9 48%	284 38%	686 42%	47 42%	979 41%	24 34%	8 48%	2 38%	1011 41%	4 53%
Very important (5)	488 19%	40 22%	445 19%	2 12%	153 20%	308 19%	27 24%	468 19%	13 18%	5 30%	* 2%	486 20%	2 20%
Don't know	9 *	3 1%	6 *	-	4 *	5 *	*	8 *	1 2%	-	-	9 *	* 1%
NET Not at all important/ Not very important	373 15%	16 9%	355 15%	2 10%	116 15%	245 15%	12 11%	357 15%	16 23%	* 1%	-	373 15%	-
NET Important / Very important	1504 60%	122 68%	1370 60%	12 61%	437 58%	994 61%	74 66%	1448 60%	37 52%	12 77%	2 40%	1497 60%	5 73%
Mean	3.59	3.77	3.58	3.55	3.58	3.58	3.74	3.59	3.39	4.06	3.42	3.59	3.95
Std Dev.	1.08	1.01	1.09	1.02	1.09	1.08	1.06	1.08	1.22	0.77	0.60	1.08	0.73
Std Error	0.02	0.08	0.02	0.23	0.04	0.03	0.10	0.02	0.16	0.20	0.24	0.02	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

| | | Total | Quarter | | | | Month | | | | | | | | | | | |
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	149 6%	41 7%	44 7%	39 7%	25 4%	15 7%	12 6%	14 7%	11 5%	12 6%	21 9%o	17 9%o	9 4%	13 7%	8 4%	6 3%	11 6%
Not very important	(2)	224 9%	53 8%	62 10%	47 8%	62 10%	15 7%	21 10%	17 8%	20 9%	27 13%	16 7%	17 10%	17 8%	12 6%	17 8%	21 10%	23 11%
Neither important nor unimportant	(3)	616 25%	165 26%	144 22%	142 24%	165 26%	48 22%	59 27%	58 30%ijp	63 30%ijp	39 19%	42 19%	52 29%p	42 20%	49 24%	66 30%ijp	63 29%jp	36 18%
Important	(4)	1016 41%	249 39%	263 41%	266 46%d	239 37%	91 42%	89 41%	68 35%	82 38%	92 44%	89 40%	79 44%	97 48%gno	90 45%	77 35%	73 34%	88 44%
Very important	(5)	488 19%	120 19%	128 20%	90 15%	149 23%c	47 22%k	37 17%k	36 18%k	34 16%	37 18%k	57 25%o	14 8%	40 19%k	36 18%k	53 24%k	53 24%k	43 21%k
Don't know		9 *	3 *	4 1%	1 *	1 *	* *	- -	3 1%	4 2%	* *	* *	* *	- -	* *	- -	1 1%	* *
NET Not at all important/ Not very important		373 15%	94 15%	106 16%	86 15%	87 14%	31 14%	33 15%	30 15%	31 14%	38 19%	37 16%	34 19%	26 13%	26 13%	26 12%	27 12%	34 17%
NET Important / Very important		1504 60%	369 58%	391 61%	356 61%	388 61%	138 64%	126 58%	105 53%	116 54%	129 63%	146 65%k	93 52%	137 67%ghk	125 63%	131 59%	126 58%	131 65%k
Mean		3.59	3.56	3.58	3.55	3.66	3.64k	3.54	3.50	3.52	3.57	3.64k	3.32	3.69k	3.61k	3.67k	3.66k	3.64k
Std Dev.		1.08	1.09	1.12	1.06	1.06	1.11	1.06	1.11	1.04	1.10	1.20	1.07	1.01	1.06	1.04	1.03	1.11
Std Error		0.02	0.04	0.05	0.04	0.04	0.08	0.07	0.08	0.07	0.08	0.08	0.08	0.07	0.07	0.07	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	167 7%	27 6%	140 7%	27 5%	140 7%	78 6%	89 7%	11 2%	9 2%	33 6%gh	27 8%gh	38 9%gh	29 13%ghi	20 13%ghi	20 2%	59 7%n	88 11%no	49 13%no	158 8%s	9 2%
Not very important (2)	271 11%	43 10%	228 11%	44 8%	227 12%c	126 10%	140 11%	33 7%	34 8%	41 8%	42 13%g	59 14%ghi	29 13%g	34 22%ghi	67 8%	83 10%	121 15%no	63 17%no	247 12%s	24 6%
Neither important nor unimportant (3)	442 18%	44 10%	399 19%	107 19%	335 17%	237 20%f	204 16%	88 19%	64 15%	94 18%	43 14%	77 19%	44 20%	33 22%	151 17%	137 17%	154 20%	77 21%	360 17%	77 19%
Important (4)	996 40%	172 40%	824 40%	231 41%	765 40%	489 41%	505 39%	163 36%	209 49%gijkm	198 39%	137 44%m	157 38%	88 40%	43 28%	372 42%	336 41%	288 37%	131 35%	807 39%	175 43%
Very important (5)	621 25%	140 33%b	482 23%	157 28%	465 24%	266 22%	353 27%e	162 35%hjklm	113 26%klm	148 29%klm	66 21%	80 19%	30 13%	22 15%	275 31%pq	213 26%pq	133 17%	53 14%	497 24%	122 30%
Don't know	5 *	3 1%b	1 *	* *	4 *	3 *	2 *	1 *	* *	* *	- -	1 *	2 1%	- -	1 *	* *	4 *	2 1%	5 *	- -
NET Not at all important/ Not very important	438 18%	70 16%	368 18%	71 13%	367 19%c	203 17%	229 18%	44 10%	43 10%	74 14%	68 22%ghi	97 23%ghi	58 26%ghi	54 35%ghijk	87 10%	142 17%n	209 27%no	112 30%no	405 20%s	33 8%
NET Important / Very important	1617 65%	311 73%b	1306 63%	387 69%	1230 64%	755 63%	858 66%	325 71%klm	322 75%ijklm	346 67%klm	203 65%lm	237 57%m	118 53%	65 43%	647 73%opq	549 66%pq	421 53%	184 49%	1304 63%	297 73%r
Mean	3.65	3.83b	3.62	3.79d	3.61	3.62	3.69	3.95ijklm	3.89jklm	3.75klm	3.55lm	3.44m	3.28	3.09	3.92opq	3.68pq	3.33	3.20	3.60	3.93r
Std Dev.	1.16	1.18	1.15	1.08	1.18	1.13	1.18	1.02	0.96	1.14	1.20	1.22	1.24	1.28	0.99	1.17	1.24	1.26	1.19	0.96
Std Error	0.02	0.06	0.02	0.05	0.03	0.03	0.03	0.05	0.05	0.05	0.07	0.06	0.08	0.10	0.03	0.04	0.04	0.06	0.03	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	167 7%	32 5%	55 7%	36 6%	44 8%	87 6%	80 7%	88 5%	77 10%g	17 11%m	12 5%	64 10%lm	36 6%	22 4%	112 7%m	17 10%	143 7%	30 6%	132 7%	5 5%
Not very important (2)	271 11%	61 10%	82 10%	77 13%	51 10%	143 10%	128 12%	148 9%	117 15%g	11 7%	36 14%	74 11%	57 9%	67 12%	168 11%	11 6%	245 11%	49 9%	214 11%	8 7%
Neither important nor unimportant (3)	442 18%	101 17%	151 19%	106 19%	83 16%	252 18%	190 17%	282 17%	154 19%	34 21%	43 17%	115 17%	130 20%	84 15%	288 19%	36 22%	380 17%	90 17%	329 18%	23 22%
Important (4)	996 40%	250 42%	319 40%	222 39%	205 38%	569 41%	427 39%	710 42%h	272 34%	56 35%	93 37%	257 39%	273 43%	245 43%	623 40%	58 35%	893 41%	205 39%	753 40%	38 36%
Very important (5)	621 25%	156 26%	187 23%	130 23%	149 28%	343 25%	278 25%	444 26%h	171 22%	43 27%	69 27%	149 23%	140 22%	148 26%	358 23%	46 27%	529 24%	154 29%r	437 23%	30 29%
Don't know	5	1	4	-	*	4	*	3	2	-	*	-	2	*	2	-	3	1	2	2 2%r
NET Not at all important/ Not very important	438 18%	93 15%	137 17%	113 20%	96 18%	230 16%	208 19%	237 14%	194 25%g	28 17%	49 19%	138 21%l	93 15%	89 16%	280 18%	28 17%	388 18%	79 15%	346 19%	13 12%
NET Important / Very important	1617 65%	406 68%	506 63%	351 62%	354 66%	912 65%	705 64%	1154 69%h	443 56%	99 62%	163 64%	406 62%	413 65%	393 69%kn	981 63%	104 62%	1422 65%	359 68%	1190 64%	68 64%
Mean	3.65	3.73	3.63	3.58	3.68	3.67	3.63	3.76h	3.43	3.60	3.67	3.54	3.67	3.76kn	3.61	3.62	3.65	3.76r	3.62	3.78
Std Dev.	1.16	1.11	1.15	1.16	1.21	1.14	1.19	1.10	1.25	1.25	1.16	1.23	1.09	1.09	1.16	1.24	1.15	1.14	1.17	1.10
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.09	0.07	0.05	0.04	0.05	0.03	0.09	0.02	0.05	0.03	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base		2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base		1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important	(1)	167 7%	136 6%	31 8%	5 7%	138 7%	18 8%	8 7%	3 5%	6 6%	15 5%	15 8%	19 10%	19 10%	11 5%	16 5%	19 5%	18 9%	6 26%	12 6%
Not very important	(2)	271 11%	218 10%	53 14%	13 21%a	229 11%	18 8%	19 15%e	6 10%	10 11%	23 8%	29 14%	16 8%	26 12%	28 9%	43 12%	32 16%iknr	1 6%	17 9%
Neither important nor unimportant	(3)	442 18%	384 18%	58 16%	15 23%	361 17%	39 18%	28 22%	14 23%d	15 15%	61 20%	29 14%	34 18%	36 19%	28 13%	59 18%	58 16%	40 20%	6 26%	33 18%
Important	(4)	996 40%	851 40%	145 39%	21 32%	826 39%	97 45%	48 38%	25 42%	33 34%	118 39%	74 36%	81 42%	70 36%	93 43%	133 40%	156 43%	67 33%	6 25%	91 48%hijlp
Very important	(5)	621 25%	541 25%c	80 22%	10 15%	545 26%ef	41 19%	23 18%	12 21%	34 35%kopr	82 27%	58 28%	43 22%	48 25%	58 27%	94 28%	87 24%	42 21%	4 16%	37 19%
Don't know		5 *	4 *	1 *	1 1%	3 *	1 *	* *	* *	- -	3 1%	- -	- -	- -	- -	- -	- -	- -	* 1%	1 *
NET Not at all important/ Not very important		438 18%	353 17%	84 23%a	18 28%a	367 17%	36 17%	27 21%	8 14%	16 17%	38 13%	45 22%l	35 18%	40 21%	36 17%	44 13%	62 17%	51 25%ilnr	7 32%	28 15%
NET Important / Very important		1617 65%	1392 65%c	225 61%c	31 48%	1371 65%f	138 64%	72 56%	37 63%	67 68%p	200 66%p	132 64%	124 64%	118 61%	151 70%p	227 69%p	243 67%p	109 55%	9 41%	129 67%p
Mean		3.65	3.68c	3.52	3.28	3.67f	3.59	3.47	3.65	3.80p	3.77p	3.63	3.58	3.55	3.75p	3.79p	3.68	3.41	2.98	3.66
Std Dev.		1.16	1.15	1.22	1.18	1.16	1.14	1.14	1.07	1.20	1.09	1.24	1.20	1.25	1.12	1.09	1.12	1.24	1.45	1.08
Std Error		0.02	0.03	0.04	0.06	0.03	0.05	0.06	0.06	0.10	0.08	0.10	0.10	0.11	0.10	0.09	0.09	0.11	0.18	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	551	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	167 / 7%	55 / 5%	80 / 9%ac	76 / 5%	102 / 8%ac	55 / 5%	8 / 15%e	20 / 7%	80 / 9%	4 / 7%	37 / 11%	73 / 8%m	57 / 6%	9 / 3%	17 / 7%	10 / 12%m	130 / 7%	28 / 8%m	96 / 8%s	44 / 5%	13 / 8%	5 / 5%	8 / 18%	140 / 6%	13 / 9%	37 / 4%	130 / 8%y
Not very important (2)	271 / 11%	101 / 10%	113 / 13%ac	138 / 9%	149 / 12%	101 / 10%	5 / 9%	43 / 16%e	113 / 13%	4 / 6%	55 / 17%	107 / 12%	100 / 10%	25 / 9%	26 / 11%	12 / 14%	207 / 11%	39 / 12%	135 / 11%	106 / 11%	16 / 9%	9 / 9%	6 / 13%	241 / 11%	14 / 10%	40 / 5%	231 / 14%y
Neither important nor unimportant (3)	442 / 18%	182 / 17%	172 / 20%	256 / 17%	248 / 19%	182 / 17%	18 / 34%eg	53 / 19%	172 / 20%	11 / 16%	70 / 21%	146 / 16%	171 / 18%	76 / 27%klnopq	38 / 15%	11 / 13%	317 / 17%	49 / 15%	195 / 16%	164 / 18%	53 / 30%rsw	20 / 20%	10 / 23%	359 / 17%	30 / 21%	151 / 18%	291 / 18%
Important (4)	996 / 40%	409 / 39%	330 / 39%	610 / 41%	531 / 41%	409 / 39%f	10 / 18%	99 / 35%f	330 / 39%	28 / 43%	112 / 33%	309 / 33%	430 / 45%kop	124 / 43%k	106 / 43%k	27 / 31%	739 / 39%k	133 / 40%	444 / 36%	423 / 45%rw	76 / 43%	39 / 39%	10 / 23%	867 / 40%	49 / 34%	380 / 44%z	616 / 37%
Very important (5)	621 / 25%	306 / 29%bd	153 / 18%	418 / 28%bd	265 / 20%	306 / 29%	12 / 23%	62 / 22%	153 / 18%	18 / 28%	60 / 18%	291 / 31%lmnp	193 / 20%	50 / 18%	57 / 23%	27 / 31%m	484 / 26%lm	84 / 25%	362 / 29%st	198 / 21%t	19 / 11%	28 / 27%t	10 / 22%	561 / 26%st	37 / 26%t	248 / 29%z	374 / 23%
Don't know	5 / *	3 / *	1 / *	4 / *	1 / *	3 / *	- / -	1 / 1%	1 / *	- / -	* / *	2 / *	* / *	* / *	3 / 4%lp	2 / *	3 / 1%	4 / *	1 / *	- / -	- / -	* / *	5 / *	* / *	1 / *	4 / *
NET Not at all important/ Not very important	438 / 18%	156 / 15%	193 / 23%ac	214 / 14%	251 / 19%ac	156 / 15%	13 / 24%	63 / 23%e	193 / 23%	8 / 13%	92 / 28%i	180 / 19%m	156 / 16%	35 / 12%	44 / 18%	22 / 22%	337 / 18%	66 / 20%m	231 / 19%	151 / 16%	29 / 16%	14 / 14%	14 / 31%	381 / 18%	28 / 19%	77 / 9%	361 / 22%y
NET Important / Very important	1617 / 65%	714 / 68%bd	482 / 57%	1028 / 68%bd	796 / 62%	714 / 68%fg	22 / 42%	161 / 58%	482 / 57%	46 / 71%j	172 / 51%	600 / 65%	623 / 66%	174 / 61%	163 / 66%	54 / 62%	1223 / 65%	216 / 65%	806 / 65%t	621 / 66%t	95 / 54%	67 / 66%	19 / 45%	1427 / 66%t	87 / 60%	628 / 73%z	989 / 60%
Mean	3.65	3.77bd	3.43	3.77bd	3.55	3.77fg	3.26	3.51	3.43	3.80j	3.31	3.69	3.63	3.63	3.65	3.55	3.66	3.62	3.68t	3.67t	3.40	3.74	3.18	3.68t	3.58	3.89z	3.53
Std Dev.	1.16	1.12	1.20	1.11	1.17	1.12	1.34	1.20	1.20	1.13	1.25	1.24	1.10	0.98	1.16	1.37	1.17	1.22	1.22	1.08	1.05	1.11	1.42	1.16	1.23	1.01	1.21
Std Error	0.02	0.04	0.04	0.03	0.03	0.04	0.17	0.07	0.04	0.14	0.07	0.04	0.04	0.06	0.08	0.14	0.03	0.07	0.03	0.03	0.08	0.12	0.22	0.02	0.11	0.04	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	167 7%	19 10%	148 6%	* 2%	59 8%	105 6%	3 3%	162 7%	5 7%	-	-	167 7%	-
Not very important (2)	271 11%	12 7%	259 11%	* 1%	88 12%	176 11%	7 6%	267 11%	4 6%	-	-	271 11%	-
Neither important nor unimportant (3)	442 18%	33 18%	403 18%	6 30%	142 19%	275 17%	25 22%	408 17%	23 33%egk	7 44%	3 60%	438 18%	1 20%
Important (4)	996 40%	73 40%	912 40%	12 59%	269 36%	685 42%d	42 37%	957 40%	27 38%	6 38%	1 28%	990 40%	4 59%
Very important (5)	621 25%	44 24%	576 25%	2 8%	190 25%	396 24%	35 32%	605 25%	11 16%	3 17%	1 12%	619 25%	2 20%
Don't know	5 *	* *	5 *	-	1 *	3 *	-	5 *	-	-	-	5 *	* 1%
NET Not at all important/ Not very important	438 18%	31 17%	407 18%	1 3%	147 20%f	281 17%	10 9%	428 18%	9 13%	-	-	438 18%	-
NET Important / Very important	1617 65%	116 65%	1487 65%	13 67%	458 61%	1082 66%	77 69%	1562 65%	38 54%	9 56%	2 40%	1609 65%	6 79%
Mean	3.65	3.62	3.66	3.70	3.59	3.67	3.88	3.66	3.49	3.73	3.52	3.65	4.00
Std Dev.	1.16	1.22	1.16	0.74	1.21	1.14	1.02	1.17	1.07	0.76	0.79	1.16	0.68
Std Error	0.02	0.09	0.02	0.16	0.04	0.03	0.10	0.02	0.14	0.20	0.32	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

| | | Total | Quarter | | | | Month | | | | | | | | | | | |
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base		2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base		1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important	(1)	167 7%	56 9%bd	33 5%	49 8%d	30 5%	20 9%n	21 9%n	15 7%	10 5%	12 6%	10 4%	21 12%hjno	13 6%	15 7%	8 3%	8 4%	14 7%
Not very important	(2)	271 11%	64 10%	86 13%	55 9%	65 10%	17 8%	29 13%m	18 9%	39 18%egjmo	24 12%	22 10%	18 10%	26 13%m	11 5%	26 12%	19 9%	20 10%
Neither important nor unimportant	(3)	442 18%	118 19%	106 16%	106 18%	113 18%	52 24%p	38 17%	28 14%	33 15%	37 18%	36 16%	25 14%	37 18%	44 22%	44 20%	43 20%	26 13%
Important	(4)	996 40%	256 41%	258 40%	230 39%	251 39%	83 38%	93 42%	80 41%	78 37%	81 39%	99 44%	76 43%	76 37%	78 39%	79 36%	85 39%	87 43%
Very important	(5)	621 25%	138 22%	162 25%	144 25%	178 28%	45 21%	38 17%	55 28%f	53 25%	51 25%	58 26%	38 21%	53 26%	52 26%	62 28%f	62 28%f	54 27%
Don't know		5 *	1 *	* *	* *	4 1%	- -	* *	* *	* *	* *	- -	* *	- -	* *	3 1%	* *	- -
NET Not at all important/ Not very important		438 18%	119 19%	119 18%	104 18%	95 15%	38 17%	50 23%mo	32 16%	50 23%mo	37 18%	33 14%	39 22%	39 19%	26 13%	33 15%	28 13%	34 17%
NET Important / Very important		1617 65%	394 62%	420 65%	374 64%	429 67%	128 59%	131 60%	135 69%	131 61%	132 64%	157 70%	115 64%	129 63%	130 65%	141 64%	146 67%	141 70%
Mean		3.65	3.57	3.67	3.62	3.76a	3.53	3.45	3.73	3.58	3.65	3.76f	3.52	3.63	3.71	3.74f	3.79f	3.73
Std Dev.		1.16	1.19	1.14	1.19	1.11	1.18	1.20	1.18	1.18	1.15	1.08	1.26	1.18	1.14	1.10	1.07	1.16
Std Error		0.02	0.05	0.05	0.05	0.04	0.08	0.08	0.08	0.08	0.08	0.07	0.09	0.08	0.08	0.07	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 139

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Not at all important (1)	27 1%	2 1%	24 1%	9 2%	17 1%	11 1%	16 1%	3 1%	5 1%	5 1%	6 2%	4 1%	2 1%	2 1%	8 1%	11 1%	8 1%	5 1%	25 1%	2 *
Not very important (2)	97 4%	12 4%	86 4%	23 4%	74 4%	67 6%f	30 2%	17 4%	14 3%	21 4%	6 2%	18 4%	8 4%	14 9%gh	30 3%	27 3%	40 5%	22 6%	85 4%	13 3%
Neither important nor unimportant (3)	362 14%	26 6%	337 16%a	78 14%	284 15%	184 15%	178 14%	58 13%	42 10%	82 16%h	35 11%	55 13%	61 27%ghijk	28 19%h	101 11%	117 14%	144 18%n	89 24%no	308 15%	49 12%
Important (4)	1140 46%	185 43%	955 46%	238 42%	902 47%	545 45%	590 46%	205 45%	201 47%	223 43%	151 48%	199 48%	100 45%	61 40%	406 46%	374 45%	360 46%	161 43%	946 46%	181 44%
Very important (5)	862 34%	202 47%b	659 32%	211 37%	651 34%	388 32%	469 36%	170 37%l	165 38%l	181 35%l	116 37%l	133 32%l	48 22%	48 31%	336 38%pq	297 36%pq	229 29%	96 26%	698 34%	160 39%
Don't know	14 1%	2 *	12 1%	7 1%	7 *	4 *	10 1%	4 1%	2 *	1 *	-	4 1%	2 1%	*	6 1%	1 *	7 1%	2 1%	12 1%	2 1%
NET Not at all important/ Not very important	124 5%	14 3%	110 5%	32 6%	92 5%	78 6%f	46 4%	19 4%	19 4%	27 5%	12 4%	21 5%	11 5%	16 10%gh	38 4%	39 5%	48 6%	26 7%	110 5%	15 4%
NET Important / Very important	2001 80%	387 90%b	1614 78%	449 79%	1553 80%	934 78%	1059 82%	375 82%lm	366 85%ilm	404 79%l	267 85%lm	332 80%l	149 67%	108 71%	742 84%pq	671 81%pq	589 75%	257 69%	1644 79%	341 84%
Mean	4.09	4.34b	4.04	4.11	4.09	4.03	4.14e	4.16lm	4.19lm	4.08l	4.16lm	4.08l	3.83	3.91	4.17pq	4.11pq	3.98	3.86	4.07	4.20r
Std Dev.	0.86	0.76	0.87	0.91	0.84	0.89	0.83	0.83	0.82	0.88	0.84	0.84	0.85	0.99	0.83	0.86	0.88	0.91	0.87	0.81
Std Error	0.02	0.04	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.06	0.08	0.03	0.03	0.03	0.05	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Not at all important (1)	27 1%	4 1%	15 2%	5 1%	3 1%	18 1%	9 1%	14 1%	13 2%	7 5%klmn	3 1%	4 1%	7 1%	5 1%	14 1%	7 4%p	19 1%	5 1%	21 1%	*
Not very important (2)	97 4%	27 5%	26 3%	28 5%	17 3%	53 4%	45 4%	51 3%	44 6%g	6 4%	11 4%	29 4%	25 4%	25 4%	65 4%	6 4%	91 4%	26 5%	71 4%	-
Neither important nor unimportant (3)	362 14%	80 13%	113 14%	97 17%	72 13%	193 14%	169 15%	230 14%	131 17%	20 12%	39 15%	93 14%	102 16%	71 13%	234 15%	22 13%	314 14%	65 12%	277 15%	20 19%
Important (4)	1140 46%	274 46%	393 49%c	237 41%	236 44%	668 48%	472 43%	752 45%	369 46%	74 46%	109 43%	310 47%	285 45%	277 49%	704 45%	79 47%	1013 46%	221 42%	868 47%	51 48%
Very important (5)	862 34%	211 35%	246 31%	201 35%	203 38%b	457 33%	404 37%	623 37%h	228 29%	53 33%	91 36%	222 34%	217 34%	182 32%	529 34%	53 32%	744 34%	209 40%r	618 33%	34 32%
Don't know	14 1%	4 1%	5 1%	2 *	3	9 1%	5 *	5 *	9 1%	1 *	2 1%	1 *	2 *	6 1%	5 *	1 *	11 1%	3 1%	11 1%	1 *
NET Not at all important/ Not very important	124 5%	31 5%	40 5%	33 6%	20 4%	71 5%	53 5%	65 4%	57 7%g	14 8%	14 6%	33 5%	32 5%	30 5%	79 5%	14 8%	110 5%	32 6%	92 5%	*
NET Important / Very important	2001 80%	485 81%	640 80%	438 77%	439 82%	1125 80%	876 79%	1375 82%h	596 75%	127 79%	200 78%	531 81%	502 79%	459 81%	1233 79%	132 78%	1757 80%	430 81%	1486 80%	85 80%
Mean	4.09	4.11	4.05	4.06	4.16	4.08	4.11	4.15h	3.96	3.99	4.08	4.09	4.07	4.08	4.08	3.98	4.09	4.14	4.07	4.12
Std Dev.	0.86	0.84	0.86	0.90	0.82	0.86	0.86	0.83	0.91	1.01	0.89	0.84	0.87	0.84	0.86	1.00	0.85	0.89	0.86	0.73
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.08	0.06	0.03	0.03	0.04	0.02	0.07	0.02	0.04	0.02	0.07

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Not at all important (1)	27 1%	24 1%	3 1%	1 1%	19 1%	4 2%	3 2%d	* *	3 3%jo	1 *	- -	1 1%	5 3%o	4 2%	2 1%	- -	3 1%	- -	4 2%jo
Not very important (2)	97 4%	79 4%	18 5%	3 5%	83 4%	5 3%	6 5%	3 5%	3 3%	12 4%	5 2%	8 4%	8 4%	5 3%	13 4%	18 5%	10 5%	* 1%	5 3%
Neither important nor unimportant (3)	362 14%	305 14%	57 15%	14 21%	292 14%	34 16%	28 22%dg	8 13%	16 16%	46 15%	24 12%	25 13%	29 15%	38 18%	34 10%	51 14%	29 14%	4 17%	30 16%
Important (4)	1140 46%	965 45%	175 48%	30 47%	943 45%	108 51%	57 45%	32 54%d	44 45%	135 45%	91 44%	92 48%	76 39%	102 47%	137 42%	175 48%	91 46%	10 43%	98 51%l
Very important (5)	862 34%	750 35%c	111 30%	16 24%	753 36%efg	61 28%	33 26%	16 27%	32 33%	105 35%	84 41%r	67 35%	75 39%r	67 31%	142 43%mor	115 32%	65 33%	9 39%	52 27%
Don't know	14 1%	10 *	4 1%	* 1%	12 1%	1 *	1 *	* *	1 1%	2 1%	1 1%	- -	- -	- -	2 1%	5 1%	2 1%	- -	1 1%
NET Not at all important/ Not very important	124 5%	103 5%	21 6%	4 7%	102 5%	10 5%	9 7%	3 6%	6 6%	13 4%	5 2%	9 5%	13 7%	10 4%	15 5%	18 5%	13 6%	* 1%	10 5%
NET Important / Very important	2001 80%	1715 80%c	286 78%	45 71%	1696 81%f	169 79%f	90 70%	48 81%f	76 77%	240 80%	176 85%	159 83%	152 78%	168 78%	279 84%	290 80%	157 78%	19 82%	150 78%
Mean	4.09	4.10c	4.03	3.89	4.11f	4.01	3.87	4.01	4.02	4.11	4.24hmpr	4.12	4.07	4.02	4.23mr	4.08	4.04	4.21	3.99
Std Dev.	0.86	0.86	0.85	0.88	0.85	0.86	0.93	0.82	0.93	0.83	0.75	0.83	0.97	0.87	0.84	0.81	0.90	0.76	0.87
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.05	0.08	0.06	0.06	0.07	0.08	0.07	0.07	0.07	0.08	0.10	0.04

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage – 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage – Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage – Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards – Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels – Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability – ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Not at all important (1)	27 / 1%	4 / *	13 / 1%a	10 / 1%	18 / 1%	4 / *	1 / 3%e	4 / 1%	13 / 1%	1 / 1%	3 / 1%	10 / 1%	4 / *	6 / 2%l	3 / 1%	4 / 4%lp	14 / 1%	6 / 2%l	14 / 1%	6 / 1%	2 / 1%	4 / 3%s	1 / 3%	20 / 1%	5 / 3%sw	10 / 1%	17 / 1%
Not very important (2)	97 / 4%	42 / 4%	48 / 6%c	48 / 3%	54 / 4%	42 / 4%	2 / 5%	19 / 7%	48 / 6%	3 / 4%	20 / 6%	37 / 4%	31 / 3%	20 / 7%lopq	9 / 4%	-	68 / 4%	9 / 3%	47 / 4%	34 / 4%	7 / 4%	6 / 6%	4 / 10%	81 / 4%	10 / 7%	24 / 3%	73 / 4%
Neither important nor unimportant (3)	362 / 14%	140 / 13%	138 / 16%	203 / 14%	201 / 16%	140 / 13%	8 / 15%	46 / 16%	138 / 16%	6 / 9%	60 / 18%	121 / 13%	130 / 14%	65 / 23%klmnpq	33 / 14%	14 / 16%	250 / 13%	47 / 14%	146 / 12%	138 / 15%	54 / 30%rsuwx	16 / 15%	8 / 18%	285 / 13%	23 / 16%	110 / 13%	252 / 15%
Important (4)	1140 / 46%	419 / 40%	425 / 50%ac	654 / 44%	660 / 51%ac	419 / 40%	24 / 45%	108 / 39%	425 / 50%	37 / 57%	175 / 52%	351 / 38%	492 / 52%kp	134 / 47%k	126 / 51%k	36 / 41%	843 / 45%k	162 / 48%k	511 / 41%	470 / 50%rsw	91 / 52%r	46 / 45%	17 / 39%	981 / 45%	63 / 43%	389 / 45%	751 / 46%
Very important (5)	862 / 34%	441 / 42%bd	224 / 26%	576 / 38%bd	360 / 28%	441 / 42%g	17 / 32%	94 / 34%	224 / 26%	19 / 29%	77 / 23%	402 / 43%lmnpq	291 / 31%m	60 / 21%	75 / 30%	33 / 37%m	512 / 37%lm	107 / 32%m	512 / 41%stwx	282 / 30%t	23 / 13%	31 / 30%t	13 / 30%	794 / 37%st	43 / 30%t	319 / 37%	543 / 33%
Don't know	14 / 1%	10 / 1%bd	*	11 / 1%	1 / *	10 / 1%	*	8 / 3%e	*	-	*	7 / 1%	4 / *	*	2 / 1%	1 / 1%	11 / 1%	3 / 1%	6 / *	6 / 1%	*	-	-	12 / 1%	-	5 / 1%	9 / 1%
NET Not at all important/ Not very important	124 / 5%	46 / 4%	60 / 7%ac	58 / 4%	72 / 6%	46 / 4%	4 / 7%	22 / 8%e	60 / 7%	3 / 5%	23 / 7%	47 / 5%	35 / 4%	27 / 9%klp	12 / 5%	4 / 4%	82 / 4%	15 / 5%	61 / 5%	39 / 4%	9 / 5%	9 / 9%	6 / 14%	101 / 5%	15 / 10%rsw	34 / 4%	90 / 5%
NET Important / Very important	2001 / 80%	860 / 81%b	649 / 77%	1230 / 82%b	1020 / 79%	860 / 81%g	41 / 77%	202 / 73%	649 / 77%	56 / 86%	252 / 75%	753 / 81%m	783 / 82%m	194 / 68%	200 / 81%m	69 / 79%	1536 / 82%m	269 / 80%m	1022 / 83%tx	753 / 80%t	114 / 65%	76 / 76%	29 / 68%	1775 / 82%t	106 / 73%	708 / 83%	1293 / 79%
Mean	4.09	4.20bd	3.94	4.17bd	4.00	4.20g	3.99	4.00	3.94	4.08	3.90	4.19lm	4.09m	3.78	4.06m	4.10m	4.14m	4.07m	4.19stux	4.06t	3.72	3.93	3.81	4.13tx	3.90	4.15z	4.06
Std Dev.	0.86	0.84	0.89	0.83	0.85	0.84	0.96	0.96	0.89	0.81	0.85	0.89	0.78	0.93	0.83	0.95	0.84	0.86	0.87	0.81	0.78	1.00	1.08	0.85	1.02	0.84	0.87
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.12	0.05	0.03	0.10	0.04	0.03	0.03	0.05	0.05	0.10	0.02	0.05	0.02	0.03	0.06	0.10	0.17	0.02	0.09	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),
please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Not at all important (1)	27 1%	5 3%	22 1%	-	9 1%	15 1%	3 3%	23 1%	2 2%	*	-	25 1%	2 26%
Not very important (2)	97 4%	4 2%	93 4%	* 1%	33 4%	63 4%	1 1%	95 4%	2 2%	*	-	97 4%	-
Neither important nor unimportant (3)	362 14%	23 13%	335 15%	4 21%	112 15%	236 14%	14 13%	344 14%	15 21%	1 6%	3 60%	359 14%	-
Important (4)	1140 46%	84 47%	1046 45%	10 50%	320 43%	772 47%	48 43%	1093 45%	31 44%	10 67%	1 29%	1135 46%	4 53%
Very important (5)	862 34%	63 35%	795 35%	3 18%	265 35%	552 34%	45 40%	835 35%	20 29%	4 24%	1 11%	860 35%	2 20%
Don't know	14 1%	1 1%	11 *	2 11%	10 1%e	4 *	*	12 1%	2 2%	-	-	14 1%	* 1%
NET Not at all important/ Not very important	124 5%	8 5%	116 5%	* 1%	42 6%	78 5%	4 4%	118 5%	3 5%	1 4%	-	122 5%	2 26%
NET Important / Very important	2001 80%	147 82%	1841 80%	13 68%	585 78%	1323 81%	93 83%	1929 80%	51 72%	14 91%	2 40%	1994 80%	5 73%
Mean	4.09	4.10	4.09	3.95	4.08	4.09	4.17	4.10	3.96	4.11	3.51	4.09	3.43
Std Dev.	0.86	0.89	0.86	0.70	0.89	0.84	0.90	0.85	0.91	0.69	0.78	0.86	1.60
Std Error	0.02	0.07	0.02	0.16	0.03	0.02	0.09	0.02	0.12	0.18	0.32	0.02	0.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 139

QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base	2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base	1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Not at all important (1)	27 1%	9 1%	7 1%	6 1%	5 1%	1 *	2 1%	6 3%	2 1%	1 1%	4 2%	2 1%	* *	4 2%	3 1%	2 1%	* *
Not very important (2)	97 4%	32 5%	26 4%	23 4%	17 3%	13 6%m	14 6%mp	5 3%	9 4%m	12 6%m	6 3%	8 5%m	14 7%mp	* *	10 5%m	4 2%	2 1%
Neither important nor unimportant (3)	362 14%	81 13%	99 15%	108 18%ad	74 12%	20 9%	39 18%ep	22 11%	38 18%e	34 16%	28 12%	27 15%	29 14%	52 26%egjklnop	31 14%	25 12%	18 9%
Important (4)	1140 46%	294 47%	292 45%	257 44%	297 46%	97 44%	101 46%	96 49%	101 47%	98 48%	93 41%	87 49%	90 44%	80 40%	104 47%	86 40%	106 53%o
Very important (5)	862 34%	210 33%	219 34%	186 32%	246 38%	85 39%	63 29%	61 31%	64 30%	61 29%	94 42%fl	54 30%	69 33%	64 32%	74 33%	99 46%fghiklmn	74 37%
Don't know	14 1%	7 1%	2 *	4 1%	1 *	3 1%	* *	4 2%	-	1 *	2 1%	* *	4 2%	-	1 *	-	* *
NET Not at all important/ Not very important	124 5%	40 6%	33 5%	29 5%	22 3%	13 6%	16 7%mp	11 6%	10 5%	13 6%	10 4%	10 6%	14 7%p	4 2%	13 6%	6 3%	3 1%
NET Important / Very important	2001 80%	504 80%	511 79%	444 76%	543 85%bc	182 83%m	164 75%	158 81%	165 77%	159 77%	187 83%m	142 79%	158 77%	144 72%	178 80%	185 85%fm	180 90%fhiklmn
Mean	4.09	4.06	4.07	4.03	4.19abc	4.18f	3.96	4.06	4.02	4.00	4.19f	4.02	4.06	4.00	4.06	4.26fghiklmn	4.25fhikm
Std Dev.	0.86	0.89	0.87	0.87	0.80	0.85	0.89	0.91	0.85	0.86	0.88	0.87	0.88	0.87	0.88	0.81	0.68
Std Error	0.02	0.04	0.04	0.04	0.03	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onlin please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Low cost	2167 87%	366 85%	1801 87%	480 85%	1688 87%	1014 85%	1144 88%e	385 84%	368 86%	444 87%	276 88%	372 90%gm	197 89%	125 82%	753 85%	720 87%	694 88%	322 86%	1796 87%	352 86%
Free delivery	2012 80%	339 79%	1673 81%	431 76%	1580 82%c	940 78%	1066 82%e	354 77%	363 85%g	405 79%	251 80%	334 81%	182 82%	122 80%	717 81%	656 79%	638 81%	304 81%	1654 80%	342 84%
Inclusion of insurance	1356 54%	295 69%b	1060 51%	366 65%d	990 51%	701 58%f	651 50%	267 58%lm	271 63%jklm	297 58%lm	163 52%l	209 51%l	82 37%	65 43%	539 61%pq	460 56%q	357 45%	147 39%	1100 53%	243 60%
Guarantee that the parcel will arrive on time	2162 86%	394 92%b	1768 85%	468 83%	1694 88%c	1012 84%	1141 88%e	395 86%	376 87%	440 86%	274 87%	357 86%	190 85%	131 86%	771 87%	713 86%	678 86%	321 86%	1804 87%	343 84%
Ability to see where my delivery is at any point in time	2044 82%	376 88%b	1667 80%	451 80%	1592 82%	957 80%	1078 83%	385 84%lm	363 85%lm	438 85%lm	259 82%l	333 81%l	154 69%	111 73%	748 84%pq	697 84%pq	598 76%	265 71%	1697 82%	326 80%
Ability to choose an express or next day service	1738 69%	366 85%b	1373 66%	408 72%	1331 69%	831 69%	901 70%	347 76%klm	330 77%jklm	389 76%klm	215 68%lm	257 62%l	115 52%	86 56%	677 76%pq	604 73%pq	458 58%	201 54%	1407 68%	317 78%r
Ability to select a specific date/time for delivery	1836 73%	359 84%b	1477 71%	411 73%	1425 74%	860 72%	971 75%	349 76%lm	327 76%lm	408 80%klm	242 77%klm	288 70%m	135 61%	86 56%	677 76%pq	650 79%pq	509 65%	221 59%	1513 73%	306 75%
Fast delivery	2011 80%	384 90%b	1627 78%	477 84%d	1534 79%	932 78%	1070 83%e	401 88%klm	368 86%klm	432 84%klm	257 82%klm	293 71%	156 70%	105 69%	769 87%pq	689 83%pq	554 70%	261 70%	1638 79%	356 88%r
Convenient options for me to accept the delivery	2122 85%	386 90%b	1735 84%	472 83%	1650 85%	996 83%	1117 86%	386 85%m	372 87%m	442 86%m	275 87%m	357 86%m	181 81%	110 72%	758 86%q	716 87%q	647 82%	291 78%	1749 84%	352 87%
Ability to select an evening/weekend delivery	1490 60%	306 71%b	1185 57%	373 66%d	1117 58%	717 60%	768 59%	306 67%klm	325 76%gijklm	346 67%klm	191 61%klm	196 47%m	87 39%	39 26%	631 71%opq	537 65%pq	322 41%	126 34%	1187 57%	292 72%r
Proof of postage/ dispatch	2143 86%	393 92%b	1749 84%	478 85%	1665 86%	991 83%	1144 88%e	395 86%	362 84%	436 85%	272 86%	357 86%	197 88%	125 82%	757 85%	707 86%	678 86%	322 86%	1781 86%	344 85%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2106 84%	394 92%b	1711 83%	473 84%	1632 84%	977 81%	1119 87%e	388 85%	377 88%k	424 83%	268 85%	336 81%	187 84%	126 83%	765 86%	691 84%	649 82%	313 84%	1757 85%	336 83%
Option to reschedule if I am unable to take the delivery	2103 84%	399 93%b	1704 82%	453 80%	1650 85%c	986 82%	1111 86%	372 81%	362 84%m	447 87%m	272 86%m	347 84%m	189 85%	113 75%	734 83%	719 87%q	650 82%	302 81%	1736 84%	347 85%
Ability to provide a specific time slot or SMS notification of delivery time	1850 74%	365 85%b	1485 72%	430 76%	1420 73%	866 72%	978 76%	361 79%klm	348 81%klm	404 79%klm	226 72%klm	292 71%lm	130 59%	89 59%	709 80%pq	629 76%pq	511 65%	220 59%	1503 72%	333 82%r
Proof and details of delivery receipt sent to me if someone else receives it	2099 84%	386 90%b	1713 83%	471 83%	1629 84%	984 82%	1109 86%e	396 87%m	362 84%	428 83%	260 83%	349 84%	187 84%	118 78%	758 86%	688 83%	653 83%	305 81%	1735 84%	346 85%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1504 60%	302 70%b	1202 58%	357 63%	1146 59%	704 59%	792 61%	291 64%l	297 69%ijkl	306 60%l	191 61%l	229 56%	107 48%	83 55%	588 66%opq	496 60%q	420 53%	190 51%	1214 59%	278 68%r
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1617 65%	311 73%b	1306 63%	387 69%	1230 64%	755 63%	858 66%	325 71%klm	322 75%ijklm	346 67%klm	203 65%klm	237 57%m	118 53%	65 43%	647 73%opq	549 66%pq	421 53%	184 49%	1304 63%	297 73%r
Proof and details of delivery receipt sent to the sender	2001 80%	387 90%b	1614 78%	449 79%	1553 80%	934 78%	1059 82%	375 82%lm	366 85%ilm	404 79%l	267 85%lm	332 80%l	149 67%	108 71%	742 84%pq	671 81%pq	589 75%	257 69%	1644 79%	341 84%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onlin please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101*
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69
Low cost	2167 87%	506 84%	710 89%b a	492 86%	460 86%	1215 87%	952 86%	1456 87%	680 87%	137 85%	208 81%	572 87%	557 87%	497 88%	1337 86%	145 86%	1904 87%	447 84%	1631 87%	90 85%
Free delivery	2012 80%	480 80%	649 81%	443 78%	440 83%	1129 81%	883 80%	1349 81%	637 80%	130 81%	208 82%	522 79%	503 79%	469 83%	1233 79%	136 81%	1765 80%	420 79%	1504 81%	87 83%
Inclusion of insurance	1356 54%	348 58%b	403 51%	313 55%	291 55%	751 54%	604 55%	963 57%h	378 48%	90 56%	134 53%	351 53%	341 54%	302 53%	827 53%	93 55%	1176 54%	321 61%r	968 52%	66 62%
Guarantee that the parcel will arrive on time	2162 86%	528 88%	694 87%	487 85%	453 85%	1222 87%	940 85%	1459 87%	675 85%	135 84%	209 82%	566 86%	551 86%	505 89%j	1326 85%	143 85%	1899 87%	451 85%	1616 87%	95 90%
Ability to see where my delivery is at any point in time	2044 82%	486 81%	642 80%	462 81%	453 85%	1128 81%	916 83%	1380 82%	636 80%	132 82%	210 82%	539 82%	511 80%	480 85%	1260 81%	137 81%	1796 82%	440 83%	1522 82%	82 78%
Ability to choose an express or next day service	1738 69%	440 73%	539 68%	393 69%	366 69%	979 70%	759 69%	1218 73%h	497 63%	110 69%	167 65%	445 68%	429 67%	419 74%jlt	1041 67%	118 70%	1519 69%	387 73%	1270 68%	81 77%
Ability to select a specific date/time for delivery	1836 73%	442 74%	584 73%	407 71%	403 76%	1026 73%	810 73%	1286 77%h	529 67%	121 76%	176 69%	471 71%	465 73%	429 76%	1112 72%	129 76%	1602 73%	389 73%	1362 73%	85 80%
Fast delivery	2011 80%	488 81%	638 80%	456 80%	428 80%	1127 81%	884 80%	1382 82%h	603 76%	131 81%	197 77%	525 80%	493 77%	470 83%	1216 78%	139 82%	1751 80%	446 84%r	1473 79%	91 86%
Convenient options for me to accept the delivery	2122 85%	508 85%	693 87%	470 82%	451 85%	1201 86%	921 83%	1448 86%h	645 81%	125 77%	221 87%i	551 84%	528 83%	508 90%ikln	1300 84%	130 77%	1871 85%o	459 87%	1574 84%	89 84%
Ability to select an evening/weekend delivery	1490 60%	362 60%	462 58%	330 58%	336 63%	824 59%	667 60%	1126 67%h	343 43%	100 62%	145 57%	377 57%	381 60%	343 61%	903 58%	108 64%	1288 59%	346 65%r	1069 57%	75 71%r
Proof of postage/ dispatch	2143 86%	508 85%	678 85%	486 85%	471 88%	1185 85%	957 87%	1421 85%	691 87%	140 87%	213 83%	557 85%	547 86%	482 87%	1317 85%	148 88%	1875 85%	449 85%	1599 86%	95 89%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2106 84%	513 85%	686 86%	464 81%	442 83%	1200 86%f	906 82%	1437 86%h	636 80%	130 81%	211 83%	543 83%	540 85%	497 88%k	1295 83%	138 82%	1857 85%	446 84%	1568 84%	91 86%
Option to reschedule if I am unable to take the delivery	2103 84%	514 86%c	672 84%	452 79%	464 87%c	1186 85%	916 83%	1430 85%h	642 81%	139 87%	209 82%	539 82%	520 81%	499 88%kln	1268 83%	147 87%	1829 83%	433 82%	1574 84%	95 90%
Ability to provide a specific time slot or SMS notification of delivery time	1850 74%	451 75%	571 72%	417 73%	411 77%	1023 73%	827 75%	1288 77%h	538 68%	116 72%	185 73%	476 72%	468 73%	427 75%	1130 73%	124 74%	1616 74%	403 76%	1360 73%	87 82%
Proof and details of delivery receipt sent to me if someone else receives it	2099 84%	495 82%	671 84%	481 84%	452 85%	1166 83%	933 85%	1412 84%	657 83%	133 83%	211 83%	570 87%	523 82%	478 85%	1304 84%	141 84%	1845 84%	437 83%	1570 84%	92 87%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1504 60%	375 63%	488 61%	316 55%	325 61%	863 62%	641 58%	1068 64%h	415 52%	97 60%	163 64%	408 62%	379 59%	332 59%	951 61%	102 60%	1329 61%	332 63%	1100 59%	71 67%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1617 65%	406 68%	506 63%	351 62%	354 66%	912 65%	705 64%	1154 69%h	443 56%	99 62%	163 64%	406 62%	413 65%	393 69%kn	981 63%	104 62%	1422 65%	359 68%	1190 64%	68 64%
Proof and details of delivery receipt sent to the sender	2001 80%	485 81%	640 80%	438 77%	439 82%	1125 80%	876 79%	1375 82%h	596 75%	127 79%	200 78%	531 81%	502 79%	459 81%	1233 79%	132 78%	1757 80%	430 81%	1486 80%	85 80%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onlin please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Low cost	2167 87%	1844 86%	324 88%	53 84%	1832 87%e	175 82%	108 85%	51 86%	82 83%	260 86%	176 85%	172 89%	177 91%hr	190 88%	276 84%	329 91%hr	171 86%	18 82%	157 82%
Free delivery	2012 80%	1694 79%	317 86%a	52 81%	1687 80%	172 81%	101 79%	51 87%df	75 76%	239 79%	156 76%	162 84%	156 80%	184 85%	266 81%	291 79%	158 79%	17 76%	155 81%
Inclusion of insurance	1356 54%	1163 54%c	193 52%c	22 34%	1145 54%	111 52%	70 55%	31 52%	55 56%	168 56%	114 55%	106 55%	103 53%	120 56%	163 49%	214 59%	101 51%	9 41%	101 53%
Guarantee that the parcel will arrive on time	2162 86%	1833 86%	329 89%	55 86%	1810 86%	186 87%	113 89%	54 91%	86 87%	248 82%	190 92%ilp	169 88%p	159 82%	188 87%	285 86%	327 90%lp	157 78%	21 92%	165 86%
Ability to see where my delivery is at any point in time	2044 82%	1745 82%	299 81%	47 73%	1719 82%	174 81%	99 78%	52 88%df	84 86%p	238 79%	181 88%ikp	147 77%	156 80%	184 85%p	272 82%	309 85%p	149 75%	18 79%	156 82%
Ability to choose an express or next day service	1738 69%	1501 70%	237 64%	40 62%	1454 69%	147 69%	97 76%dg	40 68%	68 69%	216 72%	153 74%	133 69%	128 66%	149 69%	234 71%	241 66%	132 66%	12 55%	134 70%
Ability to select a specific date/time for delivery	1836 73%	1578 74%c	258 70%	38 59%	1544 73%g	158 74%	95 75%g	39 65%	73 74%	200 66%	155 75%	137 71%	143 74%	150 70%	263 80%i	278 76%	146 73%	14 63%	144 75%
Fast delivery	2011 80%	1708 80%	303 82%	51 80%	1690 80%	167 78%	104 82%	49 83%	75 76%	259 86%hp	183 89%hlmopr	155 81%	153 79%	169 78%	267 81%	285 78%	143 72%	14 63%	153 80%
Convenient options for me to accept the delivery	2122 85%	1813 85%	309 84%	49 77%	1780 85%	184 86%	106 84%	52 87%	81 82%	242 80%	181 88%	166 86%	168 86%	183 85%	276 84%	321 88%	163 82%	20 89%	164 86%
Ability to select an evening/weekend delivery	1490 60%	1310 61%bc	180 49%	25 39%	1260 60%	121 57%	75 59%	35 59%	61 62%	191 63%k	135 65%km	97 51%	113 58%	114 53%	222 67%km	213 59%	115 58%	10 46%	110 58%
Proof of postage/dispatch	2143 86%	1832 86%c	311 84%	48 75%	1805 86%	181 85%	105 83%	51 87%	85 87%	253 84%	185 90%m	163 85%	161 83%	174 81%	298 90%m	311 86%	174 87%	20 88%	161 84%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2106 84%	1790 84%	315 86%	54 85%	1773 84%	180 84%	106 83%	48 80%	83 84%	251 83%	184 89%p	168 87%	163 84%	190 88%	274 83%	302 83%	160 80%	19 86%	160 84%
Option to reschedule if I am unable to take the delivery	2103 84%	1795 84%	308 84%	53 83%	1769 84%	179 84%	106 84%	48 81%	84 85%	245 81%	175 85%	161 84%	160 83%	174 80%	294 89%m	313 86%	164 82%	18 81%	161 84%
Ability to provide a specific time slot or SMS notification of delivery time	1850 74%	1608 75%bc	242 66%	40 62%	1565 74%f	155 73%	85 67%	44 75%	77 78%	218 72%	164 80%lp	136 71%	131 67%	160 74%	267 81%klp	281 77%p	133 67%	16 72%	139 73%
Proof and details of delivery receipt sent to me if someone else receives it	2099 84%	1787 84%	312 85%	50 79%	1772 84%	172 80%	105 82%	51 86%	83 84%	244 81%	173 84%	166 86%	161 83%	182 84%	292 88%r	302 83%	169 85%	19 83%	153 80%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1504 60%	1284 60%	220 60%	37 57%	1272 61%g	122 57%	79 62%g	30 51%	59 60%	188 62%p	121 59%	123 64%p	119 61%p	126 58%	209 63%p	232 64%p	96 48%	13 56%	110 57%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1617 65%	1392 65%c	225 61%c	31 48%	1371 65%f	138 64%	72 56%	37 63%	67 68%p	200 66%p	132 64%	124 64%	118 61%	151 70%p	227 69%p	243 67%p	109 55%	9 41%	129 67%p
Proof and details of delivery receipt sent to the sender	2001 80%	1715 80%c	286 78%	45 71%	1696 81%f	169 79%f	90 70%	48 81%f	76 77%	240 80%	176 85%	159 83%	152 78%	168 78%	279 84%	290 80%	157 78%	19 82%	150 78%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onlin please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Low cost	2167 87%	897 85%	772 91%ac	1267 84%	1142 88%c	897 85%	45 86%	227 82%	772 91%	59 91%	302 90%	833 90%lm	805 85%m	220 77%	235 95%lmop	71 82%	1638 87%m	306 92%lmo	1092 88%t	814 87%t	132 75%	86 85%	35 82%	1906 88%t	121 84%	726 85%	1441 88%
Free delivery	2012 80%	819 78%	712 84%ac	1176 78%	1069 83%ac	819 78%	37 70%	207 74%	712 84%	57 88%	289 86%	767 83%m	786 83%m	190 67%	201 81%m	65 75%	1552 83%m	267 80%m	1015 82%t	757 81%t	126 71%	76 76%	31 71%	1772 82%t	107 74%	694 81%	1317 80%
Inclusion of insurance	1356 54%	626 59%bd	400 47%	887 59%bd	661 51%	626 59%g	32 61%	143 51%	400 47%	37 56%	143 43%	502 54%	524 55%	150 53%	136 55%	41 47%	1026 55%	176 53%	689 56%tx	527 56%tx	72 41%	48 47%	16 37%	1216 56%tx	63 44%	567 66%z	788 48%
Guarantee that the parcel will arrive on time	2162 86%	925 88%	716 84%	1309 87%	1100 85%	925 88%	44 84%	231 83%	716 84%	56 86%	290 86%	826 89%m	827 87%m	217 76%	211 85%m	78 89%m	1654 88%m	288 86%	1096 89%tx	823 88%	122 69%	85 84%t	32 74%	1919 88%t	117 81%	723 84%	1439 88%
Ability to see where my delivery is at any point in time	2044 82%	900 85%bd	651 77%	1262 84%bd	1013 78%	900 85%	42 81%	237 85%	651 77%	53 81%	257 77%	774 83%m	786 83%m	208 73%	207 84%m	66 76%	1560 83%m	273 82%m	1025 83%tux	786 84%tux	123 69%	72 71%	33 77%	1810 83%tux	105 73%	715 83%	1329 81%
Ability to choose an express or next day service	1738 69%	831 79%bd	54%	1157 77%bd	788 61%b	831 79%	40 76%	201 72%	461 54%	44 68%j	167 50%	651 70%	673 71%	182 64%	164 66%	65 75%	1324 70%	229 69%	889 72%tux	667 71%tux	96 54%	58 57%	22 51%	1557 72%tux	80 56%	624 73%z	1115 68%
Ability to select a specific date/time for delivery	1836 73%	834 79%bd	559 66%	1162 77%bd	887 69%	834 79%	39 75%	205 74%	559 66%	47 72%	204 61%	696 75%m	709 75%m	190 66%	180 73%	59 67%	1405 75%m	238 71%	924 75%t	714 76%tx	97 55%	70 70%	24 56%	1638 75%t	95 66%	646 75%	1190 72%
Fast delivery	2011 80%	884 84%bd	626 74%	1252 83%bd	993 77%	884 84%	41 79%	221 80%	626 74%	54 83%	239 71%	743 80%m	789 83%m	206 72%	194 78%	76 88%m	1532 82%m	270 81%m	1006 81%t	776 83%t	120 68%	75 74%	30 69%	1782 82%t	105 73%	704 82%	1307 79%
Convenient options for me to accept the delivery	2122 85%	912 86%	700 83%	1293 86%	1082 84%	912 86%	44 83%	226 81%	700 83%	47 73%	277 83%	810 87%m	793 83%	222 78%	211 89%m	73 84%	1603 85%m	294 88%m	1063 86%tux	816 87%tux	129 73%	75 74%	31 71%	1879 86%tux	106 73%	713 83%	1409 86%
Ability to select an evening/weekend delivery	1490 60%	727 69%bd	396 47%	996 66%bd	665 51%	727 69%g	33 62%	147 53%	396 47%	40 62%	117 35%	539 58%	601 63%q	164 57%	135 55%	47 54%	1140 61%	183 55%	726 59%	610 65%rtx	77 44%	53 52%	20 47%	1336 61%t	73 51%	625 73%z	865 53%
Proof of postage/dispatch	2143 86%	899 85%	734 87%	1277 85%	1112 86%	899 85%	46 87%	236 85%	734 87%	62 95%	303 90%	813 88%m	829 87%m	215 75%	211 85%m	71 81%	1643 87%m	281 84%m	1099 89%tux	806 86%tx	121 68%	85 84%t	25 58%	1905 88%t	110 77%	712 83%	1430 87%y
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2106 84%	881 84%	712 84%	1257 84%	1088 84%	881 84%g	42 79%	210 75%	712 84%	56 86%	280 84%	815 88%mnq	809 85%m	208 73%	198 80%	73 83%	1624 86%mnq	271 81%	1071 87%tux	813 87%tux	114 64%	72 72%	31 72%	1884 87%tux	103 72%	720 84%	1386 84%
Option to reschedule if I am unable to take the delivery	2103 84%	901 85%	690 81%	1279 85%	1068 83%	901 85%g	44 84%	222 80%	690 81%	61 93%	277 82%	811 87%m	805 85%m	209 73%	201 81%	74 85%	1615 86%m	275 82%m	1077 87%tux	785 84%tx	131 74%	76 75%	30 70%	1861 86%tux	106 73%	698 81%	1404 85%
Ability to provide a specific time slot or SMS notification of delivery time	1850 74%	853 81%bd	558 66%	1171 78%bd	876 68%	853 81%g	41 78%	204 73%	558 66%	41 63%	215 64%	682 74%	734 77%mn	195 68%	169 68%	67 77%	1417 75%m	235 70%	921 75%t	716 76%t	112 63%	73 72%	25 59%	1637 75%t	98 68%	692 81%z	1158 70%
Proof and details of delivery receipt sent to me if someone else receives it	2099 84%	893 85%	712 84%	1252 83%	1071 83%	893 85%	44 83%	230 83%	712 84%	57 87%	291 87%	785 85%m	825 87%m	208 73%	210 85%m	69 79%	1610 86%m	279 83%m	1066 86%tx	791 84%tx	128 73%	78 77%	27 64%	1857 85%tx	105 73%	713 83%	1386 84%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1504 60%	679 64%bd	451 53%	961 64%bd	734 57%	679 64%g	29 55%	154 55%	451 53%	41 62%	165 49%	591 64%mnq	595 63%mnq	140 49%	129 52%	48 55%	1186 63%mn	177 53%	768 62%tux	568 61%	91 51%	49 48%	24 57%	1336 61%tu	73 51%	608 71%z	896 54%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1617 65%	714 68%bd	482 57%	1028 68%bd	796 62%	714 68%fg	22 42%	161 58%	482 57%	46 71%j	172 51%	600 65%	623 66%	174 61%	163 66%	54 62%	1223 65%	216 65%	806 65%t	621 66%t	95 54%	67 66%	19 45%	1427 66%t	87 60%	628 73%z	989 60%
Proof and details of delivery receipt sent to the sender	2001 80%	860 81%b	649 77%	1230 82%b	1020 79%	860 81%g	41 77%	202 73%	649 77%	56 86%	252 75%	753 81%m	783 82%m	194 68%	200 81%m	69 79%	1536 82%m	269 80%	1022 83%tux	753 80%t	114 65%	76 76%	29 68%	1775 82%t	106 73%	708 83%	1293 79%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 140

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onlin please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Low cost	2167 87%	143 79%	2008 87%a	16 80%	644 86%	1433 87%	91 82%	2104 88%h	40 56%	14 91%	2 39%	2158 87%h	7 99%
Free delivery	2012 80%	140 78%	1856 81%	15 78%	594 79%	1336 81%	81 73%	1947 81%h	45 64%	11 73%	2 43%	2004 80%h	6 79%
Inclusion of insurance	1356 54%	109 61%	1233 54%	13 69%	390 52%	894 54%	72 64%	1299 54%	43 61%	10 63%	* 3%	1352 54%	3 40%
Guarantee that the parcel will arrive on time	2162 86%	153 85%	1995 87%	14 73%	643 86%	1427 87%	92 82%	2097 87%h	49 69%	9 60%	2 39%	2154 87%h	6 79%
Ability to see where my delivery is at any point in time	2044 82%	143 80%	1885 82%	15 77%	603 81%	1344 82%	97 86%	1975 82%h	46 66%	13 80%	2 43%	2034 82%h	7 99%
Ability to choose an express or next day service	1738 69%	123 68%	1600 70%	15 77%	512 68%	1142 70%	84 76%	1683 70%h	38 54%	11 69%	1 13%	1732 70%h	6 79%
Ability to select a specific date/time for delivery	1836 73%	140 77%	1679 73%	17 87%	532 71%	1220 74%	84 75%	1773 74%	43 60%	11 71%	2 43%	1827 73%	7 93%
Fast delivery	2011 80%	137 76%	1858 81%	15 78%	594 79%	1319 80%	98 88%	1944 81%h	45 64%	13 84%	1 12%	2003 80%h	7 99%
Convenient options for me to accept the delivery	2122 85%	151 84%	1958 85%	12 63%	615 82%	1411 86%	95 85%	2051 85%h	52 73%	12 74%	2 40%	2114 85%h	6 79%
Ability to select an evening/weekend delivery	1490 60%	120 66%	1354 59%	17 87%	446 59%	970 59%	75 67%	1427 59%	45 63%	12 76%	1 13%	1484 60%	6 79%
Proof of postage/ dispatch	2143 86%	149 82%	1975 86%	19 98%	635 85%	1411 86%	97 87%	2086 87%h	38 54%	11 69%	2 40%	2135 86%h	6 79%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2106 84%	146 81%	1946 85%	13 69%	604 81%	1407 86%d	95 85%	2046 85%h	44 62%	8 53%	2 40%	2098 84%h	6 79%
Option to reschedule if I am unable to take the delivery	2103 84%	150 83%	1939 84%	14 71%	601 80%	1410 86%d	92 82%	2042 85%h	42 59%	10 62%	2 39%	2093 84%h	7 99%
Ability to provide a specific time slot or SMS notification of delivery time	1850 74%	141 78%	1693 74%	15 77%	557 74%	1208 74%	85 76%	1791 75%h	41 58%	8 53%	2 40%	1841 74%h	7 99%
Proof and details of delivery receipt sent to me if someone else receives it	2099 84%	140 78%	1941 84%	18 92%	619 83%	1384 84%	96 86%	2040 85%h	44 62%	8 49%	2 40%	2092 84%h	5 73%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1504 60%	122 68%	1370 60%	12 61%	437 58%	994 61%	74 66%	1448 60%	37 52%	12 77%	2 40%	1497 60%	5 73%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1617 65%	116 65%	1487 65%	13 67%	458 61%	1082 66%	77 69%	1562 65%	38 54%	9 56%	2 40%	1609 65%	6 79%
Proof and details of delivery receipt sent to the sender	2001 80%	147 82%	1841 80%	13 68%	585 78%	1323 81%	93 83%	1929 80%	51 72%	14 91%	2 40%	1994 80%	5 73%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought onlin please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base	2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base	1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Low cost	2167 87%	539 85%	571 88%	502 86%	555 87%	184 85%	184 84%	170 87%	194 91%	176 85%	201 89%	152 85%	177 86%	173 87%	191 86%	186 86%	179 89%
Free delivery	2012 80%	500 79%	514 80%	473 81%	525 82%	175 81%	168 77%	157 80%	167 78%	163 79%	183 81%	152 85%	160 78%	160 80%	181 81%	181 84%	163 81%
Inclusion of insurance	1356 54%	359 57%	344 53%	292 50%	360 56%	132 60%m	123 56%	104 53%	111 52%	113 55%	120 53%	92 51%	109 53%	92 46%	125 56%	123 57%	112 56%
Guarantee that the parcel will arrive on time	2162 86%	553 87%	552 86%	489 84%	568 89%c	187 86%	186 85%	179 92%ilm	189 88%	168 81%	195 87%	159 89%	171 83%	159 80%	196 88%	192 89%	180 89%m
Ability to see where my delivery is at any point in time	2044 82%	526 83%	527 82%	469 80%	522 82%	175 81%	184 84%	166 85%	181 85%	174 85%	172 76%	152 85%	160 78%	157 79%	168 76%	180 83%	174 87%jn
Ability to choose an express or next day service	1738 69%	441 70%	436 67%	381 65%	480 75%bc	158 73%	143 65%	140 72%	138 64%	139 67%	159 71%	119 66%	128 62%	134 67%	167 75%i	170 78%fhikl	143 71%
Ability to select a specific date/time for delivery	1836 73%	447 71%	466 72%	419 72%	504 79%abc	156 72%	143 65%	148 76%	161 76%	137 67%	168 74%	127 71%	145 71%	147 74%	175 79%fi	171 79%fi	158 79%fi
Fast delivery	2011 80%	518 82%	501 78%	454 78%	537 84%bc	183 84%j	172 78%	164 84%	173 81%	161 78%	167 74%	148 83%	156 76%	150 75%	186 83%	186 86%jlm	166 83%
Convenient options for me to accept the delivery	2122 85%	507 80%	550 85%	499 85%	566 88%a	178 82%	173 79%	156 80%	184 86%	168 81%	199 88%f	154 86%	177 86%	168 84%	198 89%fg	198 91%efg	170 84%
Ability to select an evening/weekend delivery	1490 60%	364 58%	362 56%	328 56%	436 68%abc	129 59%	122 56%	113 58%	116 54%	114 55%	132 59%	105 59%	118 58%	105 53%	140 63%	150 69%fhim	146 72%efghijklm
Proof of postage/ dispatch	2143 86%	541 86%	546 85%	503 86%	552 86%	186 86%	188 86%	167 85%	184 86%	166 81%	196 87%	159 89%	181 88%	163 82%	180 81%	188 87%	184 91%ilmn
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	2106 84%	525 83%	549 85%	478 82%	553 86%	180 83%	189 86%	156 80%	189 89%l	165 80%	195 86%	148 82%	161 79%	169 85%	186 84%	184 85%	183 91%eglkl
Option to reschedule if I am unable to take the delivery	2103 84%	532 84%	537 83%	477 82%	557 87%c	181 83%	180 82%	170 87%	183 86%	164 79%	190 84%	149 83%	167 81%	161 80%	188 85%	190 88%	179 89%i
Ability to provide a specific time slot or SMS notification of delivery time	1850 74%	466 74%c	483 75%c	392 67%	509 80%c	161 74%	167 76%k	139 71%	155 73%	150 73%	178 79%m	114 63%	144 70%	133 67%	175 79%km	170 78%km	165 82%klm
Proof and details of delivery receipt sent to me if someone else receives it	2099 84%	528 84%	534 83%	477 82%	560 87%c	186 86%	179 82%	163 83%	178 83%	170 83%	186 83%	151 84%	163 80%	163 82%	190 86%	192 89%	177 88%
Offers insurance against loss or damage	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	1504 60%	369 58%	391 61%	356 61%	388 61%	138 64%	126 58%	105 53%	116 54%	129 63%	146 65%k	93 52%	137 67%ghk	125 63%	131 59%	126 58%	131 65%k
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1617 65%	394 62%	420 65%	374 64%	429 67%	128 59%	131 60%	135 69%	131 61%	132 64%	157 70%	115 64%	129 63%	130 65%	141 64%	146 67%	141 70%
Proof and details of delivery receipt sent to the sender	2001 80%	504 80%	511 79%	444 76%	543 85%bc	182 83%m	164 75%	158 81%	165 77%	159 77%	187 83%m	142 79%	158 77%	144 72%	178 80%	185 85%fm	180 90%fhiklmn

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Low cost	71 3%	20 5%	51 2%	22 4%	48 2%	40 3%	30 2%	18 4%i	15 4%	14 3%	9 3%	7 2%	1 *	6 4%i	33 4%	23 3%	14 2%	7 2%	60 3%	11 3%
Free delivery	105 4%	20 5%	85 4%	24 4%	81 4%	55 5%	49 4%	28 6%	13 3%	25 5%	13 4%	14 3%	5 2%	7 5%	41 5%	38 5%	26 3%	12 3%	90 4%	16 4%
Inclusion of insurance	394 16%	54 13%	340 16%	61 11%	333 17%c	179 15%	211 16%	69 15%	55 13%	80 16%	50 16%	63 15%	47 21%h	30 20%	124 14%	130 16%	141 18%	77 21%n	333 16%	59 14%
Guarantee that the parcel will arrive on time	98 4%	11 3%	87 4%	32 6%	66 3%	46 4%	52 4%	21 5%	15 4%	20 4%	6 2%	15 4%	12 5%	8 5%	36 4%	27 3%	35 4%	20 5%	78 4%	21 5%
Ability to see where my delivery is at any point in time	146 6%	22 5%	124 6%	44 8%	101 5%	73 6%	73 6%	20 4%	22 5%	18 3%	21 7%	25 6%	20 9%i	19 13%ghik	42 5%	39 5%	65 8%no	40 11%no	118 6%	27 7%
Ability to choose an express or next day service	325 13%	42 10%	282 14%	63 11%	261 14%	134 11%	188 15%	41 9%	45 10%	43 8%	51 16%gi	50 12%	47 21%ghik	48 31%ghijk	86 10%	94 11%	145 18%no	95 25%nop	290 14%s	33 8%
Ability to select a specific date/time for delivery	236 9%	24 6%	212 10%a	60 11%	176 9%	112 9%	123 10%	39 8%	33 8%	35 7%	26 8%	42 10%	29 13%i	33 21%ghijk	72 8%	61 7%	104 13%no	61 16%no	198 10%	37 9%
Fast delivery	147 6%	14 3%	134 6%a	24 4%	124 6%	85 7%	62 5%	10 2%	25 6%g	13 3%	18 6%g	41 10%gi	18 8%gi	22 14%ghij	35 4%	31 4%	81 10%no	40 11%no	122 6%	24 6%
Convenient options for me to accept the delivery	96 4%	17 4%	79 4%	25 4%	71 4%	56 5%	40 3%	17 4%	16 4%	18 4%	9 3%	11 3%	12 5%	13 8%jk	33 4%	28 3%	35 4%	24 7%	76 4%	20 5%
Ability to select an evening/weekend delivery	441 18%	62 14%	379 18%	82 14%	360 19%	197 16%	242 19%	51 11%	35 8%	69 13%h	69 22%ghi	88 21%ghi	72 32%ghijk	57 38%ghijk	86 10%	139 17%no	217 28%no	129 34%no	398 19%	41 10%
Proof of postage/dispatch	88 4%	16 4%	72 3%	27 5%	61 3%	51 4%	37 3%	17 4%	18 4%	20 4%	15 5%	8 2%	3 1%	7 4%	35 4%	36 4%	17 2%	9 2%	73 4%	15 4%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	132 5%	14 3%	118 6%	24 4%	107 6%	74 6%	58 4%	18 4%	15 3%	32 6%	16 5%	29 7%	10 5%	11 7%	33 4%	48 6%	50 6%	21 6%	103 5%	27 7%
Option to reschedule if I am unable to take the delivery	124 5%	14 3%	111 5%	37 7%	87 4%	58 5%	66 5%	25 5%	21 5%	17 3%	16 5%	19 5%	10 5%	16 10%ik	46 5%	33 4%	45 6%	26 7%	94 5%	30 7%
Ability to provide a specific time slot or SMS notification of delivery time	253 10%	34 8%	219 11%	54 10%	199 10%	134 11%	119 9%	27 6%	39 9%	32 6%	42 13%gi	39 10%	33 15%gi	40 26%ghijl	66 7%	74 9%	113 14%no	74 20%no	226 11%s	26 6%
Proof and details of delivery receipt sent to me if someone else receives it	129 5%	21 5%	108 5%	27 5%	102 5%	78 7%f	50 4%	22 5%	20 5%	28 5%	16 5%	25 6%	9 4%	10 7%	42 5%	43 5%	44 6%	19 5%	108 5%	21 5%
Offers insurance against loss or damage	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Parcel provider operates in an environmentally responsible way	373 15%	42 10%	331 16%a	82 14%	291 15%	200 17%	171 13%	47 10%	53 12%	84 16%g	44 14%	78 19%gh	38 17%gi	29 19%gi	100 11%	127 15%	145 18%n	67 18%n	327 16%s	41 10%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	438 18%	70 16%	368 18%	71 13%	367 19%c	203 17%	229 18%	44 10%	43 10%	74 14%	68 22%ghi	97 23%ghi	58 26%ghi	54 35%ghijk	87 10%	142 17%n	209 27%no	112 30%no	405 20%s	33 8%
Proof and details of delivery receipt sent to the sender	124 5%	14 3%	110 5%	32 6%	92 5%	78 6%f	46 4%	19 4%	19 4%	27 5%	12 4%	21 5%	11 5%	16 10%ghi	38 4%	39 5%	48 6%	26 7%	110 5%	15 4%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 (i)	£11,500-£17,499 (j)	£17,500-£29,999 (k)	£30,000-£49,999 (l)	£50,000+ (m)	£11,500-£49,999 (n)	Income Combined Under £11,500 (o)	Over £11,500 (p)	State benefits Receive (q)	Don't receive (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106'
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69'
Low cost	71 3%	16 3%	18 2%	20 4%	16 3%	34 2%	37 3%	47 3%	24 3%	6 4%	7 3%	21 3%	18 3%	9 2%	47 3%	6 4%	59 3%	21 4%	47 3%	2 2%
Free delivery	105 4%	32 5%	23 3%	32 6%	18 3%	55 4%	50 5%	70 4%	30 4%	7 5%	6 3%	28 4%	31 5%	25 4%	65 4%	8 5%	92 4%	25 5%	80 4%	-
Inclusion of insurance	394 16%	89 15%	156 20%cd	80 14%	69 13%	245 18%f	149 13%	238 14%	145 18%g	31 19%	26 10%	111 17%j	99 15%	100 18%j	236 15%	32 19%	346 16%	72 14%	310 17%	12 11%
Guarantee that the parcel will arrive on time	98 4%	19 3%	31 4%	27 5%	22 4%	50 4%	48 4%	62 4%	34 4%	12 7%	12 5%	21 3%	24 4%	22 4%	57 4%	12 7%	79 4%	21 4%	73 4%	4 4%
Ability to see where my delivery is at any point in time	146 6%	30 5%	54 7%	40 7%	21 4%	85 6%	61 6%	83 5%	58 7%	9 6%	18 7%	35 5%	40 6%	25 4%	94 6%	11 7%	123 6%	22 4%	119 6%	4 4%
Ability to choose an express or next day service	325 13%	55 9%	130 16%a	67 12%	73 14%	186 13%	139 13%	175 10%	142 18%g	29 18%m	33 13%	85 13%	87 14%	58 10%	205 13%	29 17%	272 12%	57 11%	257 14%	10 10%
Ability to select a specific date/time for delivery	236 9%	48 8%	82 10%	55 10%	50 9%	131 9%	105 10%	121 7%	111 14%g	17 11%	27 10%	69 10%	60 9%	48 8%	155 10%	18 11%	206 9%	46 9%	187 10%	3 3%
Fast delivery	147 6%	32 5%	43 5%	36 6%	36 7%	75 5%	72 7%	78 5%	66 8%g	14 9%	17 7%	34 5%	49 8%m	22 4%	100 6%	14 8%	129 6%	29 6%	118 6%s	*
Convenient options for me to accept the delivery	96 4%	20 3%	35 4%	23 4%	17 3%	55 4%	41 4%	51 3%	43 5%g	6 4%	3 1%	32 5%j	23 4%	18 3%	58 4%	6 4%	82 4%	19 4%	74 4%	3 3%
Ability to select an evening/weekend delivery	441 18%	93 15%	153 19%	104 18%	91 17%	247 18%	195 18%	216 13%	222 28%g	22 14%	44 17%	137 21%	103 16%	109 19%	284 18%	23 14%	407 19%	71 13%	364 19%qs	7 7%
Proof of postage/ dispatch	88 4%	26 4%	22 3%	26 5%	13 3%	48 3%	39 4%	62 4%	24 3%	5 3%	9 4%	16 2%	27 4%	23 4%	52 3%	5 3%	78 4%	22 4%	62 3%	4 3%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	132 5%	26 4%	40 5%	30 5%	36 7%	66 5%	65 6%	79 5%	52 7%	9 6%	9 4%	45 7%m	33 5%	16 3%	87 6%m	9 5%	111 5%	28 5%	99 5%	4 4%
Option to reschedule if I am unable to take the delivery	124 5%	27 4%	43 5%	29 5%	25 5%	70 5%	54 5%	65 4%	58 7%g	10 6%	16 6%	29 4%	36 6%	27 5%	81 5%	10 6%	110 5%	32 6%	89 5%	3 3%
Ability to provide a specific time slot or SMS notification of delivery time	253 10%	45 8%	98 12%a	62 11%	48 9%	143 10%	110 10%	128 8%	119 15%g	14 9%	32 12%	76 12%	60 9%	58 10%	167 11%	14 8%	228 10%	43 8%	206 11%s	3 3%
Proof and details of delivery receipt sent to me if someone else receives it	129 5%	38 6%	36 5%	29 5%	26 5%	75 5%	55 5%	73 4%	55 7%g	16 10%kn	16 6%	22 3%	36 6%	31 5%	74 5%	16 9%p	108 5%	29 5%	96 5%	4 4%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	373 15%	74 12%	121 15%	98 17%	80 15%	195 14%	178 16%	210 13%	161 20%g	20 12%	35 14%	102 15%	93 15%	94 17%	230 15%	22 13%	330 15%	84 16%	280 15%	9 8%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	438 18%	93 15%	137 17%	113 20%	96 18%	230 16%	208 19%	237 14%	194 25%g	28 17%	49 19%	138 21%l	93 15%	89 16%	280 18%	28 17%	388 18%	79 15%	346 19%	13 12%
Proof and details of delivery receipt sent to the sender	124 5%	31 5%	40 5%	33 6%	20 4%	71 5%	53 5%	65 4%	57 7%g	14 8%	14 6%	33 5%	32 5%	30 5%	79 5%	14 8%	110 5%	32 6%	92 5%	*

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	*	201
Low cost	71 3%	62 3%	9 2%	1 1%	61 3%	3 1%	5 4%e	1 2%	5 5%lmor	12 4%	4 2%	5 3%	3 1%	3 1%	14 4%	6 2%	8 4%	* 1%	3 1%
Free delivery	105 4%	93 4%	12 3%	4 7%	84 4%	11 5%	8 7%	2 4%	3 3%	5 2%	10 5%	5 2%	12 6%	9 4%	11 3%	15 4%	13 7%i	-	11 6%i
Inclusion of insurance	394 16%	328 15%	66 18%	20 31%ab	338 16%	24 11%	23 18%e	10 17%	19 19%	37 12%	34 17%	32 17%	33 17%	39 18%	62 19%	44 12%	37 19%	1 5%	23 12%
Guarantee that the parcel will arrive on time	98 4%	82 4%	16 4%	5 8%	90 4%	3 2%	3 2%	1 2%	4 4%	16 5%	3 1%	7 4%	6 3%	10 5%	11 3%	21 6%r	12 6%r	1 2%	3 2%
Ability to see where my delivery is at any point in time	146 6%	122 6%	24 6%	7 11%a	130 6%	6 3%	8 6%	1 3%	5 6%	28 9%jr	4 2%	13 7%	18 10%jr	9 4%	19 6%	18 5%	15 7%i	1 3%	5 3%
Ability to choose an express or next day service	325 13%	260 12%	65 18%a	13 20%a	285 14%	22 10%	11 9%	7 11%	14 14%	43 14%	24 12%	26 13%	26 13%	33 15%	38 11%	51 14%	30 15%	5 21%	17 9%
Ability to select a specific date/time for delivery	236 9%	193 9%	43 12%	10 16%a	201 10%	16 7%	12 9%	7 13%	12 12%	40 13%jnr	12 6%	17 9%	18 9%	23 10%	19 6%	39 11%	22 11%	3 14%	12 7%
Fast delivery	147 6%	129 6%	18 5%	4 7%	129 6%	9 4%	6 5%	3 5%	5 6%	9 3%	9 4%	13 7%	12 6%	12 6%	30 9%jr	31 8%jr	9 5%	2 9%	7 4%
Convenient options for me to accept the delivery	96 4%	78 4%	18 5%	6 10%a	86 4%	4 2%	3 3%	2 3%	5 5%	20 7%j	3 1%	11 6%	11 6%	7 3%	10 3%	13 4%	7 3%	*	4 2%
Ability to select an evening/weekend delivery	441 18%	344 16%	97 26%a	23 36%a	367 17%	38 18%	26 20%	10 17%	19 19%n	49 16%	33 16%	44 23%n	32 17%	46 21%n	36 11%	68 19%	40 20%n	6 25%	33 17%
Proof of postage/ dispatch	88 4%	76 4%	12 3%	3 4%	75 4%	7 3%	4 3%	3 4%	2 2%	13 4%	7 3%	7 4%	12 6%	12 6%	7 2%	10 3%	4 2%	* 1%	6 3%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	132 5%	113 5%	18 5%	2 4%	113 5%	6 3%	9 7%e	4 6%	5 6%	20 7%	6 3%	7 3%	5 3%	9 4%	20 6%	25 7%	15 8%	* 1%	6 3%
Option to reschedule if I am unable to take the delivery	124 5%	103 5%	21 6%	6 10%	105 5%	9 4%	7 5%	3 6%	4 4%	11 4%	9 5%	9 5%	14 7%	14 6%	15 5%	18 5%	9 5%	3 14%	6 3%
Ability to provide a specific time slot or SMS notification of delivery time	253 10%	190 9%	63 17%a	12 18%a	211 10%	19 9%	17 14%	5 9%	10 10%	39 13%n	13 6%	21 11%	23 12%n	24 11%	18 5%	37 10%	26 13%n	2 7%	17 9%
Proof and details of delivery receipt sent to me if someone else receives it	129 5%	105 5%	25 7%	5 7%	108 5%	11 5%	9 7%	2 3%	4 4%	14 5%	4 2%	10 5%	17 9%jn	15 7%jn	7 2%	25 7%n	13 6%n	* 2%	11 6%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	373 15%	316 15%	57 15%	10 16%	318 15%	28 13%	17 14%	10 17%	18 18%	43 14%	41 20%	23 12%	27 14%	38 18%	40 12%	44 12%	44 22%knor	3 12%	25 13%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	438 18%	353 17%	84 23%a	18 28%a	367 17%	36 17%	27 21%	8 14%	16 17%	38 13%	45 22%i	35 18%	40 21%	36 17%	44 13%	62 17%	51 25%inr	7 32%	28 15%
Proof and details of delivery receipt sent to the sender	124 5%	103 5%	21 6%	4 7%	102 5%	10 5%	9 7%	3 6%	6 6%	13 4%	5 2%	9 5%	13 7%	10 4%	15 5%	18 5%	13 6%	* 1%	10 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 141

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage — 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards — Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels — Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Low cost	71 3%	41 4%bd	12 1%	54 4%bd	25 2%	41 4%	1 3%	13 5%	12 1%	-	4 1%	22 2%	28 3%	11 4%	5 2%	5 5%	50 3%	10 3%	26 2%	17 2%	15 9%rsw	9 8%rsw	4 10%	43 2%	13 9%rsw	32 4%	39 2%
Free delivery	105 4%	47 4%	39 5%	61 4%	52 4%	47 4%	4 7%	9 3%	39 5%	* 1%	13 4%	29 3%	31 3%	23 8%klp	16 7%p	6 7%	60 3%	22 7%klp	49 4%	30 3%	10 6%	9 9%sw	5 13%	79 4%	15 10%rsw	31 4%	74 5%
Inclusion of insurance	394 16%	120 11%	193 23%ac	176 12%	249 19%ac	120 11%	5 10%	42 15%	193 23%	17 27%	76 23%	137 15%	148 16%	43 15%	45 18%	22 25%klp	285 15%	67 20%	203 16%	125 13%	28 16%	25 25%sw	12 29%	328 15%	38 26%rsw	90 11%	304 19%y
Guarantee that the parcel will arrive on time	98 4%	33 3%	42 5%	48 3%	57 4%	33 3%	4 8%	11 4%	42 5%	5 8%	15 5%	31 3%	39 4%	15 5%	10 4%	4 4%	70 4%	13 4%	46 4%	27 3%	16 9%rsw	4 4%	3 8%	73 3%	8 5%	37 4%	61 4%
Ability to see where my delivery is at any point in time	146 6%	51 5%	67 8%ac	72 5%	88 7%	51 5%	4 8%	16 6%	67 8%	3 4%	32 9%	61 7%	40 4%	28 10%klp	10 4%	7 8%	101 5%	17 5%	77 6%	38 4%	12 7%	15 15%rsw	4 9%	115 5%	19 13%rsw	37 4%	109 7%
Ability to choose an express or next day service	325 13%	84 8%	172 20%ac	132 9%	220 17%ac	84 8%	8 15%	34 12%	172 20%	11 17%	81 24%	126 14%	113 12%	45 16%	27 11%	14 16%	239 13%	41 12%	169 14%	96 10%	22 13%	25 24%rsw	13 29%	265 12%	37 26%rstw	79 9%	246 15%y
Ability to select a specific date/time for delivery	236 9%	67 6%	112 13%ac	109 7%	154 12%ac	67 6%	7 14%	29 10%e	112 13%	7 11%	56 17%	95 10%	79 8%	35 12%	19 8%	8 9%	174 9%	27 8%	131 11%s	63 7%	21 12%	11 11%	9 21%	195 9%	20 14%s	67 8%	169 10%
Fast delivery	147 6%	45 4%	77 9%ac	60 4%	92 7%ac	45 4%	2 4%	17 6%	77 9%	8 12%	35 11%	54 6%	53 6%	17 6%	17 7%	6 7%	107 6%	23 7%	74 6%	38 4%	11 6%	14 14%rsw	8 19%	112 5%	22 15%rstw	48 6%	99 6%
Convenient options for me to accept the delivery	96 4%	37 3%	37 4%	50 3%	51 4%	37 3%	1 3%	19 7%e	37 4%	1 1%	11 3%	30 3%	33 3%	18 6%	8 3%	8 9%klp	62 3%	16 5%	41 3%	28 3%	13 7%	7 7%	7 17%	69 3%	14 10%rsw	37 4%	59 4%
Ability to select an evening/weekend delivery	441 18%	126 12%	218 26%ac	200 13%	292 23%ac	126 12%	8 15%	60 22%e	218 26%	9 14%	107 32%i	184 20%lm	145 15%	37 13%	51 21%	25 28%klmp	329 17%	76 23%lm	236 19%s	133 14%	34 19%	24 23%	14 32%	369 17%	37 26%sw	86 10%	355 22%y
Proof of postage/dispatch	88 4%	31 3%	36 4%	41 3%	46 4%	31 3%	1 2%	8 3%	36 4%	1 2%	6 2%	28 3%	28 3%	18 6%klp	9 4%	5 6%	56 3%	14 4%	37 3%	30 3%	9 5%	2 2%	10 23%	67 3%	8 5%rsw	38 4%	50 3%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	132 5%	62 6%	44 5%	79 5%	61 5%	62 6%	5 10%	24 9%	44 5%	1 2%	14 4%	33 4%	35 4%	32 11%klp	9 4%	5 6%	68 4%	32 9%klp	56 5%	39 4%	15 9%sw	14 14%rsw	6 14%	95 4%	20 14%rsw	38 4%	93 6%
Option to reschedule if I am unable to take the delivery	124 5%	39 4%	57 7%ac	63 4%	81 6%a	39 4%	6 11%e	20 7%e	57 7%	-	23 7%	41 4%	41 4%	18 6%	15 6%	9 10%klp	82 4%	24 7%	53 4%	45 5%	14 8%	7 7%	5 11%	98 5%	12 8%	48 6%	77 5%
Ability to provide a specific time slot or SMS notification of delivery time	253 10%	69 7%	133 16%ac	108 7%	172 13%ac	69 7%	6 11%	33 12%e	133 16%	5 7%	62 18%	104 11%	82 9%	32 11%	22 9%	14 14%	186 10%	35 10%	141 11%s	72 8%	17 10%	10 10%	10 22%	213 10%	20 14%	60 7%	193 12%y
Proof and details of delivery receipt sent to me if someone else receives it	129 5%	48 5%	54 6%	67 4%	73 6%	48 5%	5 10%	17 6%	54 6%	4 6%	21 6%	48 5%	40 4%	21 7%	13 5%	8 9%	87 5%	21 6%	54 4%	49 5%	14 8%	4 4%	9 21%	102 5%	13 9%	37 4%	92 6%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	373 15%	131 12%	155 18%ac	185 12%	208 16%c	131 12%	8 15%	53 19%e	155 18%	7 11%	65 19%	133 14%	119 12%	47 17%	51 21%lp	26 26%klp	252 13%	74 22%klp	179 15%	134 14%	36 20%	14 14%	10 24%	313 14%	24 17%	91 11%	281 17%y
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	438 18%	156 15%	193 23%ac	214 14%	251 19%ac	156 15%	13 24%	63 23%e	193 23%	8 13%	92 28%i	180 19%m	156 16%	35 12%	44 18%	22 26%m	337 18%	66 20%m	231 19%	151 16%	29 16%	14 14%	14 31%	381 18%	28 19%	77 9%	361 22%y
Proof and details of delivery receipt sent to the sender	124 5%	46 4%	60 7%ac	58 4%	72 6%	46 4%	4 7%	22 8%e	60 7%	3 5%	23 7%	47 5%	35 4%	27 9%klp	12 4%	4 4%	82 4%	15 5%	61 5%	39 4%	9 5%	9 9%	6 14%	101 5%	15 10%rsw	34 4%	90 5%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Low cost	71 3%	10 6%	60 3%	-	29 4%	40 2%	2 2%	58 2%	13 19%gk	-	-	71 3%	-
Free delivery	105 4%	6 3%	99 4%	* 2%	43 6%	60 4%	1 1%	96 4%	7 10%	-	-	104 4%	1 20%
Inclusion of insurance	394 16%	21 12%	373 16%	1 3%	110 15%	266 16%	19 17%	375 16%	16 22%	2 13%	* 10%	393 16%	1 20%
Guarantee that the parcel will arrive on time	98 4%	5 3%	93 4%	* 2%	29 4%	67 4%	2 2%	87 4%	11 15%gk	* 3%	* 1%	98 4%	-
Ability to see where my delivery is at any point in time	146 6%	12 7%	131 6%	2 9%	45 6%	95 6%	6 5%	132 5%	11 15%gk	3 18%	-	146 6%	-
Ability to choose an express or next day service	325 13%	19 11%	305 13%	* 2%	94 13%	218 13%	13 12%	309 13%	11 16%	2 16%	-	323 13%	1 20%
Ability to select a specific date/time for delivery	236 9%	10 5%	224 10%	2 10%	77 10%	151 9%	8 7%	221 9%	14 20%gk	* 3%	-	236 9%	-
Fast delivery	147 6%	8 4%	140 6%	-	42 6%	100 6%	6 5%	141 6%	5 7%	* 3%	-	147 6%	-
Convenient options for me to accept the delivery	96 4%	5 3%	90 4%	* 2%	27 4%	63 4%	5 5%	87 4%	7 10%gk	2 13%	-	96 4%	-
Ability to select an evening/weekend delivery	441 18%	29 16%	412 18%	-	140 19%	289 18%	12 11%	428 18%	12 17%	1 9%	-	441 18%	-
Proof of postage/ dispatch	88 4%	5 3%	83 4%	-	33 4%	53 3%	2 2%	74 3%	11 16%gk	2 16%	-	88 4%	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	132 5%	14 8%	116 5%	2 11%	41 5%	86 5%	4 4%	119 5%	11 16%gk	2 10%	-	132 5%	-
Option to reschedule if I am unable to take the delivery	124 5%	8 4%	117 5%	-	54 7%e	67 4%	4 3%	112 5%	12 17%gk	* 3%	-	124 5%	-
Ability to provide a specific time slot or SMS notification of delivery time	253 10%	13 7%	238 10%	1 7%	68 9%	170 10%	15 14%	235 10%	14 19%g	4 27%	-	253 10%	-
Proof and details of delivery receipt sent to me if someone else receives it	129 5%	9 5%	120 5%	-	37 5%	90 5%	3 3%	120 5%	7 10%	3 17%	-	129 5%	-
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	373 15%	16 9%	355 15%	2 10%	116 15%	245 15%	12 11%	357 15%	16 23%	* 1%	-	373 15%	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	438 18%	31 17%	407 18%	1 3%	147 20%f	281 17%	10 9%	428 18%	9 13%	-	-	438 18%	-
Proof and details of delivery receipt sent to the sender	124 5%	8 5%	116 5%	* 1%	42 6%	78 5%	4 4%	118 5%	3 5%	1 4%	-	122 5%	2 26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base	2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base	1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Low cost	71 3%	24 4%	13 2%	17 3%	18 3%	11 5%h	4 2%	9 5%	1 1%	7 3%	4 2%	4 2%	4 2%	8 4%	6 3%	3 1%	9 5%
Free delivery	105 4%	27 4%	31 5%	24 4%	23 4%	7 3%	10 4%	10 5%	7 4%	12 6%	12 5%	5 3%	14 7%	5 3%	6 3%	8 4%	9 5%
Inclusion of insurance	394 16%	92 15%	96 15%	99 17%	107 17%	38 17%	24 11%	30 16%	33 15%	32 15%	31 14%	30 17%	38 18%	31 16%	31 14%	38 17%	39 19%
Guarantee that the parcel will arrive on time	98 4%	16 3%	33 5%	31 5%	19 3%	6 3%	8 4%	2 1%	7 3%	20 9%efghjno	6 3%	7 4%	16 8%gn	8 4%	5 2%	7 3%	7 4%
Ability to see where my delivery is at any point in time	146 6%	37 6%	43 7%	34 6%	32 5%	14 6%	6 3%	17 9%f	8 4%	14 7%	21 10%fo	9 5%	12 6%	13 7%	16 7%	7 3%	9 4%
Ability to choose an express or next day service	325 13%	79 13%	84 13%	98 17%d	62 10%	22 10%	38 17%no	20 10%	27 13%	33 16%no	25 11%	25 14%	43 21%egjno	31 16%no	16 7%	15 7%	31 16%no
Ability to select a specific date/time for delivery	236 9%	62 10%	69 11%d	62 11%	43 7%	28 13%ho	20 9%	14 7%	12 6%	32 16%gho	26 11%o	24 14%ho	20 10%o	17 8%	18 8%	8 4%	17 8%
Fast delivery	147 6%	43 7%d	34 5%	48 8%d	23 4%	17 8%	17 8%	9 5%	10 5%	10 5%	14 6%	8 4%	22 11%no	18 9%o	9 4%	6 3%	9 4%
Convenient options for me to accept the delivery	96 4%	35 6%d	29 4%	17 3%	16 2%	10 4%	13 6%no	13 6%no	4 2%	15 7%hno	9 4%	7 4%	5 2%	5 2%	2 1%	2 1%	11 6%no
Ability to select an evening/weekend delivery	441 18%	116 18%	122 19%d	118 20%d	86 13%	41 19%	38 17%	37 19%	46 22%o	41 20%	35 15%	41 23%no	37 18%	40 20%	29 13%	25 11%	32 16%
Proof of postage/dispatch	88 4%	28 4%	31 5%	15 3%	14 2%	9 4%	12 6%	7 4%	9 4%	16 8%kln	7 3%	3 1%	4 2%	8 4%	4 2%	6 3%	5 2%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	132 5%	37 6%	31 5%	39 7%	25 4%	16 7%fp	4 2%	17 8%fp	8 4%	12 6%	10 5%	10 6%	17 8%fp	12 6%	11 5%	10 5%	4 2%
Option to reschedule if I am unable to take the delivery	124 5%	29 5%	37 6%	30 5%	27 4%	11 5%	12 6%	5 3%	8 4%	14 7%	16 7%	12 7%	8 4%	11 5%	7 3%	11 5%	10 5%
Ability to provide a specific time slot or SMS notification of delivery time	253 10%	73 12%	57 9%	76 13%d	48 7%	23 10%	26 12%	24 13%	15 7%	22 11%	20 9%	26 15%p	28 14%	21 11%	16 7%	19 9%	13 6%
Proof and details of delivery receipt sent to me if someone else receives it	129 5%	37 6%	36 6%	29 5%	28 4%	8 4%	14 7%	14 7%	8 4%	15 7%	14 6%	11 6%	12 6%	6 3%	11 5%	8 3%	9 4%
Offers insurance against loss or damage	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Parcel provider operates in an environmentally responsible way	373 15%	94 15%	106 16%	86 15%	87 14%	31 14%	33 15%	30 15%	31 14%	38 19%	37 16%	34 19%	26 13%	26 13%	26 12%	27 12%	34 17%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	438 18%	119 19%	119 18%	104 18%	95 15%	38 17%	50 23%mo	32 16%	50 23%mo	37 18%	33 14%	39 22%	39 19%	26 13%	33 15%	28 13%	34 17%
Proof and details of delivery receipt sent to the sender	124 5%	40 6%	33 5%	29 5%	22 3%	13 6%	16 7%mp	11 6%	10 5%	13 6%p	10 4%	10 6%	14 7%p	4 2%	13 6%	6 3%	3 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2494	337	2157	533	1961	1138	1349	432	388	523	322	434	241	154	820	845	829	395	2195	283
Weighted Base	2502	429	2073	565	1936	1199	1293	457	429	513	314	413	223	152*	887	827	788	375	2074	407
Effective Base	1534	269	1265	331	1203	706	824	289	249	316	186	264	137	96	536	502	496	233	1300	227
Low cost	4.23	4.20	4.24	4.19	4.24	4.19	4.27e	4.20	4.18	4.28hm	4.26m	4.31ghlm	4.22	4.14	4.19	4.26nq	4.25n	4.19	4.23	4.22
Free delivery	4.15	4.16	4.14	4.08	4.17c	4.09	4.20e	4.07	4.21gj	4.16g	4.09	4.17g	4.17	4.17	4.14	4.13	4.17	4.17	4.14	4.18
Inclusion of insurance	3.54	3.82b	3.48	3.80d	3.46	3.60f	3.49	3.65klm	3.71klm	3.58l	3.46l	3.46l	3.23	3.34	3.68opq	3.54pq	3.38	3.28	3.52	3.66
Guarantee that the parcel will arrive on time	4.24	4.48b	4.19	4.18	4.26	4.20	4.27	4.24	4.27	4.30l	4.25	4.21	4.11	4.17	4.26	4.28pq	4.17	4.14	4.24	4.24
Ability to see where my delivery is at any point in time	4.10	4.27b	4.06	4.08	4.10	4.06	4.13	4.21klm	4.12lm	4.21klm	4.09lm	4.06lm	3.84	3.78	4.16pq	4.16pq	3.94	3.82	4.09	4.10
Ability to choose an express or next day service	3.82	4.18b	3.75	3.89	3.80	3.83	3.81	4.01klm	3.98klm	4.00klm	3.78lm	3.66lm	3.37	3.37	3.99pq	3.92pq	3.52	3.37	3.78	4.04r
Ability to select a specific date/time for delivery	3.93	4.20b	3.87	3.92	3.93	3.90	3.95	3.99lm	4.04lm	4.08klm	3.98lm	3.86lm	3.56	3.50	4.02pq	4.04pq	3.71q	3.54	3.91	4.00
Fast delivery	4.07	4.32b	4.02	4.18d	4.04	4.01	4.12e	4.26klm	4.20klm	4.18klm	4.09klm	3.84	3.80	3.77	4.23pq	4.15pq	3.82	3.79	4.06	4.18r
Convenient options for me to accept the delivery	4.16	4.33b	4.12	4.17	4.15	4.11	4.20e	4.20lm	4.20lm	4.22lm	4.18lm	4.20lm	3.91	3.91	4.20pq	4.20pq	4.06q	3.91	4.15	4.17
Ability to select an evening/weekend delivery	3.61	3.89b	3.55	3.78d	3.56	3.63	3.58	3.81klm	3.97klm	3.81klm	3.54lm	3.39lm	3.06	2.82	3.89opq	3.71pq	3.19q	2.96	3.55	3.92r
Proof of postage/dispatch	4.20	4.36b	4.17	4.22	4.20	4.14	4.26e	4.27	4.19	4.22	4.16	4.19	4.14	4.17	4.23	4.20	4.17	4.16	4.20	4.22
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.14	4.38b	4.09	4.17	4.14	4.07	4.21e	4.21k	4.22kl	4.16	4.17	4.05	4.05	4.05	4.21pq	4.16p	4.05	4.05	4.16	4.10
Option to reschedule if I am unable to take the delivery	4.14	4.39b	4.09	4.08	4.16	4.09	4.19e	4.14m	4.14m	4.23lm	4.19m	4.17m	4.01	3.86	4.14q	4.22pq	4.06	3.95	4.13	4.16
Ability to provide a specific time slot or SMS notification of delivery time	3.91	4.18b	3.85	3.95	3.90	3.86	3.96	4.08jklm	4.01lm	4.08jklm	3.82lm	3.85lm	3.54	3.43	4.05pq	3.96pq	3.68q	3.50	3.88	4.06r
Proof and details of delivery receipt sent to me	4.12	4.33b	4.08	4.14	4.11	4.06	4.18e	4.19j	4.16	4.14	4.02	4.13	4.03	4.02	4.18q	4.09	4.08	4.03	4.11	4.16
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.59	3.84b	3.54	3.68	3.56	3.53	3.64	3.71klm	3.74klm	3.57	3.61	3.46	3.38	3.45	3.73opq	3.59q	3.44	3.41	3.56	3.77r
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.65	3.83b	3.62	3.79d	3.61	3.62	3.69	3.95ijklm	3.89jklm	3.75klm	3.55lm	3.44m	3.28	3.09	3.92opq	3.68pq	3.33	3.20	3.60	3.93r
Proof and details of delivery receipt sent to the sender	4.09	4.34b	4.04	4.11	4.09	4.03	4.14e	4.16lm	4.19lm	4.08l	4.16lm	4.08l	3.83	3.91	4.17pq	4.11pq	3.98	3.86	4.07	4.20r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2494	721	770	483	520	1491	1003	1557	913	177	251	616	682	549	1549	183	2171	569	1824	101
Weighted Base	2502	600	798	571	533	1398	1104	1676	793	161	255	658	638	565	1551	168	2193	530	1866	106*
Effective Base	1534	363	482	340	352	844	690	958	577	111	158	398	409	320	964	116	1330	341	1124	69*
Low cost	4.23	4.16	4.25a	4.25a	4.27a	4.21	4.26e	4.24	4.21	4.27	4.21	4.23	4.20	4.26	4.22	4.27	4.23	4.22	4.24	4.15
Free delivery	4.15	4.11	4.16c	4.08	4.23ac	4.14	4.16	4.14	4.16	4.20	4.18l	4.14	4.08	4.17l	4.12	4.20	4.14	4.14	4.14	4.22
Inclusion of insurance	3.54	3.63b	3.41	3.58b	3.58b	3.50	3.58	3.60h	3.42	3.56	3.62	3.50	3.53	3.47	3.53	3.54	3.52	3.70r	3.48	3.74r
Guarantee that the parcel will arrive on time	4.24	4.27	4.23	4.22	4.24	4.25	4.23	4.27h	4.17	4.23	4.14	4.23	4.18	4.29	4.20	4.22	4.23	4.25	4.23	4.36
Ability to see where my delivery is at any point in time	4.10	4.09	4.05	4.07	4.20b	4.07	4.13	4.14h	4.02	4.14	4.08	4.09	4.06	4.14	4.08	4.10	4.09	4.16	4.08	4.12
Ability to choose an express or next day service	3.82	3.92b	3.73	3.84	3.81	3.81	3.83	3.92h	3.62	3.70	3.75	3.76	3.78	3.95jjkln	3.77	3.73	3.82	3.92r	3.78	3.97
Ability to select a specific date/time for delivery	3.93	3.95	3.90	3.89	3.98	3.92	3.93	4.03h	3.73	3.99	3.89	3.87	3.90	3.95	3.89	4.00	3.91	3.98	3.90	4.16r
Fast delivery	4.07	4.10	4.04	4.07	4.10	4.07	4.08	4.14h	3.95	4.08	4.04	4.07	3.98	4.12l	4.03	4.09	4.06	4.14	4.04	4.29r
Convenient options for me to accept the delivery	4.16	4.16	4.14	4.14	4.19	4.15	4.16	4.20h	4.07	4.07	4.23	4.10	4.15	4.22	4.14	4.08	4.16	4.21	4.14	4.16
Ability to select an evening/weekend delivery	3.61	3.67	3.54	3.57	3.69	3.59	3.63	3.80h	3.19	3.65	3.60	3.51	3.62	3.61	3.57	3.68	3.59	3.79r	3.54	3.95r
Proof of postage/ dispatch	4.20	4.18	4.16	4.21	4.27b	4.17	4.24	4.19	4.22	4.20	4.24	4.19	4.18	4.19	4.19	4.21	4.20	4.23	4.19	4.32
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.14	4.20	4.12	4.13	4.14	4.15	4.14	4.19h	4.04	4.13	4.16	4.04	4.13	4.25kn	4.10	4.14	4.14	4.19	4.13	4.26
Option to reschedule if I am unable to take the delivery	4.14	4.16	4.11	4.08	4.22c	4.13	4.15	4.19h	4.03	4.17	4.07	4.08	4.11	4.21kn	4.09	4.17	4.13	4.10	4.14	4.30
Ability to provide a specific time slot or SMS notification of delivery time	3.91	3.98b	3.80	3.91	3.99b	3.88	3.95	3.99h	3.74	3.94	3.87	3.82	3.91	3.95	3.87	3.95	3.90	4.00r	3.87	4.11
Proof and details of delivery receipt sent to me	4.12	4.07	4.12	4.11	4.18	4.10	4.15	4.15	4.06	4.06	4.09	4.19l	4.06	4.09	4.12	4.08	4.12	4.11	4.12	4.23
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.59	3.63	3.59	3.50	3.63	3.61	3.56	3.67h	3.40	3.63	3.71	3.60	3.56	3.55	3.60	3.62	3.59	3.66	3.56	3.82r
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.65	3.73	3.63	3.58	3.68	3.67	3.63	3.76h	3.43	3.60	3.67	3.54	3.67	3.76kn	3.61	3.62	3.65	3.78r	3.62	3.78
Proof and details of delivery receipt sent to the sender	4.09	4.11	4.05	4.06	4.16	4.08	4.11	4.15h	3.96	3.99	4.08	4.09	4.07	4.08	4.08	3.98	4.09	4.14	4.07	4.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2494	1670	824	360	1323	475	424	272	136	166	146	155	134	138	152	158	138	63	412
Weighted Base	2502	2133	368	64*	2102	214	127	59	98	301	206	192	194	216	330	364	200	23**	191
Effective Base	1534	1324	211	83	1166	224	234	184	128	159	139	147	129	128	146	150	131	23	201
Low cost	4.23	4.23	4.26c	4.04	4.25e	4.09	4.19	4.22	4.16	4.23r	4.21	4.38hijmnpr	4.27r	4.23r	4.16	4.36hijmnpr	4.20	4.00	4.10
Free delivery	4.15	4.13	4.27a	4.10	4.15	4.10	4.07	4.22	4.12	4.20	4.09	4.28jlnopr	4.12	4.20	4.14	4.13	4.09	4.07	4.10
Inclusion of insurance	3.54	3.54c	3.55c	3.10	3.55	3.54	3.45	3.46	3.46	3.64	3.55	3.50	3.49	3.56	3.44	3.68np	3.44	3.41	3.55
Guarantee that the parcel will arrive on time	4.24	4.24	4.21	4.10	4.24	4.21	4.25	4.31	4.24	4.21	4.39klmpr	4.19	4.12	4.19	4.30	4.32lp	4.11	4.10	4.22
Ability to see where my delivery is at any point in time	4.10	4.09c	4.11c	3.87	4.10	4.09	4.02	4.16	4.18k	4.04	4.26iklp	3.97	4.00	4.14	4.12	4.18k	3.97	4.06	4.10
Ability to choose an express or next day service	3.82	3.84bc	3.69	3.57	3.82	3.77	3.95	3.81	3.78	3.86	3.93	3.80	3.79	3.73	3.88	3.80	3.73	3.40	3.82
Ability to select a specific date/time for delivery	3.93	3.94c	3.84	3.66	3.94g	3.88	3.95g	3.72	3.90	3.81	4.09ik	3.86	3.94	3.86	4.04i	3.97	3.89	3.54	3.92
Fast delivery	4.07	4.07	4.10	4.01	4.07	4.05	4.13	4.09	4.02	4.21mp	4.23hmp	4.05	4.05	4.02	4.05	4.04	3.91	3.79	4.08
Convenient options for me to accept the delivery	4.16	4.16c	4.12	3.93	4.16	4.15	4.13	4.12	4.24	4.07	4.26p	4.12	4.20	4.14	4.16	4.20	4.08	4.27	4.14
Ability to select an evening/weekend delivery	3.61	3.65bc	3.33	3.08	3.62	3.51	3.53	3.51	3.64	3.67	3.73km	3.45	3.65	3.42	3.80kmpr	3.62	3.52	3.28	3.54
Proof of postage/ dispatch	4.20	4.20c	4.19c	3.94	4.22	4.11	4.12	4.17	4.22	4.20	4.27r	4.19	4.16	4.08	4.30mr	4.23	4.26	4.14	4.11
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.14	4.14	4.18	4.12	4.15	4.11	4.11	4.06	4.22	4.14	4.24	4.23	4.19	4.24	4.11	4.07	4.04	4.26	4.10
Option to reschedule if I am unable to take the delivery	4.14	4.15	4.07	3.98	4.15	4.13	4.08	4.05	4.23	4.12	4.23	4.14	4.05	4.09	4.25	4.15	4.07	4.01	4.15
Ability to provide a specific time slot or SMS notification of delivery time	3.91	3.93bc	3.77	3.60	3.93f	3.82	3.76	3.90	3.99	3.87	4.12iklp	3.81	3.86	3.90	4.06kpr	3.94	3.75	3.91	3.81
Proof and details of delivery receipt sent to me	4.12	4.13c	4.08	3.89	4.13	4.04	4.06	4.15	4.17	4.14	4.18	4.14	4.11	4.07	4.21r	4.07	4.11	4.09	4.03
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.59	3.59	3.61	3.55	3.60	3.54	3.59	3.44	3.53	3.62p	3.49	3.67p	3.62	3.55	3.71p	3.68p	3.34	3.56	3.54
Option to deliver items to a location other than to a home (e.g. a local shop, or a locker)	3.65	3.68c	3.52	3.28	3.67f	3.59	3.47	3.65	3.80p	3.77p	3.63	3.58	3.55	3.75p	3.79p	3.68	3.41	2.98	3.66
Proof and details of delivery receipt sent to the sender	4.09	4.10c	4.03	3.89	4.11f	4.01	3.87	4.01	4.02	4.11	4.24hmpr	4.12	4.07	4.02	4.23mr	4.08	4.04	4.21	3.99

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2494	1031	856	1484	1309	1031	61	322	856	62	371	923	946	289	234	98	1869	332	1226	957	171	93	42	2183	135	795	1699
Weighted Base	2502	1055	848	1502	1295	1055	53*	278	848	65*	335	928	951	285	247	87*	1879	334	1236	937	177	101*	43**	2173	144*	857	1645
Effective Base	1534	643	523	913	792	643	36	208	523	42	231	551	594	180	147	61	1145	207	747	590	107	59	26	1337	85	506	1029
Low cost	4.23	4.20	4.33acd	4.18	4.26ac	4.20g	4.26	4.07	4.33	4.39	4.33	4.35lmop	4.15m	4.01	4.39lmop	4.08	4.25lmo	4.31lmo	4.32stuwx	4.18t	3.93	4.07	4.14	4.26stux	4.09	4.24	4.23
Free delivery	4.15	4.11	4.20ac	4.10	4.16c	4.11f	3.90	4.07	4.20	4.44h	4.27	4.23lmo	4.14m	3.87	4.19m	4.06	4.19m	4.15m	4.23stuvwx	4.12tux	3.87	3.94	3.94	4.18stuvx	3.94	4.18	4.13
Inclusion of insurance	3.54	3.69bd	3.31	3.67bd	3.42	3.68g	3.78	3.51	3.31	3.41	3.28	3.59	3.52	3.49	3.53	3.37	3.55	3.49	3.60tx	3.55tx	3.29	3.32	3.19	3.57tx	3.29	3.79z	3.41
Guarantee that the parcel will arrive on time	4.24	4.35bd	4.12	4.30bd	4.14	4.35g	4.18	4.19	4.12	4.26	4.14	4.35lmp	4.19m	4.01	4.21m	4.41lm	4.27lm	4.26m	4.34stx	4.20t	3.82	4.17t	4.09	4.28st	4.14t	4.21	4.25
Ability to see where my delivery is at any point in time	4.10	4.21bd	3.96	4.16bd	3.99	4.21	4.09	4.12	3.96	4.12	3.94	4.15m	4.10m	3.85	4.15m	4.01	4.13m	4.11m	4.16tux	4.08tu	3.80	3.87	4.01	4.13tux	3.91	4.14	4.07
Ability to choose an express or next day service	3.82	4.07bd	3.48	4.00bd	3.61b	4.07g	3.89	3.84	3.48	3.64	3.36	3.86m	3.82	3.68	3.79	3.87	3.84m	3.81	3.88tux	3.84tux	3.54	3.48	3.38	3.87tux	3.45	3.93z	3.76
Ability to select a specific date/time for delivery	3.93	4.09bd	3.72	4.04bd	3.79	4.09g	3.98	3.88	3.72	3.90	3.58	3.98m	3.92	3.78	3.92	3.90	3.95m	3.92	3.99tx	3.93tx	3.59	3.78	3.52	3.97tx	3.71	4.03z	3.87
Fast delivery	4.07	4.20bd	3.90	4.17bd	3.97	4.20g	4.12	4.05	3.90	4.07	3.81	4.09m	4.09m	3.93	4.05	4.26m	4.09m	4.10	4.13tux	4.08tux	3.83	3.83	3.91	4.11tux	3.85	4.13	4.04
Convenient options for me to accept the delivery	4.16	4.25bd	4.07	4.21bd	4.09	4.25g	4.27	4.11	4.07	4.05	4.07	4.26lmp	4.09	3.98	4.20m	4.19	4.17m	4.20m	4.24stux	4.12tx	3.90	4.02	3.75	4.19tx	3.94	4.16	4.15
Ability to select an evening/weekend delivery	3.61	3.85bd	3.28	3.78bd	3.40	3.85g	3.68	3.41	3.28j	3.60j	3.00	3.61	3.63	3.62	3.54	3.39	3.62	3.50	3.61t	3.69tx	3.33	3.47	3.24	3.64t	3.40	3.91z	3.45
Proof of postage/dispatch	4.20	4.26d	4.17	4.22	4.16	4.26	4.20	4.23	4.17	4.39	4.27	4.31lmoq	4.17m	3.95	4.22m	4.07	4.24m	4.18m	4.32stwx	4.15t	3.83	4.15t	3.65	4.24stx	4.00	4.18	4.21
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.14	4.15	4.11	4.15	4.13	4.15g	4.07	3.96	4.11	4.23	4.08	4.30lmnopq	4.11m	3.88	4.02	4.06	4.20lmnq	4.03	4.24stux	4.13tux	3.80	3.82	4.01	4.19tux	3.88	4.16	4.14
Option to reschedule if I am unable to take the delivery	4.14	4.23bd	4.04	4.20bd	4.07	4.23g	4.09	4.05	4.04	4.26	3.99	4.25lmq	4.11m	3.91	4.10m	4.14	4.18m	4.11m	4.26stuwx	4.08tx	3.85	3.88	3.80	4.18stux	3.85	4.08	4.17
Ability to provide a specific time slot or SMS notification of delivery time	3.91	4.09bd	3.68	4.03bd	3.75	4.09g	4.04	3.89	3.68	3.79	3.61	3.91	3.95m	3.77	3.89	3.96	3.93m	3.90	3.93	3.94t	3.73	3.92	3.52	3.93t	3.80	4.08z	3.82
Proof and details of delivery receipt sent to me	4.12	4.20bd	4.07	4.15d	4.05	4.20	4.10	4.12	4.07	4.21	4.10	4.19m	4.12m	3.90	4.15m	3.96	4.16m	4.10m	4.22stx	4.07t	3.83	4.03	3.76	4.15stx	3.95	4.13	4.12
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.59	3.71bd	3.43	3.69bd	3.51	3.71g	3.52	3.47	3.43	3.69	3.37	3.69mnoq	3.63noq	3.40	3.40	3.28	3.66mnoq	3.37	3.65t	3.57	3.37	3.46	3.26	3.62t	3.40	3.85z	3.45
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.65	3.77bd	3.43	3.77bd	3.55	3.77fg	3.26	3.51	3.43	3.80j	3.31	3.69	3.63	3.63	3.65	3.55	3.66	3.62	3.68t	3.67t	3.40	3.74	3.18	3.68t	3.58	3.89z	3.53
Proof and details of delivery receipt sent to the sender	4.09	4.20bd	3.94	4.17bd	4.00	4.20g	3.99	4.00	3.94	4.08	3.90	4.19lm	4.09m	3.78	4.06m	4.10m	4.14m	4.07m	4.19stux	4.06t	3.72	3.93	3.81	4.13tx	3.90	4.15z	4.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2494	174	2300	20	800	1586	108	2407	59	15	6	2481	7
Weighted Base	2502	180	2302	20**	749	1641	112*	2403	71*	16**	5**	2490	7**
Effective Base	1534	102	1420	12	474	989	72	1477	41	9	2	1527	4
Low cost	4.23	4.08	4.24a	4.05	4.23	4.23	4.27	4.25h	3.61	4.33	3.50	4.23h	4.20
Free delivery	4.15	4.10	4.15	4.25	4.13	4.15	4.15	4.16h	3.81	4.17	3.56	4.15h	3.86
Inclusion of insurance	3.54	3.71	3.52	3.95	3.56	3.52	3.65	3.54	3.59	3.71	2.86	3.54	3.41
Guarantee that the parcel will arrive on time	4.24	4.30	4.24	3.95	4.21	4.25	4.30	4.26h	3.75	3.95	3.47	4.24h	4.32
Ability to see where my delivery is at any point in time	4.10	4.05	4.10	3.94	4.10	4.09	4.24	4.11h	3.73	4.11	3.54	4.10h	4.26
Ability to choose an express or next day service	3.82	3.90	3.81	4.01	3.82	3.81	4.00	3.83	3.61	3.78	3.25	3.82	4.12
Ability to select a specific date/time for delivery	3.93	4.00	3.92	4.04	3.88	3.93	4.11	3.94h	3.61	3.88	3.56	3.93h	4.15
Fast delivery	4.07	4.06	4.07	4.20	4.06	4.07	4.23	4.08	3.85	4.12	3.23	4.07	4.26
Convenient options for me to accept the delivery	4.16	4.11	4.16	3.88	4.13	4.16	4.26	4.17h	3.80	3.48	3.52	4.16h	4.06
Ability to select an evening/weekend delivery	3.61	3.66	3.60	4.16	3.59	3.60	3.82	3.60	3.74	3.99	3.13	3.61	4.00
Proof of postage/ dispatch	4.20	4.18	4.20	4.46	4.22	4.19	4.27	4.22h	3.60	3.92	3.51	4.20h	4.32
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.14	4.09	4.15	3.94	4.11	4.15	4.22	4.16h	3.72	3.60	3.50	4.15h	4.00
Option to reschedule if I am unable to take the delivery	4.14	4.08	4.15	4.02	4.05	4.18d	4.14	4.16h	3.66	3.74	3.50	4.14h	4.20
Ability to provide a specific time slot or SMS notification of delivery time	3.91	4.01	3.90	3.99	3.92	3.90	3.95	3.92h	3.52	3.36	3.77	3.91h	4.26
Proof and details of delivery receipt sent to me	4.12	4.03	4.13	4.31	4.12	4.11	4.27	4.14h	3.74	3.46	3.51	4.12h	4.26
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.59	3.77	3.58	3.55	3.58	3.58	3.74	3.59	3.39	4.06	3.42	3.59	3.95
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.65	3.62	3.66	3.70	3.59	3.67	3.88	3.66	3.49	3.73	3.52	3.65	4.00
Proof and details of delivery receipt sent to the sender	4.09	4.10	4.09	3.95	4.08	4.09	4.17	4.10	3.96	4.11	3.51	4.09	3.43

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 142

QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2494	629	612	617	636	212	222	195	197	205	210	202	204	211	228	214	194
Weighted Base	2502	632	645	584	640	218	219	195	214	206	226	179	205	200	222	217	201
Effective Base	1534	393	394	371	376	136	135	122	126	129	139	123	128	122	137	124	116
Low cost	4.23	4.20	4.24	4.22	4.27a	4.18	4.18	4.24	4.29k	4.20	4.28k	4.13	4.23	4.28k	4.22	4.31efk	4.27k
Free delivery	4.15	4.13	4.12	4.16	4.18	4.16	4.07	4.18i	4.15	4.04	4.16	4.19i	4.14	4.15	4.21fip	4.25fip	4.07
Inclusion of insurance	3.54	3.58c	3.54	3.43	3.59c	3.60	3.61	3.53	3.51	3.58	3.52	3.48	3.41	3.63	3.62	3.52	
Guarantee that the parcel will arrive on time	4.24	4.24	4.23	4.17	4.31c	4.24	4.15	4.35fil	4.27i	4.03	4.36fil	4.22	4.13	4.17	4.32i	4.32i	4.30i
Ability to see where my delivery is at any point in time	4.10	4.11	4.09	4.05	4.12	4.11	4.10	4.12	4.15	4.10	4.03	4.03	4.04	4.08	4.04	4.16	4.17
Ability to choose an express or next day service	3.82	3.78	3.80	3.74	3.95abc	3.85	3.63	3.88	3.73	3.76	3.91f	3.80	3.66	3.77	3.99fhil	4.05fhiklm	3.80
Ability to select a specific date/time for delivery	3.93	3.85	3.92	3.86	4.07abc	3.83	3.79	3.93	4.01i	3.76	3.97	3.80	3.85	3.92	4.02i	4.17efgiklm	4.02i
Fast delivery	4.07	4.06	4.05	4.02	4.16c	4.14	3.93	4.11	4.06	4.06	4.04	4.13	3.94	4.00	4.14f	4.23fl	4.11
Convenient options for me to accept the delivery	4.16	4.09	4.14	4.17	4.23a	4.16	4.01	4.10	4.16	3.99	4.27fi	4.13	4.21fi	4.16	4.26fip	4.33fghikp	4.07
Ability to select an evening/weekend delivery	3.61	3.54	3.52	3.50	3.85abc	3.57	3.48	3.57	3.45	3.46	3.65	3.52	3.53	3.46	3.78fhim	3.91efghikm	3.86efghiklm
Proof of postage/ dispatch	4.20	4.18	4.16	4.18	4.28b	4.21	4.16	4.19	4.14	4.04	4.27i	4.22	4.22	4.11	4.20	4.34im	4.31im
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.14	4.13	4.14	4.09	4.22c	4.15	4.18	4.06	4.19	3.99	4.21i	4.11	4.02	4.13	4.27il	4.17	4.22i
Option to reschedule if I am unable to take the delivery	4.14	4.13	4.13	4.10	4.19	4.14	4.04	4.23ik	4.13	4.02	4.22	4.02	4.17	4.11	4.14	4.27flk	4.18
Ability to provide a specific time slot or SMS notification of delivery time	3.91	3.91	3.94c	3.76	4.01c	3.90	3.92	3.89	3.91	3.87	4.04kl	3.70	3.75	3.84	4.02kl	4.01kl	4.00kl
Proof and details of delivery receipt sent to me	4.12	4.10	4.11	4.08	4.19	4.17	4.04	4.09	4.10	4.06	4.18	4.04	4.07	4.11	4.17	4.23	4.16
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.59	3.56	3.58	3.55	3.66	3.64k	3.54	3.50	3.52	3.57	3.64k	3.32	3.69k	3.61k	3.67k	3.68k	3.64k
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.65	3.57	3.67	3.62	3.76a	3.53	3.45	3.73	3.58	3.65	3.76f	3.52	3.63	3.71	3.74f	3.79f	3.73
Proof and details of delivery receipt sent to the sender	4.09	4.06	4.07	4.03	4.19abc	4.18f	3.96	4.06	4.02	4.00	4.19f	4.02	4.06	4.00	4.06	4.28fghiklmn	4.25fhikm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 143

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	731 12%	65 5%	666 13%a	185 22%d	545 10%	363 12%	365 12%	140 17%iklm	140 16%iklm	128 11%k	107 13%kl	94 8%	67 9%	56 9%	279 16%opq	235 12%pq	217 9%	123 9%	628 12%	97 11%
Damaged mail	656 11%	76 6%	580 12%a	169 20%d	487 9%	332 11%	322 10%	134 16%hijklm	101 12%m	114 10%m	81 10%m	126 11%m	64 8%	36 6%	235 14%opq	195 10%q	226 9%	100 7%	574 11%	74 8%
Delayed mail	1792 29%	210 17%	1582 32%a	334 39%d	1458 27%	827 27%	959 31%e	286 35%ijklm	291 33%ijlm	304 27%	219 27%	330 29%	193 25%	170 27%	576 34%opq	523 27%	693 27%	363 26%	1530 29%	250 28%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 19%	133 11%	1059 21%a	209 24%d	983 19%	554 18%	636 20%	146 18%	144 16%	192 17%	156 19%	249 22%hi	149 20%	156 25%ghi	290 17%	348 18%	554 22%no	305 22%no	1056 20%s	126 14%
Mail that has been tampered with	243 4%	35 3%	208 4%	76 9%d	168 3%	127 4%	116 4%	42 5%klm	36 4%	65 6%klm	39 5%l	30 3%	17 2%	14 2%	77 5%pq	104 5%pq	62 2%	31 2%	201 4%	39 4%
Unable to get to the door in time to receive a letter or card	560 9%	75 6%	486 10%a	122 14%d	438 8%	269 9%	290 9%	119 14%ijklm	96 11%klm	109 10%lm	77 9%lm	81 7%	43 6%	36 6%	215 13%opq	186 10%pq	159 6%	78 6%	462 9%	95 11%
Any other problem (please specify)	88 1%	9 1%	79 2%	8 1%	79 1%	49 2%	38 1%	5 1%	2 *	19 2%h	7 1%	37 3%ghij	6 1%	11 2%h	7 *	26 1%n	54 2%n	17 1%	80 2%	8 1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3184 52%	869 71%b	2315 47%	281 33%	2903 55%c	1612 54%f	1566 50%	350 43%	393 45%	599 53%gh	427 52%gh	613 54%gh	444 58%ghj	357 57%gh	744 44%	1026 53%n	1414 56%n	801 58%no	2679 51%	473 52%
NET Any problems experienced	2985 48%	364 29%	2622 53%a	580 67%d	2405 45%	1401 46%	1576 50%e	473 57%ijklm	479 55%ijklm	523 47%	395 48%l	529 46%	316 42%	270 43%	952 56%opq	918 47%q	1115 44%	586 42%	2533 49%	431 48%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 143

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	731 12%	164 14%d	225 12%	170 12%	172 10%	389 13%	342 11%	492 13%h	231 10%	71 13%	106 15%	198 13%	190 12%	124 12%	495 13%	73 12%	625 12%	203 16%rs	500 11%	28 9%
Damaged mail	656 11%	164 14%bcd	206 11%d	151 11%d	134 8%	370 12%f	285 9%	433 12%h	210 9%	63 11%j	49 7%	193 12%j	160 10%	130 12%j	403 10%j	63 11%	549 11%	150 12%	476 10%	30 10%
Delayed mail	1792 29%	383 33%cd	598 31%d	393 28%	419 25%	981 32%f	811 26%	1096 30%	669 28%	146 26%	208 29%	487 31%	456 29%	339 32%	1150 30%	152 26%	1536 30%	409 32%	1306 29%	77 26%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 19%	258 22%cd	384 20%	254 18%	297 18%	642 21%f	550 18%	699 19%	480 20%	102 18%	130 18%	356 23%	310 20%	206 19%	796 21%	107 18%	1032 20%	274 21%	870 19%	48 16%
Mail that has been tampered with	243 4%	68 6%bd	63 3%	60 4%	53 3%	131 4%	112 4%	183 5%h	59 2%	19 3%	25 4%	74 5%	74 5%	34 3%	174 5%	19 3%	214 4%	64 5%	174 4%	5 2%
Unable to get to the door in time to receive a letter or card	560 9%	121 10%c	173 9%	98 7%	168 10%c	294 9%	266 9%	378 10%h	173 7%	69 12%jkn	53 7%	134 9%	139 9%	100 9%	327 9%	73 12%p	446 9%	145 11%r	385 8%	31 10%
Any other problem (please specify)	88 1%	17 1%	38 2%c	11 1%	22 1%	55 2%	33 1%	57 2%	30 1%	5 1%	9 1%	29 2%	17 1%	13 1%	54 1%	5 1%	73 1%	20 2%	64 1%	3 1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3184 52%	503 44%	994 51%a	738 53%a	947 56%ab	1497 48%	1685 55%e	1804 49%	1340 56%g	302 54%	374 52%	757 48%	781 50%	524 49%	1912 50%	316 54%	2616 51%	611 47%	2408 53%q	166 55%q
NET Any problems experienced	2985 48%	650 56%bcd	949 49%d	656 47%	730 44%	1599 52%f	1386 45%	1883 51%h	1054 44%	259 46%	344 48%	814 52%	772 50%	544 51%	1931 50%	271 46%	2556 49%	686 53%rs	2165 47%	135 45%

Question restructured in Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	731 12%	627 12%	103 12%	19 11%	631 12%g	54 10%	31 10%	15 9%	24 10%	92 14%	58 11%	56 13%	58 11%	66 11%	98 12%	115 14%	63 12%	5 7%	49 11%
Damaged mail	656 11%	553 10%	103 12%	22 13%	564 11%	46 9%	33 11%	14 8%	25 10%	60 9%	59 12%	47 11%	71 13%r	57 10%	77 9%	112 13%r	56 10%	9 14%	36 8%
Delayed mail	1792 29%	1551 29%	241 28%	49 28%	1547 30%fg	134 26%	74 25%	38 22%	55 22%	214 32%hk	148 29%h	107 24%	168 31%hk	185 32%hk	230 28%	282 33%hkr	157 30%h	15 22%	119 26%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 19%	1014 19%	178 21%	36 21%	1008 19%	98 19%	57 19%	30 17%	43 17%	141 21%n	97 19%	88 20%	99 18%	123 22%n	116 14%	186 22%n	114 22%n	16 23%	82 18%
Mail that has been tampered with	243 4%	211 4%	32 4%	8 4%	208 4%	15 3%	14 5%	6 4%	6 3%	27 4%	27 5%	16 4%	21 4%	19 3%	29 4%	44 5%	17 3%	2 2%	14 3%
Unable to get to the door in time to receive a letter or card	560 9%	512 10%bc	49 6%	6 4%	487 9%f	41 8%	18 6%	15 9%	31 12%jpq	72 11%j	30 6%	37 8%	60 11%j	49 9%	67 8%	99 12%jq	41 8%	2 3%	39 9%
Any other problem (please specify)	88 1%	79 1%	9 1%	2 1%	75 1%	8 2%	3 1%	2 1%	2 1%	6 1%	7 1%	3 1%	10 2%	5 1%	15 2%	22 3%	7 1%	1 1%	7 2%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3184 52%	2733 52%	451 52%	87 51%	2628 51%	289 56%d	166 56%d	102 60%d	146 58%ilop	342 51%	260 51%	233 52%	265 49%	293 51%	421 52%	400 47%	268 51%	36 52%	253 56%ilo
NET Any problems experienced	2985 48%	2572 48%	413 48%	85 49%	2557 49%efg	229 44%	130 44%	69 40%	104 42%	334 49%h	248 49%	216 48%	279 51%hr	281 49%	390 48%	444 53%hir	262 49%h	33 48%	197 44%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 143

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	**Stamp usage**				**1st class usage**			**2nd class usage**			**Reliance on postal service for sending/receiving letters and cards**							**Reliance on postal service for sending/receiving parcels**							**Affordability challenges**	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	731 12%	275 11%	282 12%	409 12%	416 13%	275 11%	20 10%	67 9%	282 12%	39 17%j	115 11%	251 12%	285 12%	101 13%	68 11%	22 9%	536 12%	90 11%	320 12%	255 11%	75 11%	59 17%sw	18 11%	574 12%	77 15%s	332 20%z	399 9%
Damaged mail	656 11%	255 11%	264 12%	353 10%	363 11%	255 11%	22 12%	81 10%	264 12%	23 10%	99 9%	234 11%	254 10%	82 10%	51 9%	27 11%	488 11%	78 9%	288 11%	225 10%	75 11%	36 10%	25 16%s	514 10%	61 12%	293 18%z	363 8%
Delayed mail	1792 29%	653 27%	744 33%ac	965 28%	1056 32%ac	653 27%	44 23%	192 25%	744 33%	69 30%	344 32%	618 30%m	714 29%m	192 24%	189 32%m	73 31%	1332 30%m	262 31%m	782 30%t	696 29%	169 25%	90 25%	44 27%	1477 30%t	134 26%	639 39%z	1153 25%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 19%	446 19%	506 22%ac	628 18%	687 21%c	446 19%	40 20%	154 20%	506 22%	42 18%	249 23%	477 23%lmnpq	420 17%	141 17%	108 18%	44 19%	897 20%l	153 18%	542 21%s	406 17%	144 21%	59 17%	38 24%	947 19%	97 19%	377 23%z	816 18%
Mail that has been tampered with	243 4%	121 5%bd	68 3%	165 5%bd	113 3%	121 5%	10 5%	27 3%	68 3%	4 2%	23 2%	90 4%	97 4%	36 4%	14 2%	7 3%	186 4%	21 3%	106 4%	102 4%	23 3%	7 2%	3 2%	209 4%	11 2%	132 8%z	111 2%
Unable to get to the door in time to receive a letter or card	560 9%	216 9%	211 9%	321 9%	316 10%	216 9%	25 13%g	59 8%	211 9%	24 11%	80 7%	188 9%	213 9%	79 10%	49 8%	32 13%	400 9%	81 10%	232 9%	226 10%	58 8%	30 9%	13 8%	458 9%	43 8%	250 15%z	310 7%
Any other problem (please specify)	88 1%	31 2%	42 2%	45 1%	56 2%	31 1%	3 2%	11 1%	42 2%	1 1%	14 1%	39 2%	29 1%	7 1%	12 2%	1 *	68 2%	13 2%	49 2%	25 1%	6 1%	6 2%	1 1%	74 2%	8 2%	15 1%	73 2%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3184 52%	1253 52%b	1082 48%	1803 52%b	1632 49%	1253 52%	99 51%	432 56%	1082 48%	116 51%	556 52%	1036 50%	1256 52%	436 54%	315 53%	125 52%	2292 51%	440 53%	1293 50%	1251 53%	349 51%	184 52%	84 53%	2544 52%	269 52%	544 33%	2639 58%y
NET Any problems experienced	2985 48%	1151 48%	1178 52%ac	1655 48%	1682 51%	1151 48%	94 49%	345 44%	1178 52%	110 49%	516 48%	1027 50%	1179 48%	375 46%	279 47%	113 48%	2206 49%	392 47%	1275 50%	1116 47%	332 49%	169 48%	76 47%	2392 48%	245 48%	1084 67%z	1901 42%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	731 12%	64 16%b	656 11%	10 24%b	275 16%e	412 10%	43 13%	685 12%	33 21%gjk	6 9%	3 4%	725 12%	3 7%
Damaged mail	656 11%	59 15%b	588 10%	9 22%b	232 14%e	375 9%	48 15%e	613 11%	27 17%j	8 12%	1 2%	648 11%j	6 18%
Delayed mail	1792 29%	108 27%	1669 29%	15 36%	595 35%ef	1108 27%	89 28%	1718 29%ij	49 30%ij	5 7%	10 14%	1771 29%ij	11 32%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 19%	88 22%	1094 19%	10 25%	447 26%ef	690 17%	55 17%	1136 19%	37 23%j	11 16%	5 6%	1183 20%j	4 13%
Mail that has been tampered with	243 4%	27 7%b	210 4%	6 15%b	88 5%e	137 3%	18 6%	224 4%	13 8%g	5 8%	*	241 4%	2 5%
Unable to get to the door in time to receive a letter or card	560 9%	54 13%b	502 9%	5 11%	222 13%e	295 7%	43 13%e	525 9%	25 16%gj	6 9%	1 2%	557 9%	2 6%
Any other problem (please specify)	88 1%	6 1%	82 1%	-	31 2%	52 1%	5 2%	87 1%	-	1 1%	-	88 1%	-
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3184 52%	190 47%	2977 52%	17 41%	687 40%	2339 56%df	158 49%d	3010 52%h	57 36%	40 58%h	57 76%ghk	3107 51%h	20 57%
NET Any problems experienced	2985 48%	211 53%	2750 48%	25 59%	1019 60%ef	1802 44%	164 51%e	2820 48%j	103 64%gjlk	29 42%	18 24%	2952 49%j	15 43%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	731 12%	228 15%bcd	165 11%	159 10%	179 12%	100 19%fghijklmnop	64 12%	64 13%	57 11%	51 10%	56 11%	42 8%	50 9%	67 13%	70 13%	53 10%	56 11%
Damaged mail	656 11%	181 12%b	136 9%	172 11%	167 11%	68 13%h	57 11%	55 11%	39 7%	48 9%	50 10%	48 10%	64 12%h	60 11%	65 12%h	56 11%	45 9%
Delayed mail	1792 29%	570 37%bcd	417 27%	389 25%	416 27%	235 44%fghijklmnop	164 32%jklo	171 34%hjklo	141 27%	158 31%jkl	118 23%	113 23%	125 24%	151 29%	150 28%	124 24%	143 29%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 19%	315 20%	301 20%	279 18%	298 19%	122 23%lo	100 19%o	92 19%	96 18%	104 20%o	101 20%o	90 18%	87 16%	101 19%o	120 23%lo	67 13%	111 22%o
Mail that has been tampered with	243 4%	69 4%	44 3%	63 4%	68 4%	29 5%hk	23 4%	17 3%	13 2%	14 3%	17 3%	10 2%	22 4%	31 6%hk	30 6%hk	19 4%	19 4%
Unable to get to the door in time to receive a letter or card	560 9%	135 9%	124 8%	141 9%	161 10%	61 12%fi	36 7%	38 8%	47 9%	35 7%	43 8%	48 10%	54 10%	39 7%	58 11%	42 8%	61 12%fglm
Any other problem (please specify)	88 1%	18 1%	29 2%	13 1%	27 2%	6 1%	6 1%	7 1%	6 1%	12 2%	11 2%	3 1%	7 1%	4 1%	6 1%	9 2%	12 2%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	3184 52%	692 45%	806 52%a	854 55%a	832 54%a	185 35%	261 50%e	246 49%e	285 54%e	264 52%e	256 50%e	270 55%e	303 57%e	281 53%e	278 52%e	297 58%efgj	257 52%e
NET Any problems experienced	2985 48%	851 55%bcd	735 48%	696 45%	703 46%	343 65%fghijklmnop	256 50%o	252 51%o	239 46%	245 48%	251 50%o	221 45%	229 43%	245 47%	254 48%	211 42%	238 48%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 144

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2873	262	2611	567	2306	1308	1559	443	430	523	376	516	343	242	873	899	1101	585	2567	288
Weighted Base	2985	364	2622	580	2405	1401	1576	473	479	523	395	529	316	270	952	918	1115	586	2533	431
Effective Base	1808	217	1591	343	1466	826	978	297	281	317	230	326	196	162	578	547	684	358	1561	238
Lost mail	731 24%	65 18%	666 25%a	185 32%d	545 23%	363 26%	365 23%	140 29%klm	140 29%kl	128 24%k	107 27%k	94 18%	67 21%	56 21%	279 29%pq	235 26%p	217 19%	123 21%	628 25%	97 22%
Damaged mail	656 22%	76 21%	580 22%	169 29%d	487 20%	332 24%	322 20%	134 28%hijlm	101 21%m	114 22%m	81 20%	126 24%m	64 20%	36 13%	235 25%q	195 21%	226 20%	100 17%	574 23%	74 17%
Delayed mail	1792 60%	210 58%	1582 60%	334 58%	1458 61%	827 59%	959 61%	286 60%	291 61%	304 58%	219 56%	330 62%	193 61%	170 63%	576 61%	523 57%	693 62%	363 62%	1530 60%	250 58%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 40%	133 37%	1059 40%	209 36%	983 41%	554 40%	636 40%	146 31%	144 30%	192 37%	156 40%gh	249 47%ghi	149 47%ghi	156 58%ghijkl	290 30%	348 38%n	554 50%no	305 52%no	1056 42%s	126 29%
Mail that has been tampered with	243 8%	35 10%	208 8%	76 13%d	168 7%	127 9%	116 7%	42 9%	36 7%	65 13%hklm	39 10%	30 6%	17 6%	14 5%	77 8%	104 11%pq	62 6%	31 5%	201 8%	39 9%
Unable to get to the door in time to receive a letter or card	560 19%	75 21%	486 19%	122 21%	438 18%	269 19%	290 18%	119 25%klm	96 20%	109 21%lm	77 19%	81 15%	43 13%	36 13%	215 23%pq	186 20%pq	159 14%	78 13%	462 18%	95 22%
Any other problem (please specify)	88 3%	9 2%	79 3%	8 1%	79 3%	49 4%	38 2%	5 1%	2 *	19 4%gh	7 2%	37 7%ghil	6 2%	11 4%gh	7 1%	26 3%n	54 5%n	17 3%n	80 3%	8 2%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2985 100%	364 100%	2622 100%	580 100%	2405 100%	1401 100%	1576 100%	473 100%	479 100%	523 100%	395 100%	529 100%	316 100%	270 100%	952 100%	918 100%	1115 100%	586 100%	2533 100%	431 100%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2873	771	861	547	694	1632	1241	1674	1156	265	335	736	765	533	1836	275	2443	704	2032	137
Weighted Base	2985	650	949	656	730	1599	1386	1883	1054	259	344	814	772	544	1931	271	2556	686	2165	135*
Effective Base	1808	396	558	388	468	954	855	1068	726	170	215	486	472	311	1172	178	1533	441	1282	88
Lost mail	731 24%	164 25%	225 24%	170 26%	172 24%	389 24%	342 25%	492 26%h	231 22%	71 27%	106 31%m	198 24%	190 25%	124 23%	495 26%	73 27%	625 24%	203 30%r	500 23%	28 21%
Damaged mail	656 22%	164 25%d	206 22%	151 23%	134 18%	370 23%	285 21%	433 23%	210 20%	63 24%j	49 14%	193 24%j	160 21%	130 24%j	403 21%j	63 23%	549 21%	150 22%	476 22%	30 22%
Delayed mail	1792 60%	383 59%	598 63%	393 60%	419 57%	981 61%	811 59%	1096 58%	669 63%g	146 56%	208 60%	487 60%	456 59%	339 62%	1150 60%	152 56%	1536 60%	409 60%	1306 60%	77 57%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 40%	258 40%	384 40%	254 39%	297 41%	642 40%	550 40%	699 37%	480 45%g	102 39%	130 38%	356 44%	310 40%	206 38%	796 41%	107 40%	1032 40%	274 40%	870 40%	48 36%
Mail that has been tampered with	243 8%	68 10%b	63 7%	60 9%	53 7%	131 8%	112 8%	183 10%h	59 6%	19 7%	25 7%	74 9%	74 10%	34 6%	174 9%	19 7%	214 8%	64 9%	174 8%	5 4%
Unable to get to the door in time to receive a letter or card	560 19%	121 19%	173 18%	98 15%	168 23%c	294 18%	266 19%	378 20%	173 16%	69 27%jklmn	53 16%	134 17%	139 18%	100 18%	327 17%	73 27%p	446 17%	145 21%	385 18%	31 23%
Any other problem (please specify)	88 3%	17 3%	38 4%	11 2%	22 3%	55 3%	33 2%	57 3%	30 3%	5 2%	9 3%	29 4%	17 2%	13 2%	54 3%	5 2%	73 3%	20 3%	64 3%	3 3%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2985 100%	650 100%	949 100%	656 100%	730 100%	1599 100%	1386 100%	1883 100%	1054 100%	259 100%	344 100%	814 100%	772 100%	544 100%	1931 100%	271 100%	2556 100%	686 100%	2165 100%	135 100%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2873	1964	909	413	1597	524	440	312	145	183	168	175	189	179	182	196	180	82	442
Weighted Base	2985	2572	413	85*	2557	229	130	69	104	334	248	216	279	281	390	444	262	33*	197
Effective Base	1808	1579	231	84	1414	254	232	210	138	175	157	167	177	166	176	186	168	31	224
Lost mail	731 24%	627 24%	103 25%	19 22%	631 25%	54 24%	31 24%	15 21%	24 23%	92 28%	58 23%	56 26%	58 21%	66 23%	98 25%	115 26%	63 24%	5 15%	49 25%
Damaged mail	656 22%	553 21%	103 25%	22 25%	564 22%	46 20%	33 25%	14 20%	25 24%	60 18%	59 24%	47 22%	71 26%	57 20%	77 20%	112 25%	56 21%	9 28%	36 18%
Delayed mail	1792 60%	1551 60%	241 58%	49 57%	1547 60%	134 58%	74 57%	38 56%	55 53%	214 64%:hk	148 60%	107 49%	168 60%:k	185 66%:hkc	230 59%	282 63%:k	157 60%	15 45%	119 60%:k
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 40%	1014 39%	178 43%	36 42%	1008 39%	98 43%	57 44%	30 43%	43 41%:n	141 42%:n	97 39%	88 41%:n	99 36%	123 44%:n	116 30%	186 42%:n	114 44%:n	16 48%:n	82 42%:n
Mail that has been tampered with	243 8%	211 8%	32 8%	8 9%	208 8%	15 7%	14 11%	6 9%	6 6%	27 8%	27 11%	16 8%	21 8%	19 7%	29 8%	44 10%	17 7%	1 4%	14 7%
Unable to get to the door in time to receive a letter or card	560 19%	512 20%:bc	49 12%	6 7%	487 19%	41 18%	18 14%	15 21%:f	31 30%:jkmnpqr	72 21%:j	30 12%	37 17%	60 21%:j	49 17%	67 17%	99 22%:jq	41 16%	2 6%	39 20%:j
Any other problem (please specify)	88 3%	79 3%	9 2%	2 3%	75 3%	8 3%	3 2%	2 2%	2 2%	6 2%	7 3%	3 1%	10 3%	5 2%	15 4%	22 5%	7 3%	1 3%	7 4%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2985 100%	2572 100%	413 100%	85 100%	2557 100%	229 100%	130 100%	69 100%	104 100%	334 100%	248 100%	216 100%	279 100%	281 100%	390 100%	444 100%	262 100%	33 100%	197 100%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Total	Stamp usage: 1st class all/most of the time (a)	Stamp usage: 2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class: Use 1st class all/most of the time (e)	1st class: HH income <£11.5 (f)	1st class: Not Working (g)	2nd class: Use 2nd class all/most of the time (h)	2nd class: HH income <£11.5 (i)	2nd class: Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2873	1125	1122	1615	1612	1125	99	397	1122	106	538	987	1148	368	257	105	2135	362	1267	1085	291	150	68	2352	218	998	1875
Weighted Base	2985	1151	1178	1655	1682	1151	94*	345	1178	110*	516	1027	1179	375	279	113*	2206	392	1275	1116	332	169	76*	2392	245	1084	1901
Effective Base	1808	703	713	1005	1015	703	65	248	713	70	342	603	729	242	163	68	1331	231	771	686	195	101	45	1457	147	649	1159
Lost mail	731 / 24%	275 / 24%	282 / 24%	409 / 25%	416 / 25%	275 / 24%	20 / 21%	67 / 19%	282 / 24%	39 / 35%hj	115 / 22%	251 / 24%	285 / 24%	101 / 27%	68 / 24%	22 / 20%	536 / 24%	90 / 23%	320 / 25%	255 / 23%	75 / 23%	59 / 35%rstw	18 / 24%	574 / 24%	77 / 31%s	332 / 31%z	399 / 21%
Damaged mail	656 / 22%	255 / 22%	264 / 22%	353 / 21%	363 / 22%	255 / 22%	22 / 24%	81 / 23%	264 / 22%	23 / 21%	99 / 19%	234 / 23%	254 / 22%	82 / 22%	51 / 18%	27 / 24%	488 / 22%	78 / 20%	288 / 23%	225 / 20%	75 / 23%	36 / 21%	25 / 33%s	514 / 21%	61 / 25%	293 / 27%z	363 / 19%
Delayed mail	1792 / 60%	653 / 57%	744 / 63%ac	965 / 58%	1056 / 63%ac	653 / 57%	44 / 47%	192 / 56%	744 / 63%	69 / 62%	344 / 67%	618 / 60%m	714 / 61%m	192 / 51%	189 / 68%m	73 / 64%	1332 / 60%m	262 / 67%m	782 / 61%t	696 / 62%t	169 / 51%	90 / 53%	44 / 58%	1477 / 62%t	134 / 55%	639 / 59%	1153 / 61%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 / 40%	446 / 39%	506 / 43%c	628 / 38%	687 / 41%	446 / 39%	40 / 42%	154 / 45%	506 / 43%	40 / 38%	249 / 48%	477 / 46%lmp	420 / 36%	141 / 38%	108 / 39%	44 / 39%	897 / 41%l	153 / 39%	542 / 42%s	406 / 36%	144 / 43%	59 / 35%	38 / 50%	947 / 40%	97 / 40%	377 / 35%	816 / 43%y
Mail that has been tampered with	243 / 8%	121 / 10%bd	68 / 6%	165 / 10%bd	113 / 7%	121 / 10%	10 / 10%	27 / 8%	68 / 6%	4 / 4%	23 / 4%	90 / 9%	97 / 8%	36 / 9%	14 / 5%	7 / 6%	186 / 8%	21 / 5%	106 / 8%	102 / 9%	23 / 7%	7 / 4%	3 / 4%	209 / 9%	11 / 4%	132 / 12%z	111 / 6%
Unable to get to the door in time to receive a letter or card	560 / 19%	216 / 19%	211 / 18%	321 / 19%	316 / 19%	216 / 19%	25 / 27%	59 / 17%	211 / 18%	24 / 22%	80 / 15%	188 / 18%	213 / 18%	79 / 21%	49 / 18%	32 / 28%lp	400 / 18%	81 / 21%	232 / 18%	226 / 20%	58 / 17%	30 / 18%	13 / 17%	458 / 19%	43 / 18%	250 / 23%z	310 / 16%
Any other problem (please specify)	88 / 3%	31 / 3%	42 / 4%	45 / 3%	56 / 3%	31 / 3%	3 / 3%	11 / 3%	42 / 4%	1 / 1%	14 / 3%	39 / 4%	29 / 2%	7 / 2%	12 / 4%	1 / 1%	68 / 3%	13 / 3%	49 / 4%	25 / 2%	6 / 2%	6 / 4%	1 / 1%	74 / 3%	8 / 3%	15 / 1%	73 / 4%y
I've experienced no problems in the last 12 months when sending or receiving letters or cards	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -
NET Any problems experienced	2985 / 100%	1151 / 100%	1178 / 100%	1655 / 100%	1682 / 100%	1151 / 100%	94 / 100%	345 / 100%	1178 / 100%	110 / 100%	516 / 100%	1027 / 100%	1179 / 100%	375 / 100%	279 / 100%	113 / 100%	2206 / 100%	392 / 100%	1275 / 100%	1116 / 100%	332 / 100%	169 / 100%	76 / 100%	2392 / 100%	245 / 100%	1084 / 100%	1901 / 100%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 144

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2873	219	2626	28	1037	1685	151	2724	95	24	16	2843	14
Weighted Base	2985	211	2750	25**	1019	1802	164	2820	103*	29**	18**	2952	15**
Effective Base	1808	129	1663	17	644	1065	100	1705	65	16	11	1787	10
Lost mail	731 24%	64 30%	656 24%	10 41%	275 27%	412 23%	43 26%	685 24%	33 32%	6 22%	3 17%	725 25%	3 17%
Damaged mail	656 22%	59 28%	588 21%	9 37%	232 23%	375 21%	48 29%e	613 22%	27 26%	8 28%	1 7%	648 22%	6 41%
Delayed mail	1792 60%	108 51%	1669 61%a	15 61%	595 58%	1108 62%	89 54%	1718 61%h	49 47%	5 16%	10 58%	1771 60%h	11 73%
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 40%	88 42%	1094 40%	10 42%	447 44%ef	690 38%	55 33%	1136 40%	37 36%	11 37%	5 26%	1183 40%	4 29%
Mail that has been tampered with	243 8%	27 13%b	210 8%	6 25%	88 9%	137 8%	18 11%	224 8%	13 12%	5 18%	* *	241 8%	2 11%
Unable to get to the door in time to receive a letter or card	560 19%	54 25%b	502 18%	5 19%	222 22%e	295 16%	43 26%e	525 19%	25 24%	6 21%	1 8%	557 19%	2 14%
Any other problem (please specify)	88 3%	6 3%	82 3%	-	31 3%	52 3%	5 3%	87 3%	-	1 2%	-	88 3%	-
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2985 100%	211 100%	2750 100%	25 100%	1019 100%	1802 100%	164 100%	2820 100%	103 100%	29 100%	18 100%	2952 100%	15 100%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2873	816	719	662	676	310	256	250	231	244	244	221	214	227	238	209	229
Weighted Base	2985	851	735	696	703	343	256	252	239	245	251	221	229	245	254	211	238
Effective Base	1808	524	459	410	416	208	160	156	144	156	160	138	129	144	152	125	140
Lost mail	731 24%	228 27%	165 22%	159 23%	179 25%	100 29%jk	64 25%	64 26%	57 24%	51 21%	56 22%	42 19%	50 22%	67 27%	70 28%	53 25%	56 24%
Damaged mail	656 22%	181 21%	136 19%	172 25%b	167 24%	68 20%	57 22%	55 22%	39 16%	48 20%	50 20%	48 22%	64 28%h	60 24%	65 26%h	56 27%h	45 19%
Delayed mail	1792 60%	570 67%bcd	417 57%	389 56%	416 59%	235 69%jkl	164 64%jk	171 68%jkl	141 59%j	158 65%jk	118 47%	113 51%	125 55%	151 61%j	150 59%j	124 59%j	143 60%j
Mis-delivered mail - you have received someone else's mail or they have received yours	1193 40%	315 37%	301 41%	279 40%	298 42%	122 36%	100 39%	92 37%	96 40%	104 42%	101 40%	90 41%	87 38%	101 41%	120 47%eg	67 32%	111 46%eg
Mail that has been tampered with	243 8%	69 8%	44 6%	63 9%	68 10%b	29 8%	23 9%	17 7%	13 5%	14 6%	17 7%	10 5%	22 10%	31 12%hik	30 12%k	19 9%	19 8%
Unable to get to the door in time to receive a letter or card	560 19%	135 16%	124 17%	141 20%	161 23%ab	61 18%	36 14%	38 15%	47 20%	35 14%	43 17%	48 22%	54 23%f	39 16%	58 25%f	42 20%	61 26%fglm
Any other problem (please specify)	88 3%	18 2%	29 4%	13 2%	27 4%	6 2%	6 2%	7 3%	6 2%	12 5%	11 4%	3 1%	7 3%	4 2%	6 3%	9 4%	12 5%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2985 100%	851 100%	735 100%	696 100%	703 100%	343 100%	256 100%	252 100%	239 100%	245 100%	251 100%	221 100%	229 100%	245 100%	254 100%	211 100%	238 100%

Question restructured in Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 146

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes - in person (e.g. to the postman/woman)	197 3%	18 1%	178 4%a	73 9%d	124 2%	105 3%	92 3%	36 4%kl	44 5%kl	34 3%	25 3%	22 2%	14 2%	22 4%	80 5%opq	58 3%	58 2%	36 3%	164 3%	32 4%
Yes - by telephone	297 5%	19 2%	278 6%a	123 14%d	174 3%	170 6%f	127 4%	76 9%ijklm	81 9%ijklm	58 5%klm	32 4%lm	34 3%lm	9 1%	7 1%	157 9%opq	90 5%p	50 2%	16 1%	214 4%	80 9%r
Yes - by email	441 7%	26 2%	415 8%a	153 18%d	288 5%	240 8%	201 6%	111 13%ijklm	103 12%ijklm	85 8%klm	56 7%klm	53 5%	19 2%	14 2%	214 13%opq	141 7%pq	86 3%	33 2%	348 7%	90 10%r
Yes - by letter	197 3%	2 *	195 4%a	93 11%d	104 2%	135 4%f	62 2%	50 6%jklm	56 6%jklm	48 4%klm	22 3%klm	14 1%	6 1%	2 *	106 6%opq	70 4%pq	21 1%	8 1%	129 2%	67 7%r
Yes - on an online web forum	213 3%	11 1%	202 4%a	94 11%d	118 2%	121 4%	91 3%	52 6%jklm	66 8%ijklm	45 4%jklm	15 2%	22 2%	8 1%	4 1%	119 7%opq	61 3%q	33 1%	11 1%	160 3%	50 6%r
Yes - via social media (Facebook, Twitter, etc)	124 2%	2 *	122 2%a	63 7%d	62 1%	71 2%	52 2%	45 5%ijklm	40 5%ijklm	23 2%klm	11 1%m	4 *	2 *	-	85 5%opq	34 2%pq	6 *	2 *	92 2%	32 4%r
Yes - by other means (please specify)	18 *	3 *	15 *	3 *	14 *	7 *	11 *	-	4 *	-	2 *	5 *	7 1%gi	*	4 *	2 *	12 *	7 1%	18 *	-
No - I haven't made a complaint to the Royal Mail	5107 83%	1165 94%b	3942 80%	478 56%	4629 87%c	2445 81%	2650 84%e	577 70%	602 69%	918 82%gh	700 85%gh	1021 89%ghij	706 93%ghijk	583 93%ghij	1179 70%	1617 83%n	2310 91%no	1289 93%no	4379 84%s	682 75%
NET: Complained directly to Royal Mail	1062 17%	68 6%	994 20%a	383 44%d	679 13%	568 19%f	493 16%	247 30%ijklm	270 31%ijklm	204 18%klm	122 15%klm	121 11%l	54 7%	44 7%	517 30%opq	326 17%po	218 9%	98 7%	833 16%	222 25%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes - in person (e.g. to the postman/woman)	197 3%	63 6%bcd	55 3%	33 2%	46 3%	118 4%f	79 3%	139 4%h	58 2%	19 3%	19 3%	56 4%	64 4%	30 3%	139 4%	19 3%	171 3%	71 5%r	113 2%	13 4%
Yes - by telephone	297 5%	69 6%d	91 5%	81 6%d	56 3%	160 5%	137 4%	243 7%h	47 2%	25 4%	34 5%	82 5%	88 6%	50 5%	204 5%	25 4%	259 5%	90 7%r	195 4%	12 4%
Yes - by email	441 7%	118 10%bcd	135 7%	102 7%d	85 5%	253 8%f	188 6%	354 10%h	78 3%	40 7%	36 5%	125 8%j	120 8%	98 9%j	281 7%	42 7%	380 7%	110 9%	316 7%	14 5%
Yes - by letter	197 3%	68 6%bcd	42 2%	42 3%	45 3%	110 4%	87 3%	181 5%h	15 1%	13 2%	22 3%	62 4%	61 4%	37 3%	146 4%	13 2%	182 4%	65 5%r	118 3%	11 4%
Yes - on an online web forum	213 3%	64 6%bcd	66 3%	43 3%	40 2%	130 4%f	83 3%	172 5%h	38 2%	15 3%	24 3%	62 4%	53 3%	49 5%	139 4%	15 2%	188 4%	56 4%	148 3%	10 3%
Yes - via social media (Facebook, Twitter, etc)	124 2%	39 3%bcd	34 2%	36 3%d	16 1%	73 2%	52 2%	103 3%h	20 1%	8 1%	11 2%	38 2%	39 3%	24 2%	89 2%	8 1%	112 2%	49 4%r	68 1%	8 3%
Yes - by other means (please specify)	18 *	2 *	4 *	7 1%	5 *	5 *	12 1%	10 *	7 *	5 1%jkn	-	*	*	7 *k	2 *	5 1%p	10 *	3 *	13 *	2 1%
No - I haven't made a complaint to the Royal Mail	5107 83%	865 75%	1641 84%a	1145 82%a	1455 87%ac	2506 81%	2600 85%e	2864 78%	2170 91%g	462 82%	611 85%i	1276 81%	1250 80%	869 81%	3136 82%	487 83%	4256 82%	1008 78%	3852 84%q	248 82%
NET: Complained directly to Royal Mail	1062 17%	289 25%bcd	302 16%	249 18%cd	222 13%	591 19%f	471 15%	823 22%h	225 9%	99 18%	107 15%	296 19%	303 20%j	200 19%	706 18%	101 17%	916 18%	289 22%r	721 16%	53 18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes - in person (e.g. to the postman/woman)	197 3%	166 3%	31 4%	6 4%	174 3%	10 2%	9 3%	5 3%	6 2%	25 4%	15 3%	13 3%	16 3%	25 4%	30 4%	27 3%	18 3%	* 1%	9 2%
Yes - by telephone	297 5%	264 5%	33 4%	5 3%	258 5%	21 4%	12 4%	7 4%	7 3%	33 5%	21 4%	20 5%	33 6%	38 7%h	55 7%hp	33 4%	18 3%	2 4%	18 4%
Yes - by email	441 7%	396 7%	45 5%	8 4%	389 7%g	28 5%	16 6%	7 4%	17 7%	47 7%	34 7%	30 7%	46 9%	38 7%	80 10%r	60 7%	35 7%	2 3%	26 6%
Yes - by letter	197 3%	169 3%	28 3%	2 1%	172 3%	15 3%	7 2%	4 2%	9 4%	19 3%	11 2%	13 3%	16 3%	19 3%	49 6%jlp	26 3%	11 2%	1 1%	14 3%
Yes - on an online web forum	213 3%	185 3%	28 3%	9 5%	188 4%g	15 3%	8 3%	2 1%	4 1%	29 4%h	14 3%	17 4%	19 4%	16 3%	42 5%h	35 4%	14 3%	1 1%	14 3%
Yes - via social media (Facebook, Twitter, etc)	124 2%	109 2%	15 2%	1 1%	109 2%	8 1%	5 2%	3 2%	1 *	16 2%h	9 2%	12 3%h	15 3%h	14 2%h	14 2%	18 2%	11 2%	1 1%	7 2%
Yes - by other means (please specify)	18 *	13 *	5 1%	5 3%ab	16 *	1 *	- -	1 *	- -	- -	3 1%	4 1%in	4 1%	2 *	- -	1 *	2 *	* 1%n	* *
No - I haven't made a complaint to the Royal Mail	5107 83%	4377 82%	730 85%	146 84%	4248 82%	450 87%d	257 87%d	152 89%d	218 87%imn	542 80%	426 84%n	373 83%n	442 81%	464 81%	625 77%	714 85%n	443 84%n	63 91%in	387 86%imn
NET: Complained directly to Royal Mail	1062 17%	929 18%	133 15%	27 16%	937 18%efg	68 13%	38 13%	19 11%	33 13%	134 20%hqr	82 16%	76 17%	102 19%	109 19%hr	186 23%hjkopqr	130 15%	86 16%	6 9%	62 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 146

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes - in person (e.g. to the postman/woman)	197 3%	109 5%bd	48 2%	145 4%bd	84 3%	109 5%	12 6%	24 3%	48 2%	2 1%	24 2%	86 4%noq	70 3%q	29 4%nq	8 1%	2 1%	156 3%nq	10 1%	100 4%	68 3%	15 2%	12 3%	2 1%	168 3%	14 3%	116 7%z	81 2%
Yes - by telephone	297 5%	148 6%bd	58 3%	229 7%bd	139 4%b	148 6%g	12 6%	28 4%	58 3%	6 3%	6 1%	118 6%	101 4%	38 5%	30 5%	11 5%	218 5%	41 5%	130 5%	108 5%	36 5%	16 4%	4 2%	238 5%	20 4%	201 12%z	96 2%
Yes - by email	441 7%	199 8%b	130 6%	291 8%bd	222 7%	199 8%g	11 6%	28 4%	130 6%j	16 7%	36 3%	135 7%	216 9%knoq	52 6%	30 5%	7 3%	352 8%oq	37 4%	191 7%	171 7%	52 8%	20 6%	6 3%	363 7%	25 5%	282 17%z	159 3%
Yes - by letter	197 3%	100 4%bd	38 2%	157 5%bd	95 3%b	100 4%g	3 1%	7 1%	38 2%j	4 2%	6 1%	73 4%	77 3%	30 4%	14 2%	3 1%	150 3%	17 2%	76 3%	80 3%	25 4%	12 3%	3 2%	156 3%	15 3%	165 10%z	32 1%
Yes - on an online web forum	213 3%	93 4%	67 3%	134 4%	108 3%	93 4%g	5 2%	10 1%	67 3%	3 2%	19 2%	69 3%	88 4%	36 4%	17 3%	3 1%	157 3%	20 2%	104 4%	75 3%	17 3%	10 3%	5 3%	179 4%	14 3%	126 8%z	87 2%
Yes - via social media (Facebook, Twitter, etc)	124 2%	59 2%b	18 1%	97 3%bd	56 2%b	59 2%g	2 1%	6 1%	18 1%	5 2%	7 1%	42 2%	47 2%	21 3%	10 2%	4 1%	90 2%	13 2%	39 2%	52 2%	18 3%	14 4%rw	1 1%	91 2%	15 3%	97 6%z	27 1%
Yes - by other means (please specify)	18 *	8 *	8 *	15 *	10 *	8 *	-	2 *	2 *	*	*	5 *	10 *	3 *	-	-	14 *	-	5 *	10 *	3 *	-	-	14 *	-	2 *	16 *
No - I haven't made a complaint to the Royal Mail	5107 83%	1913 80%	1978 88%acd	2721 79%	2786 84%ac	1913 80%	155 80%	687 88%ef	1978 88%	197 87%	991 93%hi	1724 84%m	1992 82%	641 79%	511 86%m	212 89%lm	3717 83%	723 87%lmp	2120 83%	1971 83%	546 80%	292 82%	144 90%t	4091 83%	436 85%	975 60%	4132 91%z
NET: Complained directly to Royal Mail	1062 17%	491 20%bd	282 12%	736 21%bd	527 16%b	491 20%g	38 20%g	91 12%	282 12%j	29 13%j	80 7%	339 16%	443 18%o	170 21%knoq	83 14%	26 11%	781 17%oq	109 13%	448 17%	397 17%	135 20%v	62 18%	16 10%	845 17%	78 15%	654 40%z	408 9%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Housebound Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disability Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes - in person (e.g. to the postman/woman)	197 3%	21 5%	173 3%	3 8%	78 5%e	105 3%	13 4%	178 3%	16 10%gjk	3 5%	* *	197 3%	- -
Yes - by telephone	297 5%	18 4%	278 5%	1 3%	127 7%e	147 4%	23 7%e	256 4%	28 18%gjk	7 11%	1 2%	291 5%	4 12%
Yes - by email	441 7%	34 9%	397 7%	10 24%ab	155 9%e	252 6%	34 11%e	398 7%	30 19%gjk	7 10%	3 3%	434 7%	4 11%
Yes - by letter	197 3%	22 5%b	171 3%	4 10%b	76 4%e	98 2%	23 7%e	158 3%	26 16%gk	6 9%gjk	4 5%	190 3%	3 8%
Yes - on an online web forum	213 3%	15 4%	195 3%	2 6%	75 4%e	123 3%	14 4%	202 3%	9 5%	2 3%	* *	213 4%	- -
Yes - via social media (Facebook, Twitter, etc)	124 2%	11 3%	111 2%	2 4%	55 3%e	52 1%	17 5%e	94 2%	23 14%gjk	5 7%gjk	2 2%	122 2%	1 4%
Yes - by other means (please specify)	18 *	3 1%	15 *	- -	8 *	10 *	- -	18 *	- -	- -	- -	18 *	- -
No - I haven't made a complaint to the Royal Mail	5107 83%	310 77%c	4772 83%ac	25 61%	1313 77%	3556 86%df	238 74%	4900 84%hi	69 43%	44 64%h	67 90%hi	5013 83%hi	27 77%
NET: Complained directly to Royal Mail	1062 17%	91 23%b	955 17%	16 39%ab	393 23%e	586 14%	84 26%e	930 16%	91 57%gijk	25 36%gjk	7 10%	1046 17%	8 23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes - in person (e.g. to the postman/woman)	197 3%	42 3%	49 3%	36 2%	70 5%ac	18 3%k	9 2%	16 3%	20 4%k	17 3%	12 2%	5 1%	17 3%	13 3%	25 5%fk	22 4%k	23 5%fk
Yes - by telephone	297 5%	98 6%c	68 4%	53 3%	78 5%	35 7%kl	35 7%kl	28 6%	25 5%	22 4%	20 4%	13 3%	15 3%	24 5%	24 4%	26 5%	28 6%
Yes - by email	441 7%	134 9%bc	90 6%	89 6%	128 8%bc	51 10%ijm	44 9%m	39 8%	37 7%	25 5%	27 5%	30 6%	34 6%	24 5%	51 10%ijm	39 8%	38 8%
Yes - by letter	197 3%	62 4%	38 2%	43 3%	54 3%	34 6%gijkmop	17 3%	11 2%	18 3%	6 1%	15 3%	9 2%	22 4%kl	12 2%	28 5%gik	13 2%	13 3%
Yes - on an online web forum	213 3%	45 3%	49 3%	64 4%	54 4%	25 5%g	15 3%	6 1%	24 4%g	13 3%	13 3%	12 2%	33 6%fgijkp	19 4%	24 5%g	17 3%	13 3%
Yes - via social media (Facebook, Twitter, etc)	124 2%	39 3%	23 1%	40 3%	23 2%	9 2%	16 3%o	13 3%o	10 2%	8 2%	5 1%	12 2%	12 2%	16 3%o	13 2%	3 1%	7 1%
Yes - by other means (please specify)	18 *	2 *	3 *	7 *	5 *	2 *	-	-	2 *	2 *	-	3 1%	4 1%	-	*	3 1%	2 *
No - I haven't made a complaint to the Royal Mail	5107 83%	1233 80%	1296 84%a	1321 85%a	1257 82%	391 74%	425 82%e	416 84%e	431 82%e	433 85%e	432 85%e	427 87%en	435 82%e	459 87%en	426 80%	419 83%e	411 83%e
NET: Complained directly to Royal Mail	1062 17%	310 20%bc	245 16%	229 15%	278 18%	137 26%fghijklmop	91 18%	82 16%	93 18%	76 15%	75 15%	64 13%	97 18%	68 13%	106 20%km	88 17%	84 17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 147

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	926	55	871	349	577	477	448	212	217	184	117	104	54	38	429	301	196	92	777	143
Weighted Base	1062	68*	994	383	679	568	493	247	270	204	122*	121*	54*	44**	517	326	218	98*	833	222
Effective Base	617	46	572	217	400	312	306	146	150	123	72	71	32	25	295	195	127	57	496	118
Didn't need this information	112 11%	16 23%b	96 10%	35 9%	77 11%	58 10%	54 11%	22 9%	17 6%	27 13%	16 13%	12 10%	9 16%	9 21%	39 7%	43 13%n	30 14%n	18 18%n	95 11%	15 7%
On Royal Mail's website	633 60%	38 56%	595 60%	222 58%	411 60%	328 58%	303 62%	153 62%	145 54%	119 59%	74 60%	82 68%	34 64%	25 57%	299 58%	193 59%	141 65%	59 61%	491 59%	139 62%
Speaking to someone who works for Royal Mail over the phone	242 23%	9 14%	232 23%	121 32%d	121 18%	145 26%	97 20%	71 29%il	82 30%il	32 16%	25 21%	25 21%	4 8%	2 4%	152 29%opq	58 18%	32 15%	6 6%	175 21%	65 29%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	205 19%	6 9%	198 20%	93 24%d	111 16%	122 21%	83 17%	54 22%	63 23%	31 15%	27 22%	19 16%	7 13%	4 9%	117 23%pq	58 18%	30 14%	11 11%	155 19%	49 22%
Another way (please specify)	18 2%	3 5%	14 1%	3 1%	14 2%	9 2%	9 2%	3 1%	6 2%	1 *	4 4%	2 1%	3 5%i	-	8 2%	5 2%	5 2%	3 3%	16 2%	1 1%
I don't know	31 3%	3 4%	29 3%	*	31 5%c	19 3%	13 3%	11 4%	4 2%	8 4%	2 2%	*	*	6 13%	15 3%	11 3%	6 3%	6 6%	25 3%	6 3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	926	290	262	178	196	552	374	666	248	92	93	229	268	186	590	93	787	277	603	46
Weighted Base	1062	289	302	249	222	591	471	823	225	99*	107*	296	303	200	706	101*	916	289	721	53*
Effective Base	617	166	170	143	138	337	281	454	161	59	63	164	182	111	409	60	528	173	412	32
Didn't need this information	112 11%	22 8%	35 12%	33 13%	22 10%	57 10%	55 12%	74 9%	34 15%g	13 13%	12 11%	30 10%	29 9%	21 10%	71 10%	13 13%	95 10%	22 8%	84 12%	6 11%
On Royal Mail's website	633 60%	179 62%	197 65%c	129 52%	129 58%	375 63%f	258 55%	490 60%	137 61%	60 61%	55 51%	161 55%	190 63%	130 65%	406 58%	62 62%	541 59%	148 51%	461 64%qs	24 46%
Speaking to someone who works for Royal Mail over the phone	242 23%	75 26%	72 24%	53 21%	42 19%	147 25%	95 20%	216 26%h	22 10%	19 19%	33 30%	70 24%	74 25%	41 21%	177 25%	19 19%	218 24%	92 32%r	139 19%	10 20%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	205 19%	54 19%	48 16%	57 23%	45 20%	103 17%	102 22%	167 20%	34 15%	15 16%	17 16%	74 25%m	62 20%	29 15%	153 22%	15 15%	184 20%	87 30%r	105 15%	12 23%
Another way (please specify)	18 2%	3 1%	3 1%	2 1%	10 4%	6 1%	12 2%	13 2%	5 2%	3 3%l	3 3%l	6 2%	* *	3 2%	8 1%	3 3%	12 1%	7 2%	10 1%	1 2%
I don't know	31 3%	5 2%	7 2%	8 3%	12 6%	12 2%	20 4%	16 2%	12 5%g	6 6%	6 5%	7 2%	5 1%	3 2%	17 2%	6 6%	21 2%	10 4%	17 2%	4 8%r

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	926	682	244	113	562	147	130	87	42	71	55	59	66	71	83	56	59	20	127
Weighted Base	1062	929	133*	27**	937	68*	38*	19*	33*	134*	82*	76*	102*	109*	186*	130*	86*	6**	62*
Effective Base	617	552	67	18	502	84	78	59	41	68	53	57	61	65	81	53	56	8	75
Didn't need this information	112 11%	99 11%	13 10%	3 10%	98 10%	7 10%	5 12%	3 14%	4 13%	20 15%	6 7%	5 7%	5 5%	10 10%	20 11%	14 11%	13 15%	2 29%	5 8%
On Royal Mail's website	633 60%	545 59%	88 66%	19 73%	564 60%g	40 58%g	22 57%	8 40%	20 60%	80 60%	53 65%	45 60%	67 66%	66 61%	109 58%	78 60%	46 53%	4 60%	36 58%
Speaking to someone who works for Royal Mail over the phone	242 23%	213 23%	29 21%	4 16%	207 22%	18 26%	11 29%	5 28%	7 20%	31 23%	15 18%	19 25%	21 21%	34 31%	39 21%	28 22%	15 17%	1 14%	17 27%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	205 19%	183 20%	22 16%	4 15%	171 18%	18 26%	9 24%	7 36%d	6 18%	20 15%	11 13%	10 13%	22 22%	12 11%	52 28%kmo	17 13%	21 25%m	1 12%	17 28%jkmo
Another way (please specify)	18 2%	15 2%	3 2%	-	17 2%	1 1%	* -	-	2 5%kp	2 2%	4 5%	-	3 3%	1 1%	3 1%	2 1%	-	-	1 1%
I don't know	31 3%	31 3%	* *	* 1%	30 3%	1 1%	* 1%	* 3%	-	4 3%	2 3%	4 6%	3 3%	2 2%	6 3%	5 4%	2 2%	* 1%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	926	439	252	639	452	439	38	98	252	26	91	286	377	152	79	30	663	109	390	348	112	55	18	738	73	564	362
Weighted Base	1062	491	282	736	527	491	38**	91*	282	29**	80*	339	443	170	83*	26**	781	109*	448	397	135*	62*	16**	845	78*	654	408
Effective Base	617	287	166	424	303	287	24	67	166	18	59	186	261	104	48	18	446	66	254	236	78	37	10	490	47	377	240
Didn't need this information	112 11%	65 13%d	30 11%	76 10%	41 8%	65 13%	4 11%	13 15%	30 11%	4 14%	13 16%	31 9%	44 10%	22 13%	11 13%	4 17%	75 10%	15 14%	56 13%	34 9%	12 9%	7 12%	-	91 11%	7 9%	53 8%	59 14%y
On Royal Mail's website	633 60%	281 57%	185 66%	428 58%	333 63%	281 57%	23 60%	53 58%	185 66%	20 69%	49 62%	221 65%m	270 61%m	80 47%	49 59%	11 43%	491 63%m	60 55%	294 65%tx	240 61%t	61 45%	31 50%	6 40%	534 63%tx	37 48%	378 58%	255 63%
Speaking to someone who works for Royal Mail over the phone	242 23%	123 26%b	48 17%	188 26%b	113 21%	123 25%g	5 14%	10 11%	48 17%	7 24%	8 10%	74 22%	101 23%	37 22%	22 27%	7 27%	175 22%	29 27%	80 18%	107 27%r	32 24%	17 27%	4 23%	187 22%	20 26%	194 30%z	47 12%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	205 19%	103 21%	39 14%	161 22%b	97 18%	103 21%	7 18%	15 16%	39 14%	4 14%	14 18%	84 25%q	76 17%	34 20%	10 12%	1 4%	160 20%q	11 10%	74 17%	82 21%	25 19%	19 30%r	5 29%	156 18%	23 30%r	159 24%z	46 11%
Another way (please specify)	18 2%	8 2%	7 2%	10 1%	9 2%	8 2%	3 8%	2 2%	7 2%	-	3 4%	9 3%	6 1%	3 2%	-	-	15 2%	-	10 2%	3 1%	4 3%	-	-	14 2%	-	7 1%	11 3%
I don't know	31 3%	10 2%	3 1%	19 3%	11 2%	10 2%	3 9%	6 6%	3 1%	-	1 1%	6 2%	14 3%	9 5%	-	3 11%	20 3%	3 3%	3 1%	10 2%	16 12%rsuw	-	2 15%	13 1%	2 3%	9 1%	22 5%y

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	926	88	824	14	363	490	73	809	83	20	7	912	7
Weighted Base	1062	91*	955	16**	393	586	84*	930	91*	25**	7**	1046	8**
Effective Base	617	54	554	9	229	334	55	538	55	14	5	607	6
Didn't need this information	112 / 11%	10 / 10%	101 / 11%	1 / 7%	35 / 9%	70 / 12%	7 / 8%	102 / 11%	5 / 5%	1 / 5%	2 / 33%	108 / 10%	2 / 18%
On Royal Mail's website	633 / 60%	48 / 53%	578 / 61%	6 / 39%	213 / 54%	374 / 64%d	46 / 55%	582 / 63%h	38 / 42%	6 / 26%	3 / 34%	627 / 60%h	4 / 45%
Speaking to someone who works for Royal Mail over the phone	242 / 23%	22 / 24%	212 / 22%	7 / 44%	95 / 24%	126 / 22%	20 / 24%	199 / 21%	34 / 37%gh	6 / 23%	1 / 18%	239 / 23%	1 / 18%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	205 / 19%	21 / 23%	181 / 19%	2 / 15%	103 / 26%e	80 / 14%	22 / 26%e	160 / 17%	35 / 38%gi	9 / 36%	* / 1%	203 / 19%	1 / 18%
Another way (please specify)	18 / 2%	-	18 / 2%	-	10 / 3%	6 / 1%	2 / 2%	18 / 2%	-	-	-	18 / 2%	-
I don't know	31 / 3%	3 / 4%	26 / 3%	2 / 10%	10 / 3%	16 / 3%	5 / 7%	26 / 3%	-	3 / 11%	1 / 15%	29 / 3%	2 / 18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	926	250	213	213	250	102	77	71	74	76	63	65	74	74	108	88	69
Weighted Base	1062	310	245	229	278	137*	91*	82*	93*	76*	75*	64*	97*	68*	106*	88*	84*
Effective Base	617	177	147	136	157	76	52	49	52	53	43	45	50	43	61	48	49
Didn't need this information	112 11%	37 12%	28 11%	24 10%	23 8%	21 15%f	2 2%	14 17%f	13 14%f	7 9%	8 11%	7 11%	14 15%f	3 4%	12 11%	7 8%	5 5%
On Royal Mail's website	633 60%	176 57%	149 61%	141 62%	167 60%	71 52%	51 55%	54 67%	58 62%	44 58%	47 63%	33 51%	59 60%	50 73%ek	68 64%	54 62%	45 54%
Speaking to someone who works for Royal Mail over the phone	242 23%	64 21%	56 23%	46 20%	76 27%	26 19%	29 32%gl	9 11%	17 19%	18 24%	20 27%g	10 15%	11 12%	25 37%eghkl	26 25%	20 23%	30 35%egkl
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	205 19%	49 16%	49 20%	40 17%	67 24%	16 12%	21 23%	12 14%	19 20%	19 24%	11 15%	15 23%	18 19%	6 10%	24 22%	16 18%	28 33%eghjm
Another way (please specify)	18 2%	5 2%	2 1%	5 2%	6 2%	4 3%	1 1%	-	1 1%	1 2%	-	2 3%	-	3 4%	3 3%	3 3%	-
I don't know	31 3%	7 2%	5 2%	10 4%	9 3%	3 2%	5 5%	-	1 2%	2 3%	2 2%	5 8%go	4 4%	1 1%	6 6%	-	3 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	926	55	871	349	577	477	448	212	217	184	117	104	54	38	429	301	196	92	777	143
Weighted Base	1062	68*	994	383	679	568	493	247	270	204	122*	121*	54*	44**	517	326	218	98*	833	222
Effective Base	617	46	572	217	400	312	306	146	150	123	72	71	32	25	295	195	127	57	496	118
Very difficult (1)	74 7%	6 9%	68 7%	13 3%	61 9%c	29 5%	45 9%e	5 2%	21 8%g	15 7%g	9 8%g	17 14%g	4 7%	3 7%	26 5%	25 8%	24 11%n	7 7%	58 7%	15 7%
Fairly difficult (2)	115 11%	4 6%	111 11%	37 10%	78 11%	63 11%	52 11%	33 13%	19 7%	19 9%	12 9%	22 18%h	5 10%	6 14%	52 10%	30 9%	33 15%	11 12%	101 12%	14 6%
Neither easy nor difficult (3)	196 18%	9 13%	187 19%	69 18%	127 19%	100 18%	96 19%	50 20%	50 18%	30 15%	26 21%	18 15%	14 26%	8 18%	100 19%	56 17%	40 18%	22 22%	138 17%	58 26%r
Fairly easy (4)	409 38%	31 46%	378 38%	154 40%	255 37%	223 39%	185 37%	103 42%l	110 41%l	83 41%l	49 40%l	42 35%	8 16%	14 31%	213 41%pq	132 40%pq	64 29%	22 22%	322 39%	83 37%
Very easy (5)	248 23%	17 25%	231 23%	109 29%d	139 20%	146 26%	102 21%	54 22%	67 25%	50 25%	25 20%	21 17%	22 42%gjk	9 20%	121 23%	75 23%	52 24%	31 32%	204 24%	43 19%
I don't know	20 2%	- -	20 2%	- -	20 3%c	8 1%	13 3%	2 1%	4 1%	7 3%	2 2%	1 1%	* *	4 10%	6 1%	9 3%	6 3%	5 5%	10 1%	10 5%r
NET Very/fairly easy	657 62%	48 71%	609 61%	263 69%d	394 58%	369 65%	287 58%	157 63%	177 66%	133 65%	74 60%	63 52%	31 58%	22 51%	334 65%p	207 63%	116 53%	53 54%	526 63%	126 57%
NET Very/fairly difficult	189 18%	10 15%	178 18%	50 13%	139 20%c	91 16%	98 20%	38 15%	39 15%	34 17%	21 17%	39 32%ghij	9 17%	9 21%	77 15%	55 17%	57 26%no	18 19%	159 19%	29 13%
Mean	3.62	3.72	3.61	3.81d	3.51	3.70f	3.51	3.68k	3.69k	3.68k	3.57	3.23	3.76	3.47	3.69p	3.64	3.41	3.64	3.62	3.59
Std Dev.	1.17	1.18	1.17	1.06	1.21	1.12	1.21	1.03	1.15	1.18	1.15	1.32	1.28	1.23	1.09	1.17	1.31	1.26	1.18	1.10
Std Error	0.04	0.16	0.04	0.06	0.05	0.05	0.06	0.07	0.08	0.09	0.11	0.13	0.18	0.21	0.05	0.07	0.09	0.13	0.04	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	926	290	262	178	196	552	374	666	248	92	93	229	268	186	590	93	787	277	603	46
Weighted Base	1062	289	302	249	222	591	471	823	225	99*	107*	296	303	200	706	101*	916	289	721	53*
Effective Base	617	166	170	143	138	337	281	454	161	59	63	164	182	111	409	60	528	173	412	32
Very difficult (1)	74 7%	13 4%	34 11%ac	5 2%	21 10%c	47 8%	27 6%	54 7%	20 9%	3 3%	11 10%	17 6%	21 7%	11 5%	49 7%	3 3%	61 7%	14 5%	51 7%	9 17%qr
Fairly difficult (2)	115 11%	27 9%	44 14%	24 9%	20 9%	71 12%	44 9%	85 10%	27 12%	11 11%	9 8%	27 9%	35 11%	24 12%	70 10%	11 11%	95 10%	32 11%	78 11%	5 10%
Neither easy nor difficult (3)	196 18%	41 14%	53 18%	63 25%d	39 17%	94 16%	102 22%	146 18%	46 20%	25 25%	21 19%	50 17%	56 19%	33 16%	127 18%	27 27%	161 18%	55 19%	125 17%	15 29%
Fairly easy (4)	409 38%	118 41%	111 37%	97 39%	83 37%	229 39%	180 38%	332 40%	75 33%	29 29%	38 36%	139 47%lm	121 40%	70 35%	299 42%	29 28%	373 41%	111 38%	285 40%	13 24%
Very easy (5)	248 23%	88 30%b	52 17%	56 23%	52 24%	140 24%	109 23%	196 24%	49 22%	24 25%	27 25%	56 19%	69 23%	60 30%k	152 22%	24 24%	213 23%	76 26%	164 23%	8 16%
I don't know	20 2%	3 1%	7 2%	3 1%	7 3%	10 2%	10 2%	10 1%	9 4%g	7 7%ln	1 1%	6 2%	1 *	3 1%	8 1%	7 7%p	12 1%	*	18 2%q	2 4%q
NET Very/fairly easy	657 62%	205 71%b	163 54%	153 62%	135 61%	369 62%	288 61%	528 64%h	124 55%	53 53%	66 61%	196 66%	190 63%	130 65%	451 64%	53 52%	586 64%	187 65%s	449 62%s	21 40%
NET Very/fairly difficult	189 18%	40 14%	78 26%ac	29 12%	41 19%	118 20%	71 15%	139 17%	46 21%	14 15%	20 18%	44 15%	56 19%	35 18%	120 17%	14 14%	157 17%	46 16%	129 18%	14 27%
Mean	3.62	3.84b	3.35	3.71b	3.58	3.59	3.65	3.65	3.50	3.65	3.58	3.66	3.60	3.73	3.62	3.63	3.64	3.70s	3.62s	3.13
Std Dev.	1.17	1.10	1.26	1.00	1.23	1.21	1.11	1.15	1.23	1.10	1.25	1.07	1.16	1.18	1.14	1.10	1.15	1.12	1.17	1.32
Std Error	0.04	0.06	0.08	0.08	0.09	0.05	0.06	0.04	0.08	0.12	0.13	0.07	0.07	0.09	0.05	0.12	0.04	0.07	0.05	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Rurality — Urban (a)	Rurality — Rural including Remote (b)	Rurality — Remote Rural (c)	Nation — England (d)	Nation — Scotland (e)	Nation — Wales (f)	Nation — NI (g)	Region — North East (h)	Region — North West (i)	Region — Yorkshire/ Humberside (j)	Region — East Midlands (k)	Region — West Midlands (l)	Region — East Anglia/ East of England (m)	Region — London/Greater London (n)	Region — South East (o)	Region — South West (p)	Region — Highlands & Islands of Scotland (q)	Region — Rest of Scotland (r)
Unweighted Base	926	682	244	113	562	147	130	87	42	71	55	59	66	71	83	56	59	20	127
Weighted Base	1062	929	133*	27**	937	68*	38*	19*	33*	134*	82*	76*	102*	109*	186*	130*	86*	6**	62*
Effective Base	617	552	67	18	502	84	78	59	41	68	53	57	61	65	81	53	56	8	75
Very difficult (1)	74 / 7%	61 / 7%	13 / 10%	2 / 7%	65 / 7%	2 / 3%	6 / 16%deg	1 / 4%	2 / 7%	11 / 8%	12 / 15%nr	5 / 7%	5 / 5%	9 / 8%	7 / 4%	5 / 4%	8 / 10%	1 / 10%	2 / 3%
Fairly difficult (2)	115 / 11%	96 / 10%	19 / 14%	6 / 23%	99 / 11%	10 / 14%	5 / 12%	1 / 8%	3 / 9%	20 / 15%l	10 / 13%	5 / 7%	4 / 4%	7 / 6%	27 / 14%	15 / 12%	7 / 9%	* / 2%	10 / 15%l
Neither easy nor difficult (3)	196 / 18%	183 / 20%	13 / 10%	2 / 9%	175 / 19%	13 / 19%	4 / 11%	3 / 17%	3 / 9%	21 / 16%	14 / 17%	21 / 27%h	26 / 26%h	15 / 14%	40 / 21%	24 / 19%	12 / 14%	* / 3%	13 / 20%
Fairly easy (4)	409 / 38%	352 / 38%	57 / 43%	9 / 32%	358 / 38%	32 / 47%f	12 / 31%	7 / 37%	16 / 48%n	59 / 44%	29 / 35%	32 / 42%	39 / 38%	46 / 42%	56 / 30%	43 / 33%	40 / 47%n	3 / 51%	29 / 47%n
Very easy (5)	248 / 23%	218 / 24%	30 / 22%	7 / 28%	221 / 24%	10 / 15%	11 / 29%e	6 / 30%e	9 / 26%	22 / 16%	14 / 17%	12 / 15%	28 / 27%	27 / 25%	50 / 27%r	42 / 32%jkr	19 / 22%	2 / 29%	8 / 14%
I don't know	20 / 2%	18 / 2%	2 / 2%	* / 1%	18 / 2%	1 / 2%	* / *	1 / 4%	-	2 / 1%	3 / 4%	2 / 2%	-	5 / 5%	7 / 4%	-	-	* / 5%	1 / 1%
NET Very/fairly easy	657 / 62%	570 / 61%	87 / 65%	16 / 60%	579 / 62%	42 / 62%	23 / 60%	13 / 67%	24 / 74%j	80 / 60%	43 / 52%	43 / 57%	66 / 65%	73 / 67%	106 / 57%	85 / 65%	59 / 68%	5 / 80%	37 / 60%
NET Very/fairly difficult	189 / 18%	158 / 17%	31 / 23%	8 / 30%	164 / 18%	12 / 18%	11 / 28%dg	2 / 12%	5 / 16%	31 / 23%l	23 / 27%l	10 / 14%	9 / 9%	16 / 15%	34 / 18%	21 / 16%	16 / 18%	1 / 12%	11 / 18%
Mean	3.62	3.63	3.55	3.51	3.62	3.57	3.46	3.83	3.77	3.46	3.28	3.53	3.79j	3.72	3.65	3.77j	3.62	3.92	3.54
Std Dev.	1.17	1.15	1.26	1.33	1.16	1.03	1.45	1.12	1.17	1.18	1.32	1.06	1.04	1.18	1.15	1.15	1.20	1.27	1.01
Std Error	0.04	0.04	0.08	0.13	0.05	0.09	0.13	0.12	0.18	0.14	0.18	0.14	0.13	0.14	0.13	0.15	0.16	0.29	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	926	439	252	639	452	439	38	98	252	26	91	286	377	152	79	30	663	109	390	348	112	55	18	738	73	564	362
Weighted Base	1062	491	282	736	527	491	38**	91*	282	29**	80*	339	443	170	83*	26**	781	109*	448	397	135*	62*	16**	845	78*	654	408
Effective Base	617	287	166	424	303	287	24	67	166	18	59	186	261	104	48	18	446	66	254	236	78	37	10	490	47	377	240
Very difficult (1)	74 / 7%	33 / 7%	22 / 8%	49 / 7%	37 / 7%	33 / 7%	3 / 7%	9 / 10%	22 / 8%	* / 1%	7 / 9%	22 / 6%	23 / 5%	13 / 8%	11 / 13%	5 / 20%	45 / 6%	16 / 15%klp	33 / 7%	29 / 7%	4 / 3%	6 / 10%	2 / 14%	61 / 7%	9 / 11%	35 / 5%	39 / 9%
Fairly difficult (2)	115 / 11%	39 / 8%	53 / 19%ac	58 / 8%	72 / 14%ac	39 / 8%	* / 1%	9 / 10%	53 / 19%	8 / 26%	10 / 13%	36 / 11%	34 / 8%	19 / 11%	19 / 23%klp	7 / 26%	70 / 9%	26 / 24%klmp	43 / 10%	36 / 9%	21 / 16%	12 / 19%	3 / 16%	79 / 9%	14 / 19%w	61 / 9%	54 / 13%
Neither easy nor difficult (3)	196 / 18%	58 / 12%	46 / 16%	132 / 18%a	120 / 23%a	58 / 12%	9 / 24%	18 / 20%	46 / 16%	5 / 16%	9 / 11%	38 / 11%	82 / 18%k	47 / 28%kp	24 / 29%kp	5 / 20%	120 / 15%	29 / 26%kp	74 / 17%	58 / 15%	50 / 37%rswx	12 / 19%	-	132 / 16%	12 / 15%	118 / 18%	78 / 19%
Fairly easy (4)	409 / 38%	207 / 42%	113 / 40%	286 / 39%	192 / 36%	207 / 42%	15 / 39%	31 / 34%	113 / 40%	10 / 33%	33 / 41%	110 / 33%	205 / 46%knc	64 / 38%	23 / 27%	5 / 19%	315 / 40%q	27 / 25%	157 / 35%	175 / 44%r	43 / 32%	25 / 40%	7 / 47%	332 / 39%	32 / 41%	280 / 43%z	129 / 32%
Very easy (5)	248 / 23%	144 / 29%bd	42 / 15%	199 / 27%bd	97 / 18%	144 / 29%	7 / 19%	20 / 22%	42 / 15%	5 / 16%	16 / 20%	121 / 36%lmnpq	89 / 20%	27 / 16%	7 / 9%	4 / 15%	210 / 27%lmnq	11 / 10%	138 / 31%stux	90 / 23%t	10 / 7%	6 / 10%	4 / 23%	228 / 27%tux	10 / 12%	156 / 24%	93 / 23%
I don't know	20 / 2%	10 / 2%	6 / 2%	12 / 2%	9 / 2%	10 / 2%	4 / 11%	4 / 4%	6 / 2%	2 / 8%	5 / 6%	11 / 3%	9 / 2%	*	-	-	20 / 3%	-	3 / 1%	10 / 2%	6 / 5%r	1 / 2%	-	13 / 2%	1 / 2%	4 / 1%	16 / 4%y
NET Very/fairly easy	657 / 62%	352 / 72%bd	155 / 55%	485 / 66%bd	289 / 55%	352 / 72%g	22 / 57%	51 / 56%	155 / 55%	14 / 49%	49 / 61%	231 / 68%mnq	295 / 67%mnq	91 / 54%nq	30 / 36%	9 / 34%	526 / 67%mnq	39 / 35%	295 / 66%t	265 / 67%tu	54 / 40%	31 / 49%	11 / 70%	560 / 66%stu	42 / 54%	435 / 67%z	222 / 54%
NET Very/fairly difficult	189 / 18%	72 / 15%	75 / 26%ac	107 / 14%	109 / 21%c	72 / 15%	3 / 3%	18 / 20%	75 / 26%	8 / 27%	17 / 22%	58 / 17%	57 / 13%	32 / 19%	30 / 36%klmp	12 / 46%	116 / 15%	42 / 38%klmp	76 / 17%	64 / 16%	25 / 18%	18 / 29%w	5 / 30%	140 / 17%	23 / 30%rsw	96 / 15%	92 / 23%y
Mean	3.62	3.81bd	3.37	3.73bd	3.46	3.81	3.67	3.51	3.37	3.41	3.54	3.83mnq	3.70mnq	3.43nq	2.96	2.83	3.76mnq	2.93	3.73tux	3.68tux	3.27	3.20	3.49	3.71tux	3.26	3.71z	3.47
Std Dev.	1.17	1.15	1.18	1.15	1.16	1.15	1.09	1.24	1.18	1.13	1.24	1.23	1.05	1.11	1.17	1.38	1.13	1.22	1.21	1.15	0.93	1.18	1.41	1.18	1.23	1.10	1.26
Std Error	0.04	0.06	0.08	0.05	0.05	0.06	0.18	0.13	0.08	0.23	0.13	0.07	0.05	0.09	0.13	0.25	0.04	0.12	0.06	0.06	0.09	0.16	0.33	0.04	0.14	0.05	0.07

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 148

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	926	88	824	14	363	490	73	809	83	20	7	912	7
Weighted Base	1062	91*	955	16**	393	586	84*	930	91*	25**	7**	1046	8**
Effective Base	617	54	554	9	229	334	55	538	55	14	5	607	6
Very difficult (1)	74 7%	13 15%b	60 6%	* 3%	33 8%	38 6%	3 4%	70 7%	2 2%	2 10%	-	74 7%	-
Fairly difficult (2)	115 11%	8 9%	106 11%	* 3%	54 14%	54 9%	7 9%	98 10%	9 10%	7 28%	1 15%	114 11%	-
Neither easy nor difficult (3)	196 18%	5 6%	189 20%a	2 13%	61 16%	103 18%	32 39%de	155 17%	29 32%gh	5 21%	-	190 18%	6 74%
Fairly easy (4)	409 38%	37 40%	364 38%	8 48%	149 38%	233 40%	27 32%	358 39%	36 40%	7 29%	6 83%	402 38%	1 10%
Very easy (5)	248 23%	26 29%	218 23%	4 22%	94 24%	144 25%f	10 12%	229 25%	15 16%	3 13%	* 1%	247 24%	1 16%
I don't know	20 2%	1 1%	17 2%	2 10%	3 1%	14 2%	4 4%d	20 2%	-	-	-	20 2%	* 1%
NET Very/fairly easy	657 62%	63 70%	582 61%	11 70%	243 62%f	377 64%f	37 44%	587 63%	51 56%	10 42%	6 85%	649 62%	2 26%
NET Very/fairly difficult	189 18%	21 23%	167 17%	1 6%	87 22%	91 16%	11 13%	167 18%	11 12%	9 37%	1 15%	188 18%	-
Mean	3.62	3.62	3.61	3.92	3.56	3.69	3.41	3.64	3.58	3.08	3.70	3.62	3.42
Std Dev.	1.17	1.38	1.15	0.94	1.23	1.14	0.97	1.19	0.95	1.23	0.79	1.17	0.80
Std Error	0.04	0.15	0.04	0.26	0.06	0.05	0.12	0.04	0.10	0.28	0.30	0.04	0.33

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	926	250	213	213	250	102	77	71	74	76	63	65	74	74	108	73	69
Weighted Base	1062	310	245	229	278	137*	91*	82*	93*	76*	75*	64*	97*	68*	106*	88*	84*
Effective Base	617	177	147	136	157	76	52	49	52	53	43	45	50	43	61	48	49
Very difficult (1)	74 / 7%	25 / 8%	22 / 9%	9 / 4%	18 / 6%	14 / 10%	4 / 4%	8 / 10%	10 / 11%	6 / 7%	6 / 9%	5 / 8%	2 / 2%	2 / 2%	9 / 9%	6 / 7%	3 / 4%
Fairly difficult (2)	115 / 11%	28 / 9%	28 / 11%	28 / 12%	31 / 11%	13 / 9%	10 / 11%	5 / 6%	18 / 19%jn	7 / 9%	3 / 4%	8 / 13%	16 / 16%n	4 / 6%	4 / 4%	13 / 14%	14 / 16%jn
Neither easy nor difficult (3)	196 / 18%	69 / 22%	38 / 15%	41 / 18%	48 / 17%	32 / 23%	17 / 19%	20 / 24%	13 / 14%	15 / 20%	9 / 12%	17 / 26%	11 / 12%	13 / 19%	22 / 21%	13 / 15%	13 / 16%
Fairly easy (4)	409 / 38%	116 / 37%	100 / 41%	93 / 40%	100 / 36%	47 / 35%	35 / 39%	33 / 40%	34 / 36%	35 / 46%	31 / 42%	19 / 30%	38 / 39%	36 / 53%kn	33 / 31%	35 / 40%	32 / 38%
Very easy (5)	248 / 23%	68 / 22%	57 / 23%	50 / 22%	74 / 26%	27 / 20%	25 / 28%	15 / 18%	18 / 19%	13 / 17%	25 / 34%k	10 / 15%	28 / 29%	13 / 19%	35 / 33%k	20 / 23%	19 / 22%
I don't know	20 / 2%	5 / 2%	* / *	8 / 3%b	7 / 3%	4 / 3%	-	1 / 2%	* / *	-	-	5 / 8%fhij	2 / 2%	-	3 / 3%	2 / 2%	3 / 3%
NET Very/fairly easy	657 / 62%	183 / 59%	157 / 64%	143 / 62%	174 / 62%	75 / 55%	61 / 66%k	48 / 58%	52 / 56%	48 / 63%	57 / 75%ek	29 / 45%	65 / 67%k	49 / 72%k	68 / 64%	55 / 62%	51 / 61%
NET Very/fairly difficult	189 / 18%	53 / 17%	50 / 20%	37 / 16%	49 / 18%	26 / 19%	13 / 15%	13 / 16%	28 / 30%jmn	13 / 17%	9 / 12%	14 / 21%	18 / 18%	6 / 9%	13 / 13%	18 / 21%	17 / 20%
Mean	3.62	3.57	3.58	3.67	3.67	3.47	3.75	3.51	3.35	3.57	3.88hk	3.33	3.78	3.80k	3.77	3.58	3.61
Std Dev.	1.17	1.17	1.22	1.08	1.18	1.22	1.10	1.16	1.29	1.11	1.18	1.17	1.11	0.90	1.22	1.19	1.13
Std Error	0.04	0.07	0.08	0.08	0.08	0.12	0.13	0.14	0.15	0.13	0.15	0.15	0.13	0.11	0.12	0.14	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 149

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	177	11	166	52	125	85	92	38	32	27	20	35	13	12	70	47	60	25	160	16
Weighted Base	189	10**	178	50**	139*	91*	98*	38**	39**	34**	21**	39**	9**	9**	77*	55*	57*	18**	159*	29**
Effective Base	108	9	100	28	80	49	60	23	20	20	13	22	6	5	43	33	33	10	95	13
Finding out how to make a complaint	105 56%	5 50%	100 56%	22 44%	83 60%	53 58%	52 53%	15 40%	18 45%	20 58%	10 49%	29 75%	7 79%	6 69%	33 43%	30 54%	42 74%n	13 74%	88 55%	16 55%
Getting through to the right person to speak to	117 62%	9 87%	107 60%	34 67%	83 60%	56 62%	60 62%	25 67%	24 61%	23 69%	17 82%	16 42%	2 25%	8 91%	49 64%	41 74%p	27 47%	11 59%	97 61%	20 69%
Other (please specify)	10 5%	-	10 6%	3 7%	7 5%	6 6%	5 5%	-	*	1 2%	2 11%	4 10%	3 39%	-	*	3 6%	7 13%n	3 19%	10 7%	-
I don't know	6 3%	1 13%	5 3%	-	6 5%	3 3%	4 4%	1 3%	4 11%	* 1%	-	-	-	-	6 7%	* 1%	-	-	6 4%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	177	48	69	22	38	117	60	116	58	13	22	34	53	36	109	13	148	39	126	12
Weighted Base	189	40**	78*	29**	41**	118*	71*	139*	46*	14**	20**	44**	56*	35**	120*	14**	157*	46**	129*	14**
Effective Base	108	24	41	18	26	65	44	73	37	8	14	24	32	19	69	8	89	26	74	9
Finding out how to make a complaint	105 56%	17 43%	45 58%	15 50%	28 68%	62 53%	43 61%	78 56%	26 55%	8 59%	12 59%	27 62%	33 59%	13 36%	72 60%	8 59%	84 54%	27 58%	75 58%	4 27%
Getting through to the right person to speak to	117 62%	23 58%	52 67%	21 73%	20 47%	76 64%	41 58%	89 64%	25 54%	10 70%	11 57%	32 74%	29 52%	27 76%	73 61%	10 70%	102 65%	28 61%	78 60%	11 75%
Other (please specify)	10 5%	2 5%	5 6%	-	4 8%	7 6%	4 5%	7 5%	3 7%	* 1%	* 1%	5 11%	*	4 10%	5 4%	* 1%	9 6%	*	10 8%	-
I don't know	6 3%	4 11%	-	-	2 5%	4 4%	2 3%	6 4%	* 1%	-	* 2%	-	4 7%	1 4%	4 4%	-	6 4%	1 3%	1 1%	4 25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	177	119	58	28	96	37	34	10	7	17	16	8	6	8	15	9	10	6	31
Weighted Base	189	158*	31**	8**	164*	12**	11**	2**	5**	31**	23**	10**	9**	16**	34**	21**	16**	1**	11**
Effective Base	108	95	14	5	85	22	19	7	7	15	16	8	6	7	15	9	10	4	20
Finding out how to make a complaint	105 56%	87 55%	18 59%	7 86%	92 56%	6 54%	6 58%	1 36%	2 31%	18 59%	14 61%	8 75%	6 68%	9 59%	20 60%	3 15%	12 74%	* 49%	6 54%
Getting through to the right person to speak to	117 62%	94 59%	23 74%	2 24%	101 62%	7 58%	7 70%	1 46%	3 65%	25 80%	10 45%	4 41%	6 69%	12 73%	21 62%	16 77%	4 26%	1 90%	6 56%
Other (please specify)	10 5%	10 6%	* 1%	* 4%	10 6%	* 1%	* 1%	* 6%	1 14%	2 5%	1 6%	-	-	-	2 7%	4 19%	-	-	* 1%
I don't know	6 3%	6 4%	-	-	6 4%	-	-	* 21%	* 9%	-	1 6%	1 13%	-	-	-	3 12%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	177	67	70	99	102	67	3	20	70	6	24	48	58	31	27	13	106	40	69	64	20	16	7	133	23	89	88
Weighted Base	189	72*	75*	107*	109*	72*	3**	18**	75*	8**	17**	58*	57*	32**	30**	12**	116*	42**	76*	64*	25**	18**	5**	140*	23**	96*	92*
Effective Base	108	42	42	61	60	42	2	15	42	4	13	30	33	20	17	8	64	25	41	40	12	11	3	81	14	55	53
Finding out how to make a complaint	105 56%	45 62%	45 61%	57 53%	57 53%	45 62%	3 77%	10 55%	45 61%	6 74%	13 73%	37 63%	31 54%	14 43%	20 67%	4 31%	68 59%	24 57%	49 65%	32 50%	10 41%	12 65%	2 46%	81 58%	14 61%	42 43%	63 69%y
Getting through to the right person to speak to	117 62%	39 54%	43 58%	68 64%	72 66%	39 54%	3 85%	8 43%	43 58%	4 52%	9 53%	32 55%	40 69%	18 58%	20 68%	6 54%	71 62%	27 64%	44 58%	39 61%	19 75%	9 52%	4 83%	83 59%	13 59%	70 73%z	46 50%
Other (please specify)	10 5%	2 2%	9 12%c	2 1%	9 8%	2 2%	-	2 9%	9 12%	* 2%	2 11%	6 10%	2 4%	2 7%	-	-	8 7%	-	4 6%	6 9%	-	-	-	10 7%	-	3 3%	7 8%
I don't know	6 3%	4 6%	2 2%	4 4%	2 2%	4 6%	-	* 3%	2 2%	-	-	* 1%	-	3 10%	-	3 23%	* *	3 7%	2 3%	3 5%	-	1 7%	-	5 4%	1 6%	2 2%	4 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	177	17	158	2	80	84	13	155	13	8	1	176	-
Weighted Base	189	21**	167*	1**	87*	91*	11**	167*	11**	9**	1**	188	-**
Effective Base	108	13	94	2	51	50	8	95	8	5	1	107	-
Finding out how to make a complaint	105 56%	10 47%	95 57%	-	46 54%	56 61%	3 28%	100 60%	4 34%	1 11%	-	105 56%	-
Getting through to the right person to speak to	117 62%	15 69%	101 61%	* 50%	59 68%	49 53%	9 79%	100 60%	9 78%	7 74%	1 100%	115 61%	-
Other (please specify)	10 5%	-	10 6%	-	4 4%	6 7%	1 7%	10 6%	-	-	-	10 6%	-
I don't know	6 3%	1 6%	4 3%	* 50%	1 2%	4 5%	* 5%	5 3%	-	1 14%	-	6 3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	177	50	46	38	43	22	14	14	23	16	7	12	11	15	13	19	11
Weighted Base	189	53*	50**	37**	49**	26**	13**	13**	28**	13**	9**	14**	18**	6**	13**	18**	17**
Effective Base	108	32	28	21	27	15	9	8	14	10	5	9	8	6	8	11	9
Finding out how to make a complaint	105 56%	30 56%	30 61%	19 51%	26 53%	16 59%	4 29%	10 78%	16 57%	10 82%	4 44%	8 57%	8 44%	3 54%	5 38%	9 50%	12 69%
Getting through to the right person to speak to	117 62%	29 54%	35 70%	19 52%	33 68%	13 49%	9 71%	6 47%	22 77%	6 47%	7 81%	6 42%	10 55%	4 68%	7 53%	15 82%	11 65%
Other (please specify)	10 5%	6 11%	* *	2 6%	2 4%	1 6%	-	5 35%	* *	-	-	2 16%	* *	* 3%	-	2 10%	-
I don't know	6 3%	4 8%	* 1%	-	1 3%	4 17%	-	-	* 2%	-	-	-	-	-	1 10%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base		926	55	871	349	577	477	448	212	217	184	117	104	54	38	429	301	196	92	777	143
Weighted Base		1062	68*	994	383	679	568	493	247	270	204	122*	121*	54*	44**	517	326	218	98*	833	222
Effective Base		617	46	572	217	400	312	306	146	150	123	72	71	32	25	295	195	127	57	496	118
Very dissatisfied	(1)	102 / 10%	7 / 10%	95 / 10%	24 / 6%	78 / 11%c	52 / 9%	50 / 10%	8 / 3%	19 / 7%	24 / 12%g	14 / 12%g	24 / 20%gh	6 / 11%	6 / 13%	27 / 5%	39 / 12%n	36 / 17%n	12 / 12%	91 / 11%s	11 / 5%
Fairly dissatisfied	(2)	129 / 12%	10 / 15%	119 / 12%	40 / 11%	89 / 13%	54 / 9%	75 / 15%e	28 / 11%	27 / 10%	30 / 15%	16 / 13%	19 / 15%	3 / 5%	7 / 15%	54 / 11%	46 / 14%	28 / 13%	10 / 10%	109 / 13%	20 / 9%
Neither satisfied or dissatisfied	(3)	217 / 20%	12 / 17%	205 / 22%	71 / 18%	146 / 22%	114 / 20%	103 / 21%	54 / 22%	59 / 22%	35 / 17%	21 / 17%	27 / 23%	14 / 26%	8 / 17%	113 / 22%	55 / 17%	49 / 22%	22 / 22%	169 / 20%	46 / 21%
Fairly satisfied	(4)	376 / 35%	28 / 41%	348 / 35%	145 / 38%	231 / 34%	209 / 37%	165 / 34%	94 / 38%	100 / 37%	66 / 32%	36 / 30%	41 / 34%	18 / 34%	19 / 44%	194 / 38%	102 / 31%	79 / 36%	38 / 39%	281 / 34%	92 / 42%
Very satisfied	(5)	221 / 21%	11 / 16%	210 / 21%	100 / 26%d	121 / 18%	132 / 23%	89 / 18%	62 / 25%k	64 / 24%k	41 / 20%k	31 / 25%k	9 / 7%	11 / 20%	4 / 8%	125 / 24%p	72 / 22%p	23 / 11%	14 / 15%	169 / 20%	50 / 23%
Don't know		18 / 2%	- / -	18 / 2%	3 / 1%	14 / 2%	7 / 1%	11 / 2%	1 / 1%	2 / 1%	8 / 4%	4 / 3%	- / -	2 / 3%	1 / 2%	3 / 1%	12 / 4%n	3 / 1%	3 / 3%	14 / 2%	3 / 2%
NET Very/fairly satisfied		597 / 56%	39 / 57%	558 / 56%	245 / 64%d	352 / 52%	341 / 60%f	254 / 52%	156 / 63%k	164 / 61%k	107 / 53%	67 / 55%	50 / 42%	29 / 54%	23 / 52%	320 / 62%p	174 / 53%	102 / 47%	52 / 53%	450 / 54%	143 / 64%r
NET Very/fairly dissatisfied		231 / 22%	17 / 25%	214 / 22%	64 / 17%	167 / 25%	106 / 19%	125 / 25%e	36 / 15%	45 / 17%	54 / 27%gh	31 / 25%	43 / 36%gh	9 / 16%	13 / 29%	82 / 16%	85 / 26%n	64 / 30%n	21 / 22%	201 / 24%s	31 / 14%
Mean		3.46	3.38	3.47	3.68d	3.34	3.56f	3.35	3.70ik	3.61k	3.36k	3.45k	2.93	3.49k	3.18	3.65op	3.39	3.12	3.35	3.40	3.69r
Std Dev.		1.23	1.22	1.23	1.16	1.25	1.21	1.24	1.07	1.16	1.31	1.34	1.27	1.21	1.22	1.12	1.32	1.26	1.22	1.26	1.07
Std Error		0.04	0.16	0.04	0.06	0.05	0.06	0.06	0.07	0.08	0.10	0.12	0.12	0.17	0.20	0.05	0.08	0.09	0.13	0.05	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

			Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		926	290	262	178	196	552	374	666	248	92	93	229	268	186	590	93*	787	277	603	46
Weighted Base		1062	289	302	249	222	591	471	823	225	99*	107*	296	303	200	706	101*	916	289	721	53*
Effective Base		617	166	170	143	138	337	281	454	161	59	63	164	182	111	409	60	528	173	412	32
Very dissatisfied	(1)	102 / 10%	22 / 8%	42 / 14%	18 / 7%	20 / 9%	64 / 11%	38 / 8%	77 / 9%	25 / 11%	6 / 6%	13 / 12%	23 / 8%	28 / 9%	19 / 9%	64 / 9%	6 / 6%	83 / 9%	29 / 10%	71 / 10%	1 / 2%
Fairly dissatisfied	(2)	129 / 12%	28 / 10%	38 / 13%	38 / 15%	25 / 11%	66 / 11%	63 / 13%	94 / 11%	33 / 15%	10 / 10%	10 / 10%	36 / 12%	45 / 15%	21 / 10%	92 / 13%	10 / 10%	114 / 12%	27 / 9%	99 / 14%	3 / 7%
Neither satisfied or dissatisfied	(3)	217 / 20%	50 / 17%	61 / 20%	53 / 21%	53 / 24%	111 / 19%	106 / 23%	167 / 20%	45 / 20%	22 / 22%	26 / 24%	56 / 19%	62 / 21%	38 / 19%	144 / 20%	24 / 23%	186 / 20%	54 / 19%	146 / 20%	17 / 33%
Fairly satisfied	(4)	376 / 35%	111 / 39%	108 / 36%	85 / 34%	72 / 32%	219 / 37%	157 / 33%	289 / 35%	84 / 37%	32 / 33%	37 / 35%	118 / 40%	102 / 34%	73 / 36%	258 / 36%	32 / 32%	333 / 36%	104 / 36%	255 / 35%	16 / 31%
Very satisfied	(5)	221 / 21%	75 / 26%	52 / 17%	51 / 20%	43 / 19%	127 / 22%	93 / 20%	183 / 22%	34 / 15%	27 / 27%	20 / 19%	51 / 17%	63 / 21%	49 / 24%	134 / 19%	27 / 27%	183 / 20%	73 / 25%	135 / 19%	13 / 24%
Don't know		18 / 2%	3 / 1%	2 / 1%	4 / 1%	9 / 4%b	5 / 1%	13 / 3%	12 / 2%	3 / 2%	2 / 2%	1 / 1%	12 / 4%l	2 / 1%	1 / *	14 / 2%	2 / 2%	16 / 2%	1 / *	15 / 2%	2 / 3%
NET Very/fairly satisfied		597 / 56%	187 / 65%bd	160 / 53%	136 / 55%	114 / 52%	346 / 59%	250 / 53%	472 / 57%	118 / 53%	59 / 60%	58 / 54%	169 / 57%	165 / 55%	121 / 61%	392 / 55%	59 / 59%	516 / 56%	177 / 61%	390 / 54%	29 / 55%
NET Very/fairly dissatisfied		231 / 22%	50 / 17%	80 / 26%a	56 / 23%	46 / 21%	129 / 22%	102 / 22%	172 / 21%	58 / 26%	16 / 16%	23 / 21%	60 / 20%	74 / 24%	40 / 20%	156 / 22%	16 / 16%	198 / 22%	56 / 20%	170 / 24%	5 / 9%
Mean		3.46	3.67b	3.30	3.46	3.43	3.48	3.44	3.50	3.31	3.66	3.39	3.48	3.42	3.56	3.44	3.65	3.46	3.57	3.40	3.70
Std Dev.		1.23	1.19	1.28	1.19	1.21	1.25	1.20	1.23	1.22	1.17	1.24	1.17	1.24	1.23	1.21	1.16	1.21	1.25	1.23	1.01
Std Error		0.04	0.07	0.08	0.09	0.09	0.05	0.06	0.05	0.08	0.12	0.13	0.08	0.08	0.09	0.05	0.12	0.04	0.08	0.05	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	926	682	244	113	562	147	130	87	42	71	55	59	66	71	83	56	59	20	127
Weighted Base	1062	929	133*	27**	937	68*	38*	19*	33*	134*	82*	76*	102*	109*	186*	130*	86*	6**	62*
Effective Base	617	552	67	18	502	84	78	59	41	68	53	57	61	65	81	53	56	8	75
Very dissatisfied (1)	102 10%	87 9%	15 11%	6 23%	92 10%	4 6%	5 14%g	1 3%	3 10%	15 11%	14 17%l	10 13%	4 4%	12 11%	14 7%	8 6%	12 14%l	1 9%	3 6%
Fairly dissatisfied (2)	129 12%	107 11%	22 17%	4 14%	112 12%	9 13%	6 15%	2 12%	5 14%	20 15%	15 18%	7 9%	14 14%	10 9%	17 9%	14 11%	11 12%	* 2%	9 14%
Neither satisfied or dissatisfied (3)	217 20%	201 22%	15 12%	2 6%	191 20%	12 18%	9 22%	5 28%	5 16%	30 22%	18 22%	29 38%hiimnopr	22 22%	12 11%	41 22%	26 20%	8 10%	1 9%	11 18%
Fairly satisfied (4)	376 35%	329 35%	46 35%	4 16%	323 35%	35 52%df	10 26%	7 38%	12 35%k	43 32%	25 31%	13 17%	36 35%k	55 50%ijkn	55 29%	44 34%	40 47%kn	5 71%	31 50%ijkn
Very satisfied (5)	221 21%	191 21%	30 22%	11 41%	202 22%e	6 9%	9 22%e	4 19%	7 22%	22 17%	10 12%	17 22%	24 24%r	16 15%	60 32%ijmpr	32 25%r	13 16%	1 9%	6 9%
Don't know	18 2%	13 1%	4 3%	- -	16 2%	1 2%	- -	- -	1 2%	3 3%	- -	- -	1 1%	3 3%	- -	6 5%n	1 1%	- -	1 2%
NET Very/fairly satisfied	597 56%	520 56%	76 57%	15 57%	526 56%	42 61%	18 48%	11 57%	19 57%	66 49%	35 43%	30 40%	60 59%k	71 65%jk	114 62%jk	76 59%k	54 63%jk	5 80%	37 59%k
NET Very/fairly dissatisfied	231 22%	194 21%	37 28%	10 37%	204 22%	13 19%	11 29%	3 15%	8 24%	35 26%	29 35%lnc	17 22%	18 18%	23 21%	31 17%	21 17%	23 27%	1 11%	12 20%
Mean	3.46	3.47	3.42	3.37	3.47	3.46	3.27	3.58	3.45	3.29	3.03	3.26	3.62j	3.50	3.70jk	3.64j	3.38	3.70	3.44
Std Dev.	1.23	1.21	1.33	1.67	1.24	1.04	1.35	1.05	1.29	1.24	1.29	1.28	1.11	1.21	1.22	1.17	1.30	1.07	1.05
Std Error	0.04	0.05	0.09	0.16	0.05	0.09	0.12	0.11	0.20	0.15	0.17	0.17	0.14	0.15	0.13	0.16	0.17	0.24	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
			1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base		926	439	252	639	452	439	38	98	252	26	91	286	377	152	79	30	663	109	390	348	112	55	18	738	73	564	362
Weighted Base		1062	491	282	736	527	491	38**	91*	282	29**	80*	339	443	170	83*	26**	781	109*	448	397	135*	62*	16**	845	78*	654	408
Effective Base		617	287	166	424	303	287	24	67	166	18	59	186	261	104	48	18	446	66	254	236	78	37	10	490	47	377	240
Very dissatisfied (1)		102 10%	42 9%	37 13%	62 8%	57 11%	42 9%	4 10%	7 8%	37 13%	2 8%	10 12%	40 12%m	33 7%	6 4%	14 16%lm	7 28%	73 9%	21 19%klmp	45 10%	33 8%	6 5%	11 18%t	5 34%	79 9%	16 21%rstw	36 5%	66 16%y
Fairly dissatisfied (2)		129 12%	44 9%	46 16%a	79 11%	81 15%a	44 9%	5 12%	10 11%	46 16%	5 17%	15 19%	24 7%	60 14%k	23 14%	17 21%kp	4 17%	84 11%	22 20%kp	43 10%	36 9%	30 23%rsw	17 28%rsw	2 9%	79 9%	20 25%rsw	72 11%	58 14%
Neither satisfied or dissatisfied (3)		217 20%	91 19%	64 23%	138 19%	111 21%	91 19%	6 17%	19 21%	64 23%	4 14%	16 20%	38 11%	91 21%k	64 37%klpq	19 23%k	6 21%	129 17%	24 22%k	83 18%	71 18%	49 36%rsuwx	11 17%	2 12%	154 18%	13 16%	126 19%	91 22%
Fairly satisfied (4)		376 35%	184 37%	85 30%	279 38%	180 34%	184 37%	11 29%	40 44%	85 30%	11 39%	27 34%	122 36%	169 38%	51 30%	31 37%	3 13%	291 37%	34 31%	144 32%	176 44%rtux	36 27%	16 25%	3 17%	320 38%	18 24%	255 39%z	121 30%
Very satisfied (5)		221 21%	125 25%bd	42 15%	170 23%bd	88 17%	125 25%	11 28%	14 16%	42 15%	7 22%	9 11%	106 31%lmnq	84 19%nq	24 14%n	1 1%	5 20%	190 24%mnq	6 6%	128 28%stux	73 18%t	36 27%	8 12%	1 8%	200 24%t	9 11%	164 25%z	57 14%
Don't know		18 2%	5 1%	8 3%	8 1%	10 2%	5 1%	2 5%	1 1%	8 3%	-	3 3%	8 2%	6 1%	2 1%	2 2%	-	14 2%	2 2%	5 1%	8 2%	2 1%	-	2 14%	13 2%	2 3%	2 *	15 4%y
NET Very/fairly satisfied		597 56%	309 63%bd	127 45%	450 61%bd	268 51%	309 63%	22 57%	54 60%	127 45%	18 61%	36 45%	228 67%lmnq	253 57%mnq	75 44%	32 38%	9 33%	481 62%mnq	40 37%	272 61%tux	249 63%tux	48 35%	23 38%	4 25%	520 62%tux	27 35%	419 64%z	178 44%
NET Very/fairly dissatisfied		231 22%	86 18%	84 30%ac	141 19%	138 26%ac	86 18%	9 22%	17 18%	84 30%	7 24%	25 31%	65 19%	92 21%	30 17%	31 37%klms	12 45%	157 20%	43 39%klmp	88 20%	69 17%	37 27%	28 45%rsw	8 50%	158 19%	36 46%rstw	107 16%	124 30%y
Mean		3.46	3.63bd	3.18	3.57bd	3.31	3.63	3.55	3.50	3.18	3.52	3.13	3.69mnq	3.49nq	3.37nq	2.85	2.80	3.58nq	2.84	3.60tux	3.56tux	3.13	2.87	2.41	3.58tux	2.79	3.67z	3.11
Std Dev.		1.23	1.20	1.27	1.20	1.24	1.20	1.32	1.12	1.27	1.24	1.24	1.32	1.17	1.02	1.14	1.51	1.24	1.23	1.28	1.15	1.01	1.32	1.45	1.22	1.34	1.13	1.31
Std Error		0.04	0.06	0.08	0.05	0.06	0.06	0.22	0.11	0.08	0.24	0.13	0.08	0.06	0.08	0.13	0.28	0.05	0.12	0.06	0.06	0.10	0.18	0.35	0.05	0.16	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	926	88	824	14	363	490	73	809	83	20	7	912	7
Weighted Base	1062	91*	955	16**	393	586	84*	930	91*	25**	7**	1046	8**
Effective Base	617	54	554	9	229	334	55	538	55	14	5	607	6
Very dissatisfied (1)	102 10%	12 14%	88 9%	2 10%	39 10%	61 10%	3 3%	94 10%	7 7%	* 1%	-	101 10%	1 10%
Fairly dissatisfied (2)	129 12%	11 12%	116 12%	2 13%	56 14%	63 11%	10 12%	106 11%	16 18%	2 10%	4 49%	124 12%	1 18%
Neither satisfied or dissatisfied (3)	217 20%	14 15%	201 21%	2 15%	61 16%	133 23% d	23 27%	184 20%	17 19%	11 44%	1 18%	212 20%	3 38%
Fairly satisfied (4)	376 35%	35 38%	338 35%	3 20%	149 38%	199 34%	28 33%	323 35%	37 40%	11 43%	2 33%	371 35%	3 33%
Very satisfied (5)	221 21%	19 20%	196 20%	7 42%	80 20%	124 21%	17 20%	206 22%	15 16%	* 2%	* 1%	221 21%	-
Don't know	18 2%	-	18 2%	-	8 2%	6 1%	3 4%	18 2%	-	-	-	18 2%	-
NET Very/fairly satisfied	597 56%	53 59%	533 56%	10 61%	229 58%	323 55%	45 53%	529 57%	51 56%	11 45%	3 34%	591 57%	3 33%
NET Very/fairly dissatisfied	231 22%	24 26%	204 21%	4 24%	95 24%	124 21%	13 15%	200 21%	23 25%	3 11%	4 49%	225 22%	2 28%
Mean	3.46	3.40	3.47	3.69	3.46	3.45	3.57	3.48	3.40	3.35	2.86	3.47	2.95
Std Dev.	1.23	1.32	1.22	1.43	1.25	1.23	1.07	1.25	1.17	0.73	0.98	1.23	1.02
Std Error	0.04	0.14	0.04	0.38	0.07	0.06	0.13	0.04	0.13	0.16	0.37	0.04	0.39

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	926	250	213	213	250	102	77	71	74	76	63	65	74	74	108	73	69
Weighted Base	1062	310	245	229	278	137*	91*	82*	93*	76*	75*	64*	97*	68*	106*	88*	84*
Effective Base	617	177	147	136	157	76	52	49	52	53	43	45	50	43	61	48	49
Very dissatisfied (1)	102 10%	28 9%	23 9%	20 9%	31 11%	12 9%	5 6%	11 13%	12 13%	5 7%	6 8%	9 14%m	10 10%	1 2%	9 9%	9 10%	13 15%m
Fairly dissatisfied (2)	129 12%	47 15%	30 12%	25 11%	27 10%	28 20%hmn	10 10%	9 12%	6 6%	17 22%hmn	7 10%	7 11%	14 15%n	4 6%	3 3%	12 14%n	12 14%n
Neither satisfied or dissatisfied (3)	217 20%	67 22%	57 23%	43 19%	50 18%	24 18%	22 24%	21 26%o	28 30%o	12 16%	16 22%	13 20%	18 18%	12 18%	23 22%	10 10%	19 22%
Fairly satisfied (4)	376 35%	111 36%	82 33%	86 38%	97 35%	49 36%	32 36%	30 37%	27 29%	29 38%	25 34%	21 33%	32 33%	33 48%	38 36%	32 36%	27 32%
Very satisfied (5)	221 21%	54 17%	50 21%	51 22%	65 24%	24 18%	20 22%	10 12%	18 19%	13 17%	20 26%	13 20%	21 21%	18 26%	30 29%g	23 26%	12 14%
Don't know	18 2%	3 1%	4 2%	4 2%	7 3%	-	2 2%	1 1%	3 3%	1 1%	1 1%	2 3%	2 2%	-	2 2%	4 4%	2 2%
NET Very/fairly satisfied	597 56%	165 53%	132 54%	137 60%	162 58%	73 53%	52 57%	40 49%	45 48%	42 55%	45 60%	34 53%	53 55%	50 75%eghikp	69 65%	55 62%	39 46%
NET Very/fairly dissatisfied	231 22%	75 24%	53 21%	46 20%	58 21%	40 29%mn	15 16%	20 24%m	17 19%	22 28%mn	13 18%	16 25%m	24 25%m	5 8%	13 12%	21 24%m	25 29%mn
Mean	3.46	3.38	3.44	3.54	3.51	3.33	3.58	3.23	3.37	3.37	3.60	3.34	3.42	3.91eghiklp	3.74gp	3.57	3.16
Std Dev.	1.23	1.20	1.22	1.21	1.28	1.23	1.13	1.21	1.24	1.20	1.21	1.32	1.28	0.92	1.18	1.32	1.29
Std Error	0.04	0.08	0.08	0.08	0.08	0.12	0.13	0.14	0.15	0.14	0.15	0.17	0.15	0.11	0.11	0.16	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	926	55	871	349	577	477	448	212	217	184	117	104	54	38	429	301	196	92	777	143
Weighted Base	1062	68*	994	383	679	568	493	247	270	204	122*	121*	54*	44**	517	326	218	98*	833	222
Effective Base	617	46	572	217	400	312	306	146	150	123	72	71	32	25	295	195	127	57	496	118
Very dissatisfied (1)	128 12%	13 19%	115 12%	28 7%	100 15%c	57 10%	72 15%	14 6%	16 6%	35 17%gh	16 13%g	30 25%gh	6 10%	12 28%	29 6%	51 16%n	48 22%n	18 18%n	111 13%	17 8%
Fairly dissatisfied (2)	113 11%	6 9%	107 11%	28 7%	85 12%	45 8%	68 14%e	32 13%	31 12%	16 8%	13 10%	13 11%	3 6%	4 9%	64 12%	29 9%	21 9%	8 8%	96 12%	15 7%
Neither satisfied or dissatisfied (3)	228 21%	12 17%	216 22%	80 21%	148 22%	132 23%	96 19%	61 25%	52 19%	36 17%	25 20%	29 24%	14 27%	11 25%	113 22%	61 19%	54 25%	25 26%	159 19%	68 30%r
Fairly satisfied (4)	357 34%	20 30%	337 34%	144 38%	213 31%	193 34%	162 33%	92 37%	112 41%jk	67 33%	34 27%	31 26%	13 25%	8 17%	204 39%pc	101 31%	52 24%	21 21%	268 32%	87 39%
Very satisfied (5)	217 20%	15 22%	201 20%	98 26%d	118 17%	133 23%f	83 17%	47 19%	57 21%	45 22%	30 24%	16 13%	15 28%	6 15%	104 20%	75 23%	38 17%	22 22%	184 22%	32 14%
Don't know	19 2%	1 2%	18 2%	4 1%	16 2%	9 2%	11 2%	1 *	2 1%	5 3%	5 4%g	1 1%	2 3%	3 6%	3 1%	10 3%n	6 3%	5 5%n	16 2%	3 2%
NET Very/fairly satisfied	574 54%	35 52%	538 54%	243 63%d	331 49%	326 57%	246 50%	140 56%k	169 63%k	112 55%k	63 52%	47 39%	28 53%	14 32%	308 60%pq	175 54%p	90 41%	42 43%	451 54%	119 53%
NET Very/fairly dissatisfied	241 23%	20 29%	222 22%	56 15%	185 27%c	101 18%	140 28%e	46 19%	47 17%	51 25%	29 24%	43 35%gh	9 17%	16 37%	93 18%	80 25%	68 31%n	25 26%	207 25%s	33 15%
Mean	3.40	3.27	3.41	3.68d	3.25	3.54f	3.24	3.52k	3.61k	3.36k	3.41k	2.92	3.56k	2.80	3.56pq	3.38p	3.05	3.22	3.39	3.46
Std Dev.	1.27	1.43	1.26	1.16	1.31	1.22	1.31	1.11	1.12	1.38	1.35	1.39	1.28	1.46	1.12	1.37	1.40	1.40	1.32	1.08
Std Error	0.04	0.19	0.04	0.06	0.05	0.06	0.06	0.08	0.08	0.10	0.13	0.14	0.18	0.24	0.05	0.08	0.10	0.15	0.05	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 151

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	926	290	262	178	196	552	374	666	248	92	93	229	268	186	590	93	787	277	603	46
Weighted Base	1062	289	302	249	222	591	471	823	225	99*	107*	296	303	200	706	101*	916	289	721	53*
Effective Base	617	166	170	143	138	337	281	454	161	59	63	164	182	111	409	60	528	173	412	32
Very dissatisfied (1)	128 12%	27 9%	56 19%ac	16 6%	29 13%	83 14%	45 10%	101 12%	28 12%	5 5%	14 13%	28 10%	44 14%i	23 12%	86 12%	5 5%	111 12%	24 8%	102 14%	2 4%
Fairly dissatisfied (2)	113 11%	31 11%	26 9%	34 14%	21 10%	57 10%	56 12%	77 9%	32 14%	15 15%j	4 4%	33 11%	31 10%	19 9%	68 10%	17 16%	89 10%	31 11%	72 10%	10 19%
Neither satisfied or dissatisfied (3)	228 21%	59 21%	58 19%	58 23%	53 24%	117 20%	111 24%	170 21%	55 24%	23 23%	32 30%m	60 20%	75 25%	31 16%	167 24%	23 23%	199 22%	66 23%	149 21%	13 24%
Fairly satisfied (4)	357 34%	98 34%	113 37%	82 33%	65 29%	210 36%	147 31%	290 35%	66 29%	27 27%	30 28%	107 36%	102 34%	81 41%	240 34%	27 26%	323 35%	86 30%	256 35%	15 29%
Very satisfied (5)	217 20%	71 25%b	44 15%	56 22%	45 20%	115 20%	101 21%	174 21%	39 17%	27 28%l	24 22%	59 20%	48 16%	45 23%	131 19%	27 27%	178 19%	79 27%r	126 17%	11 22%
Don't know	19 2%	2 1%	6 2%	4 1%	8 4%	8 1%	12 2%	12 1%	6 3%	3 3%	2 2%	9 3%	4 1%	1 *	15 2%	3 3%	16 2%	3 1%	15 2%	2 3%
NET Very/fairly satisfied	574 54%	169 58%	157 52%	137 55%	111 50%	326 55%	248 53%	454 56%h	105 47%	54 54%	54 51%	166 56%	150 50%	126 63%ln	371 53%	54 53%	500 55%	165 57%	382 53%	26 50%
NET Very/fairly dissatisfied	241 23%	59 20%	82 27%	50 20%	50 23%	141 24%	101 21%	177 22%	59 26%	19 20%	19 17%	61 21%	74 24%	42 21%	154 22%	21 21%	200 22%	55 19%	175 24%	12 23%
Mean	3.40	3.54b	3.21	3.52b	3.36	3.37	3.44	3.44	3.26	3.59	3.43	3.48	3.27	3.53	3.38	3.56	3.41	3.58r	3.33	3.47
Std Dev.	1.27	1.24	1.34	1.17	1.30	1.30	1.23	1.27	1.27	1.19	1.27	1.22	1.27	1.26	1.25	1.20	1.25	1.23	1.29	1.16
Std Error	0.04	0.07	0.08	0.09	0.09	0.06	0.06	0.05	0.08	0.13	0.13	0.08	0.08	0.09	0.05	0.13	0.05	0.07	0.05	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	926	682	244	113	562	147	130	87	42	71	55	59	66	71	83	56	59	20	127
Weighted Base	1062	929	133*	27**	937	68*	38*	19*	33*	134*	82*	76*	102*	109*	186*	130*	86*	6**	62*
Effective Base	617	552	67	18	502	84	78	59	41	68	53	57	61	65	81	53	56	8	75
Very dissatisfied (1)	128 12%	105 11%	23 17%	6 21%	116 12%	6 8%	6 15%	1 7%	4 13%	20 15%	15 18%	7 9%	9 9%	12 11%	16 9%	9 7%	22 26%klmnor	1 10%	5 8%
Fairly dissatisfied (2)	113 11%	102 11%	11 8%	2 8%	98 10%	8 12%	5 13%	2 9%	7 20%mp	22 17%mp	12 14%m	10 13%m	9 9%	1 1%	18 10%m	16 12%m	4 4%	* 4%	8 13%m
Neither satisfied or dissatisfied (3)	228 21%	211 23%	17 13%	4 16%	204 22%	10 15%	8 20%	6 30%ce	4 12%	22 17%	25 31%hp	20 26%	17 17%	26 24%	54 29%hp	24 18%	11 13%	1 9%	10 16%
Fairly satisfied (4)	357 34%	314 34%	43 32%	5 20%	310 33%	32 46%df	9 24%	7 35%	13 39%	42 31%	20 24%	23 31%	36 35%	42 39%	65 35%	33 26%	36 42%	3 49%	28 46%ijo
Very satisfied (5)	217 20%	179 19%	37 28%	9 34%	192 21%	11 16%	10 27%	3 17%	5 16%	24 18%	10 12%	16 21%	28 27%j	20 19%	33 18%	44 34%ijnpr	12 14%	2 27%	9 14%
Don't know	19 2%	17 2%	2 2%	* 1%	17 2%	1 2%	* *	* 2%	- -	3 3%	- -	- -	2 2%	7 6%n	- -	4 3%	1 1%	- -	1 2%
NET Very/fairly satisfied	574 54%	493 53%	80 60%	14 54%	502 54%	42 62%	20 51%	10 53%	18 55%	66 49%	30 36%	39 51%	64 63%j	62 57%j	98 53%	77 60%j	48 56%j	5 77%	37 60%j
NET Very/fairly dissatisfied	241 23%	207 22%	34 25%	8 29%	214 23%	14 21%	11 28%	3 16%	11 33%m	42 32%m	27 33%m	17 23%	18 18%	14 12%	34 18%	25 19%	26 30%m	1 14%	13 21%
Mean	3.40	3.39	3.46	3.38	3.40	3.50	3.35	3.48	3.25	3.21	2.97	3.40	3.64j	3.56j	3.43j	3.70ijp	3.15	3.80	3.47j
Std Dev.	1.27	1.25	1.43	1.56	1.28	1.16	1.42	1.13	1.32	1.34	1.27	1.23	1.25	1.18	1.15	1.26	1.45	1.28	1.15
Std Error	0.04	0.05	0.09	0.15	0.05	0.10	0.12	0.12	0.20	0.16	0.17	0.16	0.16	0.14	0.13	0.17	0.19	0.29	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 151

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	926	439	252	639	452	439	38	98	252	26	91	286	377	152	79	30	663	109	390	348	112	55	18	738	73	564	362
Weighted Base	1062	491	282	736	527	491	38**	91*	282	29**	80*	339	443	170	83*	26**	781	109*	448	397	135*	62*	16**	845	78*	654	408
Effective Base	617	287	166	424	303	287	24	67	166	18	59	186	261	104	48	18	446	66	254	236	78	37	10	490	47	377	240
Very dissatisfied (1)	128 / 12%	50 / 10%	47 / 17%ac	77 / 10%	74 / 14%	50 / 10%	2 / 6%	8 / 8%	47 / 17%	1 / 3%	12 / 15%	47 / 14%m	50 / 11%m	7 / 4%	17 / 21%m	7 / 27%	97 / 12%m	24 / 22%klmp	63 / 14%	40 / 10%	9 / 7%	12 / 19%	2 / 15%	104 / 12%	14 / 18%	47 / 7%	81 / 20%y
Fairly dissatisfied (2)	113 / 11%	43 / 9%	47 / 17%ac	60 / 8%	63 / 12%	43 / 9%	5 / 13%	15 / 17%	47 / 17%	6 / 20%	10 / 12%	23 / 7%	48 / 11%	26 / 15%k	11 / 13%	3 / 13%	71 / 9%	14 / 13%	41 / 9%	39 / 10%	18 / 14%	9 / 15%	4 / 24%	81 / 10%	13 / 16%	63 / 10%	50 / 12%
Neither satisfied or dissatisfied (3)	228 / 21%	89 / 18%	64 / 23%	151 / 21%	127 / 24%	89 / 18%	6 / 17%	20 / 22%	64 / 23%	7 / 24%	17 / 22%	46 / 14%	96 / 22%k	54 / 32%klp	23 / 28%k	8 / 30%	142 / 18%	31 / 29%kp	66 / 15%	72 / 18%	67 / 50%rswx	19 / 31%rw	2 / 16%	139 / 16%	22 / 28%rw	138 / 21%	89 / 22%
Fairly satisfied (4)	357 / 34%	180 / 37%b	67 / 24%	279 / 38%b	165 / 31%	180 / 37%	11 / 28%	26 / 28%	67 / 24%	8 / 29%	25 / 31%	107 / 31%	165 / 37%	55 / 33%	26 / 31%	4 / 15%	272 / 35%	29 / 27%	154 / 34%tx	160 / 40%tux	30 / 22%	12 / 19%	1 / 9%	314 / 37%tux	14 / 17%	253 / 39%z	104 / 26%
Very satisfied (5)	217 / 20%	123 / 25%bd	47 / 17%	162 / 22%	87 / 16%	123 / 25%	11 / 29%	19 / 21%	47 / 17%	7 / 24%	14 / 17%	107 / 32%lmnpq	76 / 17%n	25 / 15%	5 / 6%	4 / 15%	183 / 23%lmnq	8 / 8%	119 / 26%t	77 / 20%t	7 / 5%	9 / 14%	4 / 22%	196 / 23%t	12 / 16%	149 / 23%	67 / 16%
Don't know	19 / 2%	7 / 1%	10 / 4%c	7 / 1%	10 / 2%	7 / 1%	3 / 8%	3 / 4%	10 / 4%	-	3 / 3%	9 / 3%	8 / 2%	2 / 1%	1 / 2%	-	16 / 2%	1 / 1%	5 / 1%	8 / 2%	3 / 3%	1 / 2%	2 / 15%	12 / 1%	4 / 5%	3 / *	16 / 4%y
NET Very/fairly satisfied	574 / 54%	303 / 62%bd	114 / 40%	441 / 60%bd	252 / 48%	303 / 62%	22 / 56%	45 / 50%	114 / 40%	15 / 52%	39 / 48%	214 / 63%mnq	241 / 54%nq	80 / 47%	30 / 37%	8 / 29%	455 / 58%mnq	38 / 35%	272 / 61%tux	237 / 60%tux	37 / 27%	21 / 33%	5 / 31%	510 / 60%tux	26 / 33%	402 / 61%z	172 / 42%
NET Very/fairly dissatisfied	241 / 23%	93 / 19%	94 / 33%ac	137 / 19%	138 / 26%ac	93 / 19%	7 / 19%	23 / 25%	94 / 33%	7 / 23%	22 / 27%	70 / 21%	98 / 22%	33 / 19%	28 / 33%	10 / 38%	168 / 21%	38 / 35%klmp	105 / 23%	80 / 20%	28 / 21%	21 / 33%	6 / 38%	184 / 22%	27 / 34%s	111 / 17%	131 / 32%y
Mean	3.40	3.58bd	3.07	3.53bd	3.25	3.58	3.64	3.39	3.07	3.50	3.24	3.62nq	3.39nq	3.39nq	2.88	2.76	3.49nq	2.85	3.50tux	3.50tux	3.05	2.95	3.01	3.50tux	2.96	3.60z	3.07
Std Dev.	1.27	1.24	1.34	1.22	1.28	1.24	1.26	1.25	1.34	1.17	1.32	1.37	1.22	1.05	1.24	1.41	1.30	1.27	1.35	1.21	0.93	1.30	1.51	1.29	1.33	1.15	1.38
Std Error	0.04	0.06	0.09	0.05	0.06	0.06	0.21	0.13	0.09	0.23	0.14	0.08	0.06	0.09	0.14	0.26	0.05	0.12	0.07	0.07	0.09	0.18	0.38	0.05	0.16	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	926	88	824	14	363	490	73	809	83	20	7	912	7
Weighted Base	1062	91*	955	16**	393	586	84*	930	91*	25**	7**	1046	8**
Effective Base	617	54	554	9	229	334	55	538	55	14	5	607	6
Very dissatisfied (1)	128 12%	11 12%	117 12%	- -	39 10%	87 15%f	3 3%	123 13%h	3 3%	2 6%	- -	127 12%h	1 10%
Fairly dissatisfied (2)	113 11%	8 8%	103 11%	3 17%	41 10%	64 11%	8 10%	94 10%	8 9%	6 23%	2 33%	108 10%	3 36%
Neither satisfied or dissatisfied (3)	228 21%	17 19%	207 22%	4 22%	79 20%	120 20%	29 34%de	176 19%	39 42%gik	9 35%	2 33%	224 21%	2 19%
Fairly satisfied (4)	357 34%	32 36%	318 33%	6 40%	131 33%	198 34%	28 34%	319 34%	28 31%	4 17%	2 33%	352 34%	3 34%
Very satisfied (5)	217 20%	21 23%	192 20%	3 21%	96 24%	108 18%	13 15%	198 21%	14 15%	5 19%	* 1%	216 21%	- -
Don't know	19 2%	1 1%	18 2%	- -	7 2%	9 2%	3 4%	19 2%	- -	- -	- -	19 2%	- -
NET Very/fairly satisfied	574 54%	54 59%	510 53%	10 61%	227 58%	306 52%	41 49%	517 56%	42 46%	9 36%	3 34%	568 54%	3 34%
NET Very/fairly dissatisfied	241 23%	19 20%	220 23%	3 17%	80 20%	151 26%f	11 13%	217 23%h	11 12%	7 29%	2 33%	235 22%	4 47%
Mean	3.40	3.51	3.39	3.66	3.53e	3.31	3.49	3.41	3.47	3.19	3.02	3.41	2.77
Std Dev.	1.27	1.28	1.27	1.02	1.25	1.31	0.99	1.30	0.95	1.19	0.90	1.27	1.10
Std Error	0.04	0.14	0.04	0.27	0.07	0.06	0.12	0.05	0.10	0.27	0.34	0.04	0.42

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	926	250	213	213	250	102	77	71	74	76	63	65	74	74	108	73	69
Weighted Base	1062	310	245	229	278	137*	91*	82*	93*	76*	75*	64*	97*	68*	106*	88*	84*
Effective Base	617	177	147	136	157	76	52	49	52	53	43	45	50	43	61	48	49
Very dissatisfied (1)	128 12%	40 13%	30 12%	24 10%	35 13%	22 16%	5 5%	13 16%	13 14%	8 11%	8 11%	8 12%	10 10%	6 8%	7 6%	12 14%	17 20%fn
Fairly dissatisfied (2)	113 11%	27 9%	27 11%	36 16%d	22 8%	13 10%	6 7%	8 10%	10 11%	8 10%	9 13%	15 24%efmno	16 16%	5 8%	9 8%	4 4%	10 11%
Neither satisfied or dissatisfied (3)	228 21%	84 27%c	54 22%c	29 13%	60 22%c	46 33%kl	24 26%l	15 18%	21 22%l	16 20%	18 24%l	9 14%	8 8%	12 18%	22 21%	22 24%l	17 20%
Fairly satisfied (4)	357 34%	96 31%	88 36%	85 37%	88 32%	35 26%	29 32%	31 38%	36 39%	30 40%	22 29%	22 34%	38 39%	25 37%	34 32%	30 34%	25 30%
Very satisfied (5)	217 20%	58 19%	43 18%	50 22%	65 23%	20 15%	25 27%	13 16%	13 14%	12 16%	18 24%	9 14%	24 24%	18 26%	33 31%ehk	17 20%	15 17%
Don't know	19 2%	5 1%	2 1%	5 2%	7 3%	-	2 3%	2 3%	-	2 3%	-	2 3%	2 2%	2 3%	2 2%	4 4%	2 2%
NET Very/fairly satisfied	574 54%	153 49%	132 54%	135 59%	154 55%	55 40%	54 59%e	44 54%	49 53%	43 56%	40 53%	31 48%	61 63%e	43 63%e	67 63%e	47 54%	40 47%
NET Very/fairly dissatisfied	241 23%	68 22%	57 23%	60 26%	57 21%	36 26%	11 12%	21 25%	23 25%	16 21%	18 24%	23 36%fmn	26 27%	11 16%	15 15%	16 18%	26 31%fn
Mean	3.40	3.34	3.36	3.46	3.47	3.13	3.70ekp	3.29	3.29	3.41	3.42	3.15	3.51	3.67e	3.75ehkp	3.44	3.14
Std Dev.	1.27	1.26	1.25	1.29	1.29	1.26	1.12	1.31	1.24	1.21	1.29	1.29	1.32	1.21	1.18	1.27	1.39
Std Error	0.04	0.08	0.09	0.09	0.08	0.13	0.13	0.16	0.14	0.14	0.16	0.16	0.16	0.14	0.11	0.15	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 152

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	926	55	871	349	577	477	448	212	217	184	117	104	54	38	429	301	196	92	777	143
Weighted Base	1062	68*	994	383	679	568	493	247	270	204	122*	121*	54*	44**	517	326	218	98*	833	222
Effective Base	617	46	572	217	400	312	306	146	150	123	72	71	32	25	295	195	127	57	496	118
Very dissatisfied (1)	121 11%	11 16%	111 11%	27 7%	95 14%c	55 10%	66 13%	15 6%	24 9%	14 7%	16 13%	33 28%ghij	9 16%	11 24%	39 8%	30 9%	53 24%no	19 20%no	104 12%	17 8%
Fairly dissatisfied (2)	113 11%	9 13%	104 10%	23 6%	90 13%c	45 8%	68 14%e	33 13%	18 7%	23 11%	13 11%	18 15%	3 5%	7 15%	50 10%	36 11%	27 12%	9 10%	90 11%	21 9%
Neither satisfied or dissatisfied (3)	249 23%	12 17%	238 24%	93 24%	156 23%	141 25%	108 22%	57 23%	64 24%	52 26%	25 21%	28 23%	14 27%	8 18%	121 23%	78 24%	50 23%	22 23%	190 23%	58 26%
Fairly satisfied (4)	372 35%	24 35%	348 35%	155 40%d	218 32%	209 37%	162 33%	91 37%	118 44%k	65 32%	42 35%	33 27%	15 28%	8 18%	208 40%pq	108 33%	56 26%	23 24%	291 35%	78 35%
Very satisfied (5)	182 17%	11 16%	171 17%	82 21%d	101 15%	109 19%	73 15%	50 20%k	45 17%k	42 21%k	20 16%	7 6%	11 20%k	7 15%	96 18%	62 19%	25 11%	18 18%	138 17%	44 20%
Don't know	24 2%	1 2%	22 2%	3 1%	21 3%	8 1%	15 3%	1 1%	2 1%	8 4%	5 4%g	1 1%	2 4%	4 9%	3 1%	13 4%n	7 3%n	6 6%n	20 2%	3 2%
NET Very/fairly satisfied	554 52%	35 51%	520 52%	236 62%d	318 47%	318 56%f	235 48%	141 57%k	163 60%k	107 53%k	62 51%k	40 34%	26 49%	15 34%	304 59%pq	170 52%p	81 37%	41 42%	429 52%	122 55%
NET Very/fairly dissatisfied	235 22%	20 29%	215 22%	50 13%	185 27%c	100 18%	134 27%e	48 19%	42 15%	36 18%	30 24%	51 42%ghijl	11 21%	17 39%	89 17%	66 20%	79 36%no	28 29%n	194 23%	38 17%
Mean	3.37	3.23	3.38	3.64d	3.21	3.48f	3.23	3.52k	3.53k	3.51k	3.31k	2.69	3.33k	2.84	3.53pq	3.43p	2.88	3.12	3.33	3.50
Std Dev.	1.23	1.33	1.22	1.10	1.27	1.18	1.27	1.14	1.12	1.16	1.27	1.31	1.33	1.46	1.13	1.20	1.36	1.40	1.25	1.15
Std Error	0.04	0.18	0.04	0.06	0.05	0.05	0.06	0.08	0.08	0.09	0.12	0.13	0.19	0.25	0.05	0.07	0.10	0.15	0.05	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Table 152

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	926	290	262	178	196	552	374	666	248	92	93	229	268	186	590	93	787	277	603	46
Weighted Base	1062	289	302	249	222	591	471	823	225	99*	107*	296	303	200	706	101*	916	289	721	53*
Effective Base	617	166	170	143	138	337	281	454	161	59	63	164	182	111	409	60	528	173	412	32
Very dissatisfied (1)	121 11%	25 9%	52 17%ac	14 5%	30 14%c	78 13%	44 9%	90 11%	32 14%	6 7%	17 16%	28 10%	38 13%	19 10%	83 12%	6 6%	105 11%	32 11%	84 12%	5 10%
Fairly dissatisfied (2)	113 11%	24 8%	33 11%	31 12%	26 12%	56 10%	57 12%	75 9%	35 15%g	16 16%	15 14%	37 13%	25 8%	14 7%	77 11%	16 15%	92 10%	29 10%	82 11%	2 3%
Neither satisfied or dissatisfied (3)	249 23%	55 19%	61 20%	78 32%ab	54 24%	117 20%	133 28%e	191 23%	55 25%	22 22%	15 14%	68 23%	84 28%j	47 24%	167 24%	24 24%	214 23%	64 22%	167 23%	19 36%
Fairly satisfied (4)	372 35%	119 41%d	110 37%	79 32%	63 29%	230 39%f	143 30%	306 37%h	63 28%	30 30%	32 30%	102 35%	119 39%	79 39%	253 36%	30 30%	336 37%	98 34%	261 36%	13 25%
Very satisfied (5)	182 17%	61 21%	41 13%	43 17%	37 17%	102 17%	81 17%	145 18%	34 15%	23 24%l	25 24%l	49 17%	34 11%	40 20%l	108 15%	23 23%	147 16%	64 22%r	107 15%	12 22%
Don't know	24 2%	4 2%	5 2%	4 1%	11 5%	9 2%	14 3%	16 2%	6 3%	2 2%	3 3%	12 4%	4 1%	1 1%	19 3%	2 2%	22 2%	2 1%	20 3%	2 3%
NET Very/fairly satisfied	554 52%	180 62%bcd	151 50%	123 49%	101 45%	331 56%f	223 47%	451 55%h	97 43%	53 54%	57 53%	151 51%	153 50%	118 59%	361 51%	53 53%	483 53%	162 56%	368 51%	25 48%
NET Very/fairly dissatisfied	235 22%	49 17%	85 28%ac	44 18%	56 25%	134 23%	101 21%	165 20%	66 30%g	22 22%	32 30%m	65 22%	63 21%	33 17%	160 23%	22 22%	197 22%	61 21%	167 23%	7 13%
Mean	3.37	3.59bd	3.18	3.44	3.24	3.38	3.35	3.42h	3.15	3.49	3.32	3.37	3.28	3.53	3.33	3.48	3.37	3.46	3.32	3.49
Std Dev.	1.23	1.17	1.30	1.09	1.28	1.26	1.19	1.21	1.28	1.21	1.41	1.20	1.17	1.17	1.22	1.20	1.21	1.26	1.22	1.18
Std Error	0.04	0.07	0.08	0.08	0.09	0.05	0.06	0.05	0.08	0.13	0.15	0.08	0.07	0.09	0.05	0.13	0.04	0.08	0.05	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		926	682	244	113	562	147	130	87	42	71	55	59	66	71	83	56	59	20	127
Weighted Base		1062	929	133*	27**	937	68*	38*	19*	33*	134*	82*	76*	102*	109*	186*	130*	86*	6**	62*
Effective Base		617	552	67	18	502	84	78	59	41	68	53	57	61	65	81	53	56	8	75
Very dissatisfied (1)		121 11%	101 11%	20 15%	5 17%	109 12%	6 8%	5 14%	1 7%	5 15%	18 14%	19 23%inor	7 10%	5 5%	15 14%	15 8%	9 7%	15 17%l	1 9%	5 8%
Fairly dissatisfied (2)		113 11%	98 11%	15 11%	2 8%	97 10%	8 12%	6 15%	3 14%	6 18%im	8 6%	15 18%im	7 9%	14 14%	5 5%	22 12%	10 8%	10 11%	1 10%	8 13%
Neither satisfied or dissatisfied (3)		249 23%	231 25%	19 14%	3 12%	224 24%	14 20%	6 17%	5 25%	4 12%	24 18%	13 16%	34 44%hijlmnopr	22 21%	24 22%	52 28%	31 24%	21 24%	1 17%	13 21%
Fairly satisfied (4)		372 35%	315 34%	57 43%	10 38%	322 34%	30 44%	14 36%	6 33%	13 41%	54 40%	23 28%	19 24%	37 37%	45 41%	56 30%	46 35%	30 35%	3 51%	27 43%k
Very satisfied (5)		182 17%	164 18%	18 14%	6 23%	163 17%	9 13%	7 18%	4 20%	4 11%	27 20%	11 13%	8 11%	22 21%	13 12%	41 22%	28 22%	10 11%	1 14%	8 13%
Don't know		24 2%	19 2%	4 3%	- -	22 2%	1 2%	* *	* 1%	1 2%	3 3%	1 2%	1 2%	1 1%	7 6%n	- -	6 8%n	1 1%	- -	1 2%
NET Very/fairly satisfied		554 52%	479 52%	75 56%	17 62%	485 52%	39 57%	21 54%	10 52%	17 52%	81 60%jk	34 41%	27 36%	59 58%k	58 53%	97 52%	74 57%k	40 46%	4 64%	35 56%k
NET Very/fairly dissatisfied		235 22%	200 22%	35 26%	7 26%	206 22%	14 21%	11 28%	4 21%	11 34%o	26 19%	34 41%iklmnor	14 19%	20 20%	20 19%	38 20%	20 14%	24 28%	1 19%	13 21%
Mean		3.37	3.38	3.30	3.42	3.36	3.42	3.31	3.44	3.15	3.49j	2.89	3.19	3.55j	3.34	3.45j	3.60jp	3.12	3.51	3.41j
Std Dev.		1.23	1.22	1.29	1.41	1.23	1.14	1.32	1.21	1.31	1.28	1.40	1.08	1.14	1.22	1.19	1.13	1.28	1.22	1.14
Std Error		0.04	0.05	0.08	0.13	0.05	0.09	0.12	0.13	0.20	0.15	0.19	0.14	0.14	0.15	0.13	0.16	0.17	0.27	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
			1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base		926	439	252	639	452	439	38	98	252	26	91	286	377	152	79	30	663	109	390	348	112	55	18	738	73	564	362
Weighted Base		1062	491	282	736	527	491	38**	91*	282	29**	80*	339	443	170	83*	26**	781	109*	448	397	135*	62*	16**	845	78*	654	408
Effective Base		617	287	166	424	303	287	24	67	166	18	59	186	261	104	48	18	446	66	254	236	78	37	10	490	47	377	240
Very dissatisfied (1)		121 11%	51 10%	42 15%	74 10%	64 12%	51 10%	4 10%	10 11%	42 15%	3 9%	11 14%	47 14%lm	36 8%	9 5%	19 23%lmp	8 32%	83 11%	28 25%klmp	55 12%	42 11%	8 6%	12 19%t	4 26%	98 12%	16 21%t	53 8%	69 17%y
Fairly dissatisfied (2)		113 11%	45 9%	46 16%ac	65 9%	66 12%	45 9%	5 12%	14 16%	46 16%	8 28%	17 21%	22 6%	53 12%k	30 18%kp	7 8%	1 5%	75 10%	8 7%	45 10%	34 9%	21 15%	11 18%	* 1%	80 9%	11 14%	57 9%	56 14%
Neither satisfied or dissatisfied (3)		249 23%	89 18%	63 22%	173 23%	147 28%a	89 18%	5 13%	17 19%	63 22%	3 12%	20 26%	57 17%	99 22%	58 34%klp	30 36%klp	5 21%	155 20%	36 33%klp	77 17%	81 20%	64 47%rsw	20 33%rw	4 23%	159 19%	24 31%rw	140 21%	110 27%
Fairly satisfied (4)		372 35%	186 38%	87 31%	276 37%	176 33%	186 38%	12 31%	31 35%	87 31%	10 34%	19 24%	113 33%	181 41%mq	48 28%	24 29%	6 23%	294 38%	30 28%	153 34%	167 42%tux	35 26%	12 20%	5 29%	320 38%tux	17 22%	276 42%z	96 23%
Very satisfied (5)		182 17%	112 23%bd	35 12%	139 19%d	62 12%	112 23%	11 30%	16 17%	35 12%	5 17%	10 13%	89 26%lmnq	66 15%nq	22 13%n	1 1%	4 14%	155 20%nq	5 4%	108 24%stux	64 16%t	5 3%	5 8%	1 8%	172 20%tx	6 8%	124 19%	58 14%
Don't know		24 2%	8 2%	10 3%	10 1%	12 2%	8 2%	2 5%	2 3%	10 3%	-	3 3%	11 3%	8 2%	2 1%	2 2%	1 4%	19 2%	3 3%	9 2%	8 2%	3 2%	1 2%	2 14%	17 2%	3 4%	4 1%	20 5%y
NET Very/fairly satisfied		554 52%	298 61%bd	122 43%	414 56%bd	238 45%	298 61%	23 61%	47 52%	122 43%	15 51%	29 37%	202 60%mnq	248 56%mnq	70 41%	25 30%	10 38%	449 58%mnq	35 32%	261 58%tux	231 58%tux	39 29%	17 28%	6 36%	492 58%tux	23 30%	400 61%z	154 38%
NET Very/fairly dissatisfied		235 22%	96 20%	88 31%ac	139 19%	130 25%	96 20%	8 22%	24 27%	88 31%	11 38%	28 35%	69 20%	89 20%	39 23%	26 31%	10 37%	158 20%	36 33%klp	101 22%	76 19%	29 21%	23 37%sw	4 27%	177 21%	27 35%sw	110 17%	124 30%y
Mean		3.37	3.54bd	3.10	3.47bd	3.20	3.54	3.62	3.32	3.10	3.21	3.01	3.53nq	3.44nq	3.26nq	2.76	2.81	3.48nq	2.77	3.48tux	3.45tux	3.06	2.79	2.90	3.47tux	2.81	3.56z	3.05
Std Dev.		1.23	1.24	1.27	1.19	1.19	1.24	1.34	1.27	1.27	1.30	1.26	1.34	1.14	1.08	1.16	1.51	1.23	1.24	1.31	1.19	0.90	1.22	1.43	1.25	1.25	1.14	1.30
Std Error		0.04	0.06	0.08	0.05	0.06	0.06	0.22	0.13	0.08	0.25	0.13	0.08	0.06	0.09	0.13	0.28	0.05	0.12	0.07	0.06	0.09	0.17	0.35	0.05	0.15	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	926	88	824	14	363	490	73	809	83	20	7	912	7
Weighted Base	1062	91*	955	16**	393	586	84*	930	91*	25**	7**	1046	8**
Effective Base	617	54	554	9	229	334	55	538	55	14	5	607	6
Very dissatisfied (1)	121 11%	14 15%	106 11%	2 10%	57 14%	61 10%	4 5%	114 12%	5 6%	2 7%	-	121 12%	-
Fairly dissatisfied (2)	113 11%	9 10%	101 11%	3 17%	43 11%	57 10%	13 16%	100 11%	7 7%	4 15%	2 33%	111 11%	-
Neither satisfied or dissatisfied (3)	249 23%	25 28%	221 23%	3 18%	82 21%	142 24%	25 30%	205 22%	29 31%	9 35%	3 34%	242 23%	5 56%
Fairly satisfied (4)	372 35%	23 25%	341 36%	9 53%	127 32%	222 38%	22 27%	319 34%	36 39%	11 43%	2 32%	366 35%	4 44%
Very satisfied (5)	182 17%	18 19%	164 17%	1 3%	74 19%	93 16%	16 19%	168 18%	14 16%	*	* 1%	182 17%	-
Don't know	24 2%	2 3%	21 2%	-	9 2%	11 2%	3 4%	24 3%	-	-	-	24 2%	-
NET Very/fairly satisfied	554 52%	40 44%	505 53%	9 56%	201 51%	316 54%	38 45%	487 52%	50 55%	11 44%	2 33%	548 52%	4 44%
NET Very/fairly dissatisfied	235 22%	23 25%	207 22%	4 27%	100 25%	117 20%	17 21%	215 23%	12 13%	5 22%	2 33%	232 22%	-
Mean	3.37	3.24	3.38	3.22	3.31	3.40	3.40	3.36	3.52	3.15	3.01	3.37	3.44
Std Dev.	1.23	1.32	1.22	1.12	1.31	1.18	1.13	1.26	1.04	0.93	0.89	1.23	0.53
Std Error	0.04	0.14	0.04	0.30	0.07	0.05	0.13	0.04	0.11	0.21	0.34	0.04	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		926	250	213	213	250	102	77	71	74	76	63	65	74	74	108	73	69
Weighted Base		1062	310	245	229	278	137*	91*	82*	93*	76*	75*	64*	97*	68*	106*	88*	84*
Effective Base		617	177	147	136	157	76	52	49	52	53	43	45	50	43	61	48	49
Very dissatisfied	(1)	121 11%	30 10%	31 13%	23 10%	38 14%	14 10%	6 6%	9 12%	18 18%m	8 10%	5 7%	10 16%	10 10%	3 4%	11 10%	11 13%	16 18%m
Fairly dissatisfied	(2)	113 11%	35 11%	32 13%	26 11%	20 7%	19 14%	5 5%	11 13%	14 15%	11 14%	8 10%	5 8%	11 11%	9 14%	6 6%	10 11%	4 5%
Neither satisfied or dissatisfied	(3)	249 23%	84 27%	46 19%	54 24%	65 23%	36 26%	24 26%	24 29%	15 17%	17 23%	13 18%	21 32%m	25 26%	8 12%	28 27%	17 20%	20 23%
Fairly satisfied	(4)	372 35%	113 36%	99 40%	74 32%	86 31%	58 42%g	35 39%	20 24%	35 37%	26 35%	38 50%gklno	18 28%	26 27%	30 44%gj	31 30%	23 26%	32 38%
Very satisfied	(5)	182 17%	43 14%	32 13%	46 20%	61 22%b	9 6%	19 21%e	15 18%e	9 9%	12 16%	11 15%	8 13%	22 23%e	16 23%e	27 26%eh	23 26%eh	11 13%
Don't know		24 2%	7 2%	4 2%	5 2%	7 3%	1 1%	2 2%	3 4%	3 3%	1 1%	1 1%	2 3%	2 2%	2 3%	2 2%	4 4%	2 2%
NET Very/fairly satisfied		554 52%	155 50%	131 53%	121 53%	147 53%	66 48%	55 60%	34 42%	44 47%	39 51%	49 65%gk	27 41%	49 50%	45 67%gk	59 55%	46 52%	43 51%
NET Very/fairly dissatisfied		235 22%	64 21%	63 26%	49 21%	58 21%	33 24%	11 12%	20 25%	32 34%fn	19 25%	13 17%	16 24%	21 22%	12 18%	17 16%	21 24%	20 24%
Mean		3.37	3.34	3.29	3.43	3.41	3.20	3.65ehk	3.24	3.03	3.32	3.56h	3.15	3.42	3.70ehk	3.55h	3.42	3.23
Std Dev.		1.23	1.15	1.23	1.23	1.30	1.10	1.09	1.26	1.32	1.22	1.09	1.25	1.26	1.12	1.24	1.36	1.30
Std Error		0.04	0.07	0.09	0.09	0.08	0.11	0.12	0.15	0.16	0.14	0.14	0.16	0.15	0.13	0.12	0.16	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	926	55	871	349	577	477	448	212	217	184	117	104	54	38	429	301	196	92	777	143
Weighted Base	1062	68*	994	383	679	568	493	247	270	204	122*	121*	54*	44**	517	326	218	98*	833	222
Effective Base	617	46	572	217	400	312	306	146	150	123	72	71	32	25	295	195	127	57	496	118
How your complaint was handled	597 56%	39 57%	558 56%	245 64%d	352 52%	341 60%f	254 52%	156 63%k	164 61%k	107 53%	67 55%	50 42%	29 54%	23 52%	320 62%p	174 53%	102 47%	52 53%	450 54%	143 64%r
The resolution to your complaint	574 54%	35 52%	538 54%	243 63%d	331 49%	326 57%	246 50%	140 56%k	169 63%k	112 55%k	63 52%	47 39%	28 53%	14 32%	308 60%pq	175 54%p	90 41%	42 43%	451 54%	119 53%
The time taken to resolve your complaint	554 52%	35 51%	520 52%	236 62%d	318 47%	318 56%f	235 48%	141 57%k	163 60%k	107 53%k	62 51%k	40 34%	26 49%	15 34%	304 59%pq	170 52%p	81 37%	41 42%	429 52%	122 55%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 153

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	926	290	262	178	196	552	374	666	248	92	93	229	268	186	590	93	787	277	603	46
Weighted Base	1062	289	302	249	222	591	471	823	225	99*	107*	296	303	200	706	101*	916	289	721	53*
Effective Base	617	166	170	143	138	337	281	454	161	59	63	164	182	111	409	60	528	173	412	32
How your complaint was handled	597 56%	187 65%bd	160 53%	136 55%	114 52%	346 59%	250 53%	472 57%	118 53%	59 60%	58 54%	169 57%	165 55%	121 61%	392 55%	59 59%	516 56%	177 61%	390 54%	29 55%
The resolution to your complaint	574 54%	169 58%	157 52%	137 55%	111 50%	326 55%	248 53%	464 56%h	105 47%	54 54%	54 51%	166 56%	150 50%	126 63%ln	371 53%	54 53%	500 55%	165 57%	382 53%	26 50%
The time taken to resolve your complaint	554 52%	180 62%bcd	151 50%	123 49%	101 45%	331 56%f	223 47%	451 55%h	97 43%	53 54%	57 53%	151 51%	153 50%	118 59%	361 51%	53 53%	483 53%	162 56%	368 51%	25 48%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	926	682	244	113	562	147	130	87	42	71	55	59	66	71	83	56	59	20	127
Weighted Base	1062	929	133*	27**	937	68*	38*	19*	33*	134*	82*	76*	102*	109*	186*	130*	86*	6**	62*
Effective Base	617	552	67	18	502	84	78	59	41	68	53	57	61	65	81	53	56	8	75
How your complaint was handled	597 56%	520 56%	76 57%	15 57%	526 56%	42 61%	18 48%	11 57%	19 57%	66 49%	35 43%	30 40%	60 59%k	71 65%jk	114 62%jk	76 59%k	54 63%jk	5 80%	37 59%k
The resolution to your complaint	574 54%	493 53%	80 60%	14 54%	502 54%	42 62%	20 51%	10 53%	18 55%	66 49%	30 36%	39 51%	64 63%j	62 57%j	98 53%	77 60%j	48 56%j	5 77%	37 60%j
The time taken to resolve your complaint	554 52%	479 52%	75 56%	17 62%	485 52%	39 57%	21 54%	10 52%	17 52%	81 60%jk	34 41%	27 36%	59 58%k	58 53%	97 52%	74 57%k	40 46%	4 64%	35 56%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 153

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage: 1st class - all/most of the time (a)	Stamp usage: 2nd class - all/most of the time (b)	Stamp usage: Use 1st class (c)	Stamp usage: Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	1st class usage: Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage: Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	2nd class usage: Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage: Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	926	439	252	639	452	439	38	98	252	26	91	286	377	152	79	30	663	109	390	348	112	55	18	738	73	564	362
Weighted Base	1062	491	282	736	527	491	38**	91*	282	29**	80*	339	443	170	83*	26**	781	109*	448	397	135*	62*	16**	845	78*	654	408
Effective Base	617	287	166	424	303	287	24	67	166	18	59	186	261	104	48	18	446	66	254	236	78	37	10	490	47	377	240
How your complaint was handled	597 / 56%	309 / 63%bd	127 / 45%	450 / 61%bd	268 / 51%	309 / 63%	22 / 57%	54 / 60%	127 / 45%	18 / 61%	36 / 45%	228 / 67%lmnq	253 / 57%mnq	75 / 44%	32 / 38%	9 / 33%	481 / 62%mnq	40 / 37%	272 / 61%tux	249 / 63%tux	48 / 35%	23 / 38%	4 / 25%	520 / 62%tux	27 / 35%	419 / 64%z	178 / 44%
The resolution to your complaint	574 / 54%	303 / 62%bd	114 / 40%	441 / 60%bd	252 / 48%	303 / 62%	22 / 56%	45 / 50%	114 / 40%	15 / 52%	39 / 48%	214 / 63%mnq	241 / 54%mnq	80 / 47%	30 / 37%	8 / 29%	455 / 58%mnq	38 / 35%	272 / 61%tux	237 / 60%tux	37 / 27%	21 / 33%	5 / 31%	510 / 60%tux	26 / 33%	402 / 61%z	172 / 42%
The time taken to resolve your complaint	554 / 52%	298 / 61%bd	122 / 43%	414 / 56%bd	238 / 45%	298 / 61%	23 / 61%	47 / 52%	122 / 43%	15 / 51%	29 / 37%	202 / 60%mnq	248 / 56%mnq	70 / 41%	25 / 30%	10 / 38%	449 / 58%mnq	35 / 32%	261 / 58%tux	231 / 58%tux	39 / 29%	17 / 28%	6 / 36%	492 / 58%tux	23 / 30%	400 / 61%z	154 / 38%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	926	88	824	14	363	490	73	809	83	20	7	912	7
Weighted Base	1062	91*	955	16**	393	586	84*	930	91*	25**	7**	1046	8**
Effective Base	617	54	554	9	229	334	55	538	55	14	5	607	6
How your complaint was handled	597 56%	53 59%	533 56%	10 61%	229 58%	323 55%	45 53%	529 57%	51 56%	11 45%	3 34%	591 57%	3 33%
The resolution to your complaint	574 54%	54 59%	510 53%	10 61%	227 58%	306 52%	41 49%	517 56%	42 46%	9 36%	3 34%	568 54%	3 34%
The time taken to resolve your complaint	554 52%	40 44%	505 53%	9 56%	201 51%	316 54%	38 45%	487 52%	50 55%	11 44%	2 33%	548 52%	4 44%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	926	250	213	213	250	102	77	71	74	76	63	65	74	74	108	73	69
Weighted Base	1062	310	245	229	278	137*	91*	82*	93*	76*	75*	64*	97*	68*	106*	88*	84*
Effective Base	617	177	147	136	157	76	52	49	52	53	43	45	50	43	61	48	49
How your complaint was handled	597 58%	165 53%	132 54%	137 60%	162 58%	73 53%	52 57%	40 49%	45 48%	42 55%	45 60%	34 53%	53 55%	50 75%eghikp	69 65%	55 62%	39 46%
The resolution to your complaint	574 54%	153 49%	132 54%	135 59%	154 55%	55 40%	54 59%e	44 54%	49 53%	43 56%	40 53%	31 48%	61 63%e	43 63%e	67 63%e	47 54%	40 47%
The time taken to resolve your complaint	554 52%	155 50%	131 53%	121 53%	147 53%	66 48%	55 60%	34 42%	44 47%	39 51%	49 65%gk	27 41%	49 50%	45 67%gk	59 55%	46 52%	43 51%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	926	55	871	349	577	477	448	212	217	184	117	104	54	38	429	301	196	92	777	143
Weighted Base	1062	68*	994	383	679	568	493	247	270	204	122*	121*	54*	44**	517	326	218	98*	833	222
Effective Base	617	46	572	217	400	312	306	146	150	123	72	71	32	25	295	195	127	57	496	118
How your complaint was handled	231 22%	17 25%	214 22%	64 17%	167 25%c	106 19%	125 25%e	36 15%	45 17%	54 27%gh	31 25%	43 36%gh	9 16%	13 29%	82 16%	85 26%n	64 30%n	21 22%	201 24%s	31 14%
The resolution to your complaint	241 23%	20 29%	222 22%	56 15%	185 27%c	101 18%	140 28%e	46 19%	47 17%	51 25%	29 24%	43 35%gh	9 17%	16 37%	93 18%	80 25%	68 31%n	25 26%	207 25%s	33 15%
The time taken to resolve your complaint	235 22%	20 29%	215 22%	50 13%	185 27%c	100 18%	134 27%e	48 19%	42 15%	36 18%	30 24%	51 42%ghij	11 21%	17 39%	89 17%	66 20%	79 36%no	28 29%n	194 23%	38 17%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 154

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	926	290	262	178	196	552	374	666	248	92	93	229	268	186	590	93	787	277	603	46
Weighted Base	1062	289	302	249	222	591	471	823	225	99*	107*	296	303	200	706	101*	916	289	721	53*
Effective Base	617	166	170	143	138	337	281	454	161	59	63	164	182	111	409	60	528	173	412	32
How your complaint was handled	231 22%	50 17%	80 26%a	56 23%	46 21%	129 22%	102 22%	172 21%	58 26%	16 16%	23 21%	60 20%	74 24%	40 20%	156 22%	16 16%	198 22%	56 20%	170 24%	5 9%
The resolution to your complaint	241 23%	59 20%	82 27%	50 20%	50 23%	141 24%	101 21%	177 22%	59 26%	19 20%	19 17%	61 21%	74 24%	42 21%	154 22%	21 21%	200 22%	55 19%	175 24%	12 23%
The time taken to resolve your complaint	235 22%	49 17%	85 28%ac	44 18%	56 25%	134 23%	101 21%	165 20%	66 30%g	22 22%	32 30%m	65 22%	63 21%	33 17%	160 23%	22 22%	197 22%	61 21%	167 24%	7 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 154

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	926	682	244	113	562	147	130	87	42	71	55	59	66	71	83	56	59	20	127
Weighted Base	1062	929	133*	27**	937	68*	38*	19*	33*	134*	82*	76*	102*	109*	186*	130*	86*	6**	62*
Effective Base	617	552	67	18	502	84	78	59	41	68	53	57	61	65	81	53	56	8	75
How your complaint was handled	231 22%	194 21%	37 28%	10 37%	204 22%	13 19%	11 29%	3 15%	8 24%	35 26%	29 35%lno	17 22%	18 18%	23 21%	31 17%	21 17%	23 27%	1 11%	12 20%
The resolution to your complaint	241 23%	207 22%	34 25%	8 29%	214 23%	14 21%	11 28%	3 16%	11 33%m	42 32%m	27 33%m	17 23%	18 18%	14 12%	34 18%	25 19%	26 30%m	1 14%	13 21%
The time taken to resolve your complaint	235 22%	200 22%	35 26%	7 26%	206 22%	14 21%	11 28%	4 21%	11 34%o	26 19%	34 41%lklmnor	14 19%	20 20%	20 19%	38 20%	19 14%	24 28%	1 19%	13 21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 154

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

| | Total | Stamp usage | | | | 1st class usage | | | 2nd class usage | | | Reliance on postal service for sending/receiving letters and cards | | | | | | | Reliance on postal service for sending/receiving parcels | | | | | | | Affordability challenges | |
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	926	439	252	639	452	439	38	98	252	26	91	286	377	152	79	30	663	109	390	348	112	55	18	738	73	564	362
Weighted Base	1062	491	282	736	527	491	38**	91*	282	29**	80*	339	443	170	83*	26**	781	109*	448	397	135*	62*	16**	845	78*	654	408
Effective Base	617	287	166	424	303	287	24	67	166	18	59	186	261	104	48	18	446	66	254	236	78	37	10	490	47	377	240
How your complaint was handled	231 22%	86 18%	84 30%ac	141 19%	138 26%ac	86 18%	9 22%	17 18%	84 30%	7 24%	25 31%	65 19%	92 21%	30 17%	31 37%klmp	12 45%	157 20%	43 39%klmp	88 20%	69 17%	37 27%	28 45%rsw	8 50%	158 19%	36 46%rstw	107 16%	124 30%y
The resolution to your complaint	241 23%	93 19%	94 33%ac	137 19%	138 26%ac	93 19%	7 19%	23 25%	94 33%	7 23%	22 27%	70 21%	98 22%	33 19%	28 34%	10 40%	168 22%	38 35%klmp	105 23%	80 20%	28 21%	21 33%	6 38%	184 22%	27 34%s	111 17%	131 32%y
The time taken to resolve your complaint	235 22%	96 20%	88 31%ac	139 19%	130 25%	96 20%	8 22%	24 27%	88 31%	11 38%	28 35%	69 20%	89 20%	39 23%	26 31%	10 37%	158 20%	36 33%klp	101 22%	76 19%	29 21%	23 37%rsw	4 27%	177 21%	27 38%rsw	110 17%	124 30%cy

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 154

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound	Not Housebound	Prefer not to say	Disabled	Not Disabled	Prefer not to say/Don't know	Have internet at home and use	Have internet at home but don't use	Don't have internet at home but use elsewhere	Don't have access to the internet	NET: Have access to the internet	Don't know
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)
Unweighted Base	926	88	824	14	363	490	73	809	83	20	7	912	7
Weighted Base	1062	91*	955	16**	393	586	84*	930	91*	25**	7**	1046	8**
Effective Base	617	54	554	9	229	334	55	538	55	14	5	607	6
How your complaint was handled	231 **22%**	24 26%	204 21%	4 24%	95 24%	124 21%	13 15%	200 21%	23 25%	3 11%	4 49%	225 22%	2 28%
The resolution to your complaint	241 **23%**	19 20%	220 23%	3 17%	80 20%	151 **26%f**	11 13%	217 **23%h**	11 12%	7 29%	2 33%	235 22%	4 47%
The time taken to resolve your complaint	235 **22%**	23 25%	207 22%	4 27%	100 25%	117 20%	17 21%	215 23%	12 13%	5 22%	2 33%	232 22%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	926	250	213	213	250	102	77	71	74	76	63	65	74	74	108	73	69
Weighted Base	1062	310	245	229	278	137*	91*	82*	93*	76*	75*	64*	97*	68*	106*	88*	84*
Effective Base	617	177	147	136	157	76	52	49	52	53	43	45	50	43	61	48	49
How your complaint was handled	231 22%	75 24%	53 21%	46 20%	58 21%	40 29%mn	15 16%	20 24%m	17 19%	22 28%mn	13 18%	16 26%m	24 25%m	5 8%	13 12%	21 24%m	25 29%mn
The resolution to your complaint	241 23%	68 22%	57 23%	60 26%	57 21%	36 26%	11 12%	21 25%	23 25%	16 21%	18 24%	23 36%fmn	26 27%	11 16%	15 15%	16 18%	26 31%fn
The time taken to resolve your complaint	235 22%	64 21%	63 26%	49 21%	58 21%	33 24%	11 12%	20 25%	32 34%fn	19 25%	13 17%	16 24%	21 22%	12 18%	17 16%	21 24%	20 24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	926	55	871	349	577	477	448	212	217	184	117	104	54	38	429	301	196	92	777	143
Weighted Base	1062	68*	994	383	679	568	493	247	270	204	122*	121*	54*	44**	517	326	218	98*	833	222
Effective Base	617	46	572	217	400	312	306	146	150	123	72	71	32	25	295	195	127	57	496	118
How your complaint was handled	3.46	3.38	3.47	3.68d	3.34	3.56f	3.35	3.70ijkm	3.61ikm	3.36k	3.45k	2.93	3.49k	3.18	3.65opq	3.38p	3.12	3.35	3.40	3.69r
The resolution to your complaint	3.40	3.27	3.41	3.68d	3.25	3.54f	3.24	3.52km	3.61ijkm	3.36km	3.41km	2.92	3.56km	2.80	3.56opq	3.38p	3.05	3.22	3.39	3.46
The time taken to resolve your complaint	3.37	3.23	3.38	3.64d	3.21	3.48f	3.23	3.52k	3.53k	3.51k	3.31k	2.69	3.33k	2.84	3.53pq	3.43p	2.88	3.12	3.33	3.50

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	926	290	262	178	196	552	374	666	248	92	93	229	268	186	590	93	787	277	603	46
Weighted Base	1062	289	302	249	222	591	471	823	225	99*	107*	296	303	200	706	101*	916	289	721	53*
Effective Base	617	166	170	143	138	337	281	454	161	59	63	164	182	111	409	60	528	173	412	32
How your complaint was handled	3.46	3.67bcd	3.30	3.46	3.43	3.48	3.44	3.50h	3.31	3.66jln	3.39	3.48	3.42	3.56	3.44	3.65	3.46	3.57r	3.40	3.70r
The resolution to your complaint	3.40	3.54bd	3.21	3.52b	3.36	3.37	3.44	3.44h	3.26	3.59l	3.43	3.48l	3.27	3.53ln	3.38	3.56	3.41	3.58r	3.33	3.47
The time taken to resolve your complaint	3.37	3.59bd	3.18	3.44	3.24	3.38	3.35	3.42h	3.15	3.49	3.32	3.37	3.28	3.53	3.33	3.48	3.37	3.46	3.32	3.49

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	926	682	244	113	562	147	130	87	42	71	55	59	66	71	83	56	59	20	127
Weighted Base	1062	929	133*	27**	937	68*	38*	19*	33*	134*	82*	76*	102*	109*	186*	130*	86*	6**	62*
Effective Base	617	552	67	18	502	84	78	59	41	68	53	57	61	65	81	53	56	8	75
How your complaint was handled	3.46	3.47	3.42	3.37	3.47	3.46	3.27	3.58	3.45	3.29	3.03	3.26	3.62ijk	3.50j	3.70ijkp	3.64ijkp	3.38j	3.70	3.44j
The resolution to your complaint	3.40	3.39	3.46	3.38	3.40	3.50	3.35	3.48	3.25	3.21	2.97	3.40j	3.64ijp	3.56ijp	3.43ijp	3.70ijknp	3.15	3.80	3.47j
The time taken to resolve your complaint	3.37	3.38	3.30	3.42	3.36	3.42	3.31	3.44	3.15	3.49j	2.89	3.19	3.55j	3.34	3.45j	3.60jp	3.12	3.51	3.41j

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	926	439	252	639	452	439	38	98	252	26	91	286	377	152	79	30	663	109	390	348	112	55	18	738	73	564	362
Weighted Base	1062	491	282	736	527	491	38**	91*	282	29**	80*	339	443	170	83*	26**	781	109*	448	397	135*	62*	16**	845	78*	654	408
Effective Base	617	287	166	424	303	287	24	67	166	18	59	186	261	104	48	18	446	66	254	236	78	37	10	490	47	377	240
How your complaint was handled	3.46	3.63bd	3.18	3.57bd	3.31	3.63	3.55	3.50	3.18	3.52	3.13	3.69lmnoq	3.49noq	3.37noq	2.85	2.80	3.56mnoq	2.84	3.60tux	3.56tux	3.13x	2.87	2.41	3.58tux	2.79	3.67z	3.11
The resolution to your complaint	3.40	3.58bd	3.07	3.53bd	3.25b	3.58	3.64	3.39	3.07	3.50h	3.24	3.62lmnopq	3.39noq	3.39noq	2.88	2.76	3.49noq	2.85	3.50tux	3.50tux	3.05	2.95	3.01	3.50tux	2.96	3.60z	3.07
The time taken to resolve your complaint	3.37	3.54bd	3.10	3.47bd	3.20	3.54	3.62	3.32	3.10	3.21	3.01	3.53nq	3.44nq	3.28nq	2.76	2.81	3.48nq	2.77	3.48tux	3.45tux	3.06	2.79	2.90	3.47tux	2.81	3.56z	3.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	926	88	824	14	363	490	73	809	83	20	7	912	7
Weighted Base	1062	91*	955	16**	393	586	84*	930	91*	25**	7**	1046	8**
Effective Base	617	54	554	9	229	334	55	538	55	14	5	607	6
How your complaint was handled	3.46	3.40	3.47	3.69	3.46	3.45	3.57	3.48	3.40	3.35	2.86	3.47	2.95
The resolution to your complaint	3.40	3.51	3.39	3.66	3.53e	3.31	3.49	3.41	3.47	3.19	3.02	3.41	2.77
The time taken to resolve your complaint	3.37	3.24	3.38	3.22	3.31	3.40	3.40	3.36	3.52	3.15	3.01	3.37	3.44

QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	926	250	213	213	250	102	77	71	74	76	63	65	74	74	108	73	69
Weighted Base	1062	310	245	229	278	137*	91*	82*	93*	76*	75*	64*	97*	68*	106*	88*	84*
Effective Base	617	177	147	136	157	76	52	49	52	53	43	45	50	43	61	48	49
How your complaint was handled	3.46	3.38	3.44	3.54a	3.51	3.33	3.58gp	3.23	3.37	3.37	3.60egp	3.34	3.42	3.91efghijklop	3.74eghiklp	3.57gp	3.16
The resolution to your complaint	3.40	3.34	3.36	3.46	3.47	3.13	3.70eghijkp	3.29	3.29	3.41	3.42e	3.15	3.51ekp	3.67eghkp	3.75eghijkop	3.44e	3.14
The time taken to resolve your complaint	3.37	3.34	3.29	3.43	3.41	3.20	3.65ehk	3.24	3.03	3.32	3.56h	3.15	3.42	3.70ehk	3.55h	3.42	3.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2006	212	1794	233	1773	862	1139	245	227	354	263	415	293	209	472	617	917	502	1838	156
Weighted Base	1999	301	1698	218	1781	874	1117	245	232	336	278	413	263	231	477	614	908	495	1758	226
Effective Base	1233	175	1058	136	1097	538	690	162	144	205	161	258	165	140	305	365	563	305	1097	129
Didn't know where to go/ who to complain to	167 8%	23 8%	144 8%	12 6%	155 9%	65 7%	101 9%	21 9%	19 8%	20 6%	25 9%	23 5%	36 14%ik	22 9%	41 9%	46 7%	80 9%	57 12%	135 8%	27 12%
Didn't have the time	161 8%	32 10%	130 8%	9 4%	152 9%	75 9%	87 8%	34 14%klm	29 13%klm	31 9%m	27 10%m	25 6%m	13 5%m	2 1%	64 13%pq	58 9%pq	40 4%	14 3%	134 8%	25 11%
Not worth the hassle	803 40%	97 32%	706 42%a	98 45%	705 40%	355 41%	445 40%	106 43%	76 33%	151 45%h	103 37%	180 43%h	99 37%	89 39%	182 38%	253 41%	367 40%	188 38%	739 42%s	57 25%
Wouldn't change anything anyway	435 22%	56 19%	380 22%	41 19%	394 22%	217 25%f	217 19%	36 15%	46 20%	71 21%	60 22%	113 27%g	50 19%	59 26%g	82 17%	131 21%	222 24%n	109 22%	388 22%	45 20%
The problem was sorted without needing to complain	386 19%	55 18%	331 19%	50 23%	336 19%	175 20%	208 19%	50 21%	39 17%	70 21%	43 15%	70 17%	58 22%	55 24%	89 19%	112 18%	184 20%	113 23%	319 18%	67 29%r
Not a major issue	676 34%	90 30%	586 34%	95 44%d	581 33%	314 36%	362 32%	83 34%	70 30%	112 33%	111 40%	135 33%	86 33%	81 35%	153 32%	222 36%	301 33%	166 34%	589 34%	80 36%
Any other reason (please specify)	103 5%	19 6%	84 5%	7 3%	96 5%	44 5%	58 5%	6 2%	7 3%	10 3%	15 5%	24 6%	26 10%ghi	15 6%	13 3%	25 4%	64 7%n	40 8%no	97 6%	6 3%
I don't know	69 3%	15 5%	53 3%	4 2%	64 4%	31 4%	38 3%	13 5%i	19 8%iklm	8 2%	10 4%	11 3%	3 1%	5 2%	32 7%opq	18 3%	19 2%	8 2%	67 4%s	1 *

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2006	497	617	380	512	1114	892	1046	927	181	245	518	516	359	1279	190	1702	440	1469	97*
Weighted Base	1999	382	668	423	526	1051	948	1121	843	171	242	535	491	360	1268	181	1700	414	1496	89*
Effective Base	1233	240	401	253	340	641	592	644	575	116	155	331	301	209	787	123	1038	278	899	59*
Didn't know where to go/ who to complain to	167 8%	32 8%	70 10%	26 6%	38 7%	102 10%	64 7%	93 8%	72 9%	24 14%mn	17 7%	43 8%	43 9%	23 6%	104 8%	24 13%	133 8%	29 7%	135 9%	2 3%
Didn't have the time	161 8%	36 9%d	59 9%	39 9%	27 5%	95 9%	66 7%	123 11%h	35 4%	10 6%	13 6%	37 7%	44 9%	43 12%jn	94 7%	11 6%	141 8%	22 5%	132 9%	7 8%
Not worth the hassle	803 40%	158 41%	271 41%	159 38%	215 41%	429 41%	374 39%	435 39%	355 42%	80 47%l	90 37%	223 42%	169 34%	150 42%	482 38%	87 48%	665 39%	180 43%	584 39%	39 44%
Wouldn't change anything anyway	435 22%	93 24%	148 22%	90 21%	104 20%	241 23%	194 20%	238 21%	192 23%	40 23%	60 25%	114 21%	86 18%	78 22%	261 21%	42 23%	361 21%	76 18%	337 23%	21 24%
The problem was sorted without needing to complain	386 19%	76 20%	116 17%	76 18%	117 22%	192 18%	193 20%	212 19%	172 20%	33 19%	50 21%	111 21%	101 20%	70 19%	261 21%	33 18%	342 20%	85 20%	287 19%	14 15%
Not a major issue	676 34%	133 35%	231 35%	133 31%	178 34%	365 35%	311 33%	385 34%	279 33%	65 38%	71 29%	187 35%	156 32%	133 37%	413 33%	73 40%	564 33%	138 33%	504 34%	34 38%
Any other reason (please specify)	103 5%	15 4%	46 7%	20 5%	22 4%	61 6%	42 4%	48 4%	54 6%	3 2%	10 4%	28 5%	38 8%im	12 3%	76 6%	3 2%	96 6%	24 6%	77 5%	2 2%
I don't know	69 3%	9 2%	15 2%	21 5%	23 4%	24 2%	44 5%e	40 4%	25 3%	5 3%	6 3%	20 4%	16 3%	11 3%	42 3%	5 3%	53 3%	16 4%	48 3%	5 5%

Routing changed from Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2006	1328	678	305	1073	386	318	229	105	118	115	119	127	114	105	147	123	64	322
Weighted Base	1999	1710	289	59*	1689	165	94	50	73*	210	169	145	184	181	218	331	179	27**	138
Effective Base	1233	1063	170	76	947	177	160	154	99	113	106	114	120	106	101	140	114	24	154
Didn't know where to go/ who to complain to	167 8%	152 9%	15 5%	2 3%	145 9%	10 6%	7 7%	5 9%	3 5%	25 12%	15 9%	13 9%	12 6%	10 6%	23 10%	26 8%	18 10%	2 6%	8 6%
Didn't have the time	161 8%	139 8%	23 8%	4 6%	138 8%	13 8%	8 9%	3 6%	1 2%	21 10%h	10 6%	8 5%	22 12%h	16 9%h	19 9%	25 7%	16 9%h	1 3%	12 8%h
Not worth the hassle	803 40%	668 39%	135 47%	20 34%	684 41%	61 37%	38 40%	20 39%	34 46%iln	67 32%	80 47%lkn	48 33%	75 41%	81 45%n	66 30%	162 49%lknr	72 40%	9 34%	51 37%
Wouldn't change anything anyway	435 22%	371 22%	64 22%	14 23%	395 23%f	27 16%	13 14%	9 17%	16 22%	46 22%	28 17%	29 20%	38 21%	39 22%	61 28%	90 27%	39 22%	2 7%	25 18%
The problem was sorted without needing to complain	386 19%	344 20%	42 15%	12 20%	330 20%	31 19%	15 16%	10 19%	16 22%	42 20%	34 20%	25 17%	42 23%	37 20%	55 25%	55 17%	26 14%	5 18%	26 19%
Not a major issue	676 34%	575 34%	101 35%	21 36%	562 33%	62 38%	31 34%	20 40%	24 33%	82 39%	60 35%	50 34%	56 31%	60 33%	71 33%	92 28%	68 38%	12 44%	50 36%
Any other reason (please specify)	103 5%	82 5%	20 7%	6 10%	81 5%	11 6%	8 8%	3 6%	6 8%p	9 4%	6 4%	12 8%p	13 7%	5 3%	8 4%	17 5%	4 2%	1 3%	10 7%
I don't know	69 3%	57 3%	12 4%	2 3%	58 3%	7 4%	2 2%	1 3%	2 3%	5 3%	8 5%	2 2%	4 2%	9 5%	5 2%	12 4%	10 5%	* 1%	7 5%

Routing changed from Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Stamp usage: 1st class - all/most of the time (a)	Stamp usage: 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2006	713	885	1016	1188	713	66	305	885	82	456	720	796	228	180	76	1516	256	895	766	188	97	51	1661	148	467	1539
Weighted Base	1999	696	909	977	1190	696	63*	259	909	82*	441	717	766	217	200	89*	1483	288	850	753	210	111*	62*	1603	173	473	1526
Effective Base	1233	437	553	614	730	437	44	185	553	53	287	433	485	144	116	51	918	167	531	470	124	66	36	1001	102	296	937
Didn't know where to go/who to complain to	167 8%	54 8%	79 9%	81 8%	105 9%	54 8%	6 9%	17 7%	79 9%	15 18%h	36 8%	58 8%	59 8%	15 7%	25 12%	6 7%	118 8%	31 11%	75 9%	52 7%	19 9%	9 8%	9 14%	127 8%	18 10%	56 12%z	111 7%
Didn't have the time	161 8%	60 9%	69 8%	77 8%	86 7%	60 9%	5 8%	16 6%	69 8%j	5 6%	17 4%	50 7%	56 7%	23 11%	18 9%	15 17%klp	106 7%	32 11%	57 7%	67 9%	21 10%	9 8%	7 12%	124 8%	16 9%	36 8%	126 8%
Not worth the hassle	803 40%	258 37%	389 43%c	360 37%	491 41%	258 37%	27 43%	114 44%	389 43%	45 55%	187 42%	285 40%	291 38%	91 42%	95 48%	35 40%	576 39%	131 45%	322 38%	286 38%	94 45%	57 51%rsw	36 59%rsw	608 38%	93 54%rsw	190 40%	613 40%
Wouldn't change anything anyway	435 22%	140 20%	221 24%	204 21%	286 24%	140 20%g	7 11%	34 13%	221 24%	30 37%h	132 30%	160 22%	161 21%	34 16%	50 25%	27 30%m	320 22%	77 27%m	183 22%	153 20%	46 22%	24 22%	24 39%rstw	336 21%	48 28%	93 20%	342 22%
The problem was sorted without needing to complain	386 19%	158 23%bd	148 16%	221 23%bd	211 18%	158 23%	23 19%	60 23%	148 16%	12 15%	76 17%	166 23%noq	146 19%oq	42 20%oq	24 12%	6 7%	313 21%noq	30 10%	189 22%tvx	164 22%tvx	18 9%	14 13%v	1 1%	352 22%tvx	15 9%	79 17%	307 20%
Not a major issue	676 34%	213 31%	327 36%	317 32%	431 36%a	213 31%	23 36%	70 27%	327 36%	28 35%	157 36%	267 37%noq	276 36%noq	66 30%	48 24%	19 21%	544 37%noq	67 23%	316 37%vx	248 33%	70 33%	31 27%	11 18%	564 35%vx	41 24%	134 28%	542 36%y
Any other reason (please specify)	103 5%	41 6%	46 5%	49 5%	54 5%	41 6%	1 2%	24 9%	46 5%	1 1%	24 5%	36 5%	32 4%	10 5%	16 8%	8 10%	68 5%	24 8%lp	44 5%	30 4%	16 8%	7 7%	5 8%	74 5%	12 7%	23 5%	80 5%
I don't know	69 3%	21 3%	33 4%	28 3%	40 3%	21 3%	2 3%	9 3%	33 4%	1 2%	9 2%	18 2%	23 3%	10 5%	6 3%	9 11%klp	41 3%	16 5%	24 3%	25 3%	12 6%	1 1%	5 7%	49 3%	6 3%	22 5%	47 3%

Routing changed from Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2006	137	1854	15	686	1232	88	1966	15	7	10	1988	8
Weighted Base	1999	130*	1859	10**	647	1259	93*	1957	16**	8**	11**	1981	7**
Effective Base	1233	80	1144	10	427	755	54	1204	13	5	8	1221	4
Didn't know where to go/ who to complain to	167 8%	12 9%	155 8%	* 2%	56 9%	99 8%	12 12%	165 8%	-	-	2 17%	165 8%	-
Didn't have the time	161 8%	11 8%	150 8%	-	51 9%	104 8%	7 8%	154 8%	3 16%	1 8%	2 18%	157 8%	2 34%
Not worth the hassle	803 40%	51 39%	749 40%	3 32%	267 41%	491 39%	44 48%	784 40%	6 40%	1 15%	7 61%	792 40%	4 55%
Wouldn't change anything anyway	435 22%	29 22%	405 22%	1 14%	128 20%	287 23%	20 22%	427 22%	2 10%	3 37%	3 28%	432 22%	* 6%
The problem was sorted without needing to complain	386 19%	31 24%	350 19%	5 45%	129 20%	246 20%	10 11%	379 19%	3 16%	-	4 32%	382 19%	-
Not a major issue	676 34%	34 26%	639 34%	3 30%	235 36%	412 33%	29 31%	662 34%	8 50%	4 47%	2 16%	674 34%	* 6%
Any other reason (please specify)	103 5%	8 6%	94 5%	1 10%	39 6%	64 5%	1 1%	99 5%	-	1 16%	2 19%	101 5%	-
I don't know	69 3%	8 6%	61 3%	-	21 3%	44 4%	3 4%	65 3%	2 10%	-	1 8%	67 3%	1 12%

Routing changed from Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2006	579	522	464	441	213	186	180	162	175	185	162	146	156	138	137	166
Weighted Base	1999	564	506	482	447	216	176	172	153*	174	179	166*	138*	178	161*	124*	162*
Effective Base	1233	359	321	284	270	137	114	108	95	108	119	99	83	102	96	79	95
Didn't know where to go/ who to complain to	167 8%	40 7%	42 8%	38 8%	47 10%	15 7%	16 9%	9 5%	17 11%	14 8%	11 6%	8 5%	13 9%	17 10%	21 13%gh	12 10%	13 8%
Didn't have the time	161 8%	42 7%	50 10%	40 8%	29 7%	11 5%	15 9%	16 9%	17 11%	17 10%	16 9%	10 6%	13 9%	17 10%	12 7%	9 7%	8 5%
Not worth the hassle	803 40%	214 38%	198 39%	206 43%	185 41%	88 41%	60 34%	66 38%	70 45%	61 35%	67 38%	77 46%	56 41%	73 41%	63 39%	51 41%	71 44%
Wouldn't change anything anyway	435 22%	119 21%	112 22%	94 20%	111 25%	42 19%	38 21%	39 23%	33 21%	36 21%	43 24%	37 22%	20 15%	37 21%	43 27%	19 15%	49 30%lo
The problem was sorted without needing to complain	386 19%	112 20%	95 19%	97 20%	81 18%	35 16%	37 21%	40 23%ho	17 11%	47 27%eho	32 18%	31 19%	21 15%	45 25%ho	37 23%ho	14 11%	31 19%
Not a major issue	676 34%	203 36%	168 33%	164 34%	141 32%	74 34%	64 36%	65 38%	50 32%	58 33%	60 34%	50 30%	52 37%	62 35%	49 30%	48 38%	45 27%
Any other reason (please specify)	103 5%	27 5%	34 7%	24 5%	18 4%	12 6%	7 4%	8 5%	15 10%o	9 5%	9 5%	9 5%	6 4%	10 5%	7 4%	3 2%	9 5%
I don't know	69 3%	18 3%	21 4%	14 3%	15 3%	10 4%	5 3%	4 2%	5 3%	7 4%	8 5%	4 2%	5 3%	6 3%	8 5%	4 3%	3 2%

Routing changed from Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes - over the counter at the Post Office	272 4%	11 1%	261 5%a	146 17%d	125 2%	170 6%f	102 3%	80 10%ijklm	82 9%ijklm	42 4%klm	30 4%klm	23 2%	11 1%	4 1%	162 10%opq	71 4%pq	38 2%	15 1%	198 4%	73 8%r
Yes - by phone/ letter/ email to the Post Office	208 3%	8 1%	199 4%a	97 11%d	111 2%	130 4%f	78 2%	66 8%ijklm	65 7%ijklm	43 4%klm	21 3%klm	9 1%	4 1%	* *	131 8%opq	64 3%pq	13 1%	4 *	160 3%	47 5%r
Yes - to the regulator (Ofcom)	118 2%	1 *	117 2%a	69 8%d	49 1%	86 3%f	32 1%	31 4%jklm	36 4%jklm	35 3%jklm	10 1%km	3 *	4 *	* *	67 4%opq	45 2%pq	7 *	4 *	90 2%	28 3%r
Yes - to Citizens Advice Bureau	128 2%	6 *	122 2%a	69 8%d	59 1%	92 3%f	36 1%	33 4%jklm	45 5%ijklm	24 2%klm	14 2%l	7 1%	3 *	2 *	78 5%opq	38 2%pq	12 *	5 *	95 2%	32 3%r
Yes - to someone else (please specify)	39 1%	5 *	35 1%	3 *	36 1%	18 1%	20 1%	5 1%	6 1%	4 *	9 1%	8 1%	2 *	5 1%	11 1%	12 1%	16 1%	7 1%	34 1%	3 *
No	5370 87%	1196 97%b	4175 85%	562 65%	4809 91%c	2537 84%	2821 90%e	602 73%	644 74%	960 86%gh	736 90%ghi	1091 96%ghij	729 96%ghij	608 97%ghij	1246 73%	1696 87%n	2428 96%no	1337 96%no	4618 89%s	708 78%
I don't know	196 3%	13 1%	183 4%a	21 2%	175 3%	108 4%	88 3%	53 6%ijklm	42 5%klm	44 4%klm	21 2%	17 1%	10 1%	10 2%	95 6%opq	65 3%pq	36 1%	19 1%	133 3%	59 7%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes - over the counter at the Post Office	272 4%	105 9%bcd	64 3%	60 4%d	43 3%	169 5%f	102 3%	232 6%h	39 2%	19 3%	26 4%	84 5%	77 5%	57 5%	187 5%	19 3%	247 5%	97 7%rs	169 4%	6 2%
Yes - by phone/ letter/ email to the Post Office	208 3%	61 5%bd	48 2%	62 4%bd	36 2%	109 4%	99 3%	191 5%h	14 1%	19 3%	27 4%	67 4%m	69 4%m	23 2%	164 4%m	19 3%	187 4%	73 6%r	129 3%	7 2%
Yes - to the regulator (Ofcom)	118 2%	55 5%bcd	28 1%	17 1%	19 1%	83 3%f	35 1%	111 3%h	7 *	6 1%	10 1%	30 2%	43 3%	29 3%	83 2%	6 1%	112 2%	49 4%r	65 1%	4 1%
Yes - to Citizens Advice Bureau	128 2%	37 3%d	38 2%	32 2%	21 1%	75 2%	53 2%	110 3%h	17 1%	11 2%	9 1%	36 2%	46 3%	25 2%	91 2%	11 2%	116 2%	43 3%r	77 2%	8 3%
Yes - to someone else (please specify)	39 1%	8 1%	16 1%	12 1%	4 *	24 1%	15 1%	26 1%	13 1%	2 *	2 *	16 1%	12 1%	5 *	30 1%	2 *	37 1%	6 *	31 1%	2 1%
No	5370 87%	919 80%	1726 89%a	1201 86%a	1523 91%ac	2645 85%	2724 89%e	3048 83%	2253 94%g	499 89%	638 89%	1339 85%	1325 85%	927 87%	3301 86%	526 89%	4483 87%	1077 83%	4054 89%qs	240 80%
I don't know	196 3%	37 3%	62 3%	44 3%	54 3%	98 3%	98 3%	120 3%	62 3%	18 3%	17 2%	44 3%	42 3%	36 3%	103 3%	18 3%	140 3%	30 2%	131 3%	35 12%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes - over the counter at the Post Office	272 4%	239 5%	33 4%	5 3%	237 5%	17 3%	11 4%	6 3%	9 4%	24 4%	18 3%	17 4%	31 6%	25 4%	50 6%r	45 5%	18 3%	4 5%	14 3%
Yes - by phone/ letter/ email to the Post Office	208 3%	188 4%	20 2%	2 1%	182 4%	12 2%	10 3%	3 2%	10 4%	33 5%o	15 3%	14 3%	22 4%	24 4%	34 4%	16 2%	14 3%	* 1%	12 3%
Yes - to the regulator (Ofcom)	118 2%	100 2%	19 2%	5 3%	103 2%	9 2%	2 1%	4 3%f	2 1%	8 1%	5 1%	4 1%	19 4%hijk	9 2%	34 4%hijkmopr	14 2%	7 1%	1 2%	7 2%
Yes - to Citizens Advice Bureau	128 2%	107 2%	20 2%	3 2%	106 2%	10 2%	7 2%	4 2%	1 1%	15 2%	4 1%	11 2%o	19 3%hjo	16 3%ho	27 3%hjo	6 1%	7 1%	1 1%	10 2%
Yes - to someone else (please specify)	39 1%	36 1%	3 *	1 1%	34 1%	2 *	1 *	2 1%	1 *	6 1%	3 1%	2 *	4 1%	8 1%	7 1%	3 *	3 1%	* *	2 *
No	5370 87%	4598 87%	773 89%	157 91%	4492 87%	463 89%	265 90%d	150 88%	225 90%lmn	578 85%	459 90%lmn	399 89%n	457 84%	484 84%	667 82%	754 89%ln	470 89%n	61 89%	402 90%lmn
I don't know	196 3%	174 3%	22 3%	5 3%	170 3%	14 3%	7 2%	6 3%	7 3%	28 4%j	7 1%	12 3%	27 5%j	22 4%j	29 4%	20 2%	18 3%	3 4%	11 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes - over the counter at the Post Office	272 4%	156 6%bd	65 3%	206 6%bd	116 3%	156 6%g	11 6%	23 3%	65 3%j	3 1%	9 1%	94 5%	106 4%	44 5%	21 4%	7 3%	200 4%	28 3%	106 4%	118 5%	30 4%	9 2%	6 4%	224 5%	15 3%	226 14%z	46 1%
Yes - by phone/ letter/ email to the Post Office	208 3%	109 5%bd	29 1%	175 5%bd	95 3%b	109 5%g	8 4%g	10 1%	29 1%j	5 2%j	2	58 3%oq	100 4%noq	40 5%knoq	9 2%	*	158 4%noq	9 1%	73 3%	90 4%	31 5%	11 3%	3 2%	163 3%	14 3%	174 11%z	34 1%
Yes - to the regulator (Ofcom)	118 2%	69 3%bd	19 1%	94 3%bd	45 1%	69 3%g	3 1%	8 1%	19 1%	1	3 *	43 2%n	43 2%	23 3%nq	3 1%	5 2%	87 2%	8 1%	28 1%	59 2%r	22 3%rw	7 2%	2 1%	87 2%	9 2%	112 7%z	6 *
Yes - to Citizens Advice Bureau	128 2%	69 3%bd	23 1%	103 3%bd	58 2%	69 3%g	3 2%	8 1%	23 1%j	3 1%j	2 *	52 3%	42 2%	21 3%	8 1%	4 2%	94 2%	12 1%	40 2%	53 2%	19 3%	13 4%f	3 2%	93 2%	16 3%	115 7%z	12 *
Yes - to someone else (please specify)	39 1%	16 1%	16 1%	20 1%	21 1%	16 1%	-	3 *	16 1%	2 1%	6 1%	11 1%	20 1%	3 *	3	3 1%	30 1%	6 1%	18 1%	18 1%	1 *	1 *	2 1%	36 1%	3 1%	12 1%	27 1%
No	5370 87%	2025 84%	2065 91%acd	2900 84%	2940 89%ac	2025 84%	168 87%	719 93%ef	2065 91%j	214 95%	1033 96%h	1840 89%m	2112 87%m	640 79%	538 91%lm	218 92%m	3951 88%m	756 91%lmp	2305 90%st	2033 86%t	545 80%	313 89%t	145 90%t	4339 88%t	458 89%t	1071 66%	4300 95%y
I don't know	196 3%	64 3%	66 3%	96 3%	99 3%	64 3%	7 4%	17 2%	66 3%	2 1%	21 2%	48 2%	74 3%	52 6%klnopq	14 2%	3 1%	121 3%	17 2%	62 2%	73 3%	44 7%rsuwx	6 2%	4 2%	136 3%	9 2%	70 4%z	127 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes - over the counter at the Post Office	272 4%	26 6%	239 4%	7 16%b	102 6%e	144 3%	26 8%e	228 4%	33 21%gjk	10 15%gjk	* *	271 4%	* *
Yes - by phone/ letter/ email to the Post Office	208 3%	25 6%b	181 3%	2 5%	83 5%e	103 2%	22 7%e	168 3%	33 20%gjk	4 5%	1 2%	205 3%	2 5%
Yes - to the regulator (Ofcom)	118 2%	9 2%	105 2%	4 10%ab	54 3%e	52 1%	13 4%e	99 2%	17 11%gjk	2 4%	* *	118 2%	- -
Yes - to Citizens Advice Bureau	128 2%	11 3%	117 2%	- -	54 3%e	54 1%	20 6%de	93 2%	27 17%gjk	4 6%gk	3 3%	124 2%	1 4%
Yes - to someone else (please specify)	39 1%	2 *	37 1%	* *	17 1%	19 *	3 1%	39 1%	- -	- -	- -	39 1%	- -
No	5370 87%	331 83%	5011 87%ac	29 70%	1423 83%f	3738 90%df	210 65%	5168 89%hi	71 44%	45 66%h	70 95%hi	5285 87%hi	15 44%
I don't know	196 3%	5 1%	187 3%	4 9%a	44 3%	104 3%	47 15%de	172 3%	3 2%	3 5%	- -	178 3%	18 51%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes - over the counter at the Post Office	272 4%	82 5%b	46 3%	59 4%	85 6%b	30 6%i	32 6%i	20 4%i	22 4%i	6 1%	18 4%i	16 3%	24 4%i	20 4%i	34 6%i	24 5%i	26 5%i
Yes - by phone/ letter/ email to the Post Office	208 3%	50 3%	55 4%	42 3%	61 4%	19 4%	15 3%	16 3%	18 3%	21 4%	15 3%	13 3%	13 2%	17 3%	26 5%	15 3%	20 4%
Yes - to the regulator (Ofcom)	118 2%	48 3%bc	22 1%	21 1%	27 2%	14 3%o	27 5%ghijklmop	6 1%	7 1%	6 1%	9 2%o	4 1%	6 1%	11 2%o	23 4%ghiklop	1 *	4 1%
Yes - to Citizens Advice Bureau	128 2%	37 2%	22 1%	36 2%	33 2%	18 3%jo	11 2%o	8 2%	11 2%o	7 1%	4 1%	5 1%	15 3%o	14 3%o	21 4%ijko	2 *	11 2%o
Yes - to someone else (please specify)	39 1%	9 1%	8 1%	5 *	17 1%	4 1%	2 *	3 1%	4 1%	1 *	3 1%	2 *	*	3 1%	6 1%	2 *	8 2%l
No	5370 87%	1311 85%	1362 88%a	1365 88%a	1333 87%	443 84%	432 84%	436 88%	456 87%	463 91%efn	443 87%	435 89%	469 88%	461 88%	447 84%	455 90%efn	431 87%
I don't know	196 3%	49 3%	46 3%	59 4%	42 3%	13 2%	16 3%	20 4%	21 4%	8 2%	18 4%	21 4%i	21 4%	18 3%	16 3%	16 3%	9 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 159

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6168	1015	5153	841	5327	2978	3177	798	807	1139	772	1175	844	633	1605	1911	2652	1477	5510	615
Weighted Base	6168	1233	4935	861	5307	3013	3141	824	873	1121	822	1142	760	627	1696	1943	2529	1387	5211	905
Effective Base	3792	737	3055	512	3281	1838	1944	527	519	685	481	724	482	377	1044	1166	1583	859	3272	499
None	3659 59%	832 68%b	2826 57%	475 55%	3183 60%c	1926 64%f	1719 55%	560 68%jklm	564 65%klm	759 68%jklm	505 61%klm	669 59%lm	355 47%m	246 39%	1123 66%pq	1264 65%pq	1271 50%q	602 43%	2995 57%	629 70%r
1-2	1623 26%	221 18%	1402 28%a	279 32%d	1344 25%	728 24%	895 28%e	188 23%	235 27%	259 23%	212 26%	292 26%	240 32%gijk	198 32%gik	422 25%	471 24%	730 29%no	438 32%no	1405 27%	209 23%
3-4	392 6%	65 5%	327 7%	60 7%	333 6%	143 5%	249 8%e	31 4%	37 4%	52 5%	46 6%	85 7%ghi	70 9%ghij	72 11%ghijk	68 4%	98 5%	226 9%no	141 10%no	361 7%s	30 3%
5-10	310 5%	61 5%	249 5%	36 4%	274 5%	144 5%	166 5%	40 5%	31 4%	35 3%	39 5%	58 5%	50 7%hi	56 9%ghijk	71 4%	74 4%	165 7%no	106 8%no	274 5%	32 4%
11-20	121 2%	34 3%	87 2%	7 1%	114 2%	44 1%	77 2%e	3 *	5 1%	11 1%	16 2%gh	23 2%gh	24 3%ghi	39 6%ghijkl	8 *	27 1%n	86 3%no	63 5%no	115 2%s	4 *
21+	63 1%	18 1%	45 1%	4 1%	58 1%	27 1%	36 1%	2 *	1 *	5 *	4 *	13 1%h	22 3%ghijk	15 2%ghij	4 *	9 *	50 2%no	37 3%no	61 1%s	1 *
Any Sent (non-zero entry)	2509 41%	400 32%	2109 43%a	386 45%d	2124 40%	1087 36%	1422 45%e	264 32%	309 35%	362 32%	317 39%gi	473 41%ghi	405 53%ghijk	380 61%ghijkl	573 34%	679 35%	1258 50%no	785 57%nop	2216 43%s	275 30%
Total Mean (including those not Sending any)																				
Mean	1.68	1.87	1.63	1.33	1.74	1.47	1.89e	0.94	0.92	1.05	1.35gh	1.81ghi	2.86ghijk	3.61ghijk	0.93	1.18	2.57no	3.20no	1.84s	0.77
Std Dev.	5.40	6.19	5.18	4.17	5.57	4.93	5.82	2.96	2.32	3.75	3.54	6.51	7.46	8.62	2.65	3.66	7.40	8.01	5.77	2.08
Std Error	0.07	0.19	0.07	0.14	0.08	0.09	0.10	0.10	0.08	0.11	0.13	0.19	0.26	0.34	0.07	0.08	0.14	0.22	0.08	0.08
Sending Mean (excluding those not Sending any)																				
Mean	4.13	5.77b	3.82	2.96	4.34c	4.09	4.16	2.93	2.59	3.25	3.51h	4.38h	5.36ghij	5.95ghij	2.75	3.37	5.17no	5.65no	4.32s	2.54
Std Dev.	7.85	9.79	7.39	5.83	8.15	7.53	8.09	4.65	3.30	6.03	5.01	9.55	9.55	10.42	3.98	5.58	9.84	9.98	8.22	3.13
Std Error	0.16	0.54	0.16	0.30	0.18	0.23	0.22	0.31	0.21	0.30	0.29	0.43	0.47	0.55	0.18	0.21	0.28	0.36	0.17	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per year (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6168	1450	1853	1225	1639	3303	2864	3375	2713	570	739	1527	1577	1067	3843	593	5135	1368	4500	300
Weighted Base	6168	1152	1943	1394	1677	3096	3071	3687	2393	561	718	1570	1553	1069	3842	587	5171	1296	4571	300
Effective Base	3792	714	1170	840	1070	1883	1908	2109	1660	366	457	983	948	611	2388	384	3147	851	2752	193
None	3659 59%	635 55%	1126 58%	828 59%	1068 64%ab	1761 57%	1896 62%e	2252 61%h	1337 56%	363 65%kln	430 60%	890 57%	888 57%	645 60%	2208 57%	380 65%p	3025 59%	820 63%r	2640 58%	199 66%r
1-2	1623 26%	354 31%bcd	498 26%	358 26%	413 25%	852 28%	771 25%	982 27%	631 26%	146 26%	171 24%	439 28%	416 27%	302 28%	1026 27%	149 25%	1382 27%	326 25%	1232 27%	65 22%
3-4	392 6%	70 6%	138 7%	91 7%	93 6%	208 7%	184 6%	200 5%	192 8%g	29 5%	57 8%m	113 7%m	106 7%	51 5%	276 7%m	29 5%	341 7%	76 6%	302 7%	14 5%
5-10	310 5%	54 5%	125 6%d	72 5%	59 4%	179 6%f	131 4%	177 5%	128 5%	20 4%	39 5%	73 5%	88 6%	52 5%	200 5%	25 4%	262 5%	56 4%	245 5%	8 3%
11-20	121 2%	24 2%	38 2%	33 2%	26 2%	62 2%	59 2%	53 1%	67 3%g	* *	16 2%i	35 2%i	33 2%i	15 1%	84 2%i	3 *	104 2%o	11 1%	103 2%q	7 2%
21+	63 1%	15 1%	17 1%	11 1%	19 1%	32 1%	31 1%	24 1%	39 2%g	2 *	5 1%	20 1%	22 1%m	4 *	47 1%	2 *	56 1%	7 1%	50 1%	6 2%
Any Sent (non-zero entry)	2509 41%	517 45%d	817 42%d	566 41%	609 36%	1334 43%f	1175 38%	1435 39%	1056 44%g	198 35%	288 40%	681 43%i	666 43%id	424 40%	1634 43%i	208 35%	2146 41%o	476 37%	1932 42%qs	101 34%
Total Mean (including those not Sending any)																				
Mean	1.68	1.91	1.72	1.58	1.56	1.79	1.57	1.35	2.22g	1.22	1.69	1.78	1.91m	1.33	1.82m	1.28	1.70	1.36	1.77	1.77
Std Dev.	5.40	6.23	4.87	4.14	6.23	5.42	5.38	3.93	7.12	7.08	5.14	5.09	5.67	4.21	5.34	6.99	5.12	5.94	5.15	6.51
Std Error	0.07	0.16	0.11	0.12	0.15	0.09	0.10	0.07	0.14	0.30	0.19	0.13	0.14	0.13	0.09	0.29	0.07	0.16	0.08	0.38
Sending Mean (excluding those not Sending any)																				
Mean	4.13	4.25	4.09	3.90	4.29	4.15	4.10	3.46	5.03g	3.44	4.21	4.11	4.46	3.35	4.27	3.61	4.11	3.70	4.18	5.25
Std Dev.	7.85	8.76	6.84	5.76	9.76	7.64	8.09	5.68	10.04	11.60	7.44	7.08	7.98	6.15	7.52	11.41	7.30	9.35	7.27	10.41
Std Error	0.16	0.34	0.25	0.27	0.41	0.21	0.25	0.16	0.30	0.84	0.45	0.28	0.31	0.30	0.19	0.81	0.16	0.42	0.17	1.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6168	4171	1997	912	3298	1125	970	775	349	375	358	363	367	372	383	370	361	168	957
Weighted Base	6168	5304	864	173	5184	518	295	171	250	676	509	449	542	574	811	844	529	69*	449
Effective Base	3792	3295	499	203	2896	505	529	510	329	357	337	343	346	347	366	351	338	64	441
None	3659 59%	3158 60%c	501 58%	90 52%	3046 59%	322 62%	171 58%	119 70%def	161 64%kp	388 57%	299 59%	251 56%	319 59%	327 57%	516 64%kp	497 59%	286 54%	40 58%	282 63%p
1-2	1623 26%	1391 26%	232 27%	51 29%	1386 27%g	120 23%	82 28%g	35 21%	53 21%	191 28%hr	145 28%hr	137 30%hor	146 27%	161 28%h	206 25%	197 23%	150 28%hr	21 31%	99 22%
3-4	392 6%	339 6%	54 6%	9 5%	336 6%g	30 6%	19 6%	7 4%	20 8%n	39 6%	34 7%	28 6%	28 5%	35 6%	37 5%	74 9%n	41 8%	3 4%	27 6%
5-10	310 5%	256 5%	54 6%	16 9%a	266 5%g	25 5%	15 5%	5 3%	11 4%	37 5%	22 4%	22 5%	30 5%	31 5%	33 4%	47 6%	32 6%	3 4%	22 5%
11-20	121 2%	108 2%	13 2%	2 1%	98 2%	14 3%	7 2%	2 1%	4 2%	19 3%	5 1%	7 2%	14 3%	12 2%	9 1%	15 2%	14 3%	1 1%	13 3%jn
21+	63 1%	52 1%	10 1%	6 3%ab	52 1%	7 1%	2 1%	2 1%	2 1%	2 *	4 1%	3 1%	5 1%	7 1%	11 1%	13 2%	6 1%	1 2%	6 1%
Any Sent (non-zero entry)	2509 41%	2147 40%	363 42%	83 48%a	2138 41%g	196 38%g	124 42%g	51 30%	89 36%	287 43%	209 41%	197 44%hn	223 41%	246 43%	296 36%	347 41%	243 46%hno	29 42%	167 37%
Total Mean (including those not Sending any)																			
Mean	1.68	1.68	1.69	2.63ab	1.67	1.89	1.63	1.47	1.37	1.53	1.37	1.42	1.50	1.82	1.43	2.11	2.16	1.93	1.89
Std Dev.	5.40	5.49	4.84	7.42	5.31	6.04	4.78	6.86	4.08	3.91	3.97	3.48	3.80	5.49	4.55	7.82	6.82	6.53	5.96
Std Error	0.07	0.08	0.11	0.25	0.09	0.18	0.15	0.25	0.22	0.20	0.21	0.18	0.20	0.28	0.23	0.41	0.36	0.50	0.19
Sending Mean (excluding those not Sending any)																			
Mean	4.13	4.15	4.03	5.47	4.05	5.01	3.88	4.87	3.84	3.60	3.33	3.23	3.66	4.23	3.92	5.14	4.70	4.57	5.08jk
Std Dev.	7.85	8.01	6.82	9.98	7.67	9.00	6.77	11.90	6.12	5.34	5.64	4.66	5.23	7.76	6.86	11.56	9.46	9.52	8.93
Std Error	0.16	0.20	0.24	0.49	0.21	0.43	0.33	0.79	0.55	0.43	0.47	0.37	0.43	0.62	0.59	0.94	0.74	1.09	0.47

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6168	2347	2278	3402	3333	2347	203	896	2278	215	1163	2089	2380	830	584	259	4469	843	2680	2344	642	317	153	5024	470	1516	4652
Weighted Base	6168	2404	2259	3457	3312	2404	194	778	2259	227	1070	2063	2435	811	593	238	4498	831	2568	2368	681	353	160	4936	514	1628	4540
Effective Base	3792	1459	1391	2102	2034	1459	129	553	1391	146	711	1265	1478	521	358	154	2743	512	1595	1450	412	210	102	3044	312	986	2806
None	3659 59%	1414 59%bd	1239 55%	1981 57%	1806 55%	1414 59%	112 58%	445 57%	1239 55%i	145 64%hj	521 49%	938 45%	1459 60%kp	570 70%klp	455 77%klmp	209 68%klmnpq	2397 53%k	664 80%klmp	1389 54%	1455 61%rw	445 65%rw	229 65%rw	109 68%rw	2844 58%r	338 66%rw	800 49%	2859 63%y
1-2	1623 26%	702 29%	606 27%	1008 29%	912 28%	702 29%	64 33%	225 29%	606 27%	56 25%	312 29%	697 34%lmnopq	649 27%mnoq	166 20%noq	89 15%	23 10%	1345 30%lmnoq	111 13%	756 29%stux	608 26%u	151 22%	65 19%	41 25%	1364 28%tux	106 21%	543 33%z	1080 24%
3-4	392 6%	140 6%	175 8%a	217 6%	252 8%a	140 6%	10 5%	61 8%	175 8%	13 6%	100 9%	193 9%lmnopq	138 6%o	32 4%o	27 5%o	2 1%	331 7%lmnoq	29 3%	194 8%s	126 5%	39 6%	23 7%	6 4%	321 6%	30 6%	136 8%z	257 6%
5-10	310 5%	116 5%	125 6%	182 5%	191 6%	116 5%	7 4%	35 5%	125 6%	11 5%	67 6%	146 7%lmnoq	118 5%q	27 3%	16 3%	3 1%	263 6%mnoq	20 2%	151 6%v	109 5%	30 4%	18 5%	2 1%	260 5%	20 4%	105 8%z	205 5%
11-20	121 2%	24 1%	70 3%ac	51 1%	97 3%ac	24 1%	*	8 1%	70 3%	2 1%	42 4%	61 3%lnq	44 2%nq	13 2%q	2 *	1 *	105 2%nc	3 *	54 2%	42 2%	12 2%	12 3%	1 1%	96 2%	13 3%	30 2%	91 2%
21+	63 1%	7 *	44 2%ac	18 1%	55 2%ac	7 *	-	3 *	44 2%	-	28 3%i	29 1%m	28 1%	2 *	4 1%	-	57 1%	4 *	25 1%	27 1%	4 1%	5 1%	1 1%	52 1%	7 1%	14 1%	48 1%
Any Sent (non-zero entry)	2509 41%	990 41%	1020 45%a	1476 43%	1506 45%a	990 41%	81 42%	332 43%	1020 45%i	82 36%	549 51%hi	1126 55%lmnopq	976 40%mnoq	240 30%noq	138 23%o	29 12%	2102 47%lmnoq	167 20%o	1180 46%stuvwx	913 39%	236 35%	124 35%	51 32%	2093 42%stuvx	175 34%	827 51%z	1682 37%
Total Mean (including those not Sending any)																											
Mean	1.68	1.22	2.29ac	1.48	2.22ac	1.22	0.86	1.39	2.29i	1.11	2.86i	2.36lmnoq	1.66mnoq	1.06o	0.88	0.28	1.98mnoq	0.71	1.81	1.67	1.34	1.86	1.18	1.74	1.65	1.91	1.60
Std Dev.	5.40	3.32	6.49	4.81	6.69	3.32	1.46	3.99	6.49	2.46	7.63	6.61	5.26	3.50	4.12	1.19	5.93	3.54	5.04	6.08	4.00	5.56	5.70	5.56	5.60	5.81	5.24
Std Error	0.07	0.07	0.14	0.08	0.12	0.07	0.10	0.13	0.14	0.17	0.22	0.14	0.11	0.12	0.17	0.07	0.09	0.12	0.10	0.13	0.16	0.31	0.46	0.08	0.26	0.15	0.08
Sending Mean (excluding those not Sending any)																											
Mean	4.13	2.96	5.07ac	3.47	4.89ac	2.96	2.04	3.25	5.07	3.07	5.57	4.32	4.15	3.58	3.78	2.33	4.24	3.53	3.93	4.33	3.86	5.28	3.71	4.10	4.82	3.75	4.32
Std Dev.	7.85	4.65	8.91	6.87	9.24	4.65	1.63	5.59	8.91	3.29	9.92	8.46	7.67	5.68	7.89	2.66	8.10	7.28	6.86	9.18	6.04	8.36	9.69	7.95	8.77	7.72	7.91
Std Error	0.16	0.15	0.28	0.18	0.24	0.15	0.19	0.29	0.28	0.37	0.42	0.26	0.25	0.37	0.70	0.46	0.18	0.58	0.20	0.31	0.41	0.81	1.51	0.18	0.72	0.29	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6168	425	5692	51	1824	4026	318	5873	135	59	71	6067	30
Weighted Base	6168	401	5726	42*	1706	4141	322	5830	160*	68*	74*	6058	35**
Effective Base	3792	250	3512	30	1102	2486	208	3588	93	42	48	3723	21
None	3659 59%	230 57%	3401 59%	27 66%	983 58%	2464 60%	212 66%d	3467 59%	84 53%	44 65%	42 56%	3595 59%	22 62%
1-2	1623 26%	112 28%	1500 26%	11 26%	476 28%	1065 26%	83 26%	1517 26%	53 33%	21 30%	20 27%	1590 26%	13 36%
3-4	392 6%	21 5%	368 6%	3 6%	118 7%	263 6%	11 3%	373 6%	12 8%	2 3%	5 7%	387 6%	- -
5-10	310 5%	20 5%	289 5%	1 2%	89 5%	211 5%	10 3%	298 5%	4 2%	1 1%	6 8%	303 5%	1 2%
11-20	121 2%	12 3%	109 2%	- -	25 1%	90 2%	6 2%	116 2%	3 2%	1 2%	1 1%	120 2%	- -
21+	63 1%	5 1%	58 1%	- -	15 1%	47 1%	1 *	59 1%	4 2%	- -	- -	63 1%	- -
Any Sent (non-zero entry)	2509 41%	171 43%	2324 41%	14 34%	723 42%f	1676 40%	110 34%	2363 41%	76 47%	24 35%	33 44%	2463 41%	13 38%
Total Mean (including those not Sending any)													
Mean	1.68	2.12	1.66	0.75	1.69	1.72	1.08	1.69	2.19	0.75	1.49	1.69	0.61
Std Dev.	5.40	9.02	5.07	1.41	6.26	5.14	3.42	5.40	7.36	1.80	3.15	5.44	1.52
Std Error	0.07	0.44	0.07	0.20	0.15	0.08	0.19	0.07	0.63	0.23	0.37	0.07	0.28
Sending Mean (excluding those not Sending any)													
Mean	4.13	4.98	4.08	2.21	3.98	4.26	3.15	4.16	4.62	2.13	3.40	4.15	1.61
Std Dev.	7.85	13.32	7.31	1.63	9.13	7.38	5.28	7.86	10.19	2.53	4.04	7.90	2.16
Std Error	0.16	1.02	0.15	0.44	0.34	0.19	0.51	0.16	1.27	0.55	0.72	0.16	0.76

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 159

QG1_1. Approximately how many of the following have you sent in the last month?
Invitations, greetings cards and postcards

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6168	1543	1541	1550	1534	520	520	503	520	518	503	521	524	505	521	511	502
Weighted Base	6168	1543	1541	1550	1534	528	517	498	524	509	508	491	532	527	532	506	496
Effective Base	3792	975	968	929	922	335	318	323	324	327	317	305	314	310	320	302	300
None	3659 59%	886 57%	954 62%ad	966 62%ad	852 56%	264 50%	318 62%ep	304 61%ep	328 62%ep	310 61%ep	317 62%ep	309 63%ep	329 62%ep	328 62%ep	315 59%ep	317 63%ep	219 44%
1-2	1623 26%	387 25%	443 29%d	431 28%d	362 24%	107 20%	129 25%p	151 30%ep	147 28%ep	152 30%ep	144 28%ep	129 26%p	146 28%ep	155 29%ep	160 30%ep	124 24%p	78 16%
3-4	392 6%	96 6%	82 5%	105 7%	110 7%	32 6%	38 7%	26 5%	30 6%	24 5%	28 6%	32 6%	40 7%	33 6%	35 6%	36 7%	39 8%
5-10	310 5%	100 7%bc	51 3%	37 2%	122 8%bc	60 11%fghijklmno	28 5%m	13 3%	19 4%	18 4%	13 3%	15 3%	14 3%	8 2%	19 4%	28 5%m	75 15%fghijklmno
11-20	121 2%	42 3%bc	8 1%	8 *	64 4%bc	38 7%fghijklmno	2 *	2 *	* *	2 *	6 1%	5 1%	1 *	2 *	3 *	1 *	60 12%fghijklmno
21+	63 1%	32 2%bc	3 *	3 *	25 2%bc	27 5%fghijklmno	2 *	3 1%	* *	2 *	- -	2 *	* *	* *	- -	1 *	24 5%fghijklmno
Any Sent (non-zero entry)	2509 41%	657 43%bc	587 38%	584 38%	682 44%bc	264 50%fghijklmno	199 38%	194 39%	197 38%	199 39%	191 38%	182 37%	203 38%	199 38%	217 41%	189 37%	277 56%fghijklmno
Total Mean (including those not Sending any)																	
Mean	1.68	2.41bc	0.96	0.89	2.47bc	4.95fghijklmno	1.13hm	1.05	0.79	1.16	0.93	1.02	0.92	0.74	1.01	1.01	5.54fghijklmno
Std Dev.	5.40	7.23	2.74	2.12	7.10	11.13	2.62	3.64	1.39	4.05	2.07	2.64	2.17	1.41	2.04	2.88	11.38
Std Error	0.07	0.18	0.07	0.05	0.18	0.49	0.11	0.16	0.06	0.18	0.09	0.12	0.09	0.06	0.09	0.13	0.51
Sending Mean (excluding those not Sending any)																	
Mean	4.13	5.67bc	2.51	2.36	5.55bc	9.91fghijklmno	2.93hm	2.69	2.10	2.97	2.46	2.76m	2.41	1.95	2.47	2.70	9.91fghijklmno
Std Dev.	7.85	10.22	3.97	2.91	9.82	14.10	3.54	5.44	1.54	6.05	2.77	3.74	2.96	1.71	2.57	4.20	13.74
Std Error	0.16	0.40	0.17	0.12	0.39	0.89	0.25	0.39	0.11	0.43	0.20	0.27	0.21	0.12	0.18	0.31	0.86

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 160

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
Unweighted Base	6168	1015	5153	841	5327	2978	3177	798	807	1140	772	1174	844	633	1605	1912	2651	1477	5510	615
Weighted Base	6168	1233	4935	861	5307	3013	3141	824	873	1122	822	1141	760	627	1696	1944	2527	1387	5211	905
Effective Base	3792	737	3055	512	3281	1838	1944	527	519	686	481	723	482	377	1044	1167	1582	859	3271	499
None	5018 81%	1082 88%b	3936 80%	600 70%	4418 83%c	2422 80%	2582 82%	630 76%	674 77%	938 84%ghl	700 85%ghl	969 85%ghl	596 78%	511 82%	1304 77%	1638 84%nq	2076 82%n	1107 80%	4296 82%s	675 75%
1-2	924 15%	116 9%	808 16%a	206 24%d	717 14%	467 16%	456 15%	146 18%ijk	157 18%ijk	146 13%	100 12%	147 13%	141 19%ijk	86 14%	303 18%op	247 13%	374 15%	227 16%o	734 14%	188 21%r
3-4	151 2%	18 1%	134 3%a	42 5%d	110 2%	87 3%	64 2%	31 4%jkl	36 4%jkl	30 3%	13 2%	15 1%	8 1%	18 3%	67 4%opq	43 2%	41 2%	26 2%	120 2%	28 3%
5-10	64 1%	11 1%	53 1%	13 2%	51 1%	34 1%	29 1%	15 2%	6 1%	7 1%	9 1%	7 1%	13 2%	7 1%	20 1%	16 1%	27 1%	20 1%	50 1%	14 2%
11-20	6 *	3 *	3 *	-	6 *	2 *	4 *	2 *	* *	-	* *	2 *	* *	1 *	2 *	* *	4 *	2 *	6 *	-
21+	5 *	3 *b	2 *	* *	5 *	* *	5 *	-	-	-	* *	-	2 *	3 *	-	* *	5 *	5 *	5 *	-
Any Sent (non-zero entry)	1150 19%	151 12%	999 20%a	261 30%d	888 17%	591 20%	559 18%	194 24%ijk	199 23%ijk	184 16%	122 15%	171 15%	164 22%ijk	115 18%	392 23%op	306 16%	451 18%	280 20%o	915 18%	230 25%r
Total Mean (including those not Sending any)																				
Mean	0.38	0.35	0.39	0.58d	0.35	0.38	0.38	0.51ijk	0.43ijk	0.29	0.28	0.27	0.47ijk	0.53ijk	0.47o	0.29	0.40o	0.50o	0.37	0.46
Std Dev.	1.30	1.92	1.10	1.19	1.32	1.04	1.52	1.38	1.01	0.81	0.92	0.89	1.76	2.28	1.21	0.86	1.61	2.01	1.35	1.05
Std Error	0.02	0.06	0.02	0.04	0.02	0.02	0.03	0.05	0.04	0.02	0.03	0.03	0.06	0.09	0.03	0.02	0.03	0.05	0.02	0.04
Sending Mean (excluding those not Sending any)																				
Mean	2.05	2.84b	1.93	1.90	2.09	1.95	2.15	2.16	1.88	1.79	1.88	1.83	2.17	2.88hik	2.02	1.83	2.22	2.46o	2.10	1.83
Std Dev.	2.39	4.82	1.73	1.47	2.60	1.57	3.02	2.13	1.34	1.15	1.65	1.58	3.26	4.66	1.78	1.37	3.24	3.91	2.59	1.35
Std Error	0.07	0.44	0.05	0.09	0.09	0.06	0.13	0.16	0.11	0.09	0.15	0.12	0.25	0.39	0.10	0.08	0.14	0.22	0.08	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6168	1451	1853	1224	1639	3304	2863	3374	2714	570	739	1527	1577	1067	3843	593	5135	1368	4500	300
Weighted Base	6168	1153	1943	1392	1677	3097	3069	3685	2394	561	718	1570	1553	1069	3841	587	5171	1296	4571	300
Effective Base	3792	715	1170	839	1070	1884	1907	2108	1661	366	457	983	948	611	2387	384	3147	851	2752	193
None	5018 81%	859 74%	1622 83%a	1149 83%a	1387 83%a	2480 80%	2536 83%e	2953 80%	1990 83%g	449 80%	570 79%	1272 81%	1247 80%	868 81%	3090 80%	470 80%	4192 81%	1041 80%	3729 82%	248 83%
1-2	924 15%	216 19%bcd	269 14%	196 14%	242 14%	485 16%	438 14%	582 16%	332 14%	92 16%	123 17%	238 15%	247 16%	151 14%	608 16%	97 16%	784 15%	204 16%	685 15%	34 11%
3-4	151 2%	52 4%bcd	38 2%	35 3%	27 2%	89 3%	62 2%	110 3%h	40 2%	11 2%	16 2%	49 3%	41 3%	31 3%	106 3%	11 2%	137 3%	37 3%	106 2%	8 3%
5-10	64 1%	25 2%bcd	13 1%	11 1%	15 1%	38 1%	26 1%	38 1%	25 1%	9 2%	4 1%	8 1%	17 1%	18 2%k	30 1%	9 1%	48 1%	11 1%	43 1%	10 3%qr
11-20	6 *	2 *	* *	1 *	3 *	2 *	4 *	3 *	3 *	1 *	1 *	2 *	1 *	1 *	4 *	1 *	5 *	2 *	4 *	-
21+	5 *	-	2 *	-	3 *	2 *	3 *	* *	5 *g	-	3 *kl	-	-	* *	3 *	-	3 *	1 *	3 *	-
Any Sent (non-zero entry)	1150 19%	295 26%bcd	322 17%	243 17%	290 17%	616 20%f	533 17%	733 20%h	404 17%	112 20%	148 21%	298 19%	306 20%	201 19%	751 20%	117 20%	978 19%	256 20%	842 18%	52 17%
Total Mean (including those not Sending any)																				
Mean	0.38	0.54bcd	0.32	0.33	0.38	0.41	0.36	0.38	0.38	0.36	0.47	0.35	0.38	0.42	0.39	0.36	0.38	0.40	0.37	0.45
Std Dev.	1.30	1.29	1.25	0.95	1.59	1.27	1.34	1.06	1.62	0.97	2.02	1.05	1.03	1.26	1.28	0.95	1.26	1.29	1.31	1.29
Std Error	0.02	0.03	0.03	0.03	0.04	0.02	0.03	0.02	0.03	0.04	0.07	0.03	0.03	0.04	0.02	0.04	0.02	0.03	0.02	0.07
Sending Mean (excluding those not Sending any)																				
Mean	2.05	2.13	1.96	1.91	2.17	2.04	2.05	1.93	2.25	1.83	2.29	1.87	1.94	2.25	1.98	1.80	2.03	2.01	2.02	2.58
Std Dev.	2.39	1.76	2.50	1.48	3.28	2.18	2.62	1.63	3.36	1.43	3.97	1.73	1.55	2.09	2.30	1.41	2.24	2.28	2.44	2.05
Std Error	0.07	0.09	0.14	0.10	0.20	0.08	0.12	0.06	0.15	0.14	0.35	0.10	0.09	0.14	0.09	0.14	0.07	0.14	0.09	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 160

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6168	4171	1997	912	3298	1125	970	775	349	375	357	363	368	372	383	370	361	168	957
Weighted Base	6168	5304	864	173	5184	518	295	171	250	676	507	449	544	574	811	844	529	69*	449
Effective Base	3792	3295	499	203	2896	505	529	510	329	357	336	343	347	347	366	351	338	64	441
None	5018 81%	4298 81%c	720 83%c	130 75%	4229 82%	411 79%	234 79%	145 85%ef	202 81%	561 83%	424 84%	371 83%	442 81%	461 80%	651 80%	696 82%	421 80%	55 79%	357 79%
1-2	924 15%	809 15%	115 13%	29 17%	777 15%	80 15%	46 16%	22 13%	40 16%	87 13%	66 13%	64 14%	85 16%	100 17%	132 16%	119 14%	86 16%	11 15%	69 15%
3-4	151 2%	132 2%	20 2%	7 4%	120 2%	19 4%	11 4%g	3 1%	5 2%	22 3%	10 2%	9 2%	9 2%	8 1%	22 3%	18 2%	16 3%	3 5%	15 3%
5-10	64 1%	55 1%	9 1%	6 4%ab	51 1%	8 2%	3 1%	2 1%	3 1%	5 1%	3 1%	5 1%	7 1%	4 1%	7 1%	11 1%	7 1%	* 1%	8 2%
11-20	6 *	6 *	* *	* *	3 *	* *	2 1%d	* *	1 *	2 *	1 *	- -	- -	- -	- -	- -	- -	* *	* *
21+	5 *	5 *	* *	- -	5 *	- -	* *	- -	- -	- -	3 1%	- -	- -	2 *	- -	- -	- -	- -	- -
Any Sent (non-zero entry)	1150 19%	1006 19%	144 17%	43 25%ab	955 18%	107 21%g	62 21%g	26 15%	48 19%	115 17%	83 16%	77 17%	101 19%	113 20%	161 20%	148 18%	108 20%	14 21%	92 21%
Total Mean (including those not Sending any)																			
Mean	0.38	0.39	0.32	0.60ab	0.37	0.44	0.49g	0.31	0.38	0.38	0.45	0.32	0.36	0.41	0.34	0.35	0.39	0.42	0.44
Std Dev.	1.30	1.35	0.99	1.41	1.31	1.15	1.55	1.06	1.14	1.34	2.32	0.92	0.91	1.77	0.88	0.98	1.06	1.13	1.16
Std Error	0.02	0.02	0.02	0.05	0.02	0.03	0.05	0.04	0.06	0.07	0.12	0.05	0.05	0.09	0.04	0.05	0.06	0.09	0.04
Sending Mean (excluding those not Sending any)																			
Mean	2.05	2.06	1.92	2.45	2.02	2.12	2.33	2.02	1.95	2.21	2.73	1.85	1.91	2.11	1.72	2.01	1.91	2.02	2.14
Std Dev.	2.39	2.48	1.67	1.88	2.45	1.69	2.71	2.01	1.94	2.56	5.16	1.44	1.21	3.52	1.23	1.46	1.61	1.74	1.69
Std Error	0.07	0.09	0.09	0.14	0.10	0.12	0.19	0.19	0.24	0.32	0.68	0.18	0.15	0.42	0.14	0.18	0.19	0.28	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6168	2347	2278	3402	3333	2347	203	896	2278	215	1164	2089	2379	830	585	259	4468	844	2679	2344	642	317	153	5023	470	1517	4651
Weighted Base	6168	2404	2259	3457	3312	2404	194	778	2259	227	1071	2063	2434	811	594	238	4497	832	2567	2368	681	353	160	4935	514	1629	4539
Effective Base	3792	1459	1391	2102	2034	1459	129	553	1391	146	712	1265	1477	521	359	154	2742	512	1594	1450	412	210	102	3043	312	987	2805
None	5018 81%	1916 80%	1864 83%c	2713 78%	2662 80%	1916 80%	147 76%	636 82%	1864 83%	189 84%	885 83%	1548 75%	1970 81%kp	698 86%klp	548 92%klmp	229 96%klmp	3518 78%k	776 93%klmp	2001 78%	1932 82%r	594 87%rsw	310 88%rsw	147 91%rsw	3933 80%	456 89%rsw	1098 67%	3920 86%y
1-2	924 15%	393 16%	328 15%	588 17%b	522 16%	393 16%	41 21%	124 16%	328 15%	31 14%	148 14%	421 20%lmnoq	367 15%mnoq	94 12%noq	33 5%	7 3%	788 18%lmnoq	39 5%	460 18%stuvx	340 14%vx	76 11%	34 10%	10 6%	801 16%tuvx	44 8%	425 26%z	498 11%
3-4	151 2%	65 3%	42 2%	106 3%b	83 3%	65 3%g	3 2%	9 1%	42 2%	4 2%	20 2%	60 3%	65 3%	13 2%	11 2%	3 1%	125 3%	13 2%	75 3%	57 2%	9 1%	7 2%	3 2%	132 3%	10 2%	70 4%z	81 2%
5-10	64 1%	26 1%	17 1%	46 1%	38 1%	26 1%	3 1%	7 1%	17 1%	2 1%	12 1%	26 1%	29 1%	5 1%	3 *	-	56 1%	3 *	26 1%	32 1%t	1 *	3 1%	1 1%	58 1%	4 1%	33 2%z	31 1%
11-20	6 *	3 *	2 *	3 *	2 *	3 *	-	1 *	2 *	1 *	2 *	3 *	2 *	1 *	-	-	5 *	-	3 *	3 *	1 *	-	-	5 *	-	2 *	4 *
21+	5 *	-	5 *c	-	5 *	-	-	-	5 *	-	5 *	5 *	*	-	-	-	5 *	-	2 *	3 *	-	-	-	5 *	-	-	5 *
Any Sent (non-zero entry)	1150 19%	488 20%	394 17%	744 22%b	650 20%	488 20%	47 24%	142 18%	394 17%	37 16%	186 17%	515 25%lmnopq	463 19%mnoq	113 14%noq	46 8%	10 4%	979 22%lmnoq	56 7%	566 22%stuvx	435 18%tuvx	87 13%	44 12%	14 9%	1001 20%tuvx	58 11%	530 33%z	619 14%
Total Mean (including those not Sending any)																											
Mean	0.38	0.40	0.39	0.42	0.42	0.40	0.41	0.34	0.39	0.30	0.47	0.55lmnoq	0.37mnoq	0.25oq	0.16	0.07	0.45mnoq	0.14	0.44tx	0.40t	0.21	0.26	0.22	0.42tx	0.25	0.63z	0.29
Std Dev.	1.30	1.14	1.64	1.12	1.48	1.14	0.89	1.03	1.64	1.00	2.18	1.83	1.01	0.87	0.68	0.41	1.45	0.62	1.39	1.42	0.72	0.88	0.78	1.40	0.85	1.24	1.31
Std Error	0.02	0.02	0.03	0.02	0.03	0.02	0.06	0.03	0.03	0.07	0.06	0.04	0.02	0.03	0.03	0.03	0.02	0.02	0.03	0.03	0.03	0.05	0.06	0.02	0.04	0.03	0.02
Sending Mean (excluding those not Sending any)																											
Mean	2.05	1.95	2.21	1.97	2.12	1.95	1.69	1.85	2.21	1.85	2.72	2.19	1.94	1.83	2.11	1.74	2.07	2.05	1.99	2.18	1.67	2.10	2.55	2.07	2.21	1.95	2.13
Std Dev.	2.39	1.82	3.37	1.67	2.76	1.82	1.06	1.74	3.37	1.82	4.61	3.14	1.53	1.60	1.39	1.19	2.51	1.36	2.38	2.66	1.26	1.57	1.13	2.51	1.48	1.47	2.96
Std Error	0.07	0.08	0.17	0.06	0.11	0.08	0.17	0.14	0.17	0.29	0.31	0.14	0.07	0.16	0.20	0.31	0.08	0.17	0.10	0.13	0.14	0.25	0.29	0.08	0.20	0.07	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Housebound — Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disability — Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Internet access — Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6168	425	5692	51	1824	4026	318	5873	136	58	71	6067	30
Weighted Base	6168	401	5725	42*	1706	4140	322	5830	161*	67*	74*	6058	35**
Effective Base	3792	250	3512	30	1102	2486	208	3588	93	41	48	3723	21
None	5018 81%	299 74%	4688 82%a	31 75%	1327 78%	3445 83%df	246 77%	4784 82%h	95 59%	52 77%h	61 82%h	4930 81%h	27 76%
1-2	924 15%	81 20%b	837 15%	6 15%	293 17%e	573 14%	58 18%	842 14%	52 32%gjk	14 20%	10 14%	908 15%	6 16%
3-4	151 2%	19 5%b	128 2%	4 10%b	55 3%e	85 2%	12 4%	135 2%	11 7%gjk	2 2%	3 4%	147 2%	2 6%
5-10	64 1%	1 *	62 1%	-	25 1%	33 1%	5 2%	60 1%	3 2%	-	*	63 1%	1 2%
11-20	6 *	1 *	5 *	-	3 *	3 *	-	6 *	-	-	-	6 *	-
21+	5 *	-	5 *	-	3 *	2 *	-	5 *	-	-	-	5 *	-
Any Sent (non-zero entry)	1150 19%	102 26%b	1037 18%	10 25%	378 22%e	696 17%	76 23%e	1047 18%	66 41%gijk	15 23%	13 18%	1128 19%	9 24%
Total Mean (including those not Sending any)													
Mean	0.38	0.48	0.37	0.60	0.50e	0.33	0.45	0.37	0.78gjk	0.39	0.30	0.38	0.48
Std Dev.	1.30	1.10	1.32	1.19	1.61	1.17	0.99	1.31	1.31	0.85	0.84	1.31	1.07
Std Error	0.02	0.05	0.02	0.17	0.04	0.02	0.06	0.02	0.11	0.11	0.10	0.02	0.19
Sending Mean (excluding those not Sending any)													
Mean	2.05	1.90	2.06	2.45	2.26	1.95	1.90	2.07	1.90	1.73	1.69	2.05	2.00
Std Dev.	2.39	1.43	2.47	1.12	2.79	2.24	1.20	2.47	1.43	0.93	1.32	2.41	1.32
Std Error	0.07	0.14	0.08	0.37	0.14	0.09	0.14	0.08	0.19	0.29	0.37	0.07	0.59

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6168	1542	1541	1550	1535	520	520	502	520	518	503	521	524	505	521	512	502
Weighted Base	6168	1542	1541	1550	1535	528	517	497	524	509	508	491	532	527	532	507	496
Effective Base	3792	974	968	929	923	335	318	322	324	327	317	305	314	310	320	303	300
None	5018	1239	1287	1291	1200	412	412	414	446	429	413	423	440	428	418	397	386
	81%	80%	84%d	83%d	78%	78%	80%	83%	85%enop	84%ep	81%	86%efnop	83%	81%	78%	78%	78%
1-2	924	245	206	219	254	80	95	70	66	64	76	57	74	89	95	82	76
	15%	16%	13%	14%	17%	15%	18%hik	14%	13%	12%	15%	12%	14%	17%	18%k	16%	15%
3-4	151	42	32	22	56	24	8	10	9	11	11	8	6	8	13	19	24
	2%	3%c	2%	1%	4%bc	5%fhklm	2%	2%	2%	2%	2%	2%	1%	1%	2%	4%l	5%fhklm
5-10	64	12	11	16	24	10	2	*	3	6	2	3	12	1	7	9	9
	1%	1%	1%	1%	2%	2%gm	*	*	1%	1%	*	1%	2%fgm	*	1%g	2%gm	2%gm
11-20	6	2	3	-	1	1	-	2	-	-	3	-	-	-	-	-	1
	*	*	*	-	*	*	-	*	-	-	1%	-	-	-	-	-	*
21+	5	1	2	2	-	-	-	1	-	-	2	-	-	2	-	-	-
	*	*	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-
Any Sent (non-zero entry)	1150	303	254	259	335	115	105	83	79	80	95	68	92	99	115	111	109
	19%	20%	16%	17%	22%bc	22%hik	20%k	17%	15%	16%	19%	14%	17%	19%	22%hk	22%hk	22%hik
Total Mean (including those not Sending any)																	
Mean	0.38	0.40	0.34	0.32	0.45c	0.52fhik	0.31	0.37	0.26	0.30	0.48	0.23	0.36	0.37	0.39k	0.47hik	0.51k
Std Dev.	1.30	1.29	1.46	1.28	1.16	1.34	0.74	1.63	0.75	0.90	2.25	0.73	1.02	1.81	0.98	1.18	1.30
Std Error	0.02	0.03	0.04	0.03	0.03	0.06	0.03	0.07	0.03	0.04	0.10	0.03	0.04	0.08	0.04	0.05	0.06
Sending Mean (excluding those not Sending any)																	
Mean	2.05	2.06	2.09	1.95	2.08	2.40fhkn	1.54	2.24	1.72	1.91	2.56	1.70	2.07f	2.00	1.81	2.14f	2.29f
Std Dev.	2.39	2.26	3.06	2.59	1.67	1.95	0.88	3.47	1.11	1.45	4.70	1.21	1.55	3.80	1.39	1.68	1.90
Std Error	0.07	0.13	0.19	0.16	0.09	0.18	0.09	0.37	0.13	0.16	0.49	0.13	0.17	0.38	0.13	0.17	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6167	1015	5152	841	5326	2978	3176	798	807	1139	772	1174	844	633	1605	1911	2651	1477	5509	615
Weighted Base	6166	1233	4934	861	5306	3013	3140	824	873	1121	822	1141	760	627	1696	1943	2527	1387	5210	905
Effective Base	3791	737	3054	512	3280	1838	1943	527	519	685	481	723	482	377	1044	1166	1582	859	3271	499
None	4878 79%	928 75%	3949 80%a	606 70%	4272 81%c	2336 78%	2534 81%e	647 79%	697 80%	883 79%	673 82%	882 77%	599 79%	497 79%	1344 79%	1556 80%	1978 78%	1096 79%	4192 80%s	641 71%
1-2	1053 17%	241 20%b	812 16%	204 24%d	850 16%	545 18%	507 16%	134 16%	141 16%	195 17%	118 14%	216 19%j	139 18%	110 18%	275 16%	314 16%	465 18%	249 18%	850 16%	197 22%r
3-4	150 2%	36 3%	114 2%	30 4%	120 2%	81 3%	66 2%	24 3%	19 2%	25 2%	22 3%	35 3%	13 2%	12 2%	43 3%	47 2%	60 2%	25 2%	111 2%	38 4%r
5-10	79 1%	24 2%	55 1%	19 2%d	60 1%	48 2%	31 1%	16 2%k	16 2%	17 2%	6 1%	7 1%	8 1%	8 1%	32 2%p	23 1%	23 1%	16 1%	54 1%	24 3%r
11-20	5 *	2 *	3 *	2 *	2 *	2 *	2 *	2 *	-	-	2 *	-	-	*	2 *	2 *	*	*	1 *	4 *r
21+	2 *	1 *	1 *	-	2 *	2 *	1 *	-	-	-	1 *	1 *	*	-	-	1 *	2 *	*	2 *	-
Any Sent (non-zero entry)	1289 21%	304 25%b	985 20%	255 30%d	1034 19%	677 22%f	606 19%	176 21%	176 20%	238 21%	149 18%	259 23%	161 21%	130 21%	352 21%	387 20%	550 22%	291 21%	1018 20%	263 29%r
Total Mean (including those not Sending any)																				
Mean	0.42	0.57b	0.39	0.60d	0.39	0.47	0.38	0.50	0.41	0.43	0.43	0.43	0.36	0.40	0.45	0.43	0.40	0.38	0.38	0.67r
Std Dev.	1.62	1.73	1.59	1.34	1.67	1.37	1.83	1.42	1.14	1.13	3.15	1.38	1.14	1.10	1.29	2.22	1.24	1.12	1.65	1.51
Std Error	0.02	0.05	0.02	0.05	0.02	0.03	0.03	0.05	0.04	0.03	0.11	0.04	0.04	0.04	0.03	0.05	0.02	0.03	0.02	0.06
Sending Mean (excluding those not Sending any)																				
Mean	2.02	2.31	1.94	2.03	2.02	2.07	1.96	2.31	2.03	2.03	2.35	1.88	1.72	1.91	2.17	2.16	1.84	1.81	1.96	2.29
Std Dev.	3.06	2.86	3.12	1.77	3.31	2.25	3.77	2.29	1.78	1.65	7.10	2.38	1.95	1.71	2.06	4.59	2.12	1.85	3.28	2.04
Std Error	0.09	0.20	0.10	0.11	0.11	0.09	0.16	0.19	0.15	0.11	0.59	0.15	0.15	0.14	0.12	0.24	0.09	0.10	0.10	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6167	1450	1853	1224	1639	3303	2863	3374	2713	570	739	1526	1577	1067	3842	593	5134	1368	4499	300
Weighted Base	6166	1152	1943	1392	1677	3096	3069	3685	2393	561	718	1569	1553	1069	3840	587	5169	1296	4570	300
Effective Base	3791	714	1170	839	1070	1883	1907	2108	1660	366	457	982	948	611	2387	384	3146	851	2751	193
None	4878 79%	815 71%	1535 79%a	1126 81%a	1401 84%ab	2349 76%	2527 82%e	2845 77%	1956 82%g	476 88%jklmn	570 79%	1234 79%	1174 76%	828 77%	2978 78%	502 86%p	4021 78%	1001 77%	3627 79%	250 83%
1-2	1053 17%	278 24%bcd	338 17%d	210 15%	227 14%	617 20%f	437 14%	675 18%h	373 16%	67 12%	122 17%i	281 18%i	306 20%i	193 18%i	709 18%i	67 11%	944 18%o	247 19%	761 17%	45 15%
3-4	150 2%	44 4%cd	46 2%	28 2%	32 2%	90 3%	60 2%	106 3%h	42 2%	14 3%	16 2%	38 2%	42 3%	31 3%	97 3%	14 2%	130 3%	30 2%	119 3%	1 *
5-10	79 1%	14 1%	23 1%	24 2%	17 1%	37 1%	41 1%	55 1%	20 1%	4 1%	9 1%	16 1%	27 2%	15 1%	52 1%	4 1%	68 1%	17 1%	57 1%	4 1%
11-20	5 *	* *	- -	4 *	1 *	* *	4 *	4 *	* *	- -	* *	- -	4 *	- -	4 *	- -	4 *	2 *	3 *	- -
21+	2 *	2 *	1 *	- -	- -	2 *	- -	1 *	2 *	- -	1 *	* *	* *	1 *	1 *	- -	2 *	- -	2 *	- -
Any Sent (non-zero entry)	1289 21%	338 29%bcd	409 21%d	266 19%	277 16%	746 24%f	543 18%	841 23%h	437 18%	85 15%	148 21%i	335 21%i	379 24%i	241 23%i	863 22%i	85 14%	1149 22%o	295 23%	943 21%	51 17%
Total Mean (including those not Sending any)																				
Mean	0.42	0.58cd	0.43	0.42	0.32	0.48f	0.36	0.47h	0.35	0.31	0.47	0.38	0.50ik	0.49	0.45	0.30	0.44	0.44	0.43	0.32
Std. Dev.	1.62	1.66	2.19	1.24	0.97	2.01	1.11	1.83	1.24	0.98	3.34	1.07	1.27	1.59	1.79	0.96	1.71	1.13	1.77	1.03
Std Error	0.02	0.04	0.05	0.04	0.02	0.03	0.02	0.03	0.02	0.04	0.12	0.03	0.03	0.05	0.03	0.04	0.02	0.03	0.03	0.06
Sending Mean (excluding those not Sending any)																				
Mean	2.02	1.98	2.03	2.17	1.93	2.01	2.05	2.07	1.91	2.08	2.29	1.78	2.06	2.16	1.99	2.08	2.00	1.93	2.06	1.91
Std. Dev.	3.06	2.57	4.43	2.07	1.63	3.70	1.86	3.38	2.33	1.65	7.08	1.69	1.86	2.75	3.35	1.65	3.17	1.66	3.44	1.82
Std Error	0.09	0.13	0.24	0.14	0.10	0.14	0.08	0.13	0.10	0.18	0.61	0.10	0.10	0.18	0.12	0.18	0.10	0.09	0.12	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6167	4170	1997	912	3297	1125	970	775	349	375	357	363	367	372	383	370	361	168	957
Weighted Base	6166	5303	864	173	5183	518	295	171	250	676	507	449	542	574	811	844	529	69*	449
Effective Base	3791	3295	499	203	2895	505	529	510	329	357	336	343	346	347	366	351	338	64	362
None	4878 79%	4174 79%	704 81%	141 82%	4083 79%	423 82%	230 78%	142 83%df	213 85%mno	556 82%mn	425 84%mn	366 82%n	441 81%n	433 75%n	555 68%	662 78%n	432 82%n	60 87%mn	362 81%n
1-2	1053 17%	930 18%c	124 14%	21 12%	903 17%	79 15%	47 16%	24 14%	30 12%	102 15%	69 14%	71 16%	82 15%	122 21%hijlpq	193 24%hijklpqr	154 18%hq	79 15%	5 8%	74 16%
3-4	150 2%	125 2%	25 3%	5 3%	123 2%	12 2%	13 4%deg	3 1%	4 2%	11 2%	10 2%	3 1%	12 2%	14 2%	38 5%hikr	18 2%	13 2%	3 4%k	9 2%
5-10	79 1%	70 1%	8 1%	4 2%	68 1%	4 1%	5 2%	2 1%	2 1%	7 1%	1 *	7 1%	8 1%	5 1%	23 3%jr	10 1%	6 1%	*	3 1%
11-20	5 *	3 *	2 *	2 1%a	4 *	1 *	*	-	-	-	2 *	-	-	-	2 *	-	-	-	1 *
21+	2 *	1 *	*	*	2 *	-	*	*	1 *	-	-	1 *	-	-	-	-	-	-	-
Any Sent (non-zero entry)	1289 21%	1129 21%	160 19%	31 18%	1099 21%g	95 18%	66 22%g	28 17%	37 15%	120 18%	83 16%	83 18%	102 19%	140 24%hijq	256 32%hijklmopqr	183 22%h	97 18%	9 13%	87 19%
Total Mean (including those not Sending any)																			
Mean	0.42	0.42	0.43	0.54	0.43	0.34	0.50eg	0.31	0.57	0.30	0.32	0.39	0.36	0.43	0.73ijklmopr	0.41	0.32	0.32	0.34
Std Dev.	1.62	1.60	1.80	2.18	1.69	0.97	1.64	1.05	5.50	0.88	1.01	1.90	1.06	0.99	1.57	1.06	0.86	0.97	0.97
Std Error	0.02	0.02	0.04	0.07	0.03	0.03	0.05	0.04	0.29	0.05	0.05	0.10	0.06	0.05	0.08	0.06	0.05	0.07	0.03
Sending Mean (excluding those not Sending any)																			
Mean	2.02	1.98	2.31	2.95a	2.03	1.84	2.24	1.84	3.85	1.72	1.95	2.13	1.94	1.74	2.31im	1.90	1.76	2.56	1.77
Std Dev.	3.06	2.98	3.62	4.42	3.20	1.53	2.89	1.98	14.01	1.39	1.76	4.00	1.73	1.31	2.05	1.55	1.22	1.36	1.54
Std Error	0.09	0.10	0.18	0.31	0.12	0.10	0.19	0.17	1.98	0.17	0.23	0.49	0.21	0.14	0.19	0.17	0.15	0.27	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6167	2347	2277	3402	3332	2347	203	896	2277	215	1163	2089	2379	830	584	259	4468	843	2679	2344	642	317	153	5023	470	1516	4651
Weighted Base	6166	2404	2258	3457	3311	2404	194	778	2258	227	1070	2063	2434	811	593	238	4497	831	2567	2368	681	353	160	4935	514	1628	4539
Effective Base	3791	1459	1390	2102	2033	1459	129	553	1390	146	711	1265	1477	521	358	154	2742	512	1594	1450	412	210	102	3043	312	986	2805
None	4878 79%	1780 74%	1838 81%ac	2605 75%	2664 80%ac	1780 74%	160 83%e	621 80%e	1838 81%	193 85%	868 81%	1574 76%	1899 78%	661 82%kp	504 85%klp	213 89%klmp	3474 77%	718 86%klmp	1976 77%	1864 79%	562 83%rw	297 84%rw	144 90%rsw	3840 78%	442 86%rsw	1169 72%	3708 82%y
1-2	1053 17%	504 21%bd	357 16%	681 20%bd	534 16%	504 21%f	26 13%	133 17%	357 16%	27 12%	181 17%	388 19%noq	437 18%noq	132 16%oq	69 12%	23 10%	826 18%noq	93 11%	477 19%tvx	413 17%vx	95 14%	51 15%	13 8%	890 18%tvx	65 13%	364 22%z	689 15%
3-4	150 2%	73 3%b	42 2%	108 3%b	77 2%	73 3%	6 3%	17 2%	42 2%	4 2%	13 1%	65 3%q	63 3%q	13 2%	8 1%	2 1%	128 3%q	9 1%	67 3%	64 3%	14 2%	4 1%	1 1%	131 3%	5 1%	62 4%z	88 2%
5-10	79 1%	44 2%bd	20 1%	58 2%b	34 1%	44 2%g	1 1%	4 1%	20 1%	2 1%	9 1%	34 2%m	32 1%	4 *	10 2%	-	65 1%	10 1%	44 2%x	27 1%	7 1%	1 *	-	71 1%	1 *	30 2%	49 1%
11-20	5 *	2 *	-	4 *	2 *	2 *	-	*	-	-	-	*	2 *	1	2 *	-	2 *	2 *	2 *	-	2 *	-	-	2 *	-	2 *	3 *
21+	2 *	2 *	1 *	2 *	1 *	2 *	-	2 *	1 *	-	-	2 *	*	-	-	-	2 *	-	1 *	*	-	-	1 1%rstw	*	1 *w	-	2 *
Any Sent (non-zero entry)	1289 21%	624 26%bd	419 19%	852 25%bd	647 20%	624 26%fg	34 17%	156 20%	419 19%	34 15%	203 19%	489 24%mnoq	534 22%noq	149 18%oq	88 15%	25 11%	1023 23%mnoq	113 14%	591 23%tuvx	504 21%vx	119 17%	56 16%	16 10%	1095 22%tuvx	72 14%	458 28%z	831 18%
Total Mean (including those not Sending any)																											
Mean	0.42	0.54bd	0.36	0.51bd	0.38	0.54	0.34	0.41	0.36	0.35	0.33	0.82mq	0.42o	0.31o	0.37	0.15	0.47o	0.31	0.48	0.41u	0.35	0.24	0.41	0.45	0.29	0.57z	0.37
Std Dev.	1.62	1.51	2.01	1.41	1.78	1.51	0.90	1.72	2.01	1.20	0.89	2.34	1.16	0.82	1.32	0.49	1.80	1.15	2.06	1.15	1.08	0.68	2.88	1.68	1.70	1.30	1.72
Std Error	0.02	0.03	0.04	0.02	0.03	0.03	0.06	0.06	0.04	0.08	0.03	0.05	0.02	0.03	0.05	0.03	0.03	0.04	0.04	0.02	0.04	0.04	0.23	0.02	0.08	0.03	0.03
Sending Mean (excluding those not Sending any)																											
Mean	2.02	2.09	1.92	2.07	1.96	2.09	1.99	2.06	1.92	2.34	1.72	2.21	1.90	1.69	2.48m	1.45	2.05	2.25	2.09	1.95	2.01	1.51	4.08	2.02	2.08	2.04	2.02
Std Dev.	3.06	2.35	4.33	2.19	3.63	2.35	1.19	3.37	4.33	2.25	1.33	4.41	1.81	1.17	2.57	0.63	3.32	2.32	3.88	1.79	1.85	1.01	8.49	3.09	4.14	1.74	3.59
Std Error	0.09	0.10	0.21	0.08	0.14	0.10	0.20	0.25	0.21	0.39	0.09	0.20	0.08	0.10	0.28	0.11	0.11	0.22	0.16	0.08	0.18	0.15	2.06	0.10	0.51	0.08	0.13

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6167	425	5691	51	1824	4025	318	5873	135	58	71	6066	30
Weighted Base	6166	401	5724	42*	1706	4139	322	5830	160*	67*	74*	6057	35**
Effective Base	3791	250	3511	30	1102	2485	208	3588	93	41	48	3722	21
None	4878 79%	293 73%	4551 80%a	34 81%	1297 76%	3322 80%d	259 80%	4644 80%hi	89 56%	39 59%	72 98%ghik	4772 79%hi	33 93%
1-2	1053 17%	93 23%b	953 17%	7 18%	329 19%e	671 16%	53 16%	971 17%j	54 34%gjk	24 36%gjk	2 2%	1049 17%j	2 7%
3-4	150 2%	6 2%	144 3%	* *	47 3%	98 2%	5 1%	136 2%	11 7%gjk	3 5%	-	150 2%	-
5-10	79 1%	8 2%	70 1%	* 1%	30 2%	43 1%	6 2%	73 1%	5 3%	* 1%	-	79 1%	-
11-20	5 *	-	5 *	-	2 *	3 *	-	5 *	-	-	-	5 *	-
21+	2 *	-	2 *	-	* *	2 *	-	2 *	-	-	-	2 *	-
Any Sent (non-zero entry)	1289 21%	108 27%b	1173 20%	8 19%	409 24%e	817 20%	63 20%	1187 20%j	70 44%gjk	28 41%gjk	2 2%	1285 21%j	2 7%
Total Mean (including those not Sending any)													
Mean	0.42	0.54	0.42	0.34	0.49	0.40	0.36	0.42	0.83gjk	0.67j	0.04	0.43	0.07
Std Dev.	1.62	1.28	1.65	0.95	1.27	1.79	0.96	1.65	1.27	0.96	0.25	1.64	0.25
Std Error	0.02	0.06	0.02	0.13	0.03	0.03	0.05	0.02	0.11	0.13	0.03	0.02	0.05
Sending Mean (excluding those not Sending any)													
Mean	2.02	1.99	2.03	1.75	2.06	2.02	1.85	2.05	1.89	1.62	1.52	2.03	1.00
Std Dev.	3.06	1.79	3.16	1.53	1.88	3.59	1.40	3.17	1.30	0.82	-	3.07	0.00
Std Error	0.09	0.17	0.09	0.51	0.09	0.13	0.18	0.09	0.17	0.19	-	0.09	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6167	1542	1541	1550	1534	520	520	502	520	518	503	521	524	505	521	511	502
Weighted Base	6166	1542	1541	1550	1534	528	517	497	524	509	508	491	532	527	532	506	496
Effective Base	3791	974	968	929	922	335	318	322	324	327	317	305	314	310	320	302	300
None	4878 79%	1190 77%	1255 81%a	1217 79%	1216 79%	404 77%	408 79%	377 76%	441 84%egimo	412 81%	402 79%	401 82%	410 77%	405 77%	421 79%	383 76%	412 83%egp
1-2	1053 17%	297 19%b	233 15%	275 18%	249 16%	97 18%h	94 18%	106 21%hip	67 13%	71 14%	95 19%h	80 16%	96 18%	99 19%h	84 16%	91 18%	74 15%
3-4	150 2%	33 2%	39 3%	35 2%	43 3%	16 3%	9 2%	8 2%	15 3%	17 3%k	7 1%	5 1%	13 2%	17 3%	16 3%	18 4%k	9 2%
5-10	79 1%	20 1%	13 1%	20 1%	26 2%	8 2%	6 1%	6 1%	1 *	7 1%	4 1%	5 1%	11 2%hp	5 1%	11 2%hp	13 3%hp	1 *
11-20	5 *	-	2	3	-	-	-	-	-	2	-	-	3	*	-	-	-
21+	2 *	2 *	-	*	-	2 *	-	-	-	-	-	*	-	*	-	-	-
Any Sent (non-zero entry)	1289 21%	352 23%b	286 19%	333 21%	318 21%	124 23%hp	108 21%	119 24%hp	83 16%	97 19%	106 21%	90 18%	122 23%h	121 23%h	111 21%	123 24%hp	84 17%
Total Mean (including those not Sending any)																	
Mean	0.42	0.49	0.35	0.43	0.42	0.68	0.39	0.40h	0.26	0.43h	0.35	0.33	0.53hp	0.42	0.43h	0.55hjkp	0.28
Std Dev.	1.62	2.57	1.03	1.29	1.10	4.16	1.11	0.88	0.75	1.34	0.92	0.97	1.55	1.26	1.13	1.32	0.73
Std Error	0.02	0.07	0.03	0.03	0.03	0.18	0.05	0.04	0.03	0.06	0.04	0.04	0.07	0.06	0.05	0.06	0.03
Sending Mean (excluding those not Sending any)																	
Mean	2.02	2.17	1.87	2.00	2.03	2.90	1.86	1.68	1.65	2.27	1.69	1.82	2.32	1.81	2.04	2.28ghjp	1.66
Std Dev.	3.06	5.04	1.70	2.16	1.59	8.24	1.78	1.03	1.15	2.30	1.33	1.57	2.53	2.11	1.67	1.82	0.92
Std Error	0.09	0.29	0.10	0.12	0.09	0.80	0.18	0.10	0.13	0.23	0.13	0.15	0.23	0.20	0.15	0.19	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6168	1015	5153	841	5327	2978	3177	798	807	1140	772	1174	844	633	1605	1912	2651	1477	5510	615
Weighted Base	6168	1233	4935	861	5307	3013	3141	824	873	1122	822	1141	760	627	1696	1944	2527	1387	5211	905
Effective Base	3792	737	3055	512	3281	1838	1944	527	519	686	481	723	482	377	1044	1167	1582	859	3271	499
None	5246 85%	962 78%	4284 87%a	642 75%	4604 87%c	2497 83%	2735 87%e	657 80%	692 79%	950 85%gh	706 86%gh	1022 90%ghi	666 88%gh	553 88%gh	1349 80%	1656 85%n	2241 89%no	1219 88%n	4493 86%s	709 78%
1-2	705 11%	218 18%b	488 10%	165 19%d	541 10%	399 13%f	306 10%	124 15%klm	120 14%k	132 12%k	101 12%k	95 8%	74 10%	59 9%	243 14%pq	233 12%p	229 9%	133 10%	547 10%	153 17%r
3-4	146 2%	35 3%	111 2%	39 5%d	107 2%	84 3%	63 2%	28 3%jk	40 5%jklm	31 3%jk	8 1%	13 1%	15 2%	12 2%	68 4%opq	38 2%	40 2%	27 2%	115 2%	29 3%
5-10	61 1%	16 1%	45 1%	14 2%	47 1%	28 1%	34 1%	15 2%k	19 2%ijklm	9 1%	5 1%	7 1%	4 1%	3 *	34 2%opq	14 1%	13 1%	7 *	50 1%	11 1%
11-20	9 *	2 *	7 *	1 *	8 *	6 *	3 *	* *	2 *	* *	2 *	4 *	- -	* *	2 *	2 *	4 *	* *	5 *	3 *
21+	* *	- -	* *	* *	- -	* *	- -	- -	- -	- -	* *	- -	- -	- -	- -	* *	- -	- -	* *	- -
Any Sent (non-zero entry)	922 15%	271 22%b	651 13%	219 26%d	703 13%	516 17%f	405 13%	166 20%ijklm	181 21%ijklm	171 15%k	116 14%	119 10%	94 12%	74 12%	347 20%opq	288 15%p	287 11%	168 12%	718 14%	196 22%r
Total Mean (including those not Sending any)																				
Mean	0.32	0.46b	0.29	0.56d	0.28	0.36f	0.29	0.46iklm	0.51ijklm	0.31	0.30	0.23	0.23	0.22	0.49opq	0.31	0.23	0.22	0.29	0.49r
Std Dev.	1.17	1.23	1.15	1.92	0.99	1.29	1.03	1.24	1.39	0.87	1.72	1.07	0.74	0.75	1.32	1.30	0.90	0.74	1.15	1.27
Std Error	0.01	0.04	0.02	0.07	0.01	0.02	0.02	0.04	0.05	0.03	0.06	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.05
Sending Mean (excluding those not Sending any)																				
Mean	2.16	2.11	2.19	2.20	2.15	2.13	2.21	2.27	2.47l	2.01	2.14	2.22	1.85	1.85	2.37q	2.06	2.01	1.85	2.14	2.26
Std Dev.	2.26	1.84	2.42	3.31	1.82	2.45	2.00	1.88	2.12	1.26	4.15	2.56	1.21	1.31	2.01	2.80	1.91	1.26	2.37	1.87
Std Error	0.08	0.13	0.10	0.23	0.07	0.11	0.10	0.16	0.18	0.10	0.39	0.24	0.12	0.14	0.12	0.17	0.11	0.09	0.09	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6168	1451	1853	1224	1639	3304	2863	3374	2714	570	739	1527	1577	1067	3843	593	5135	1368	4500	300
Weighted Base	6168	1153	1943	1392	1677	3097	3069	3685	2394	561	718	1570	1553	1069	3841	587	5171	1296	4571	300
Effective Base	3792	715	1170	839	1070	1884	1907	2108	1661	366	457	983	948	611	2387	384	3147	851	2752	193
None	5246 85%	921 80%	1683 87%a	1173 84%a	1467 87%ac	2604 84%	2641 86%	3044 83%	2126 89%g	488 87%	606 84%	1329 85%	1298 84%	914 85%	3234 84%	510 87%	4376 85%	1089 84%	3899 85%	258 86%
1-2	705 11%	191 17%bcd	198 10%	160 11%	156 9%	389 13%f	316 10%	478 13%h	220 9%	56 10%	90 13%	188 12%	183 12%	120 11%	461 12%	61 10%	608 12%	153 12%	515 11%	37 12%
3-4	146 2%	28 2%	50 3%	34 2%	34 2%	77 3%	69 2%	112 3%h	30 1%	12 2%	14 2%	30 2%	50 3%	26 2%	95 2%	12 2%	123 2%	33 3%	110 2%	3 1%
5-10	61 1%	13 1%	11 1%	20 1%	18 1%	24 1%	37 1%	45 1%	16 1%	5 1%	7 1%	20 1%	18 1%	7 1%	46 1%	5 1%	54 1%	19 1%	40 1%	2 1%
11-20	9 *	1 *	1 *	5 *	1 *	3 *	6 *	6 *	3 *	*	1 *	2 *	3 *	2 *	6 *	*	9 *	3 *	6 *	-
21+	*	-	*	-	-	*	-	*	-	-	-	-	*	-	*	-	*	-	*	-
Any Sent (non-zero entry)	922 15%	232 20%bcd	261 13%	219 16%d	210 13%	493 16%	429 14%	642 17%h	269 11%	73 13%	112 16%	241 15%	255 16%	155 15%	608 16%	78 13%	794 15%	207 16%	672 15%	43 14%
Total Mean (including those not Sending any)																				
Mean	0.32	0.41bd	0.28	0.37	0.27	0.33	0.31	0.39h	0.23	0.25	0.31	0.33	0.40	0.30	0.35	0.25	0.34	0.36	0.32	0.23
Std Dev.	1.17	1.14	1.27	1.24	0.97	1.23	1.10	1.30	0.93	0.83	1.03	1.12	1.54	0.98	1.29	0.81	1.23	1.21	1.18	0.71
Std Error	0.01	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.02	0.04
Sending Mean (excluding those not Sending any)																				
Mean	2.16	2.04	2.12	2.34	2.16	2.08	2.25	2.21	2.03	1.91	1.99	2.18	2.41	2.09	2.24	1.88	2.21	2.25	2.17	1.65
Std Dev.	2.26	1.78	2.87	2.27	1.85	2.42	2.07	2.37	2.01	1.44	1.87	2.03	3.10	1.70	2.51	1.41	2.38	2.22	2.33	1.13
Std Error	0.08	0.11	0.19	0.17	0.13	0.11	0.11	0.10	0.12	0.18	0.19	0.14	0.20	0.14	0.11	0.17	0.09	0.15	0.10	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6168	4171	1997	912	3298	1125	970	775	349	375	357	363	368	372	383	370	361	168	957
Weighted Base	6168	5304	864	173	5184	518	295	171	250	676	507	449	544	574	811	844	529	69*	449
Effective Base	3792	3295	499	203	2896	505	529	510	329	357	336	343	347	347	366	351	338	64	441
None	5246 85%	4496 85%	750 87%	151 88%	4398 85%	449 87%	251 85%	148 87%	226 90%ilmn	560 83%	456 90%ilmn	392 87%n	455 84%	481 84%n	632 78%	730 86%n	465 88%n	60 88%	389 87%n
1-2	705 11%	615 12%	90 10%	16 9%	599 12%	56 11%	31 10%	19 11%	18 7%	87 13%hj	34 7%	46 10%	70 13%hj	68 12%hj	136 17%hjkopr	91 11%	50 9%	7 10%	49 11%hj
3-4	146 2%	131 2%	15 2%	4 2%	129 2%	9 2%	5 2%	3 2%	6 2%	22 3%	12 2%	7 2%	13 2%	22 4%o	26 3%	10 1%	10 2%	2 2%	8 2%
5-10	61 1%	53 1%	8 1%	1 1%	50 1%	3 1%	7 2%deg	1 1%	1 *	5 1%	5 1%	4 1%	6 1%	1 *	13 2%	13 2%	3 1%	* 1%	3 1%
11-20	9 *	8 *	* *	* *	8 *	-	1 *	* *	-	1 *	-	-	-	1 *	4 1%	-	1 *	-	-
21+	* *	-	* *	* *a	-	-	* *d	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	922 15%	808 15%	114 13%	21 12%	786 15%	69 13%	44 15%	23 13%	24 10%	115 17%hj	51 10%	57 13%	89 16%hj	92 16%hj	180 22%hjkmopr	114 14%	65 12%	9 12%	60 13%
Total Mean (including those not Sending any)																			
Mean	0.32	0.33	0.27	0.37	0.32	0.27	0.48d	0.25	0.19	0.35h	0.22	0.26	0.34h	0.33	0.62hjkopr	0.27	0.26	0.25	0.27
Std Dev.	1.17	1.08	1.61	3.25	1.03	0.91	2.80	0.86	0.66	1.05	0.82	0.92	1.00	1.10	1.36	0.93	0.92	0.82	0.92
Std Error	0.01	0.02	0.04	0.11	0.02	0.03	0.09	0.03	0.04	0.05	0.04	0.05	0.05	0.06	0.07	0.05	0.05	0.06	0.03
Sending Mean (excluding those not Sending any)																			
Mean	2.16	2.18	2.05	3.02	2.13	2.01	3.18d	1.88	1.95	2.04	2.21	2.07	2.07	2.07	2.33	2.03	2.10	2.02	2.01
Std Dev.	2.26	1.90	4.00	8.99	1.79	1.65	6.66	1.57	1.03	1.75	1.53	1.71	1.62	1.98	2.02	1.71	1.75	1.42	1.69
Std Error	0.08	0.08	0.25	0.81	0.08	0.15	0.56	0.15	0.18	0.22	0.27	0.26	0.21	0.25	0.22	0.24	0.27	0.32	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6168	2347	2278	3402	3333	2347	203	896	2278	215	1164	2089	2379	830	585	259	4468	844	2679	2344	642	317	153	5023	470	1517	4651
Weighted Base	6168	2404	2259	3457	3312	2404	194	778	2259	227	1071	2063	2434	811	594	238	4497	832	2567	2368	681	353	160	4935	514	1629	4539
Effective Base	3792	1459	1391	2102	2034	1459	129	553	1391	146	712	1265	1477	521	359	154	2742	512	1594	1450	412	210	102	3043	312	987	2805
None	5246 85%	1962 82%	2000 89%acd	2817 81%	2855 86%ac	1962 82%	169 87%	685 88%e	2000 89%	197 87%	950 89%	1747 85%	2023 83%	683 84%	536 90%klmp	228 96%klmnp	3771 84%	764 92%klmp	2162 84%	1988 84%	599 88%sw	318 90%rsw	143 89%	4150 84%	462 90%rsw	1216 75%	4030 89%y
1-2	705 11%	332 14%bd	210 9%	478 14%bd	357 11%	332 14%g	20 10%	80 10%	210 9%	23 10%	102 10%	232 11%noq	325 13%noq	105 13%noq	36 6%	7 3%	556 12%noq	43 5%	300 12%ux	307 13%tux	63 9%	19 5%	16 10%	607 12%ux	34 7%	309 19%z	397 9%
3-4	146 2%	70 3%b	34 2%	109 3%b	73 2%	70 3%g	3 2%	7 1%	34 2%	3 1%	15 1%	50 2%	68 3%o	15 2%	14 2%	-	118 3%o	14 2%	63 2%	57 2%	11 2%	14 4%	2 1%	120 2%	15 3%	70 4%z	76 2%
5-10	61 1%	35 1%bd	13 1%	46 1%b	24 1%	35 1%	2 1%	4	13 1%	3 1%	3	29 1%l	16	8 1%	6 1%	3 1%	45 1%	8 1%	38 1%s	15 1%	5 1%	1	-	53 1%	1	29 2%z	32 1%
11-20	9	5	2	7	4	5	*	2	2	-	1	5	1	-	2	*	7	2	4	1	2	1	-	6	1	5	4
21+	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	*	-	*	-	*	-
*	*	-	*	-	*	-	-	-	*	-	-	*	*	*	-	-	*	-	-	-	-	*	-	*	-	*	-
Any Sent (non-zero entry)	922 15%	442 18%bd	259 11%	640 19%bd	457 14%b	442 18%g	25 13%	93 12%	259 11%	29 13%	121 11%	316 15%noq	410 17%noq	128 16%noq	58 10%o	10 4%	726 16%noq	68 8%	405 16%ux	380 16%tux	82 12%	35 10%	17 11%	785 16%ux	52 10%	413 25%z	509 11%
Total Mean (including those not Sending any)																											
Mean	0.32	0.41bd	0.23	0.41bd	0.29	0.41g	0.24	0.25	0.23	0.23	0.20	0.37oq	0.33oq	0.31	0.26	0.10	0.35oq	0.22	0.36v	0.32v	0.26	0.30	0.13	0.34v	0.25	0.57z	0.24
Std Dev.	1.17	1.23	1.19	1.20	1.18	1.23	0.78	1.09	1.19	0.85	0.78	1.26	0.92	1.67	1.04	0.70	1.09	0.96	1.17	0.94	1.02	2.39	0.41	1.06	1.99	1.70	0.89
Std Error	0.01	0.03	0.02	0.02	0.02	0.03	0.05	0.04	0.02	0.06	0.02	0.03	0.02	0.06	0.04	0.04	0.02	0.03	0.02	0.02	0.04	0.13	0.03	0.02	0.09	0.04	0.01
Sending Mean (excluding those not Sending any)																											
Mean	2.16	2.24	1.99	2.24	2.09	2.24	1.84	2.11	1.99	1.82	1.75	2.39l	1.96	1.98	2.69l	2.49	2.15	2.66l	2.29	1.98	2.19	3.03	1.19	2.14	2.43	2.24	2.10
Std Dev.	2.26	2.03	2.97	1.93	2.50	2.03	1.34	2.48	2.97	1.65	1.66	2.36	1.34	3.81	2.18	2.51	1.87	2.21	2.06	1.50	2.12	7.08	0.59	1.81	5.86	2.76	1.77
Std Error	0.08	0.11	0.18	0.08	0.12	0.11	0.25	0.25	0.18	0.34	0.14	0.14	0.07	0.36	0.29	0.63	0.07	0.26	0.11	0.08	0.24	1.23	0.15	0.07	0.84	0.15	0.08

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6168	425	5692	51	1824	4026	318	5873	136	58	71	6067	30
Weighted Base	6168	401	5725	42*	1706	4140	322	5830	161*	67*	74*	6058	35**
Effective Base	3792	250	3512	30	1102	2486	208	3588	93	41	48	3723	21
None	5246 85%	313 78%	4899 86%a	34 82%	1420 83%	3561 86%d	265 82%	5007 86%hi	100 62%	47 70%	59 80%h	5153 85%hi	33 94%
1-2	705 11%	67 17%b	631 11%	8 18%	200 12%	456 11%	49 15%	634 11%	41 25%gk	16 24%gk	13 17%	691 11%	2 6%
3-4	146 2%	15 4%	132 2%	*	54 3%e	85 2%	8 2%	131 2%	9 6%gk	4 7%	2 2%	145 2%	-
5-10	61 1%	7 2%	54 1%	-	30 2%e	31 1%	*	51 1%	10 6%gh	-	*	61 1%	-
11-20	9 *	*	9 *	-	1 *	8 *	-	8 *	1 1%	-	-	9 *	-
21+	* *	-	* *	-	-	* *	-	* *	-	-	-	* *	-
Any Sent (non-zero entry)	922 15%	88 22%b	826 14%	8 18%	286 17%e	579 14%	57 18%	823 14%	61 38%gjk	20 30%gk	15 20%	905 15%	2 6%
Total Mean (including those not Sending any)													
Mean	0.32	0.42	0.32	0.31	0.38	0.30	0.30	0.30	1.04gjk	0.48	0.36	0.32	0.12
Std Dev.	1.17	1.01	1.18	0.70	1.12	1.21	0.75	1.14	1.97	0.87	0.82	1.17	0.48
Std Error	0.01	0.05	0.02	0.10	0.03	0.02	0.04	0.01	0.17	0.11	0.10	0.02	0.09
Sending Mean (excluding those not Sending any)													
Mean	2.16	1.92	2.19	1.71	2.24	2.17	1.70	2.14	2.72	1.58	1.80	2.17	2.00
Std Dev.	2.26	1.33	2.35	0.52	1.83	2.53	0.92	2.29	2.38	0.84	0.87	2.28	0.00
Std Error	0.08	0.15	0.09	0.17	0.11	0.11	0.13	0.08	0.32	0.20	0.20	0.08	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6168	1542	1541	1550	1535	520	520	502	520	518	503	521	524	505	521	512	502
Weighted Base	6168	1542	1541	1550	1535	528	517	497	524	509	508	491	532	527	532	507	496
Effective Base	3792	974	968	929	923	335	318	322	324	327	317	305	314	310	320	303	300
None	5246 85%	1298 84%	1344 87%	1308 84%	1296 84%	436 83%	433 84%	429 86%	463 88%el	438 86%	443 87%	425 86%	439 82%	445 84%	445 84%	425 84%	426 86%
1-2	705 11%	189 12%	153 10%	185 12%	179 12%	63 12%	73 14%	53 11%	51 10%	49 10%	53 10%	46 9%	70 13%	69 13%	64 12%	61 12%	54 11%
3-4	146 2%	36 2%	31 2%	34 2%	45 3%	17 3%	6 1%	13 3%	8 1%	15 3%	8 2%	15 3%	9 2%	10 2%	15 3%	16 3%	14 3%
5-10	61 1%	15 1%	12 1%	19 1%	15 1%	9 2%g	5 1%	1 *	2 *	7 1%	3 1%	5 1%	11 2%g	3 1%	7 1%	6 1%	2 *
11-20	9 *	4 *	1 *	4 *	* *	2 *	* *	1 *	- -	- -	1 *	- -	4 1%	* *	* *	- -	- -
21+	* *	- -	* *	- -	- -	- -	- -	- -	* *	* *	- -	- -	- -	- -	- -	- -	- -
Any Sent (non-zero entry)	922 15%	244 16%	197 13%	242 16%	239 16%	92 17%h	84 16%	68 14%	61 12%	71 14%	65 13%	66 14%	93 18%h	82 16%	87 16%	82 16%	70 14%
Total Mean (including those not Sending any)																	
Mean	0.32	0.33	0.27	0.37	0.33	0.41	0.29	0.27	0.23	0.31	0.26	0.33	0.47j	0.31	0.35	0.35	0.28
Std Dev.	1.17	1.03	1.37	1.25	0.96	1.21	0.93	0.92	1.90	0.95	1.06	1.12	1.61	0.89	1.08	0.95	0.82
Std Error	0.01	0.03	0.04	0.03	0.02	0.05	0.04	0.04	0.08	0.04	0.05	0.05	0.07	0.04	0.05	0.04	0.04
Sending Mean (excluding those not Sending any)																	
Mean	2.16	2.06	2.08	2.38	2.11	2.38	1.78	2.00	2.00	2.22	2.02	2.44	2.70	1.97	2.17	2.16	1.97
Std Dev.	2.26	1.78	3.32	2.29	1.47	1.95	1.65	1.66	5.25	1.47	2.31	2.05	2.97	1.35	1.79	1.31	1.19
Std Error	0.08	0.12	0.24	0.15	0.10	0.22	0.19	0.21	0.69	0.18	0.29	0.25	0.33	0.15	0.20	0.16	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6167	1015	5152	841	5326	2978	3176	798	807	1139	772	1174	844	633	1605	1911	2651	1477	5509	615
Weighted Base	6166	1233	4934	861	5306	3013	3140	824	873	1121	822	1141	760	627	1696	1943	2527	1387	5210	905
Effective Base	3791	737	3054	512	3280	1838	1943	527	519	685	481	723	482	377	1044	1166	1582	859	3271	499
None	4357 71%	862 70%	3495 71%	375 44%	3983 75%c	2136 71%	2209 70%	507 62%	558 64%	708 63%	580 71%ghi	867 76%ghij	604 80%ghij	533 88%ghijkl	1065 63%	1288 66%	2005 79%no	1137 82%no	3766 72%s	561 62%
1-2	1348 22%	267 22%	1082 22%	309 36%d	1039 20%	672 22%	674 21%	232 28%jklm	231 26%klm	293 26%klm	183 22%klm	205 18%m	130 17%m	76 12%	463 27%pq	476 24%pq	410 16%	205 15%	1066 20%	267 30%r
3-4	260 4%	42 3%	217 4%	100 12%d	160 3%	121 4%	139 4%	49 6%klm	46 5%lm	65 6%klm	22 4%m	38 3%	16 2%	11 2%	94 6%pq	100 5%pq	66 3%	27 2%	211 4%	48 5%
5-10	172 3%	56 4%b	122 2%	56 6%d	117 2%	69 2%	104 3%	33 4%lm	36 4%lm	43 4%lm	22 3%l	25 2%	6 1%	7 1%	69 4%pq	65 3%pq	38 2%	12 1%	142 3%	28 3%
11-20	19 *	6 *	14 *	15 2%d	4 *	9 *	10 *	2 *	2 *	7 1%	1 *	5 *	2 *	-	4 *	9 *	6 *	2 *	19 *	-
21+	9 *	5 *b	4 *	6 1%d	3 *	6 *	4 *	1 *	-	5 *	1 *	3 *	-	-	1 *	5 *	3 *	3 *	7 *	-
Any Sent (non-zero entry)	1809 29%	370 30%	1439 29%	486 56%d	1323 25%	877 29%	931 30%	316 38%jklm	315 36%jklm	413 37%jklm	242 29%klm	274 24%m	156 20%m	94 15%	631 37%pq	655 34%pq	523 21%	249 18%	1444 28%	343 38%r
Total Mean (including those not Sending any)																				
Mean	0.88	1.54b	0.71	2.91d	0.55	0.98	0.78	0.96jkm	0.87jkm	1.75k	0.64m	0.59m	0.72	0.29	0.91pq	1.28p	0.55	0.52	0.76	0.75
Std Dev.	6.91	14.41	2.78	17.49	2.27	9.37	3.08	2.68	1.83	14.75	1.50	2.10	6.64	0.87	2.28	11.25	3.93	4.96	3.74	1.29
Std Error	0.09	0.45	0.04	0.60	0.03	0.17	0.05	0.09	0.06	0.44	0.05	0.06	0.23	0.03	0.06	0.26	0.08	0.13	0.05	0.05
Sending Mean (excluding those not Sending any)																				
Mean	3.00	5.13b	2.45	5.15d	2.21	3.38	2.65	2.49	2.41	4.73	2.17	2.45	3.49	1.95	2.45	3.79	2.67	2.91	2.75	1.97
Std Dev.	12.51	25.96	4.71	23.03	4.13	17.15	5.20	3.85	2.36	24.01	2.07	3.73	14.39	1.37	3.20	19.15	8.32	11.41	6.71	1.41
Std Error	0.30	1.54	0.12	1.05	0.12	0.61	0.17	0.23	0.14	1.16	0.15	0.22	1.09	0.14	0.13	0.76	0.35	0.69	0.17	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 163

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6167	1450	1853	1224	1639	3303	2863	3374	2713	570	739	1526	1577	1067	3842	593	5134	1368	4499	300
Weighted Base	6166	1152	1943	1392	1677	3096	3069	3685	2393	561	718	1569	1553	1069	3840	587	5169	1296	4570	300
Effective Base	3791	714	1170	839	1070	1883	1907	2108	1660	366	457	982	948	611	2387	384	3146	851	2751	193
None	4357 71%	685 59%	1371 71%a	989 71%a	1310 78%abc	2056 66%f	2300 75%e	2383 65%	1910 80%g	456 81%jklmn	534 74%lm	1139 73%lm	1027 66%	670 63%	2700 70%lm	478 81%p	3561 69%	955 74%r	3192 70%	210 70%
1-2	1348 22%	343 30%bcd	447 23%d	291 21%d	268 16%	790 26%f	559 18%	975 26%h	358 15%	71 13%	141 20%i	321 20%i	407 28%ijkn	290 27%ijkn	869 23%i	75 13%	1210 23%o	253 19%	1035 23%	60 20%
3-4	260 4%	68 6%bd	61 3%	73 5%b	58 3%	129 4%	131 4%	192 5%h	68 3%	24 4%	26 4%	59 4%	67 4%	66 6%kn	152 4%	24 4%	226 4%	55 4%	191 4%	15 5%
5-10	172 3%	48 4%d	55 3%	38 3%	32 2%	103 3%f	69 2%	118 3%h	50 2%	10 2%	15 2%	42 3%	47 3%	37 3%	105 3%	10 2%	148 3%	48 2%	136 3%	11 4%
11-20	19 *	6 1%	4 *	2 *	7 *	10 *	9 *	12 *	7 *	-	2 *	7 *	3 *	6 1%	11 *	-	19 *	5 *	13 *	1 *
21+	9 *	2 *	6 *	*	2 *	7 *	2 *	6 *	1 *	*	*	2 *	2 *	-	4 *	*	5 *	4 *r	2 *	4 1%r
Any Sent (non-zero entry)	1809 29%	467 41%bcd	572 29%d	403 29%d	367 22%	1039 34%f	770 25%	1303 35%h	484 20%	105 19%	184 26%i	430 27%i	526 34%ijkn	399 37%ijkn	1140 30%	109 19%	1608 31%o	341 26%	1377 30%q	91 30%
Total Mean (including those not Sending any)																				
Mean	0.88	0.98cd	1.17	0.67	0.65	1.10f	0.66	0.92h	0.52	0.44	0.57	0.77	0.82i	0.88j	0.75	0.43	0.81o	0.82	0.74	3.33qr
Std Dev.	6.91	2.12	11.62	1.63	3.71	9.30	2.95	4.19	1.97	1.24	1.91	3.84	2.52	1.90	3.05	1.23	3.73	4.63	3.12	27.12
Std Error	0.09	0.06	0.27	0.05	0.09	0.16	0.06	0.07	0.04	0.05	0.07	0.10	0.06	0.06	0.05	0.05	0.05	0.13	0.05	1.57
Sending Mean (excluding those not Sending any)																				
Mean	3.00	2.43	3.97	2.33	2.95	3.28	2.62	2.60	2.55	2.34	2.21	2.81	2.41	2.35	2.53	2.32	2.60	3.12	2.44	11.04qr
Std Dev.	12.51	2.76	21.16	2.30	7.49	15.82	5.44	6.72	3.74	1.95	3.27	6.93	3.87	2.50	5.17	1.92	6.33	8.63	5.31	48.67
Std Error	0.30	0.12	0.91	0.12	0.39	0.49	0.20	0.20	0.16	0.18	0.24	0.34	0.17	0.13	0.15	0.18	0.16	0.44	0.15	5.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 163

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	6167	4170	1997	912	3297	1125	970	775	349	375	357	363	367	372	383	370	361	168	957
Weighted Base	6166	5303	864	173	5183	518	295	171	250	676	507	449	542	574	811	844	529	69*	449
Effective Base	3791	3295	499	203	2895	505	529	510	329	357	336	343	346	347	366	351	338	64	328
None	4357 71%	3767 71%c	590 68%	111 64%	3643 70%	383 74%	206 70%	125 73%	183 73%n	471 70%	369 73%n	337 75%n	372 69%	421 73%n	511 63%	608 72%n	371 70%n	54 79%n	328 73%n
1-2	1348 22%	1162 22%	186 22%	41 24%	1151 22%f	112 22%	52 18%	33 19%	49 20%	148 22%	106 21%	86 19%	121 22%	118 21%	234 29%hijklmopqr	174 21%	115 22%	11 16%	101 23%
3-4	260 4%	219 4%	40 5%	13 8%a	216 4%e	11 2%	26 9%deg	7 4%	11 4%r	31 5%r	20 4%	16 4%	25 5%r	19 3%	40 5%r	28 3%	26 5%r	3 4%	9 2%
5-10	172 3%	130 2%	43 5%a	6 4%	148 3%	9 2%	10 4%	5 3%	7 3%	18 3%	13 3%	7 1%	20 4%	13 2%	26 3%	30 4%	14 3%	1 1%	8 2%
11-20	19 *	16 *	3 *	1 *	17 *	1 *	1 *	* *	* *	4 1%	- -	3 1%	4 1%	1 *	- -	1 *	3 1%	- -	1 *
21+	9 *	8 *	2 *	* *	7 *	2 *	1 *	* *	- -	3 *	- -	- -	- -	1 *	- -	2 *	- -	* *	1 *
Any Sent (non-zero entry)	1809 29%	1536 29%	273 32%	62 36%a	1539 30%	135 26%	89 30%	45 27%	67 27%	204 30%	139 27%	112 25%	171 31%	152 27%	300 37%hijkmopqr	237 28%	158 30%	15 21%	121 27%
Total Mean (including those not Sending any)																			
Mean	0.88	0.87	0.96	1.08	0.91	0.62	0.89	0.64	0.64	1.29	0.61	0.56	0.88	0.67	0.75	1.53	0.72	0.51	0.63
Std Dev.	6.91	7.34	3.20	3.73	7.45	2.64	2.89	1.80	1.56	8.73	1.28	1.81	2.34	2.88	1.36	16.22	1.92	2.49	2.67
Std Error	0.09	0.11	0.07	0.12	0.13	0.08	0.09	0.06	0.08	0.45	0.07	0.09	0.12	0.15	0.07	0.84	0.10	0.19	0.09
Sending Mean (excluding those not Sending any)																			
Mean	3.00	2.99	3.03	3.01	3.08	2.35	2.93	2.41	2.37	4.25	2.22	2.27	2.78n	2.51	2.04	5.47	2.43	2.38	2.35
Std Dev.	12.51	13.41	5.10	5.76	13.43	4.77	4.68	2.83	2.25	15.49	1.54	3.05	3.47	5.16	1.54	30.32	2.87	5.12	4.75
Std Error	0.30	0.40	0.21	0.35	0.44	0.28	0.26	0.20	0.24	1.45	0.16	0.33	0.33	0.51	0.13	3.03	0.28	0.74	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6167	2347	2277	3402	3332	2347	203	896	2277	215	1163	2089	2379	830	584	259	4468	843	2679	2344	642	317	153	5023	470	1516	4651
Weighted Base	6166	2404	2258	3457	3311	2404	194	778	2258	227	1070	2063	2434	811	593	238	4497	831	2567	2368	681	353	160	4935	514	1628	4539
Effective Base	3791	1459	1390	2102	2033	1459	129	553	1390	146	711	1265	1477	521	358	154	2742	512	1594	1450	412	210	102	3043	312	986	2805
None	4357 71%	1664 69%	1635 72%c	2328 67%	2299 69%	1664 69%	159 82%e	613 79%e	1635 72%	182 80%h	861 80%h	1415 69%	1666 68%	600 74%klp	445 75%klp	203 85%klmnp	3082 69%	648 78%klp	1644 64%	1668 70%rw	572 84%rsw	289 82%rsw	147 92%rsuw	3312 67%r	436 85%rsw	1001 62%	3356 74%y
1-2	1348 22%	551 23%	451 20%	855 25%b	755 23%b	551 23%fg	21 11%	124 16%	451 20%	34 15%	157 15%	464 22%oq	571 23%oq	177 22%oq	111 19%o	25 11%	1035 23%od	136 16%	654 25%tuvx	544 23%tuvx	88 13%v	54 15%v	9 5%	1198 24%tuvx	62 12%	463 28%z	885 19%
3-4	260 4%	121 5%	91 4%	159 5%	129 4%	121 5%	11 6%	27 3%	91 4%	6 3%	24 2%	104 5%oq	114 5%oq	24 3%	18 3%	1 *	217 5%oq	19 2%	128 5%tux	116 5%tux	9 1%	4 1%	2 1%	245 5%tux	6 1%	100 6%z	159 4%
5-10	172 3%	59 2%	67 3%	100 3%	108 3%	59 2%	3 2%	11 1%	67 3%	5 2%	23 2%	68 3%m	72 3%m	6 1%	18 3%m	8 3%m	140 3%m	26 3%m	118 5%stuvx	39 2%	9 1%	5 1%	1 1%	157 3%st	6 1%	54 3%	118 3%
11-20	19 *	5 *	10 *	9 *	14 *	5 *	-	2 *	10 *	-	5 *	9 *	9 *	* *	1 *	-	18 *	1 *	15 1%s	* *	2 *	1 *	-	15 *	1 *	5 *	14 *
21+	9 *	4 *	3 *	6 *	6 *	4 *	-	1 *	3 *	-	-	3 *	2 *	3 *	-	1 1%	5 *	1 *	8 *s	* *	-	1 *	1 1%s	8 *	2 *s	3 *	6 *
Any Sent (non-zero entry)	1809 29%	740 31%	622 28%	1130 33%b	1012 31%	740 31%fg	35 18%	165 21%	622 28%ij	45 20%	209 20%	648 31%mnoq	767 32%mnoq	211 26%o	148 25%o	35 15%	1415 31%mnoq	183 22%	923 36%stuvwx	700 30%tuvx	109 16%	64 18%v	13 8%	1622 33%stuvx	78 15%	626 38%z	1183 26%
Total Mean (including those not Sending any)																											
Mean	0.88	1.00	0.81	1.00	0.88	1.00	0.47	0.55	0.81	0.41	0.50	0.86	1.03	0.74	0.66	0.67	0.95	0.66	1.37s	0.58t	0.37	0.51	0.62	0.99s	0.54	0.95	0.86
Std Dev.	6.91	9.76	4.32	8.53	4.43	9.76	1.34	2.58	4.32	1.08	1.71	3.59	9.66	6.53	1.82	4.15	7.51	2.70	10.49	1.18	1.44	2.66	4.88	7.62	3.50	2.75	7.89
Std Error	0.09	0.20	0.09	0.15	0.08	0.20	0.09	0.09	0.09	0.07	0.05	0.08	0.20	0.23	0.08	0.26	0.11	0.09	0.20	0.02	0.06	0.15	0.39	0.11	0.16	0.07	0.12
Sending Mean (excluding those not Sending any)																											
Mean	3.00	3.24	2.94	3.07	2.87	3.24	2.57	2.59	2.94	2.09	2.58	2.73	3.26	2.86	2.66	4.49	3.02	3.01	3.81s	1.97	2.32	2.78s	7.41	3.02	3.58s	2.46	3.28
Std Dev.	12.51	17.39	7.84	14.72	7.65	17.39	2.13	5.12	7.84	1.55	3.09	6.00	17.00	12.59	2.82	10.08	13.16	5.11	17.24	1.42	2.91	5.73	15.87	13.06	8.42	3.99	15.19
Std Error	0.30	0.66	0.31	0.45	0.24	0.66	0.35	0.37	0.31	0.23	0.20	0.24	0.63	0.87	0.24	1.45	0.36	0.38	0.57	0.06	0.28	0.75	3.97	0.33	0.98	0.16	0.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6167	425	5691	51	1824	4025	318	5873	135	58	71	6066	30
Weighted Base	6166	401	5724	42*	1706	4139	322	5830	160*	67*	74*	6057	35**
Effective Base	3791	250	3511	30	1102	2485	208	3588	93	41	48	3722	21
None	4357 71%	291 73%	4044 71%	23 55%	1226 72%	2914 70%	218 68%	4114 71%h	92 57%	52 77%h	67 91%ghk	4257 70%h	33 94%
1-2	1348 22%	86 22%	1249 22%	13 32%	358 21%	922 22%	68 21%	1276 22%j	54 34%gijk	11 17%	4 6%	1342 22%j	2 6%
3-4	260 4%	12 3%	244 4%	4 9%	67 4%	172 4%	21 6%	246 4%	10 6%	2 3%	1 2%	258 4%	*
5-10	172 3%	10 3%	161 3%	1 3%	46 3%	115 3%	12 4%	166 3%	3 2%	2 3%	1 2%	171 3%	-
11-20	19 *	2 *	18 *	-	6 *	12 *	1	19 *	-	-	-	19 *	-
21+	9 *	-	9 *	-	2 *	5 *	3 1%de	8 *	1 1%	-	-	9 *	-
Any Sent (non-zero entry)	1809 29%	110 27%	1680 29%	19 45%	480 28%	1226 30%	104 32%	1717 29%j	68 43%gijk	15 23%	7 9%	1800 30%j	2 6%
Total Mean (including those not Sending any)													
Mean	0.88	0.68	0.89	1.00	0.72	0.77	3.08de	0.89	1.25	0.57	0.26	0.89	0.07
Std Dev.	6.91	1.88	7.15	1.64	2.45	3.90	26.17	7.06	4.94	1.72	1.03	6.97	0.30
Std Error	0.09	0.09	0.09	0.23	0.06	0.06	1.47	0.09	0.43	0.23	0.12	0.09	0.06
Sending Mean (excluding those not Sending any)													
Mean	3.00	2.49	3.04	2.25	2.58	2.61	9.54de	3.01	2.92	2.47	2.86	3.00	1.11
Std Dev.	12.51	2.90	12.96	1.82	4.08	6.83	45.52	12.76	7.27	2.92	2.12	12.54	0.76
Std Error	0.30	0.27	0.32	0.43	0.18	0.20	4.53	0.31	0.96	0.88	0.80	0.30	0.54

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6167	1542	1541	1550	1534	520	520	502	520	518	503	521	524	505	521	511	502
Weighted Base	6166	1542	1541	1550	1534	528	517	497	524	509	508	491	532	527	532	506	496
Effective Base	3791	974	968	929	922	335	318	322	324	327	317	305	314	310	320	302	300
None	4357 71%	1092 71%	1131 73%d	1095 71%	1039 68%	353 67%	394 76%emop	346 70%	392 75%emop	369 72%p	371 73%op	369 75%emop	378 71%	347 66%	387 73%p	332 66%	321 65%
1-2	1348 22%	346 22%	316 21%	343 22%	343 22%	130 25%fk	93 18%	123 25%fk	106 20%	113 22%	97 19%	88 18%	110 21%	145 28%fhjkln	106 20%	121 24%	116 23%
3-4	260 4%	59 4%	52 3%	68 4%	81 5%b	25 5%	16 3%	18 4%	14 3%	13 2%	26 5%	24 5%	26 5%	18 3%	21 4%	28 5%	33 7%fhi
5-10	172 3%	38 2%	38 2%	34 2%	63 4%abc	16 3%	13 2%	9 2%	13 2%	12 2%	13 3%	9 2%	13 3%	11 2%	14 3%	25 5%gk	24 5%gk
11-20	19 *	6 *	4 *	8 1%	1 *	3 1%	1 *	2 *	*	2 *	1 *	*	5 1%	3 1%	1 *	-	*
21+	9 *	1 *	*	2 *	6 *	1 *	-	-	*	-	*	-	-	2 *	4 1%	1 *	2 *
Any Sent (non-zero entry)	1809 29%	449 29%	410 27%	455 29%	495 32%b	175 33%fhk	123 24%	151 30%	132 25%	140 28%	137 27%	122 25%	154 29%	180 34%fhk	145 27%	175 34%fhjk	175 35%fhijkn
Total Mean (including those not Sending any)																	
Mean	0.88	0.69	0.58	0.82	1.44b	0.88fhk	0.56	0.60	0.52	0.62	0.60	0.49	0.77k	1.16	2.13	0.88hk	1.26hk
Std Dev.	6.91	1.88	1.57	4.86	12.72	2.32	1.68	1.50	1.37	1.77	1.54	1.09	2.04	8.01	20.54	2.41	6.44
Std Error	0.09	0.05	0.04	0.12	0.32	0.10	0.07	0.07	0.06	0.08	0.07	0.05	0.09	0.36	0.90	0.11	0.29
Sending Mean (excluding those not Sending any)																	
Mean	3.00	2.35	2.18	2.79	4.46	2.66	2.37	1.97	2.07	2.26	2.21	1.99	2.68	3.41	7.79	2.54	3.62
Std Dev.	12.51	2.86	2.39	8.67	22.10	3.39	2.76	2.17	2.05	2.77	2.30	1.33	3.06	13.45	38.83	3.55	10.46
Std Error	0.30	0.14	0.12	0.41	1.03	0.26	0.24	0.18	0.18	0.24	0.20	0.11	0.25	1.05	3.22	0.28	0.83

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6167	1015	5152	841	5326	2978	3176	798	807	1139	772	1174	844	633	1605	1911	2651	1477	5509	615
Weighted Base	6166	1233	4934	861	5306	3013	3140	824	873	1121	822	1141	760	627	1696	1943	2527	1387	5210	905
Effective Base	3791	737	3054	512	3280	1838	1943	527	519	685	481	723	482	377	1044	1166	1582	859	3271	499
None	4561 74%	951 77%b	3609 73%	403 47%	4157 78%c	2284 76%f	2271 72%	562 68%	587 67%	792 71%	613 75%gh	875 77%ghi	615 81%ghij	517 83%ghijk	1149 68%	1404 72%n	2007 79%no	1132 82%no	3890 75%s	635 70%
1-2	1165 19%	195 16%	970 20%a	266 31%d	899 17%	540 18%	616 20%	188 23%klm	221 25%ijklm	224 20%lm	155 19%lm	191 17%	105 14%	82 13%	409 24%opq	379 20%pq	377 15%	186 13%	931 18%	227 25%r
3-4	246 4%	34 3%	212 4%	104 12%d	142 3%	109 4%	137 4%	44 5%kl	36 4%	64 6%kl	28 3%	34 3%	21 3%	20 3%	80 5%pq	92 5%pq	74 3%	40 3%	212 4%	30 3%
5-10	166 3%	39 3%	126 3%	67 8%d	99 2%	68 2%	98 3%	28 3%m	25 3%	34 3%m	24 3%	35 3%m	14 2%	7 1%	53 3%q	58 3%q	55 2%	21 1%	151 3%	13 1%
11-20	21 *	7 1%	14 *	17 2%d	5 *	10 *	11 *	-	*	8 1%	2 *	6 1%	4 *	2 *	*	10 1%n	11 *n	5 *	19 *	-
21+	7 *	5 *b	2 *	4 1%d	3 *	1 *	6 *	2 *	3 *	-	*	-	2 *	-	5 *	*	2 *	2 *	7 *	-
Any Sent (non-zero entry)	1606 26%	281 23%	1324 27%a	458 53%d	1148 22%	729 24%	869 28%e	262 32%jklm	286 33%jklm	329 29%klm	209 25%lm	265 23%lm	145 19%	109 17%	547 32%opq	538 28%pq	520 21%	255 18%	1320 25%	270 30%r
Total Mean (including those not Sending any)																				
Mean	0.67	0.88b	0.62	1.97d	0.46	0.56	0.78e	0.76m	0.91	0.74m	0.63m	0.61m	0.56	0.40	0.84pq	0.69pq	0.55	0.49	0.69	0.51
Std Dev.	2.60	4.79	1.65	5.75	1.48	1.68	3.25	2.17	5.02	1.88	1.81	1.80	2.43	1.23	3.90	1.85	1.90	1.98	2.76	1.07
Std Error	0.03	0.15	0.02	0.20	0.02	0.03	0.06	0.08	0.18	0.06	0.07	0.05	0.08	0.05	0.10	0.04	0.04	0.05	0.04	0.04
Sending Mean (excluding those not Sending any)																				
Mean	2.58	3.87b	2.31	3.70d	2.14	2.33	2.81	2.40	2.78	2.52	2.47	2.64	2.95	2.29	2.60	2.50	2.65	2.67	2.73s	1.70
Std Dev.	4.59	9.44	2.50	7.48	2.55	2.76	5.69	3.30	8.48	2.76	2.89	2.93	4.90	2.09	6.53	2.81	3.47	3.95	4.95	1.35
Std Error	0.11	0.61	0.07	0.36	0.07	0.10	0.19	0.22	0.53	0.15	0.20	0.17	0.35	0.19	0.30	0.12	0.14	0.22	0.13	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Table 164

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6167	1450	1853	1224	1639	3303	2863	3374	2713	570	739	1526	1577	1067	3842	593	5134	1368	4499	300
Weighted Base	6166	1152	1943	1392	1677	3096	3069	3685	2393	561	718	1569	1553	1069	3840	587	5169	1296	4570	300
Effective Base	3791	714	1170	839	1070	1883	1907	2108	1660	366	457	982	948	611	2387	384	3146	851	2751	193
None	4561 74%	771 67%	1448 75%a	1031 74%a	1309 78%abc	2219 72%	2340 76%e	2604 71%	1889 79%g	438 78%lm	559 78%lm	1169 75%m	1103 71%	746 70%	2831 74%	462 79%p	3780 73%	939 72%	3399 74%	223 74%
1-2	1165 19%	276 24%bcd	359 18%	266 19%	264 16%	635 21%f	530 17%	788 21%h	365 15%	82 15%	117 16%	291 19%	329 21%ij	234 22%ij	737 19%i	84 14%	1018 20%o	253 20%	857 19%	55 18%
3-4	246 4%	64 6%d	76 4%	56 4%	50 3%	140 5%	106 3%	171 5%h	76 3%	15 3%	22 3%	64 4%	75 5%	55 5%	160 4%	15 3%	221 4%	61 5%	180 4%	6 2%
5-10	166 3%	29 2%	51 3%	37 3%	49 3%	80 3%	86 3%	103 3%	56 2%	24 4%kn	20 3%	31 2%	43 3%	28 3%	95 2%	24 4%	128 2%	37 3%	119 3%	10 3%
11-20	21 *	7 1%	7 *	3 *	4 *	15 *	7 *	14 *	5 *	1 *	* *	12 1%i	* *	3 *	13 *	1 *	16 *	5 *	11 *	6 2%qr
21+	7 *	5 *cd	2 *	-	*	7 *f	*	5 *	2 *	*	*	1 *	3 *	2 *	4 *	*	6 *	1 *	5 *	1 *
Any Sent (non-zero entry)	1606 26%	381 33%bcd	495 25%d	361 26%d	368 22%	876 28%f	729 24%	1081 29%h	504 21%	123 22%	159 22%	399 25%	450 29%ij	323 30%ijk	1009 26%	125 21%	1389 27%o	357 28%	1171 26%	78 26%
Total Mean (including those not Sending any)																				
Mean	0.67	1.01bcd	0.65	0.59	0.53	0.79f	0.56	0.75h	0.52	0.62	0.53	0.64	0.68	0.86	0.63	0.60	0.67	0.68	0.65	1.07qr
Std Dev.	2.60	4.79	2.04	1.49	1.53	3.34	1.51	3.03	1.64	1.98	1.52	1.83	1.93	4.59	1.82	1.94	2.62	1.95	2.67	3.72
Std Error	0.03	0.13	0.05	0.04	0.04	0.06	0.03	0.05	0.03	0.08	0.06	0.05	0.05	0.14	0.03	0.08	0.04	0.05	0.04	0.21
Sending Mean (excluding those not Sending any)																				
Mean	2.58	3.07	2.56	2.28	2.42	2.78	2.35	2.57	2.47	2.84	2.38	2.50	2.36	2.86	2.42	2.82	2.49	2.46	2.52	4.12qr
Std Dev.	4.59	7.96	3.37	2.18	2.47	5.83	2.33	5.16	2.83	3.42	2.45	2.92	2.98	8.01	2.87	3.39	4.59	3.08	4.81	6.41
Std Error	0.11	0.37	0.15	0.12	0.13	0.19	0.09	0.16	0.11	0.31	0.19	0.15	0.14	0.44	0.09	0.30	0.12	0.16	0.14	0.75

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6167	4170	1997	912	3297	1125	970	775	349	375	357	363	367	372	383	370	361	168	957
Weighted Base	6166	5303	864	173	5183	518	295	171	250	676	507	449	542	574	811	844	529	69*	449
Effective Base	3791	3295	499	203	2895	505	529	510	329	357	336	343	346	347	366	351	338	64	328
None	4561 74%	3981 75%bc	580 67%	117 68%	3848 74%	376 73%	210 71%	127 74%	196 78%i	482 71%	377 74%	338 75%	399 73%	424 74%	590 73%	632 75%	410 77%	48 69%	328 73%
1-2	1165 19%	978 18%	187 22%	35 20%	969 19%	105 20%	59 20%	31 18%	37 15%	141 21%hp	105 21%hp	82 18%	84 16%	117 20%	179 22%hlp	145 17%	78 15%	14 21%	91 20%hp
3-4	246 4%	187 4%	59 7%a	12 7%a	203 4%	19 4%	15 5%	8 5%	10 4%	19 3%	17 3%	16 3%	32 6%i	18 3%	31 4%	37 4%	24 5%	4 5%	16 4%
5-10	166 3%	133 3%	33 4%	9 5%a	135 3%	16 3%	10 4%	4 2%	6 2%	32 5%jn	6 1%	9 2%	25 5%jn	13 2%	9 1%	21 3%	14 3%	3 5%n	13 3%
11-20	21 *	17 *	4 1%	*	21 *	*	-	1 *	2 1%in	-	-	3 1%	3 1%	2 *	-	8 1%	4 1%	*	-
21+	7 *	7 *	*	*	6 *	1 *	*	*	-	2	1 *	-	-	1	2 *	-	-	-	1
Any Sent (non-zero entry)	1606 26%	1322 25%	284 33%a	56 32%a	1335 26%	142 27%	85 29%	44 26%	54 22%	194 29%h	130 26%	110 25%	144 27%	150 26%	221 27%	212 25%	120 23%	21 31%	121 27%
Total Mean (including those not Sending any)																			
Mean	0.67	0.64	0.90a	0.87	0.67	0.68	0.73	0.65	0.58	0.94	0.49	0.63	0.75j	0.60	0.56	0.73	0.64	0.73	0.68
Std Dev.	2.60	2.66	2.19	2.33	2.67	2.29	1.83	2.36	1.70	5.60	1.45	2.00	1.77	1.66	1.93	2.27	1.74	1.49	2.39
Std Error	0.03	0.04	0.05	0.08	0.05	0.07	0.06	0.08	0.09	0.29	0.08	0.10	0.09	0.09	0.10	0.12	0.09	0.12	0.08
Sending Mean (excluding those not Sending any)																			
Mean	2.58	2.55	2.72	2.69	2.60	2.49	2.54	2.56	2.66	3.28	1.90	2.55	2.84j	2.28	2.04	2.92j	2.83j	2.37	2.51
Std Dev.	4.59	4.85	3.10	3.46	4.77	3.83	2.67	4.14	2.82	10.11	2.37	3.37	2.43	2.58	3.27	3.76	2.69	1.84	4.09
Std Error	0.11	0.15	0.12	0.20	0.17	0.21	0.16	0.29	0.33	1.00	0.26	0.37	0.25	0.26	0.32	0.39	0.30	0.22	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 164

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6167	2347	2277	3402	3332	2347	203	896	2277	215	1163	2089	2379	830	584	259	4468	843	2679	2344	642	317	153	5023	470	1516	4651
Weighted Base	6166	2404	2258	3457	3311	2404	194	778	2258	227	1070	2063	2434	811	593	238	4497	831	2567	2368	681	353	160	4935	514	1628	4539
Effective Base	3791	1459	1390	2102	2033	1459	129	553	1390	146	711	1265	1477	521	358	154	2742	512	1594	1450	412	210	102	3043	312	986	2805
None	4561 74%	1752 73%	1695 75%c	2482 72%	2425 73%	1752 73%	154 80%	611 79%e	1695 75%	168 74%	838 78%	1462 71%	1776 73%	632 78%klp	458 77%kp	204 85%klmnp	3239 72%	662 80%klp	1698 66%	1780 75%rw	580 85%rsw	316 89%rsw	150 93%rstw	3479 70%r	466 91%rstw	1091 67%	3470 76%y
1-2	1165 19%	501 21%b	379 17%	734 21%bd	612 18%	501 21%g	26 14%	131 17%	379 17%	41 18%	155 14%	431 21%mnoq	486 20%noq	135 17%	87 15%	26 11%	917 20%mnoc	113 14%	604 24%stuvx	448 19%tuvx	83 12%vx	25 7%	5 3%	1052 21%stuvx	30 6%	383 24%z	782 17%
3-4	246 4%	85 4%	102 5%	133 4%	151 5%	85 4%	4 2%	21 3%	102 5%	9 4%	42 4%	101 5%o	89 4%	25 3%	28 5%	3 1%	190 4%	31 4%	139 5%st	84 4%t	8 1%	10 3%	6 3%	223 5%st	15 3%	86 5%z	160 4%
5-10	166 3%	56 2%	67 3%	95 3%	106 3%	56 2%	9 5%g	11 1%	67 3%	7 3%	32 3%	59 3%	68 3%	17 2%	19 3%	3 1%	127 3%	22 3%	103 4%stuvx	50 2%	11 2%	2 1%	*	152 3%ux	3 1%	58 4%z	108 2%
11-20	21 *	7 *	9 *	10 *	12 *	7 *	-	3 *	9 *	1 1%	1 *	8 *	12 *	1 *	1 *	-	19 *	1 *	18 1%s	4 *	*	-	-	21 *	-	7 *	14 *
21+	7 *	3 *	5 *	3 *	5 *	3 *	-	1 *	5 *	-	1 *	2 *	2 *	1 *	-	2 1%klp	4 *	2 *	6 *	2 *	-	-	-	7 *	-	2 *	5 *
Any Sent (non-zero entry)	1606 26%	652 27%	563 25%	975 28%b	885 27%	652 27%g	40 20%	167 21%	563 25%	58 26%	232 22%	601 29%mnoq	657 27%noq	179 22%o	134 23%o	35 15%	1258 28%mnoc	169 20%	869 34%stuvwx	588 25%tuvx	101 15%vx	38 11%	11 7%	1456 30%stuvx	48 9%	537 33%z	1069 24%
Total Mean (including those not Sending any)																											
Mean	0.67	0.62	0.77	0.65	0.75	0.62	0.54	0.48	0.77	0.72	0.59	0.71	0.68	0.53	0.58	1.11	0.69	0.73	0.99stuvwx	0.55tuvx	0.29	0.23	0.19	0.78stuvx	0.22	0.83z	0.62
Std Dev.	2.60	1.82	3.61	1.79	3.13	1.82	1.55	1.53	3.61	2.06	1.78	1.85	2.02	2.03	1.51	9.17	1.94	5.07	3.64	1.61	1.00	0.84	0.78	2.86	0.83	2.22	2.72
Std Error	0.03	0.04	0.08	0.03	0.05	0.04	0.11	0.05	0.08	0.14	0.05	0.04	0.04	0.07	0.06	0.57	0.03	0.17	0.07	0.03	0.04	0.05	0.06	0.04	0.04	0.06	0.04
Sending Mean (excluding those not Sending any)																											
Mean	2.58	2.27	3.09ac	2.29	2.82c	2.27	2.66	2.22	3.09	2.79	2.75	2.43	2.52	2.39	2.55	7.64	2.48	3.59p	2.93s	2.20	1.94	2.19	2.83	2.64	2.33	2.51	2.62
Std Dev.	4.59	2.91	6.72	2.76	5.56	2.91	2.50	2.65	6.72	3.30	2.96	2.74	3.25	3.78	2.25	23.31	3.02	10.81	5.79	2.59	1.88	1.57	1.42	4.78	1.55	3.28	5.12
Std Error	0.11	0.11	0.27	0.09	0.18	0.11	0.38	0.19	0.27	0.47	0.18	0.11	0.13	0.28	0.19	3.51	0.08	0.81	0.19	0.11	0.18	0.27	0.39	0.12	0.22	0.15	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6167	425	5691	51	1824	4025	318	5873	135	58	71	6066	30
Weighted Base	6166	401	5724	42*	1706	4139	322	5830	160*	67*	74*	6057	35**
Effective Base	3791	250	3511	30	1102	2485	208	3588	93	41	48	3722	21
None	4561 74%	298 74%	4233 74%	30 72%	1233 72%	3099 75%	228 71%	4298 74%	112 70%	46 68%	71 96%ghik	4455 74%	35 99%
1-2	1165 19%	75 19%	1081 19%	8 20%	325 19%	780 19%	59 18%	1107 19%	37 23%	18 27%	2 3%	1162 19%	* 1%
3-4	246 4%	13 3%	230 4%	3 8%	79 5%	151 4%	16 5%	240 4%	6 4%	-	-	246 4%	-
5-10	166 3%	15 4%	151 3%	*	61 4%e	90 2%	15 5%e	157 3%	4 3%	3 5%	1 2%	165 3%	-
11-20	21 *	*	21 *	-	6 *	12 *	4 1%	21 *	*	-	-	21 *	-
21+	7 *	-	7 *	-	1 *	6 *	-	7 *	-	-	-	7 *	-
Any Sent (non-zero entry)	1606 26%	102 26%	1492 26%	12 28%	472 28%	1040 25%	94 29%	1533 26%j	48 30%j	21 32%j	3 4%	1602 26%j	* 1%
Total Mean (including those not Sending any)													
Mean	0.67	0.60	0.68	0.58	0.72	0.63	0.93	0.69	0.60j	0.73j	0.11	0.68	0.01
Std Dev.	2.60	1.51	2.67	1.05	1.94	2.84	2.51	2.66	1.32	1.80	0.65	2.62	0.16
Std Error	0.03	0.07	0.04	0.15	0.05	0.04	0.14	0.03	0.11	0.24	0.08	0.03	0.03
Sending Mean (excluding those not Sending any)													
Mean	2.58	2.36	2.60	2.04	2.61	2.52	3.19	2.61	1.99	2.27	2.49	2.58	1.65
Std Dev.	4.59	2.19	4.73	0.92	2.93	5.22	3.80	4.67	1.75	2.61	2.29	4.59	-
Std Error	0.11	0.20	0.12	0.28	0.13	0.16	0.40	0.12	0.27	0.70	1.03	0.11	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6167	1542	1541	1550	1534	520	520	502	520	518	503	521	524	505	521	511	502
Weighted Base	6166	1542	1541	1550	1534	528	517	497	524	509	508	491	532	527	532	506	496
Effective Base	3791	974	968	929	922	335	318	322	324	327	317	305	314	310	320	302	300
None	4561 74%	1154 75%	1166 76%d	1145 74%	1095 71%	377 71%	396 77%p	381 77%op	407 78%mop	383 75%	376 74%	395 80%elmop	382 72%	368 70%	400 75%	352 70%	343 69%
1-2	1165 19%	270 18%	291 19%	296 19%	308 20%	102 19%	83 16%	84 17%	95 18%	98 19%	98 19%	79 16%	103 19%	114 22%	96 18%	110 22%	102 21%
3-4	246 4%	72 5%b	40 3%	63 4%	72 5%b	21 4%	27 5%h	24 5%	12 2%	13 3%	15 3%	11 2%	23 4%	29 6%hk	23 4%	24 5%	25 5%
5-10	166 3%	36 2%	43 3%	37 2%	50 3%	20 4%ghk	9 2%	7 1%	10 2%	14 3%	19 4%ck	4 1%	20 4%ghk	13 3%	11 2%	18 4%k	21 4%gk
11-20	21 *	7 *	2 *	5 *	7 *	5 1%	2 *	1 *	* *	2 *	- -	2 *	1 *	2 *	2 *	1 *	4 1%
21+	7 *	3 *	* *	3 *	1 *	3 1%	- -	- -	* *	- -	- -	- -	3 1%	- -	- -	1 *	* *
Any Sent (non-zero entry)	1606 26%	388 25%	375 24%	405 26%	439 29%b	151 29%k	121 23%	116 23%	117 22%	126 25%	131 26%	96 20%	150 28%k	158 30%hk	132 25%	154 30%ghk	153 31%fghk
Total Mean (including those not Sending any)																	
Mean	0.67	0.76	0.52	0.66	0.75b	1.25ghk	0.53	0.47	0.47	0.55	0.54	0.46	0.82ghk	0.69	0.61	0.82ghk	0.84fghijk
Std Dev.	2.60	4.10	1.33	2.07	2.05	6.73	1.45	1.18	1.18	1.51	1.27	1.60	2.67	1.72	1.80	2.29	2.04
Std Error	0.03	0.10	0.03	0.05	0.05	0.30	0.06	0.05	0.05	0.07	0.06	0.07	0.12	0.08	0.08	0.10	0.09
Sending Mean (excluding those not Sending any)																	
Mean	2.58	3.01	2.14	2.53	2.64b	4.37	2.28	2.01	2.10	2.20	2.10	2.33	2.90	2.29	2.44	2.71	2.74
Std Dev.	4.59	7.75	1.95	3.42	3.12	12.07	2.24	1.69	1.69	2.37	1.73	2.96	4.40	2.48	2.94	3.48	2.89
Std Error	0.11	0.39	0.10	0.17	0.15	0.97	0.20	0.15	0.16	0.21	0.15	0.28	0.36	0.20	0.24	0.28	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 165

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6167	1015	5152	841	5326	2978	3176	798	807	1139	772	1174	844	633	1605	1911	2651	1477	5509	615
Weighted Base	6166	1233	4934	861	5306	3013	3140	824	873	1121	822	1141	760	627	1696	1943	2527	1387	5210	905
Effective Base	3791	737	3054	512	3280	1838	1943	527	519	685	481	723	482	377	1044	1166	1582	859	3271	499
None	5139 / 83%	961 / 78%	4178 / 85%a	581 / 67%	4558 / 86%c	2469 / 82%	2660 / 85%e	678 / 82%	692 / 79%	887 / 79%	686 / 83%	967 / 85%hi	661 / 87%ghi	568 / 91%ghijk	1370 / 81%	1572 / 81%	2196 / 87%no	1229 / 89%no	4402 / 84%s	694 / 77%
1-2	842 / 14%	218 / 18%b	624 / 13%	203 / 24%d	638 / 12%	448 / 15%f	390 / 12%	122 / 15%lm	147 / 17%lm	186 / 17%lm	110 / 13%m	147 / 13%m	80 / 11%	51 / 8%	269 / 16%pq	295 / 15%pq	278 / 11%	131 / 9%	661 / 13%	176 / 19%r
3-4	99 / 2%	33 / 3%b	66 / 1%	38 / 4%d	61 / 1%	60 / 2%	39 / 1%	12 / 1%	18 / 2%	30 / 3%k	12 / 1%	11 / 1%	9 / 1%	7 / 1%	30 / 2%	41 / 2%p	28 / 1%	17 / 1%	73 / 1%	24 / 3%r
5-10	77 / 1%	19 / 2%	58 / 1%	33 / 4%d	44 / 1%	34 / 1%	43 / 1%	12 / 2%m	13 / 1%	17 / 2%m	12 / 1%m	14 / 1%m	9 / 1%m	-	25 / 1%	29 / 1%	23 / 1%	9 / 1%	65 / 1%	9 / 1%
11-20	8 / *	1 / *	7 / *	5 / 1%d	4 / *	2 / *	7 / *	-	1 / *	2 / *	2 / *	2 / *	* / *	* / *	1 / *	4 / *	3 / *	* / *	7 / *	1 / *
21+	1 / *	-	1 / *	1 / *	-	* / *	1 / *	-	1 / *	* / *	* / *	-	-	-	1 / *	* / *	-	-	1 / *	-
Any Sent (non-zero entry)	1027 / 17%	272 / 22%b	755 / 15%	280 / 33%d	747 / 14%	544 / 18%f	480 / 15%	146 / 18%lm	180 / 21%klm	234 / 21%klm	136 / 17%m	173 / 15%m	99 / 13%	59 / 9%	326 / 19%pq	370 / 19%pq	331 / 13%	158 / 11%	808 / 16%	211 / 23%r

Total Mean (including those not Sending any)

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Mean	0.33	0.44b	0.30	0.84d	0.25	0.33	0.33	0.35lm	0.42lm	0.42lm	0.35m	0.31m	0.23	0.15	0.39pq	0.39pq	0.25	0.20	0.31	0.41
Std Dev.	1.16	1.18	1.16	2.24	0.84	1.06	1.26	1.07	1.43	1.20	1.34	1.26	0.79	0.59	1.27	1.26	1.00	0.71	1.18	0.99
Std Error	0.01	0.04	0.02	0.08	0.02	0.02	0.02	0.04	0.05	0.04	0.05	0.04	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.04

Sending Mean (excluding those not Sending any)

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Mean	1.99	2.01	1.99	2.57d	1.77	1.84	2.17	2.00	2.01	2.03	2.11	2.04	1.80	1.61	2.01	2.06	1.89	1.73	2.03	1.76
Std Dev.	2.20	1.78	2.33	3.32	1.53	1.84	2.54	1.78	2.58	1.89	2.67	2.65	1.43	1.19	2.25	2.21	2.13	1.34	2.33	1.36
Std Error	0.07	0.13	0.08	0.20	0.06	0.09	0.12	0.16	0.21	0.13	0.23	0.21	0.15	0.15	0.14	0.12	0.12	0.11	0.08	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6167	1450	1853	1224	1639	3303	2863	3374	2713	570	739	1526	1577	1067	3842	593	5134	1368	4499	300
Weighted Base	6166	1152	1943	1392	1677	3096	3069	3685	2393	561	718	1569	1553	1069	3840	587	5169	1296	4570	300
Effective Base	3791	714	1170	839	1070	1883	1907	2108	1660	366	457	982	948	611	2387	384	3146	851	2751	193
None	5139 83%	874 76%	1639 84%a	1156 83%a	1469 88%abc	2513 81%f	2625 86%e	2946 80%	2117 88%g	486 87%lm	631 88%lmn	1326 88%lm	1233 79%	860 80%	3190 83%l	512 87%p	4266 83%	1097 85%	3792 83%	250 83%
1-2	842 14%	228 20%bcd	251 13%d	196 14%d	167 10%	479 15%f	363 12%	608 16%h	227 9%	57 10%	74 10%	197 13%	267 17%ijkn	170 16%ij	537 14%ij	57 10%	744 14%o	165 13%	639 14%	38 13%
3-4	99 2%	33 3%bcd	26 1%	20 1%	19 1%	60 2%	39 1%	73 2%h	25 1%	10 2%	3 *	23 1%	28 2%	29 3%j	54 1%	10 2%	87 2%	11 1%	83 2%q	6 2%
5-10	77 1%	17 1%	22 1%	17 1%	21 1%	39 1%	38 1%	51 1%	24 1%	8 1%	8 1%	19 1%	24 2%	9 1%	51 1%	8 1%	64 1%	18 1%	52 1%	8 3%
11-20	8 *	* *	4 *	3 *	1 *	4 *	4 *	7 *	1 *	- -	3 *	3 *	1 *	* *	8 *	- -	8 *	5 *	4 *	- -
21+	1 *	* *	1 *	- -	- -	1 *	- -	1 *	* *	* *	- -	* *	* *	1 *	* *	* *	1 *	* *	1 *	- -
Any Sent (non-zero entry)	1027 17%	279 24%bcd	304 16%d	236 17%d	209 12%	583 19%f	445 14%	740 20%h	276 12%	75 13%	88 12%	242 15%	320 21%ijkn	208 20%ijk	650 17%j	75 13%	904 17%o	199 15%	778 17%	51 17%
Total Mean (including those not Sending any)																				
Mean	0.33	0.45cd	0.34	0.32	0.25	0.38f	0.28	0.40h	0.23	0.28	0.26	0.33	0.38j	0.37	0.34	0.27	0.35	0.33	0.32	0.44
Std Dev.	1.16	1.25	1.37	1.01	0.94	1.33	0.97	1.25	0.98	1.30	1.07	1.26	1.03	1.23	1.14	1.27	1.16	1.45	1.05	1.40
Std Error	0.01	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.08
Sending Mean (excluding those not Sending any)																				
Mean	1.99	1.87	2.14	1.91	2.03	2.01	1.96	1.98	1.97	2.09	2.11	2.12	1.86	1.92	1.99	2.09	1.98	2.16	1.91	2.58
Std Dev.	2.20	1.96	2.85	1.72	1.86	2.47	1.79	2.15	2.23	2.99	2.36	2.54	1.55	2.20	2.09	2.99	2.12	3.12	1.86	2.48
Std Error	0.07	0.11	0.18	0.12	0.13	0.10	0.09	0.09	0.13	0.36	0.25	0.17	0.09	0.16	0.09	0.36	0.07	0.21	0.07	0.39

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 165

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6167	4170	1997	912	3297	1125	970	775	349	375	357	363	367	372	383	370	361	168	957
Weighted Base	6166	5303	864	173	5183	518	295	171	250	676	507	449	542	574	811	844	529	69*	449
Effective Base	3791	3295	499	203	2895	505	529	510	329	357	336	343	346	347	366	351	338	64	374
None	5139 83%	4414 83%	725 84%	144 83%	4304 83%	436 84%	245 83%	154 90%def	221 88%mnr	576 85%n	434 86%n	380 85%n	456 84%n	475 83%n	587 72%	721 85%n	455 86%n	62 90%n	374 83%n
1-2	842 14%	739 14%	103 12%	19 11%	721 14%g	66 13%g	41 14%g	14 8%	24 10%	82 12%	60 12%	61 14%	66 12%	91 16%h	176 22%hijklopqr	102 12%	59 11%	5 7%	61 14%
3-4	99 2%	76 1%	23 3%a	4 2%	86 2%	6 1%	6 2%	1 1%	1 *	14 2%	8 2%	4 1%	6 1%	5 1%	29 4%hklmor	9 1%	10 2%	1 1%	5 1%
5-10	77 1%	65 1%	12 1%	5 3%a	63 1%	10 2%	3 1%	1 1%	3 1%	4 1%	3 1%	2 *	15 3%ijkm	2 *	19 2%m	10 1%	6 1%	1 2%	8 2%m
11-20	8 *	8 *	* *	* *	7 *	* *	* *	-	1 1%n	-	2 *	1 *	-	-	-	2 *	-	* *	* *
21+	1 *	1 *	* *	* *	-	1 *d	-	* *d	-	-	-	-	-	-	-	-	-	-	1 *
Any Sent (non-zero entry)	1027 17%	889 17%	139 16%	29 17%	878 17%g	82 16%g	50 17%g	16 10%	29 12%	100 15%	73 14%	69 15%	87 16%	98 17%h	224 28%hijklmopqr	124 15%	75 14%	7 10%	76 17%h
Total Mean (including those not Sending any)																			
Mean	0.33	0.33	0.36	0.46	0.33g	0.38	0.35	0.21	0.26	0.26	0.28	0.26	0.35	0.26	0.55hijklmop	0.34	0.27	0.24	0.41
Std Dev.	1.16	1.13	1.34	2.11	1.07	1.70	1.07	1.84	1.14	0.75	1.04	0.96	1.13	0.77	1.16	1.42	0.89	1.01	1.78
Std Error	0.01	0.02	0.03	0.07	0.02	0.05	0.03	0.07	0.06	0.04	0.05	0.05	0.06	0.04	0.06	0.07	0.05	0.08	0.06
Sending Mean (excluding those not Sending any)																			
Mean	1.99	1.95	2.24	2.74	1.95	2.41	2.03	2.16	2.24m	1.76	1.97	1.72	2.17m	1.49	1.98m	2.30	1.91	2.41	2.41m
Std Dev.	2.20	2.12	2.65	4.56	1.91	3.66	1.83	5.72	2.66	1.06	2.06	1.87	2.00	1.28	1.43	3.05	1.59	2.35	3.77
Std Error	0.07	0.08	0.15	0.37	0.08	0.28	0.14	0.60	0.43	0.15	0.29	0.25	0.27	0.16	0.14	0.41	0.22	0.49	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 165

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6167	2347	2277	3402	3332	2347	203	896	2277	215	1163	2089	2379	830	584	259	4468	843	2679	2344	642	317	153	5023	470	1516	4651
Weighted Base	6166	2404	2258	3457	3311	2404	194	778	2258	227	1070	2063	2434	811	593	238	4497	831	2567	2368	681	353	160	4935	514	1628	4539
Effective Base	3791	1459	1390	2102	2033	1459	129	553	1390	146	711	1265	1477	521	358	154	2742	512	1594	1450	412	210	102	3043	312	986	2805
None	5139 / 83%	1889 / 79%	1991 / 88%acd	2721 / 79%	2824 / 85%ac	1889 / 79%	168 / 87%e	670 / 86%e	1991 / 88%	202 / 89%	967 / 90%	1677 / 81%	2004 / 82%	694 / 86%kp	518 / 87%klp	217 / 91%klp	3682 / 82%	735 / 88%klp	2061 / 80%	1958 / 83%	612 / 90%rsw	322 / 91%rsw	150 / 94%rsw	4019 / 81%	472 / 92%rsw	1239 / 76%	3900 / 86%y
1-2	842 / 14%	417 / 17%bd	213 / 9%	607 / 18%bd	403 / 12%b	417 / 17%g	21 / 11%	93 / 12%	213 / 9%	21 / 9%	85 / 8%	328 / 16%mnoq	344 / 14%nq	95 / 12%	55 / 9%	20 / 8%	672 / 15%noq	75 / 9%	403 / 16%tuvx	348 / 15%tuvx	58 / 9%	25 / 7%	7 / 5%	751 / 16%tuvx	33 / 6%	316 / 19%z	526 / 12%
3-4	99 / 2%	50 / 2%	28 / 1%	71 / 2%	49 / 1%	50 / 2%	3 / 2%	7 / 1%	28 / 1%	2 / 1%	9 / 1%	41 / 2%	38 / 2%	10 / 1%	9 / 2%	1 / *	79 / 2%	10 / 1%	54 / 2%	36 / 1%	6 / 1%	3 / 1%	* / *	90 / 2%	3 / 1%	39 / 2%z	60 / 1%
5-10	77 / 1%	44 / 2%d	24 / 1%	52 / 2%	32 / 1%	44 / 2%	1 / 1%	7 / 1%	24 / 1%	1 / 1%	9 / 1%	16 / 1%	40 / 2%k	12 / 1%	10 / 2%	* / *	55 / 1%	10 / 1%	42 / 2%	25 / 1%	5 / 1%	3 / 1%	3 / 2%	66 / 1%	6 / 1%	26 / 2%	51 / 1%
11-20	8 / *	3 / *	2 / *	4 / *	3 / *	3 / *	-	1 / *	2 / *	-	* / *	1 / *	7 / *	-	-	-	8 / *	-	6 / *	2 / *	-	* / *	-	8 / *	* / *	6 / *	2 / *
21+	1 / *	1 / *	* / *	1 / *	* / *	1 / *	-	-	* / *	-	-	* / *	1 / *	-	-	-	1 / *	-	1 / *	-	-	-	-	1 / *	-	* / *	*
Any Sent (non-zero entry)	1027 / 17%	515 / 21%bd	266 / 12%	736 / 21%bd	487 / 15%b	515 / 21%fg	26 / 13%	108 / 14%	266 / 12%	25 / 11%	103 / 10%	386 / 19%mnoq	429 / 18%noq	117 / 14%	75 / 13%	21 / 9%	815 / 18%mnoq	96 / 12%	506 / 20%tuvx	410 / 17%tuvx	70 / 10%	32 / 9%	10 / 6%	916 / 19%tuvx	42 / 8%	388 / 24%z	639 / 14%
Total Mean (including those not Sending any)																											
Mean	0.33	0.43bd	0.24	0.41bd	0.28	0.43g	0.22	0.27	0.24	0.22	0.19	0.33o	0.39oq	0.28o	0.28	0.11	0.36oq	0.23	0.43stux	0.31tx	0.18	0.19	0.15	0.37tux	0.18	0.50z	0.27
Std Dev.	1.16	1.29	0.92	1.25	1.00	1.29	0.72	1.01	0.92	0.93	0.80	1.07	1.37	0.94	1.01	0.47	1.24	0.89	1.47	0.91	0.76	0.88	0.73	1.24	0.84	1.53	1.00
Std Error	0.01	0.03	0.02	0.02	0.02	0.03	0.05	0.03	0.02	0.06	0.02	0.02	0.03	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.03	0.05	0.06	0.02	0.04	0.04	0.01
Sending Mean (excluding those not Sending any)																											
Mean	1.99	2.02	2.03	1.94	1.90	2.02	1.68	1.93	2.03	2.04	1.92	1.79	2.19	1.93	2.20	1.29	2.00	2.00	2.17s	1.78	1.77	2.12	2.32	2.00	2.17	2.09	1.93
Std Dev.	2.20	2.15	1.90	2.10	1.93	2.15	1.21	2.04	1.90	2.10	1.81	1.89	2.60	1.73	1.96	1.01	2.30	1.83	2.69	1.47	1.69	2.16	1.93	2.24	2.09	2.54	1.96
Std Error	0.07	0.10	0.12	0.08	0.09	0.10	0.25	0.18	0.12	0.44	0.17	0.10	0.13	0.17	0.24	0.19	0.08	0.19	0.12	0.08	0.20	0.40	0.58	0.08	0.33	0.14	0.08

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 165

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6167	425	5691	51	1824	4025	318	5873	135	58	71	6066	30
Weighted Base	6166	401	5724	42*	1706	4139	322	5830	160*	67*	74*	6057	35**
Effective Base	3791	250	3511	30	1102	2485	208	3588	93	41	48	3722	21
None	5139 83%	306 76%	4803 84%a	30 71%	1391 82%	3481 84%	266 83%	4866 83%h	112 70%	58 87%h	67 91%h	5037 83%h	35 100%
1-2	842 14%	82 21%b	748 13%	12 29%b	248 15%	550 13%	43 13%	788 14%	39 25%gijk	8 13%	6 8%	836 14%	-
3-4	99 2%	7 2%	92 2%	-	38 2%e	55 1%	6 2%	94 2%	5 3%	-	-	99 2%	-
5-10	77 1%	5 1%	72 1%	-	24 1%	48 1%	6 2%	73 1%	3 2%	-	1 2%	76 1%	-
11-20	8 *	-	8 *	-	4 *	4 *	1 *	8 *	-	-	-	8 *	-
21+	1 *	-	1 *	-	* *	1 *	-	1 *	-	-	-	1 *	-
Any Sent (non-zero entry)	1027 17%	94 24%b	921 16%	12 29%	314 18%	658 16%	55 17%	965 17%	47 30%gijk	8 13%	7 9%	1020 17%	-
Total Mean (including those not Sending any)													
Mean	0.33	0.38	0.33	0.45	0.40e	0.30	0.41	0.33	0.51ij	0.16	0.16	0.34	0.00
Std Dev.	1.16	0.86	1.18	0.77	1.44	1.00	1.40	1.18	1.05	0.45	0.67	1.17	0.00
Std Error	0.01	0.04	0.02	0.11	0.03	0.02	0.08	0.02	0.09	0.06	0.08	0.02	0.00
Sending Mean (excluding those not Sending any)													
Mean	1.99	1.60	2.04	1.58	2.18	1.86	2.39	2.01	1.71	1.26	1.67	1.99	-
Std Dev.	2.20	1.10	2.29	0.52	2.71	1.85	2.60	2.24	1.31	0.46	1.60	2.20	-
Std Error	0.07	0.12	0.08	0.17	0.15	0.08	0.37	0.07	0.21	0.23	0.61	0.07	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6167	1542	1541	1550	1534	520	520	502	520	518	503	521	524	505	521	511	502
Weighted Base	6166	1542	1541	1550	1534	528	517	497	524	509	508	491	532	527	532	506	496
Effective Base	3791	974	968	929	922	335	318	322	324	327	317	305	314	310	320	302	300
None	5139	1318	1281	1286	1254	456	447	415	449	409	423	432	439	415	461	395	398
	83%	85%d	83%	83%	82%	86%imop	87%imop	83%	86%mo	80%	83%	88%imop	83%	79%	87%imop	78%	80%
1-2	842	182	228	207	226	54	57	70	70	87	70	51	62	94	57	82	87
	14%	12%	15%	13%	15%	10%	11%	14%	13%	17%efkln	14%	10%	12%	18%efkln	11%	16%ekn	18%efkln
3-4	99	18	22	32	27	6	10	2	4	8	10	4	14	14	5	17	4
	2%	1%	1%	2%	2%	1%	2%	*	1%	2%	2%	1%	3%g	3%g	1%	3%ghknp	1%
5-10	77	21	9	22	25	10	2	9	1	5	4	2	17	4	7	11	6
	1%	1%	1%	1%	2%b	2%h	*	2%h	*	1%	1%	*	3%fhjkm	1%	1%	2%fh	1%
11-20	8	3	*	2	2	1	1	1	-	-	*	2	-	-	1	1	-
	*																
21+	1	*	-	1	*	*	-	-	-	-	-	-	1	-	-	*	-
	*																
Any Sent (non-zero entry)	1027	224	260	264	280	72	70	82	75	100	85	59	93	112	71	112	97
	17%	15%	17%	17%	18%a	14%	13%	17%	14%	20%efkn	17%	12%	17%	21%efhkn	13%	22%efhkn	20%efkn
Total Mean (including those not Sending any)																	
Mean	0.33	0.29	0.28	0.37	0.37	0.32	0.26	0.31	0.22	0.35	0.29	0.29	0.47h	0.36h	0.30	0.51fhj	0.32
Std Dev.	1.16	1.04	0.89	1.39	1.26	1.17	0.91	1.03	0.68	1.03	0.94	1.50	1.69	0.85	1.19	1.62	0.83
Std Error	0.01	0.03	0.02	0.04	0.03	0.05	0.04	0.05	0.03	0.05	0.04	0.07	0.07	0.04	0.05	0.07	0.04
Sending Mean (excluding those not Sending any)																	
Mean	1.99	2.02	1.69	2.20b	2.05	2.32h	1.92	1.85	1.50	1.77	1.77	2.38	2.70hmp	1.69	2.22	2.31	1.62
Std Dev.	2.20	2.00	1.53	2.73	2.30	2.33	1.72	1.91	1.13	1.70	1.63	3.72	3.24	1.07	2.53	2.79	1.18
Std Error	0.07	0.13	0.10	0.17	0.15	0.27	0.21	0.22	0.14	0.18	0.19	0.44	0.36	0.11	0.28	0.31	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6166	1015	5151	841	5325	2978	3175	798	806	1139	772	1174	844	633	1604	1911	2651	1477	5508	615
Weighted Base	6166	1233	4933	861	5305	3013	3139	824	872	1121	822	1141	760	627	1695	1943	2527	1387	5209	905
Effective Base	3790	737	3054	512	3279	1838	1942	527	518	685	481	723	482	377	1044	1166	1582	859	3270	499
None	5776 94%	1171 95%	4605 93%	726 84%	5050 95%c	2802 93%	2961 94%	755 92%	780 89%	1047 93%h	782 85%gh	1077 94%h	724 95%gh	610 97%ghik	1535 91%	1829 94%n	2411 95%n	1335 96%no	4904 94%s	822 91%
1-2	316 5%	52 4%	264 5%	98 11%d	219 4%	170 6%	145 5%	47 6%m	73 8%ijklm	62 6%m	32 4%	57 5%m	30 4%	14 2%	120 7%opq	94 5%	102 4%	44 3%	243 5%	73 8%r
3-4	38 1%	1 *	37 1%	23 3%d	15 *	24 1%	15 *	11 1%k	13 2%jkl	8 1%k	3 *	*	2 *	2 *	24 1%opq	10 1%	4 *	*	29 1%	7 1%
5-10	30 *	6 1%	24 *	14 2%d	16 *	15 *	16 *	9 1%m	5 1%	3 *	3 *	6 1%	4 *	-	14 1%	6 *	10 *	4 *	28 1%	2 *
11-20	5 *	2 *	3 *	1 *	4 *	2 *	3 *	1 *	-	2 *	2 *	-	-	*	1 *	4 *	*	*	5 *	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	390 6%	62 5%	328 7%	135 16%d	255 5%	210 7%	178 6%	68 8%jlm	92 11%ijklm	74 7%m	40 5%	64 6%m	36 5%	16 3%	160 9%opq	114 6%q	116 5%	52 4%	305 6%	83 9%r
Total Mean (including those not Sending any)																				
Mean	0.13	0.13	0.13	0.36d	0.10	0.13	0.13	0.23klm	0.19klm	0.13	0.13	0.11	0.09	0.05	0.21pq	0.13	0.09	0.07	0.13	0.14
Std Dev.	0.82	0.94	0.79	1.27	0.72	0.75	0.88	1.13	0.67	0.90	1.10	0.64	0.57	0.37	0.92	0.99	0.57	0.49	0.86	0.56
Std Error	0.01	0.03	0.01	0.04	0.01	0.01	0.02	0.04	0.02	0.03	0.04	0.02	0.02	0.01	0.02	0.02	0.01	0.01	0.01	0.02
Sending Mean (excluding those not Sending any)																				
Mean	2.09	2.52	2.01	2.27	1.99	1.92	2.29	2.72h	1.78	1.97	2.65	1.88	1.84	1.80	2.18	2.21	1.85	1.83	2.23	1.56
Std Dev.	2.57	3.43	2.37	2.42	2.64	2.16	2.97	2.93	1.22	2.97	4.30	2.03	1.96	1.53	2.17	3.49	1.93	1.82	2.82	1.12
Std Error	0.13	0.54	0.13	0.22	0.17	0.15	0.23	0.39	0.15	0.35	0.64	0.24	0.31	0.34	0.19	0.33	0.17	0.23	0.16	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 166

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6166	1449	1853	1224	1639	3302	2863	3373	2713	570	739	1526	1577	1066	3842	593	5133	1368	4498	300
Weighted Base	6166	1152	1943	1392	1677	3095	3069	3685	2393	561	718	1569	1553	1068	3840	587	5169	1296	4569	300
Effective Base	3790	713	1170	839	1070	1883	1907	2108	1660	366	457	982	948	610	2387	384	3145	851	2750	193
None	5776 94%	1027 89%	1841 95%a	1315 94%a	1591 95%a	2868 93%	2907 95%e	3391 92%	2302 96%g	543 97%klmn	676 94%	1462 93%	1435 92%	999 94%	3572 93%	569 97%p	4822 93%	1192 92%	4310 84%q	274 91%
1-2	316 5%	104 9%bcd	79 4%	60 4%	73 4%	183 6%f	133 4%	235 6%h	77 3%	13 2%	36 5%i	87 6%i	94 6%i	57 5%i	217 6%i	13 2%	284 5%o	83 6%r	213 5%	20 7%
3-4	38 1%	12 1%	14 1%	6 *	7 *	25 1%	13 *	32 1%h	6 *	4 1%	2 *	11 1%	12 1%	8 1%	25 1%	4 1%	33 1%	10 1%	27 1%	2 1%
5-10	30 *	7 1%	7 *	10 1%	6 *	22 1%	8 *	22 1%	8 *	2 *	5 1%	9 1%	10 1%	3 *	23 1%	2 *	26 1%	12 1%r	16 *	3 1%
11-20	5 *	2 *	2 *	* *	- -	5 *	* *	5 *	* *	- -	- -	- -	2 *	1 *	2 *	- -	3 *	- -	3 *	2 1%q
21+	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Any Sent (non-zero entry)	390 6%	125 11%bcd	102 5%	77 6%	86 5%	227 7%f	163 5%	293 8%h	91 4%	18 3%	42 6%	107 7%i	118 8%i	69 6%i	268 7%i	18 3%	346 7%o	105 8%r	259 6%	26 9%
Total Mean (including those not Sending any)																				
Mean	0.13	0.24bcd	0.12	0.11	0.09	0.17f	0.10	0.17h	0.07	0.07	0.11	0.12	0.18i	0.13	0.14	0.06	0.13	0.16	0.12	0.27r
Std Dev.	0.82	1.21	0.88	0.62	0.50	1.02	0.56	0.99	0.46	0.43	0.63	0.61	1.00	0.83	0.80	0.42	0.79	0.78	0.74	1.68
Std Error	0.01	0.03	0.02	0.02	0.01	0.02	0.01	0.02	0.01	0.02	0.02	0.02	0.03	0.03	0.01	0.02	0.01	0.02	0.01	0.10
Sending Mean (excluding those not Sending any)																				
Mean	2.09	2.21	2.31	2.01	1.73	2.25	1.86	2.17	1.83	2.05	1.78	1.83	2.36	1.94	2.06	2.05	2.01	1.97	2.03	3.12
Std Dev.	2.57	3.06	3.11	1.77	1.41	3.07	1.59	2.82	1.56	1.29	1.96	1.56	2.85	2.68	2.28	1.29	2.35	1.99	2.42	4.93
Std Error	0.13	0.27	0.31	0.22	0.16	0.20	0.13	0.18	0.14	0.28	0.33	0.16	0.27	0.31	0.15	0.28	0.13	0.20	0.15	1.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 166

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6166	4169	1997	912	3297	1124	970	775	349	375	357	363	367	372	383	370	361	168	956
Weighted Base	6166	5302	864	173	5183	517	295	171	250	676	507	449	542	574	811	844	529	69*	448
Effective Base	3790	3294	499	203	2895	504	529	510	329	357	336	343	346	347	366	351	338	64	429
None	5776 94%	4960 94%	816 95%	158 91%	4846 94%	493 95%f	271 92%	165 97%df	239 95%n	650 96%lnp	478 94%n	427 95%n	503 93%	541 94%n	731 90%	788 93%	489 92%	65 94%	429 96%n
1-2	316 5%	279 5%	38 4%	12 7%	275 5%g	20 4%	17 6%g	5 3%	10 4%	20 3%	21 4%	16 4%	32 6%i	33 6%	62 8%ikr	51 6%	30 6%	4 6%	16 3%
3-4	38 1%	29 1%	9 1%	3 2%	33 1%	2 *	3 1%g	* *	1 *	5 1%	5 1%	3 1%	3 1%	-	9 1%	3 *	4 1%	* *	2 *
5-10	30 *	30 1%	* *	* *	24 *	2 *	4 1%d	1 *	1 *	1 *	3 1%	2 1%	3 1%	-	9 1%	-	6 1%mo	-	2 *
11-20	5 *	5 *	-	-	4 *	1 *	* *	-	-	-	-	-	2 *	-	-	2 *	-	-	1 *
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	390 6%	343 6%	47 5%	15 9%g	336 6%g	24 5%	24 8%eg	6 3%	12 5%	26 4%	29 6%	21 5%	40 7%i	33 6%	80 10%hijkmr	56 7%	40 8%i	4 6%	20 4%
Total Mean (including those not Sending any)																			
Mean	0.13	0.14	0.10	0.15	0.13	0.12	0.20g	0.06	0.07	0.07	0.12	0.09	0.18	0.07	0.21him	0.14	0.17im	0.08	0.13
Std Dev.	0.82	0.86	0.47	0.56	0.81	0.98	0.95	0.43	0.41	0.39	0.73	0.54	1.20	0.30	0.90	1.07	0.81	0.34	1.05
Std Error	0.01	0.01	0.01	0.02	0.01	0.03	0.03	0.02	0.02	0.02	0.04	0.03	0.06	0.02	0.05	0.06	0.04	0.03	0.03
Sending Mean (excluding those not Sending any)																			
Mean	2.09	2.14	1.74	1.74	2.03	2.62	2.47	1.84	1.60	1.71	2.16	1.97	2.41	1.22	2.11	2.12	2.29	1.30	2.91
Std Dev.	2.57	2.70	1.10	0.92	2.48	3.88	2.35	1.61	1.15	1.09	2.27	1.59	3.82	0.42	2.07	3.65	1.94	0.60	4.23
Std Error	0.13	0.17	0.10	0.12	0.17	0.49	0.27	0.30	0.29	0.28	0.50	0.39	0.74	0.09	0.34	0.78	0.38	0.17	0.60

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6166	2347	2276	3402	3331	2347	203	896	2276	215	1163	2089	2378	830	584	259	4467	843	2678	2344	642	317	153	5022	470	1515	4651
Weighted Base	6166	2404	2257	3457	3310	2404	194	778	2257	227	1070	2063	2433	811	593	238	4496	831	2566	2368	681	353	160	4934	514	1627	4539
Effective Base	3790	1459	1390	2102	2032	1459	129	553	1390	146	711	1265	1477	521	358	154	2742	512	1593	1450	412	210	102	3043	312	985	2805
None	5776 94%	2210 92%	2160 96%ac	3175 92%	3125 94%ac	2210 92%	190 98%e	742 95%e	2160 96%	218 96%	1038 97%	1919 93%	2278 94%	759 94%	561 95%	230 97%	4198 93%	791 95%	2386 93%	2215 94%	638 94%	344 97%rstw	156 97%	4601 93%	500 97%rstw	1405 86%	4371 96%y
1-2	316 5%	154 6%bd	87 4%	221 6%bd	155 5%	154 6%fg	1 *	31 4%f	87 4%	8 4%	29 3%	110 5%	134 5%	41 5%	25 4%	7 3%	244 5%	32 4%	154 6%ux	121 5%x	31 5%	7 2%	4 3%	274 6%ux	11 2%	176 11%z	140 3%
3-4	38 1%	21 1%b	4 *	33 1%b	16 *	21 1%	2 1%	2 *	4 *	-	2 *	20 1%	11 *	3 *	4 1%	1 1%	30 1%	5 1%	14 1%	15 1%	9 1%	*	*	29 1%	*	23 1%z	15 *
5-10	30 *	19 1%b	3 *	25 1%b	10 *	19 1%	1 1%	4 *	3 *	1 *	1 *	13 1%	9 *	6 1%	2 *	*	22 *	2 *	12 *	15 1%	1 *	2 1%	-	27 1%	2 *	17 1%z	13 *
11-20	5 *	-	2 *	2 *	4 *	-	-	-	2 *	-	*	2 *	-	2 *	1 *	-	2 *	1 *	1 *	2 *	2 *	-	-	3 *	-	5 *	*
21+	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	390 6%	194 8%bd	97 4%	282 8%bd	185 6%	194 8%fg	4 2%	36 5%	97 4%	9 4%	32 3%	144 7%	155 6%	52 6%	31 5%	8 3%	298 7%	39 5%	181 7%ux	152 6%ux	43 6%ux	9 3%	4 3%	333 7%ux	14 3%	222 14%z	168 4%
Total Mean (including those not Sending any)																											
Mean	0.13	0.17b	0.08	0.17bd	0.12	0.17g	0.07	0.08	0.08	0.06	0.05	0.15	0.12	0.18	0.12	0.05	0.13	0.10	0.13	0.14	0.17	0.06	0.03	0.14	0.06	0.31z	0.07
Std. Dev.	0.82	0.78	0.68	0.89	0.84	0.78	0.50	0.52	0.68	0.35	0.38	0.77	0.71	1.22	0.87	0.33	0.74	0.76	0.70	0.86	1.22	0.61	0.22	0.78	0.52	1.38	0.47
Std Error	0.01	0.02	0.01	0.02	0.01	0.02	0.04	0.02	0.01	0.02	0.01	0.02	0.01	0.04	0.04	0.02	0.01	0.03	0.01	0.02	0.05	0.03	0.02	0.01	0.02	0.04	0.01
Sending Mean (excluding those not Sending any)																											
Mean	2.09	2.07	1.84	2.14	2.07	2.07	3.29	1.83	1.84	1.51	1.66	2.12	1.83	2.77	2.26	1.51	1.97	2.10	1.85	2.22	2.64	2.50	1.25	2.02	2.09	2.27	1.85
Std. Dev.	2.57	1.92	2.77	2.35	2.93	1.92	1.65	1.66	2.77	1.06	1.45	2.11	2.22	4.01	3.17	0.98	2.17	2.86	1.94	2.63	4.15	3.04	0.64	2.29	2.55	3.08	1.65
Std Error	0.13	0.14	0.28	0.15	0.22	0.14	0.63	0.24	0.28	0.38	0.22	0.18	0.18	0.61	0.57	0.27	0.13	0.43	0.15	0.23	0.67	0.81	0.24	0.13	0.56	0.23	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6166	425	5690	51	1824	4024	318	5872	135	58	71	6065	30
Weighted Base	6166	401	5723	42*	1706	4138	322	5830	160*	67*	74*	6056	35**
Effective Base	3790	250	3511	30	1102	2485	208	3588	93	41	48	3721	21
None	5776 94%	347 87%	5393 94%ac	35 85%	1559 91%	3918 95%d	300 93%	5484 94%h	125 78%	61 91%	71 96%h	5669 94%h	35 100%
1-2	316 5%	46 12%b	264 5%	6 14%b	114 7%e	187 5%	16 5%	282 5%	27 17%gjk	6 9%	1 2%	315 5%	-
3-4	38 1%	4 1%	35 1%	*	17 1%e	17 *	5 2%e	36 1%	2 1%	-	-	38 1%	*
5-10	30 *	3 1%	27 *	-	14 1%	15 *	1 *	24 *	4 2%gh	-	2 2%	28 *	-
11-20	5 *	-	5 *	-	3 *	2 *	-	3 *	2 1%gh	-	-	5 *	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	390 6%	53 13%b	331 6%	6 15%b	147 9%e	221 5%	22 7%	345 6%	35 22%gjk	6 9%	3 4%	387 6%	*
Total Mean (including those not Sending any)													
Mean	0.13	0.24b	0.12	0.25	0.21e	0.10	0.13	0.12	0.66gk	0.09	0.13	0.13	0.01
Std Dev.	0.82	0.76	0.83	0.64	1.13	0.67	0.62	0.73	2.50	0.29	0.76	0.82	0.21
Std Error	0.01	0.04	0.01	0.09	0.03	0.01	0.03	0.01	0.21	0.04	0.09	0.01	0.04
Sending Mean (excluding those not Sending any)													
Mean	2.09	1.77	2.15	1.68	2.41	1.89	1.89	2.01	3.02	1.00	3.24	2.08	4.00
Std Dev.	2.57	1.26	2.74	0.61	3.09	2.23	1.55	2.26	4.66	0.00	2.43	2.57	-
Std Error	0.13	0.19	0.15	0.27	0.26	0.15	0.35	0.12	0.90	0.00	1.22	0.13	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QG1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6166	1542	1541	1550	1533	520	520	502	520	518	503	521	524	505	521	511	501
Weighted Base	6166	1542	1541	1550	1533	528	517	497	524	509	508	491	532	527	532	506	495
Effective Base	3790	974	968	929	921	335	318	322	324	327	317	305	314	310	320	302	299
None	5776	1441	1461	1467	1407	494	481	466	505	481	474	470	499	499	492	457	459
	94%	93%	95%d	95%d	92%	94%	93%	94%	96%nop	95%o	93%	96%o	94%	95%o	92%	90%	93%
1-2	316	77	65	76	99	21	27	29	13	22	29	20	29	26	35	36	28
	5%	5%	4%	5%	6%b	4%	5%	6%h	3%	4%	6%h	4%	5%	5%	7%h	7%h	6%h
3-4	38	10	12	2	15	4	5	1	6	2	3	*	1	*	5	7	4
	1%	1%	1%c	*	1%c	1%	1%	*	1%	*	1%	*	*	*	1%	1%m	1%
5-10	30	10	3	5	11	7	2	2	-	2	1	*	3	2	*	7	5
	*	1%	*	*	1%	1%hn	*	*	-	*	*	*	1%	*	*	1%hn	1%
11-20	5	4	1	-	-	2	2	-	-	1	*	-	-	-	-	-	-
	*	*	*	-	-	*	*	-	-	*	*	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	390	101	80	83	126	34	36	31	19	28	33	21	34	28	40	49	36
	6%	7%	5%	5%	8%bc	6%	7%	6%	4%	5%	7%	4%	6%	5%	8%h	10%hikm	7%h
Total Mean (including those not Sending any)																	
Mean	0.13	0.17	0.10	0.09	0.17bc	0.23h	0.18	0.09	0.07	0.12	0.11	0.06	0.12	0.09	0.11	0.24ghkm	0.16
Std Dev.	0.82	1.17	0.65	0.52	0.79	1.50	1.25	0.47	0.37	0.91	0.57	0.34	0.69	0.46	0.46	1.02	0.81
Std Error	0.01	0.03	0.02	0.01	0.02	0.07	0.05	0.02	0.02	0.04	0.03	0.01	0.03	0.02	0.02	0.05	0.04
Sending Mean (excluding those not Sending any)																	
Mean	2.09	2.60	1.88	1.69	2.08	3.67	2.56	1.50	1.79	2.25	1.64	1.50	1.88	1.60	1.51	2.44	2.22
Std Dev.	2.57	3.84	2.21	1.54	1.94	4.83	4.10	1.19	0.89	3.27	1.57	0.74	2.06	1.24	0.87	2.33	2.11
Std Error	0.13	0.42	0.25	0.16	0.18	0.91	0.78	0.22	0.21	0.65	0.26	0.14	0.36	0.23	0.13	0.39	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 167

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	1694 27%	353 29%	1341 27%	82 10%	1612 30%c	895 30%f	795 25%	244 30%lm	246 28%m	318 28%m	249 30%lm	331 29%lm	179 24%	127 20%	490 29%pq	567 29%pq	637 25%	306 22%	1434 28%	242 27%
1-2	1760 29%	313 25%	1447 29%a	189 22%	1571 30%c	849 28%	906 29%	217 26%	226 26%	321 29%	247 30%	331 29%	230 30%	189 30%	443 26%	567 29%	750 30%n	418 30%n	1484 28%	266 29%
3-4	983 16%	204 17%	779 16%	146 17%	837 16%	452 15%	526 17%	117 14%	132 15%	181 16%	122 15%	182 16%	139 18%	110 18%	249 15%	304 16%	430 17%	248 18%	849 16%	126 14%
5-10	1048 17%	197 16%	851 17%	258 30%d	790 15%	491 16%	557 18%	147 18%	178 20%ijl	178 16%	121 15%	186 16%	117 15%	120 19%	325 19%o	300 15%	423 17%	237 17%	863 17%	176 19%
11-20	428 7%	90 7%	338 7%	120 14%d	308 6%	205 7%	223 7%	60 7%	62 7%	86 8%	56 7%	67 6%	49 6%	48 8%	122 7%	142 7%	165 7%	98 7%	358 7%	70 8%
21+	256 4%	76 6%b	180 4%	66 8%d	190 4%	121 4%	135 4%	38 5%	30 3%	38 3%	26 3%	45 4%	46 6%hij	33 5%	68 4%	65 3%	124 5%o	79 6%o	225 4%	25 3%
Any Post Sent (non-zero entry)	4475 73%	880 71%	3596 73%	779 90%d	3697 70%	2118 70%	2347 75%e	580 70%	627 72%	804 72%	573 70%	811 71%	581 76%gjk	499 80%ghijk	1207 71%	1377 71%	1892 75%no	1081 78%no	3779 72%	663 73%
Total Mean (including those not Sending any)																				
Mean	4.82	6.24b	4.47	9.13d	4.12	4.70	4.95	4.70	4.64	5.12	4.11	4.36	5.52jk	5.65jk	4.67	4.69	5.03	5.58n	4.78	4.20
Std Dev.	11.12	18.66	8.18	21.35	8.15	12.57	9.55	7.90	8.71	17.38	7.73	8.68	11.69	10.29	8.33	14.13	10.08	11.08	9.44	6.10
Std Error	0.14	0.59	0.11	0.74	0.11	0.23	0.17	0.28	0.31	0.71	0.28	0.25	0.40	0.41	0.21	0.32	0.20	0.29	0.13	0.25
Sending Mean (excluding those not Sending any)																				
Mean	6.65	8.75b	6.13	10.09d	5.92	6.68	6.63	6.68	6.46	7.14	5.89	6.14	7.21	7.09	6.57	6.62	6.72	7.15	6.59	5.73
Std Dev.	12.58	21.59	9.04	22.23	9.20	14.55	10.53	8.69	9.69	20.17	8.67	9.76	12.91	11.08	9.22	16.41	11.16	12.09	10.54	6.49
Std Error	0.19	0.83	0.15	0.81	0.15	0.32	0.22	0.38	0.41	0.71	0.37	0.34	0.51	0.50	0.28	0.45	0.25	0.36	0.17	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income £11,500 - £17,499 per ye (j)	Income £17,500 - £29,999 per ye (k)	Income £30,000 - £49,999 per ye (l)	Income £50,000+ per yea (m)	Income £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	1694 27%	191 17%	547 28%a	373 27%a	582 35%abc	738 24%	954 31%e	919 25%	735 31%g	207 37%klmn	223 31%klmn	405 26%	381 25%	257 24%	1010 26%	218 37%p	1337 26%	401 31%r	1187 26%	105 35%r
1-2	1760 29%	336 29%	515 27%	428 31%b	480 29%	852 28%	908 30%	1084 29%	657 27%	144 26%	189 26%	466 30%	418 27%	335 31%	1073 28%	151 26%	1498 29%	350 27%	1330 29%	80 27%
3-4	983 16%	203 18%	322 17%	207 15%	251 15%	525 17%	458 15%	578 16%	399 17%	92 16%	107 15%	262 17%	266 17%m	142 13%	635 17%	93 16%	826 16%	200 15%	746 16%	36 12%
5-10	1048 17%	252 22%bcd	342 18%d	246 18%d	209 12%	593 19%f	455 15%	676 18%h	360 15%	82 15%	117 16%	265 17%	278 18%	217 20%i	660 17%	87 15%	911 18%	220 17%	784 17%	44 15%
11-20	428 7%	103 9%cd	152 8%d	82 6%	92 5%	255 8%f	174 6%	280 8%	144 6%	20 4%	56 8%i	105 7%i	130 8%i	81 8%i	290 8%i	23 4%	378 7%o	78 6%	338 7%	12 4%
21+	256 4%	69 6%bd	66 3%	58 4%	64 4%	135 4%	121 4%	150 4%	99 4%	16 3%	26 4%	69 4%	80 5%	36 3%	174 5%	16 3%	222 4%	47 4%	186 4%	23 8%qr
Any Post Sent (non-zero entry)	4475 73%	962 83%bcd	1397 72%d	1021 73%d	1096 65%	2359 76%f	2117 69%	2768 75%h	1660 69%	354 63%	495 69%	1166 74%ij	1172 75%ij	811 76%ij	2833 74%ij	369 63%	3835 74%o	895 69%	3385 74%qs	196 65%

Total Mean (including those not Sending any)

	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Mean	4.82	6.12cd	5.03	4.40	4.04	5.44f	4.20	4.83	4.51	3.55	4.40	4.70l	5.26l	4.79l	4.87l	3.55	4.83o	4.54	4.70	7.87qr
Std Dev.	11.12	10.78	14.66	7.20	9.01	13.35	8.24	8.97	9.17	9.01	8.54	8.47	8.64	9.00	8.56	8.87	8.90	9.83	8.55	31.68
Std Error	0.14	0.28	0.34	0.21	0.22	0.23	0.15	0.15	0.18	0.38	0.31	0.22	0.22	0.28	0.14	0.36	0.12	0.27	0.13	1.83

Sending Mean (excluding those not Sending any)

	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Mean	6.65	7.34c	7.01	6.00	6.19	7.14f	6.10	6.43	6.51	5.63	6.38	6.33	6.97	6.30	6.61	5.65	6.52	6.58	6.35	12.09qr
Std Dev.	12.58	11.41	16.89	7.81	10.54	14.90	9.32	9.85	10.41	10.82	9.66	9.29	9.33	9.85	9.37	10.65	9.80	11.25	9.39	38.63
Std Error	0.19	0.34	0.47	0.26	0.32	0.30	0.21	0.20	0.24	0.57	0.43	0.28	0.27	0.35	0.18	0.55	0.16	0.37	0.16	2.80

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	1694 27%	1481 28%	212 25%	38 22%	1402 27%	148 28%	82 28%	61 36%def	79 32%mnp	196 29%	160 31%mnp	118 26%	150 28%	136 24%	197 24%	237 28%	130 25%	20 29%	128 28%
1-2	1760 29%	1511 28%	249 29%	48 28%	1487 29%	148 28%	77 26%	48 28%	75 30%	187 28%	130 25%	159 35%ijmnr	158 29%	144 25%	218 27%	253 30%	163 31%	19 28%	129 29%
3-4	983 16%	847 16%	136 16%	29 17%	829 16%	83 16%	47 16%	24 14%	33 13%	99 15%	84 16%	71 16%	63 12%	124 22%hilo	135 17%	128 15%	93 18%l	11 15%	73 16%
5-10	1048 17%	886 17%	162 19%	26 15%	890 17%	84 16%	50 17%	25 15%	39 15%	118 17%	90 18%	65 15%	108 20%	117 20%ko	150 18%	122 14%	81 15%	13 19%	71 16%
11-20	428 7%	364 7%	65 7%	13 7%	365 7%g	33 6%	23 8%g	8 5%	17 7%	52 8%	31 6%	23 5%	39 7%	34 6%	72 9%	64 8%	32 6%	3 4%	30 7%
21+	256 4%	216 4%	40 5%	19 11%ab	211 4%	22 4%	17 6%g	5 3%	8 3%	23 3%	14 3%	12 3%	25 5%	19 3%	39 5%	41 5%	30 6%	3 4%	20 4%
Any Post Sent (non-zero entry)	4475 73%	3824 72%	651 75%	135 78%	3783 73%g	370 72%g	213 72%g	109 64%	171 68%	480 71%	349 69%	331 74%	393 72%	438 76%hj	614 76%hj	608 72%	399 75%hj	49 71%	322 72%
Total Mean (including those not Sending any)																			
Mean	4.82	4.79	5.03	6.71ab	4.84	4.74	5.26g	3.89	4.05	5.11	3.85	3.94	4.70	4.57	5.08k	5.89	4.94	4.48	4.78
Std Dev.	11.12	11.44	8.89	12.31	11.36	9.85	9.74	9.51	8.74	12.07	6.59	7.26	8.00	7.77	7.78	20.14	9.08	8.73	10.02
Std Error	0.14	0.18	0.20	0.41	0.20	0.29	0.31	0.34	0.47	0.62	0.35	0.38	0.42	0.40	0.40	1.05	0.48	0.67	0.32
Sending Mean (excluding those not Sending any)																			
Mean	6.65	6.65	6.66	8.59	6.63	6.63	7.29	6.09	5.91	7.20	5.62	5.34	6.50	5.99	6.71	8.19	6.54	6.33	6.68
Std Dev.	12.58	13.01	9.69	13.35	12.85	11.10	10.80	11.32	10.03	13.80	7.31	8.00	8.76	8.40	8.31	23.35	9.94	9.81	11.30
Std Error	0.19	0.24	0.25	0.51	0.26	0.39	0.40	0.50	0.65	0.85	0.47	0.49	0.54	0.50	0.49	1.44	0.61	0.86	0.43

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	1694 27%	589 24%	563 25%	810 23%	784 24%	589 24%	65 34%e	240 31%e	563 25%	75 33%hj	254 24%	391 19%	612 25%kp	287 35%klp	235 40%klp	146 61%klmnpq	1004 22%k	381 46%klmp	538 21%	650 27%rw	259 38%rsw	142 40%rsw	77 48%rsw	1188 24%r	219 43%rsw	294 18%	1400 31%y
1-2	1760 29%	720 30%	672 30%	1006 29%	957 29%	720 30%	54 28%	224 29%	672 30%	61 27%	318 30%	601 29%	697 29%	239 30%	165 28%	52 22%	1298 29%	217 26%	687 27%	736 31%r	194 28%	91 26%	49 31%	1422 29%	140 27%	419 26%	1341 30%y
3-4	983 16%	397 17%	378 17%	585 17%	565 17%	397 17%	33 17%	127 16%	378 17%	36 16%	198 19%	352 17%oq	419 17%oq	116 14%o	78 13%	19 8%	770 17%oc	96 12%	462 18%sx	347 15%	106 16%	47 13%	18 16%	808 16%	65 13%	277 17%	706 16%
5-10	1048 17%	453 19%	374 17%	657 19%	578 17%	453 19%	31 16%	135 17%	374 17%	38 17%	170 16%	420 20%mnoq	433 18%mnoq	110 14%o	71 12%o	14 6%	853 19%mnoq	85 10%	514 20%stuvx	406 17%tvx	76 11%	42 12%	9 6%	919 19%tuvx	51 10%	371 23%z	677 15%
11-20	428 7%	155 6%	170 8%	254 7%	269 8%	155 6%g	6 3%	32 4%	170 8%	12 5%	80 7%	192 9%lmnoq	166 7%oq	40 5%o	27 5%	3 1%	358 8%mnoq	30 4%	240 9%stvwx	137 6%v	29 4%	21 6%v	1 1%	378 8%stvx	22 4%	176 11%z	252 6%
21+	256 4%	90 4%	104 5%	146 4%	160 5%	90 4%	4 2%	21 3%	104 5%	4 2%	51 5%	108 5%mq	107 4%m	19 2%	17 3%	5 2%	215 5%mq	22 3%	129 5%t	92 4%	19 3%	11 3%	6 3%	221 4%	17 3%	92 6%z	164 4%
Any Post Sent (non-zero entry)	4475 73%	1815 76%	1697 75%	2647 77%	2529 76%	1815 76%fg	128 66%	538 69%	1697 75%i	151 67%	818 76%i	1672 81%lmnopq	1823 75%mnoq	524 65%oq	358 60%o	93 39%	3494 78%lmnoq	451 54%o	2031 79%stuvwx	1717 73%tuvx	422 62%	211 60%	84 52%	3748 76%stuvx	295 57%	1335 82%z	3141 69%
Total Mean (including those not Sending any)																											
Mean	4.82	4.78	5.16	5.07	5.33	4.78	3.15	3.77	5.16i	3.41	5.18i	5.84mnoq	4.99mnoq	3.67	3.30	2.55	5.38mnoq	3.09	6.01stuvwx	4.38t	3.17	3.65	2.92	5.23stx	3.42	6.26z	4.31
Std Dev.	11.12	12.62	10.47	12.02	10.47	12.62	5.12	7.07	10.47	4.77	9.48	10.26	12.97	9.45	6.84	11.18	11.81	8.32	14.30	8.48	5.90	7.78	9.57	11.90	8.38	10.11	11.42
Std Error	0.14	0.26	0.22	0.21	0.18	0.26	0.36	0.24	0.22	0.33	0.28	0.22	0.27	0.33	0.28	0.69	0.18	0.29	0.28	0.18	0.23	0.44	0.77	0.17	0.39	0.26	0.17
Sending Mean (excluding those not Sending any)																											
Mean	6.65	6.33	6.87	6.62	6.99	6.33	4.75	5.46	6.87	5.11	6.79	7.21mnq	6.66	5.67	5.47	6.56	6.93	5.69	7.60st	6.04	5.11	6.11	5.60	6.88t	5.97	7.64z	6.23
Std Dev.	12.58	14.19	11.58	13.35	11.49	14.19	5.66	7.94	11.58	5.04	10.34	10.95	14.62	11.26	8.10	17.24	13.00	10.62	15.70	9.44	6.80	9.29	12.71	13.23	10.35	10.69	13.28
Std Error	0.19	0.34	0.28	0.27	0.23	0.34	0.50	0.32	0.28	0.41	0.35	0.27	0.35	0.49	0.44	1.65	0.22	0.50	0.34	0.23	0.34	0.68	1.48	0.22	0.64	0.31	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Housebound Housebound (a)	Housebound Not Housebound (b)	Housebound Prefer not to say (c)	Disability Disabled (d)	Disability Not Disabled (e)	Disability Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Internet access Have internet at home but don't use (h)	Internet access Don't have internet at home but use elsewhere (i)	Internet access Don't have access to the internet (j)	Internet access NET: Have access to the internet (k)	Internet access Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	1694 27%	108 27%	1573 27%	12 30%	447 26%	1146 28%	100 31%	1599 27%h	28 18%	16 23%	31 41%ghk	1643 27%h	19 55%
1-2	1760 29%	95 24%	1652 29%	13 30%	483 28%	1185 29%	92 29%	1675 29%	33 21%	25 37%h	17 23%	1733 29%	9 26%
3-4	983 16%	65 16%	913 16%	5 13%	262 15%	686 17%f	34 11%	935 16%	25 15%	6 9%	13 18%	966 16%	4 11%
5-10	1048 17%	76 19%	967 17%	5 13%	304 18%	688 17%	56 18%	985 17%	41 26%gjk	14 20%	6 8%	1040 17%	2 6%
11-20	428 7%	35 9%	387 7%	6 14%	124 7%	281 7%	23 7%	396 7%	21 13%gk	5 8%	5 7%	423 7%	1 2%
21+	256 4%	21 5%	236 4%	-	86 5%	156 4%	15 5%	241 4%	12 7%	2 3%	2 3%	254 4%	-
Any Post Sent (non-zero entry)	4475 73%	292 73%	4154 73%	29 70%	1258 74%	2996 72%	221 69%	4231 73%j	132 82%gjk	53 77%	44 59%	4416 73%j	16 45%
Total Mean (including those not Sending any)													
Mean	4.82	5.46	4.78	4.29	5.12	4.55	6.74e	4.80	7.81gijk	3.79	2.85	4.87	1.37
Std Dev.	11.12	11.10	11.15	5.75	9.63	8.92	29.20	11.24	11.38	4.89	4.77	11.20	2.64
Std Error	0.14	0.54	0.15	0.81	0.23	0.14	1.64	0.15	0.98	0.64	0.57	0.14	0.48
Sending Mean (excluding those not Sending any)													
Mean	6.65	7.49	6.59	6.12	6.93	6.30	9.80e	6.61	9.48i	4.93	4.86	6.68	3.05
Std Dev.	12.58	12.40	12.63	6.01	10.63	9.95	34.81	12.73	11.90	5.05	5.41	12.65	3.26
Std Error	0.19	0.70	0.20	1.06	0.29	0.19	2.36	0.20	1.12	0.74	0.83	0.19	0.91

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	1694 27%	425 28%	451 29%d	436 28%	381 25%	122 23%	170 33%elop	133 27%p	160 31%ep	148 29%p	142 28%p	148 30%ep	136 26%	153 29%p	156 29%p	128 25%	98 20%
1-2	1760 29%	436 28%	502 33%ad	444 29%d	378 25%	123 23%p	143 28%p	170 34%emp	163 31%ep	170 33%emp	169 33%emp	169 34%emp	145 27%p	130 25%p	148 28%p	147 29%p	83 17%
3-4	983 16%	225 15%	247 16%	286 18%ad	225 15%	67 13%	75 15%	83 17%p	104 20%eikp	64 12%	79 16%	67 14%	120 23%efijkp	99 19%elp	88 17%p	83 16%	54 11%
5-10	1048 17%	254 16%	231 15%	267 17%	296 19%b	89 17%	85 16%	80 16%	76 15%	81 16%	74 15%	79 16%	80 15%	108 20%h	93 17%	89 18%	115 23%fghijkl
11-20	428 7%	116 7%bc	79 5%	71 5%	162 11%abc	55 11%ghiklmn	36 7%h	24 5%	13 3%	30 6%h	35 7%h	21 4%	23 4%	27 5%	31 6%h	38 7%h	94 19%efghijklmno
21+	256 4%	87 6%bc	31 2%	45 3%	92 6%bc	71 13%fghijklmno	8 2%	8 2%	7 1%	16 3%	9 2%	8 2%	28 5%fghjkm	10 2%	17 3%	23 4%fghjk	53 11%fghijklmno
Any Post Sent (non-zero entry)	4475 73%	1118 72%	1090 71%	1114 72%	1154 75%b	406 77%fhk	347 67%	365 73%	364 69%	361 71%	365 72%	343 70%	396 74%f	374 71%	376 71%	380 75%f	398 80%fghijkmn
Total Mean (including those not Sending any)																	
Mean	4.82	5.54bc	3.40	3.96	6.40bc	9.25fghijklmno	3.66	3.56	2.81	3.84h	3.55	3.22	4.47hk	4.13h	5.32	4.81ghjk	9.20fghijklmno
Std Dev.	11.12	11.07	5.92	7.84	16.46	15.94	6.64	6.55	4.60	6.85	6.08	5.59	7.77	9.49	22.92	8.02	14.08
Std Error	0.14	0.28	0.15	0.20	0.42	0.70	0.29	0.29	0.20	0.30	0.27	0.25	0.34	0.42	1.00	0.35	0.63
Sending Mean (excluding those not Sending any)																	
Mean	6.65	7.65bc	4.80	5.51	8.52bc	12.03fghijklmno	5.44h	4.86	4.06	5.42h	4.94	4.61	6.00h	5.82h	7.52	6.43ghjk	11.46fghijklmno
Std Dev.	12.58	12.38	6.54	8.77	18.51	17.24	7.48	7.24	5.05	7.60	6.68	6.20	8.48	10.82	26.97	8.70	14.87
Std Error	0.19	0.37	0.20	0.26	0.56	0.87	0.40	0.39	0.27	0.40	0.35	0.33	0.43	0.57	1.43	0.45	0.76

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	2572 42%	514 42%	2059 42%	294 34%	2278 43%c	1304 43%f	1261 40%	397 48%klm	414 47%klm	531 47%klm	366 44%lm	461 40%lm	241 32%	162 26%	811 48%pq	897 46%pq	865 34%q	404 29%	2158 41%	383 42%
1-2	1867 30%	362 29%	1505 30%	251 29%	1616 30%	905 30%	960 31%	216 26%	223 26%	334 30%	262 32%gh	381 33%gh	248 33%gh	203 32%gh	439 26%	596 31%n	832 33%n	451 32%n	1600 31%	262 29%
3-4	763 12%	152 12%	611 12%	145 17%d	618 12%	336 11%	424 13%e	77 9%	107 12%	124 11%	92 11%	136 12%	115 15%gi	111 18%ghijk	185 11%	216 11%	362 14%no	226 16%no	647 12%	107 12%
5-10	618 10%	118 10%	499 10%	123 14%d	494 9%	301 10%	317 10%	97 12%lj	93 11%	88 8%	62 8%	108 9%	92 12%lj	77 12%lj	190 11%o	150 8%	277 11%o	169 12%o	497 10%	118 13%r
11-20	225 4%	49 4%	176 4%	35 4%	190 4%	113 4%	111 4%	23 3%	27 3%	34 3%	28 3%	29 3%	33 4%	51 8%ghijk	51 3%	62 3%	113 4%	84 6%no	200 4%	23 3%
21+	124 2%	38 3%b	86 2%	13 1%	111 2%	53 2%	71 2%	14 2%	8 1%	11 1%	11 1%	27 2%hi	32 4%ghij	22 3%hi	21 1%	22 1%	81 3%no	54 4%no	110 2%	12 1%
Any Letters Sent (non-zero entry)	3597 58%	719 58%	2878 58%	567 66%d	3030 57%	1709 57%	1882 60%e	427 52%	459 53%	591 53%	456 56%	681 60%ghi	519 68%ghijk	465 74%ghijk	885 52%	1047 54%	1664 66%no	983 71%no	3054 59%	521 58%

Total Mean (including those not Sending any)

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Mean	2.81	3.26b	2.70	3.06	2.77	2.69	2.93	2.40	2.26	2.08	2.36	2.74i	3.92ghijk	4.76ghijk	2.33	2.20	3.59no	4.30nop	2.88	2.39
Std Dev.	6.48	7.36	6.24	5.69	6.60	5.93	6.97	5.03	4.12	4.68	5.73	7.14	8.10	9.75	4.58	5.15	8.18	8.89	6.80	4.13
Std Error	0.08	0.23	0.09	0.20	0.09	0.11	0.12	0.18	0.14	0.14	0.21	0.21	0.28	0.39	0.11	0.12	0.16	0.23	0.09	0.17

Sending Mean (excluding those not Sending any)

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Mean	4.82	5.57b	4.63	4.65	4.85	4.73	4.89	4.64	4.31	3.95	4.25	4.60	5.74hij	6.42ghijk	4.47	4.08	5.46no	6.06no	4.92	4.15
Std Dev.	7.90	8.94	7.61	6.46	8.14	7.24	8.46	6.20	4.84	5.85	7.15	8.78	9.26	10.85	5.54	6.45	9.57	10.04	8.31	4.72
Std Error	0.13	0.38	0.14	0.28	0.15	0.18	0.20	0.32	0.25	0.24	0.34	0.33	0.39	0.51	0.20	0.20	0.23	0.32	0.15	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 168

QG1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	2572 42%	379 33%	801 41%a	586 42%a	805 48%abc	1180 38%	1391 45%e	1524 41%	989 41%	272 48%klmn	304 42%	609 39%	603 39%	449 42%	1516 39%	285 49%p	2082 40%	591 46%r	1824 40%	158 53%r
1-2	1867 30%	378 33%d	588 30%	426 31%	475 28%	965 31%	901 29%	1148 31%	705 29%	149 27%	194 27%	512 33%ij	478 31%	338 32%	1184 31%	154 26%	1610 31%o	357 28%	1437 31%qs	72 24%
3-4	763 12%	160 14%	244 13%	163 12%	195 12%	405 13%	359 12%	440 12%	318 13%	80 14%	92 13%	212 13%	189 12%	120 11%	493 13%	82 14%	641 12%	167 13%	566 12%	30 10%
5-10	618 10%	160 14%bcd	208 11%d	128 9%	121 7%	368 12%f	249 8%	390 11%	222 9%	48 8%	89 12%	149 10%	165 11%	111 10%	404 11%	51 9%	531 10%	120 9%	473 10%	24 8%
11-20	225 4%	47 4%	67 3%	58 4%	53 3%	114 4%	111 4%	123 3%	98 4%	10 2%	26 4%	52 3%	76 5%l	37 3%	154 4%i	13 2%	194 4%	42 3%	175 4%	8 3%
21+	124 2%	29 3%	35 2%	31 2%	28 2%	64 2%	60 2%	61 2%	61 3%	3 *	13 2%	36 2%i	42 3%i	15 1%	91 2%i	3 *	113 2%o	19 1%	97 2%	8 3%
Any Letters Sent (non-zero entry)	3597 58%	774 67%bcd	1143 59%d	807 58%d	872 52%	1917 62%f	1680 55%	2163 59%	1405 59%	289 51%	414 58%	962 61%i	950 61%i	620 59%i	2326 61%i	302 51%	3090 60%o	706 54%	2749 60%qs	142 47%
Total Mean (including those not Sending any)																				
Mean	2.81	3.44bcd	2.76	2.70	2.52	3.01	2.60	2.59	3.18g	2.15	2.94	2.85	3.19im	2.54	3.00i	2.18	2.87o	2.56	2.88	2.77
Std Dev.	6.48	7.29	6.15	5.25	7.13	6.61	6.35	5.33	7.97	7.54	7.10	5.99	6.73	5.64	6.51	7.44	6.30	6.98	6.25	7.57
Std Error	0.08	0.19	0.14	0.15	0.18	0.11	0.12	0.09	0.15	0.32	0.26	0.15	0.17	0.17	0.11	0.31	0.09	0.19	0.09	0.44
Sending Mean (excluding those not Sending any)																				
Mean	4.82	5.12	4.69	4.66	4.85	4.86	4.76	4.41	5.41g	4.17	5.10	4.65	5.22	4.38	4.96	4.25	4.81	4.70	4.79	5.85
Std Dev.	7.90	8.39	7.44	6.21	9.30	7.84	7.97	6.35	9.81	10.11	8.74	7.08	7.97	6.84	7.77	9.95	7.56	8.91	7.48	10.16
Std Error	0.13	0.27	0.23	0.24	0.32	0.18	0.20	0.15	0.25	0.60	0.44	0.24	0.26	0.27	0.16	0.58	0.14	0.33	0.15	0.86

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	2572 42%	2214 42%	358 41%	69 40%	2132 41%	229 44%	124 42%	87 51%def	115 46%mp	300 44%	238 47%mnp	182 40%	234 43%	217 38%	314 39%	333 39%	201 38%	27 39%	203 45%mp
1-2	1867 30%	1601 30%	266 31%	47 27%	1583 31%	146 28%	87 30%	50 29%	77 31%	194 29%	140 28%	152 34%r	164 30%	160 28%	248 31%	268 32%	180 34%r	23 34%	123 27%
3-4	763 12%	657 12%	106 12%	21 12%	658 13%	57 11%	31 10%	17 10%	27 11%	83 12%	63 12%	54 12%	55 10%	102 18%hijklnr	94 12%	112 13%	68 13%	8 12%	49 11%
5-10	618 10%	531 10%	86 10%	18 10%	524 10%g	52 10%g	32 11%g	9 5%	22 9%	60 9%	49 10%	43 10%	61 11%	63 11%	105 13%p	79 9%	41 8%	8 12%	44 10%
11-20	225 4%	194 4%	31 4%	10 6%	188 4%	19 4%	12 4%	5 3%	5 2%	30 4%	12 2%	12 3%	17 3%	19 3%	30 4%	35 4%	28 5%hj	1 1%	19 4%
21+	124 2%	109 2%	15 2%	9 5%ab	99 2%	14 3%	9 3%	3 2%	4 2%	10 1%	7 1%	6 1%	12 2%	13 2%	19 2%	18 2%	10 2%	2 2%	13 3%
Any Letters Sent (non-zero entry)	3597 58%	3091 58%	505 59%	104 60%	3053 59%g	289 56%g	171 58%g	84 49%	136 54%	376 56%	271 53%	267 60%	310 57%	357 62%hjr	497 61%j	511 61%	328 62%hjr	42 61%	246 55%
Total Mean (including those not Sending any)																			
Mean	2.81	2.82	2.71	4.15ab	2.79	2.94	3.09	2.33	2.50	2.56	2.36	2.39	2.56	2.99	3.01	3.15	3.13	2.92	2.94
Std Dev.	6.48	6.55	6.03	9.29	6.38	6.86	6.97	7.53	7.34	5.28	5.59	4.94	4.89	6.22	5.65	8.41	7.62	7.02	6.85
Std Error	0.08	0.10	0.13	0.31	0.11	0.20	0.22	0.27	0.39	0.27	0.30	0.26	0.26	0.32	0.29	0.44	0.40	0.54	0.22
Sending Mean (excluding those not Sending any)																			
Mean	4.82	4.84	4.64	6.88ab	4.74	5.27	5.34	4.74	4.61	4.59	4.43	4.02	4.48	4.80	4.91	5.19	5.05	4.78	5.36
Std Dev.	7.90	7.99	7.30	11.17	7.73	8.51	8.48	10.21	9.48	6.38	7.04	5.88	5.78	7.31	6.54	10.30	9.17	8.51	8.52
Std Error	0.13	0.17	0.21	0.47	0.18	0.34	0.35	0.53	0.70	0.45	0.51	0.40	0.40	0.48	0.43	0.69	0.62	0.83	0.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 168

QG1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	2572 42%	907 38%	878 39%	1289 37%	1259 38%	907 38%	80 41%	317 41%	878 39%	106 47%j	357 33%	627 30%	954 39%kp	420 52%klp	363 61%klmp	186 78%klmnpq	1580 35%k	550 66%klmp	942 37%	995 42%r	336 49%rsw	182 51%rsw	89 55%rsw	1938 39%	270 53%rsw	486 30%	2086 46%y
1-2	1867 30%	798 33%	715 32%	1120 32%	1038 31%	798 33%	61 32%	247 32%	715 32%	61 27%	357 33%	688 33%mnoq	775 32%noq	225 28%oq	137 23%o	36 15%	1463 33%mnoq	173 21%	814 32%ux	729 31%u	187 27%	80 23%	53 33%	1543 31%ux	133 26%	488 30%	1378 30%
3-4	763 12%	317 13%	301 13%	459 13%	442 13%	317 13%	32 17%	109 14%	301 13%	32 14%	157 15%	304 15%mnoq	328 13%mnoq	76 9%o	45 8%	9 4%	632 14%mnoq	54 7%	349 14%v	279 12%	80 12%	42 12%	10 6%	628 13%v	51 10%	289 18%z	474 10%
5-10	618 10%	273 11%	213 9%	397 11%	338 10%	273 11%	18 10%	78 10%	213 9%	21 9%	111 10%	280 14%mnoq	251 10%mnoq	58 7%oq	27 4%	3 1%	531 12%mnoq	29 4%	298 12%tuvx	236 10%vx	50 7%	26 7%	5 3%	534 11%tvx	31 6%	235 14%z	383 8%
11-20	225 4%	79 3%	85 4%	137 4%	143 4%	79 3%	2 1%	19 2%	85 4%	6 2%	50 5%	104 5%lmnq	85 3%	18 2%	14 2%	4 2%	189 4%mq	17 2%	113 4%	77 3%	18 3%	16 5%	1 1%	190 4%	17 3%	95 6%z	130 3%
21+	124 2%	30 1%	68 3%ac	55 2%	93 3%ac	30 1%	* *	8 1%	68 3%	1 *	39 4%i	60 3%loq	43 2%	13 2%	8 1%	-	103 2%	8 1%	52 2%	52 2%	10 1%	8 2%	3 2%	104 2%	11 2%	36 2%	88 2%
Any Letters Sent (non-zero entry)	3597 58%	1497 62%	1383 61%	2168 63%	2054 62%	1497 62%	114 59%	461 59%	1383 61%	120 53%	714 67%hi	1437 70%lmnopq	1481 61%mnoq	390 48%noq	230 39%o	52 22%	2918 65%lmnoq	282 34%o	1626 63%stuvx	1373 58%tuvx	345 51%	172 49%	72 45%	2999 61%tuvx	243 47%	1142 70%z	2454 54%
Total Mean (including those not Sending any)																											
Mean	2.81	2.57	3.26a	2.83	3.31ac	2.57	1.85	2.39	3.26i	2.00	3.85i	3.80lmnopq	2.78mnoq	1.94q	1.67o	0.61	3.25lmnoq	1.37o	3.09t	2.80	2.16	2.66	1.93	2.95t	2.43	3.68z	2.49
Std Dev.	6.48	4.81	7.60	5.94	7.70	4.81	2.73	5.15	7.60	3.26	8.60	8.13	5.92	4.55	5.04	1.86	7.04	4.40	6.31	7.03	4.68	6.59	7.46	6.66	6.87	7.08	6.22
Std Error	0.08	0.10	0.16	0.10	0.13	0.10	0.19	0.17	0.16	0.22	0.25	0.18	0.12	0.16	0.21	0.12	0.11	0.15	0.12	0.15	0.18	0.37	0.60	0.09	0.32	0.18	0.09
Sending Mean (excluding those not Sending any)																											
Mean	4.82	4.13	5.32ac	4.51	5.34ac	4.13	3.13	4.03	5.32	3.76	5.77	5.45lm	4.57	4.03	4.30	2.80	5.00	4.02	4.88	4.83	4.28	5.47	4.32	4.85	5.14	5.25	4.61
Std Dev.	7.90	5.54	9.13	6.98	9.21	5.54	2.94	6.18	9.13	3.66	9.99	9.27	7.03	5.88	7.38	3.14	8.22	6.82	7.35	8.69	5.86	8.61	10.73	7.99	9.28	7.95	7.87
Std Error	0.13	0.15	0.24	0.15	0.20	0.15	0.28	0.27	0.24	0.33	0.36	0.25	0.19	0.31	0.50	0.41	0.15	0.41	0.18	0.24	0.33	0.71	1.39	0.15	0.64	0.25	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	2572 42%	150 37%	2398 42%	25 59%a	680 40%	1736 42%	156 48%d	2461 42%hi	38 23%	18 27%	36 48%hi	2517 42%h	20 56%
1-2	1867 30%	109 27%	1752 31%c	6 14%	501 29%	1276 31%	89 28%	1769 30%	44 27%	28 40%	18 24%	1840 30%	9 26%
3-4	763 12%	63 16%	698 12%	2 4%	242 14%f	498 12%f	23 7%	704 12%	33 21%gjk	11 16%	12 16%	748 12%	4 10%
5-10	618 10%	46 11%	562 10%	10 23%b	174 10%	401 10%	43 13%	572 10%	30 19%gjk	10 15%	3 4%	613 10%	2 6%
11-20	225 4%	26 6%b	200 3%	-	74 4%	143 3%	8 2%	208 4%	11 7%	1 1%	5 6%	219 4%	1 2%
21+	124 2%	7 2%	117 2%	-	34 2%	87 2%	2 1%	118 2%	6 3%	-	1 1%	123 2%	-
Any Letters Sent (non-zero entry)	3597 58%	251 63%c	3329 58%	17 41%	1025 60%f	2406 58%	166 52%	3370 58%	123 77%gjk	50 73%gj	39 52%	3543 58%	16 44%
Total Mean (including those not Sending any)													
Mean	2.81	3.57	2.76	2.00	3.06	2.75	2.18	2.78	4.82gjk	2.27	2.19	2.82	1.28
Std Dev.	6.48	9.56	6.23	3.14	7.45	6.17	4.44	6.48	8.56	2.52	3.82	6.52	2.54
Std Error	0.08	0.46	0.08	0.44	0.17	0.10	0.25	0.08	0.73	0.33	0.45	0.08	0.46
Sending Mean (excluding those not Sending any)													
Mean	4.82	5.70	4.75	4.88	5.09	4.74	4.24	4.80	6.29	3.11	4.22	4.83	2.89
Std Dev.	7.90	11.58	7.57	3.15	9.06	7.50	5.44	7.93	9.30	2.46	4.45	7.94	3.19
Std Error	0.13	0.72	0.13	0.69	0.28	0.16	0.43	0.14	0.92	0.38	0.72	0.14	1.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496	532
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	2572 42%	620 40%	684 44%d	667 43%	601 39%	189 36%	231 45%ep	200 40%	238 45%ep	232 46%ep	214 42%p	225 46%ep	209 39%	234 44%ep	225 42%p	210 41%p	166 33%
1-2	1867 30%	461 30%	516 33%d	491 32%d	398 26%	120 23%	156 30%ep	185 37%emop	182 35%ep	155 31%ep	179 35%ep	156 32%ep	183 34%ep	151 29%p	167 31%ep	149 29%p	83 17%
3-4	763 12%	157 10%	185 12%	225 15%a	196 13%	46 9%	48 9%	63 13%	57 11%	58 11%	70 14%e	56 11%	77 14%ef	92 17%efhikp	71 13%	71 14%e	54 11%
5-10	618 10%	187 12%bc	121 8%	116 7%	193 13%bc	81 15%ghijklmn	68 13%ghijklm	38 8%	42 9%	46 9%	34 7%	40 8%	38 7%	38 7%	47 9%	56 11%	90 18%ghijklmno
11-20	225 4%	60 4%bc	22 1%	34 2%	108 7%abc	44 8%fghijklmno	9 2%	8 2%	5 1%	12 2%	5 1%	9 2%	17 3%	9 2%	17 3%	18 3%hj	74 15%efghijklmno
21+	124 2%	58 4%bc	12 1%	16 1%	38 2%bc	49 9%fghijklmno	5 1%	5 1%	*	6 1%	6 1%	5 1%	8 2%h	3 *	4 1%	4 1%	29 6%fghijklmno
Any Letters Sent (non-zero entry)	3597 58%	923 60%	857 56%	883 57%	934 61%b	339 64%fhikm	286 55%	298 60%	286 55%	277 54%	293 58%	266 54%	324 61%	293 56%	307 58%	298 59%	330 67%fhijklmno
Total Mean (including those not Sending any)																	
Mean	2.81	3.64bc	1.92	2.02	3.67bc	6.57fghijklmno	2.12h	2.10	1.54	2.21h	2.01	1.92	2.29h	1.83	2.18h	2.37h	6.60fghijklmno
Std Dev.	6.48	8.45	4.20	3.78	7.89	12.45	3.88	5.23	3.05	4.92	4.42	3.77	4.30	3.17	3.92	4.32	12.03
Std Error	0.08	0.21	0.11	0.10	0.20	0.55	0.17	0.23	0.13	0.22	0.20	0.17	0.19	0.14	0.17	0.19	0.54
Sending Mean (excluding those not Sending any)																	
Mean	4.82	6.08bc	3.45	3.54	6.03bc	10.22fghijklmno	3.84h	3.50	2.83	4.05h	3.48	3.54	3.76h	3.30	3.77h	4.04h	9.92fghijklmno
Std Dev.	7.90	10.22	5.14	4.44	9.38	14.28	4.55	6.40	3.67	6.08	5.36	4.53	4.98	3.64	4.55	5.00	13.59
Std Error	0.13	0.34	0.18	0.15	0.32	0.80	0.27	0.38	0.22	0.36	0.32	0.27	0.28	0.22	0.27	0.30	0.77

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 169

QG1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	3726 60%	774 63%	2952 60%	240 28%	3486 66%c	1885 63%f	1836 58%	416 51%	469 54%	596 53%	501 61%ghi	752 66%ghi	528 70%ghij	462 74%ghijk	885 52%	1098 56%n	1743 69%no	991 71%no	3214 62%s	486 54%
1-2	1458 24%	258 21%	1199 24%	278 32%d	1180 22%	670 22%	779 25%	233 28%klm	227 26%klm	305 27%klm	188 23%	237 21%	157 21%	111 18%	460 27%pq	493 25%pq	505 20%	268 19%	1189 23%	257 28%r
3-4	496 8%	102 8%	394 8%	136 16%d	360 7%	256 8%	240 8%	91 11%klm	90 10%klm	103 9%klm	68 8%m	44 6%	44 6%	30 5%	180 11%pq	170 9%pq	145 6%	73 5%	394 8%	94 10%r
5-10	368 6%	57 5%	311 6%	146 17%d	222 4%	155 5%	213 7%e	63 8%klm	69 8%klm	90 8%klm	52 6%klm	54 5%	21 3%	19 3%	132 8%pq	142 7%pq	94 4%	39 3%	301 6%	63 7%
11-20	90 1%	27 2%	63 1%	34 4%d	56 1%	35 1%	55 1%	18 2%	14 2%	19 2%	12 1%	18 2%	5 1%	5 1%	31 2%q	31 2%	28 1%	10 1%	85 2%	5 1%
21+	31 1%	14 1%b	17 *	26 3%d	5 *	13 *	19 1%	3 *	4 *	8 1%	2 *	9 1%	6 1%	-	7 *	10 1%	14 1%	6 *	29 1%	-
Any Parcels Sent (non-zero entry)	2443 40%	459 37%	1984 40%	621 72%d	1823 34%	1128 37%	1306 42%e	408 48%jklm	403 46%jklm	525 47%jklm	321 39%lm	390 34%lm	232 30%	164 26%	811 48%opq	846 44%pq	786 31%	396 29%	1998 38%	419 46%r
Total Mean (including those not Sending any)																				
Mean	1.55	2.42b	1.33	4.88d	1.01	1.55	1.56	1.72jkm	1.78km	2.48km	1.27m	1.20m	1.28	0.69	1.75pq	1.97pq	1.10	1.01	1.45	1.26
Std Dev.	7.92	16.19	3.58	19.52	3.02	10.12	4.99	3.82	6.00	15.79	2.87	3.22	7.44	1.75	5.06	12.15	4.70	5.64	5.06	2.08
Std Error	0.10	0.51	0.05	0.67	0.04	0.19	0.09	0.14	0.21	0.47	0.10	0.09	0.26	0.07	0.13	0.28	0.09	0.15	0.07	0.08
Sending Mean (excluding those not Sending any)																				
Mean	3.92	6.51b	3.32	6.76d	2.95	4.13	3.76	3.48	3.84	5.30	3.25	3.52	4.20	2.64	3.66	4.52	3.53	3.55	3.79s	2.71
Std Dev.	12.21	26.04	5.02	22.71	4.57	16.22	7.19	4.83	8.37	22.75	3.83	4.71	13.04	2.56	6.82	18.10	7.92	10.13	7.61	2.32
Std Error	0.25	1.36	0.11	0.92	0.11	0.49	0.19	0.25	0.43	0.97	0.22	0.23	0.78	0.19	0.25	0.62	0.27	0.48	0.16	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	3726 60%	565 49%	1176 60%a	835 60%a	1149 69%abc	1740 56%	1984 65%e	2015 55%	1651 69%g	396 71%klmn	472 66%imn	963 61%lm	859 55%	569 53%	2294 60%lm	416 71%p	3032 59%	792 61%	2756 60%	178 59%
1-2	1458 24%	323 28%bd	461 24%d	357 26%d	317 19%	783 25%f	674 22%	983 27%h	464 19%	91 16%	159 22%i	375 24%i	408 26%i	277 26%i	942 25%i	97 16%	1285 25%o	303 23%	1086 24%	68 23%
3-4	496 8%	140 12%bcd	170 9%ccd	83 6%	103 6%	310 10%f	186 6%	351 9%h	138 6%	33 6%	43 6%	110 7%	161 10%ijkn	111 10%ijk	315 8%	33 6%	440 9%	101 8%	369 8%	26 9%
5-10	368 6%	96 8%bd	94 5%	98 7%bd	80 5%	190 6%	178 6%	264 7%h	100 4%	33 6%	29 4%	89 6%	98 6%	91 9%jkn	215 6%	33 6%	315 6%	73 6%	280 6%	15 5%
11-20	90 1%	20 2%	31 2%	19 1%	20 1%	51 2%	39 1%	53 1%	32 1%	8 1%	14 2%	23 1%	19 1%	15 1%	56 1%	8 1%	73 1%	18 1%	65 1%	7 2%
21+	31 1%	9 1%c	12 1%	2	8 *	22 1%	9 *	22 1%	9 *	* *	* *	11 1%	8 1%	5 *	19 1%	* *	27 1%	9 1%	17 *	* 2%r
Any Parcels Sent (non-zero entry)	2443 40%	589 51%bcd	768 40%d	559 40%d	528 31%	1356 44%f	1087 35%	1672 45%h	743 31%	165 29%	246 34%	608 39%i	694 45%ijkn	499 47%ijkn	1548 40%ij	172 29%	2140 41%o	504 39%	1816 40%	122 41%
Total Mean (including those not Sending any)																				
Mean	1.55	2.00cd	1.82	1.26	1.18	1.89f	1.22	1.67h	1.04	1.06	1.09	1.40	1.50j	1.74j	1.38	1.03	1.48	1.50	1.38	4.40qr
Std Dev.	7.92	6.05	12.49	2.63	4.33	10.56	3.66	5.55	3.05	2.87	2.91	4.58	3.55	5.58	3.91	2.82	4.91	5.30	4.50	29.21
Std Error	0.10	0.16	0.29	0.08	0.11	0.18	0.07	0.10	0.06	0.12	0.11	0.12	0.09	0.17	0.06	0.12	0.07	0.14	0.07	1.69
Sending Mean (excluding those not Sending any)																				
Mean	3.92	3.91	4.61	3.15	3.74	4.31	3.43	3.69	3.34	3.60	3.19	3.62	3.36	3.73	3.44	3.54	3.58	3.85	3.48	10.81qr
Std Dev.	12.21	8.01	19.56	3.37	7.07	15.63	5.49	7.78	4.73	4.35	4.26	6.79	4.68	7.70	5.55	4.28	7.13	7.95	6.62	45.12
Std Error	0.25	0.30	0.72	0.15	0.31	0.41	0.17	0.20	0.16	0.33	0.27	0.28	0.18	0.34	0.14	0.32	0.15	0.34	0.16	4.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	3726 60%	3242 61%b	484 56%	94 54%	3137 60%	313 60%	169 57%	106 62%	160 64%n	384 57%	318 62%n	283 63%n	327 60%	350 61%	447 55%	543 64%in	326 62%	42 60%	272 61%
1-2	1458 24%	1260 24%	198 23%	38 22%	1227 24%	125 24%	68 23%	37 22%	55 22%	183 27%lo	115 23%	111 25%	110 20%	141 25%	229 28%lo	167 20%	117 22%	16 23%	110 24%
3-4	496 8%	422 8%	74 9%	19 11%	408 8%	46 9%	27 9%	14 8%	19 8%	50 7%	47 9%	24 5%	43 8%	45 8%	74 9%	68 8%	39 7%	6 9%	40 9%k
5-10	368 6%	292 6%	76 9%a	18 10%a	307 6%	27 5%	23 8%	11 6%	12 5%	38 6%	25 5%	23 5%	51 9%hjkmor	28 5%	54 7%	43 5%	33 6%	4 6%	23 5%
11-20	90 1%	62 1%	28 3%a	4 3%	79 2%	3 1%	7 2%eg	1 1%	5 2%r	15 2%r	4 1%	5 1%	8 2%	7 1%	6 1%	16 2%	12 2%r	1 1%	2 *
21+	31 1%	27 1%	5 1%	1 *	27 1%	3 1%	1 *	1 *	-	5 1%	1 *	3 1%	4 1%	2 *	2 *	6 1%	3 1%	*	3 1%
Any Parcels Sent (non-zero entry)	2443 40%	2064 39%	380 44%a	79 46%	2048 40%	205 40%	126 43%	64 38%	90 36%	292 43%o	191 38%	165 37%	217 40%	223 39%	364 45%hjkc	302 36%	203 38%	27 40%	177 39%
Total Mean (including those not Sending any)																			
Mean	1.55	1.50	1.86	1.95	1.58	1.30	1.62	1.29	1.21	2.23	1.09	1.19	1.63j	1.26	1.31	2.27	1.36	1.24	1.31
Std Dev.	7.92	8.34	4.54	4.96	8.45	4.29	3.97	3.74	2.72	10.67	2.27	3.39	3.47	3.67	2.68	17.49	3.02	3.19	4.44
Std Error	0.10	0.13	0.10	0.16	0.15	0.13	0.13	0.13	0.15	0.55	0.12	0.18	0.18	0.19	0.14	0.91	0.16	0.25	0.14
Sending Mean (excluding those not Sending any)																			
Mean	3.92	3.86	4.22	4.26	4.01	3.29	3.79	3.42	3.36	5.16	2.90	3.23	4.07jn	3.24	2.92	6.35	3.55	3.12	3.31
Std Dev.	12.21	13.03	6.08	6.65	13.09	6.34	5.37	5.47	3.65	15.79	2.90	4.97	4.49	5.32	3.37	28.85	4.01	4.49	6.59
Std Error	0.25	0.33	0.20	0.33	0.37	0.29	0.26	0.31	0.33	1.25	0.26	0.44	0.37	0.44	0.26	2.54	0.35	0.48	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	3726 60%	1410 59%	1397 62%c	1971 57%	1958 59%	1410 59%	139 72%e	526 68%e	1397 62%	151 67%	736 69%h	1163 56%	1434 59%	526 65%klp	393 66%klp	182 76%klmnp	2597 58%	574 69%klp	1306 51%	1434 61%rw	531 78%rsw	274 77%rsw	144 90%rstuwx	2740 56%r	418 81%rsw	838 51%	2888 64%y
1-2	1458 24%	622 26%b	507 22%	893 26%c	777 23%	622 26%fg	31 16%	168 22%	507 22%	45 20%	209 19%	531 26%noq	589 24%noq	193 24%nc	104 18%	40 17%	1120 25%noq	144 17%	717 28%stuvx	579 24%tuvx	102 15%v	55 15%v	5 3%	1295 26%tuvx	60 12%v	454 28%z	1003 22%
3-4	496 8%	202 8%	160 7%	319 9%b	276 8%	202 8%	9 5%	48 6%	160 7%	13 6%	59 5%	189 9%mo	206 8%o	48 6%o	49 8%o	5 2%	395 9%mo	53 6%o	256 10%tuvx	206 9%tuvx	18 3%	10 3%	5 3%	463 9%tuvx	15 3%	158 10%z	338 7%
5-10	368 6%	129 5%	142 6%	211 6%	224 7%	129 6%	12 6%	25 3%	142 6%j	12 5%	45 4%	126 6%	161 7%	38 5%	34 6%	9 4%	287 6%	43 5%	198 8%stux	128 5%	25 4%	12 3%	5 3%	326 7%stx	17 3%	140 9%z	227 5%
11-20	90 1%	30 1%	40 2%	49 1%	59 2%	30 1%	2 1%	7 1%	40 2%	5 2%	18 2%	44 2%	30 1%	2 *	14 2%m	* *	74 2%m	14 2%m	63 2%m	19 1%	5 1%	2 1%	-	83 2%s	2 *	27 2%	63 1%
21+	31 1%	10 *	15 1%	14 *	19 1%	10 *	-	3 *	15 1%	-	5 *	11 1%	14 1%	3 *	-	3 1%n	25 1%	3 *	28 1%st	2 *	* *	1 *	1 1%	30 1%s	2 *	10 1%	21 *
Any Parcels Sent (non-zero entry)	2443 40%	994 41%	863 38%	1486 43%b	1356 41%	994 41%fg	54 28%	251 32%	863 38%j	75 33%	335 31%	900 44%mnoq	1001 41%mnoq	285 35%o	201 34%o	57 24%	1901 42%mnoq	257 31%	1263 49%stuvwx	934 39%tuvx	151 22%v	80 23%v	16 10%	2196 44%stuvx	96 19%v	790 49%z	1653 36%
Total Mean (including those not Sending any)																											
Mean	1.55	1.62	1.58	1.65	1.63	1.62	1.01	1.03	1.58	1.13	1.10	1.57	1.71	1.27	1.24	1.77	1.64	1.39	2.36stux	1.13tux	0.66	0.74	0.80	1.77stx	0.76	1.77	1.47
Std Dev.	7.92	10.62	6.13	9.31	5.86	10.62	2.67	3.34	6.13	2.62	3.07	4.44	10.58	7.09	2.87	10.83	8.35	6.28	11.86	2.36	1.95	3.00	5.00	8.73	3.73	4.20	8.88
Std Error	0.10	0.22	0.13	0.16	0.10	0.22	0.19	0.11	0.13	0.18	0.09	0.10	0.22	0.25	0.12	0.67	0.12	0.22	0.23	0.05	0.08	0.17	0.40	0.12	0.17	0.11	0.13
Sending Mean (excluding those not Sending any)																											
Mean	3.92	3.91	4.14	3.84	3.98	3.91	3.61	3.18	4.14	3.40	3.51	3.59	4.15	3.62	3.66	7.46k	3.89	4.49	4.80s	2.86	2.99	3.27	7.88	3.98s	4.05s	3.66	4.04
Std Dev.	12.21	16.25	9.38	13.91	8.63	16.25	4.02	5.27	9.38	3.61	4.65	6.16	16.20	11.62	3.94	21.39	12.50	10.67	16.57	3.02	3.22	5.64	14.13	12.75	7.85	5.43	14.37
Std Error	0.25	0.52	0.31	0.37	0.23	0.52	0.51	0.31	0.31	0.43	0.23	0.20	0.52	0.69	0.28	2.56	0.29	0.65	0.46	0.10	0.26	0.67	3.24	0.27	0.83	0.20	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 169

QG1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	3726 60%	252 63%c	3455 60%	18 44%	1023 60%	2516 61%	187 58%	3496 60%	89 55%	43 63%	65 88%ghik	3628 60%	33 93%
1-2	1458 24%	88 22%	1357 24%	12 30%	408 24%	980 24%	70 22%	1388 24%j	41 26%j	19 28%j	6 8%	1449 24%j	2 7%
3-4	496 8%	31 8%	459 8%	6 14%	126 7%	342 8%	28 9%	476 8%	17 10%	2 3%	1 2%	495 8%	* *
5-10	368 6%	21 5%	342 6%	5 13%	103 6%	237 6%	27 8%	357 6%	9 6%	1 2%	* *	368 6%	-
11-20	90 1%	7 2%	83 1%	-	35 2%e	48 1%	8 2%	84 1%	3 2%	2 3%	1 2%	89 1%	-
21+	31 1%	2 *	30 1%	-	10 1%	19 *	3 1%	30 1%	1 1%	-	-	31 1%	-
Any Parcels Sent (non-zero entry)	2443 40%	148 37%	2271 40%	23 56%a	682 40%	1626 39%	135 42%	2335 40%j	72 45%j	25 37%j	9 12%	2432 40%j	2 7%
Total Mean (including those not Sending any)													
Mean	1.55	1.29	1.57	1.58	1.45	1.40	4.01de	1.57	1.83	1.27	0.37	1.57	0.08
Std Dev.	7.92	3.09	8.18	2.08	3.64	5.19	27.95	8.09	5.29	3.35	1.60	7.99	0.34
Std Error	0.10	0.15	0.11	0.29	0.09	0.08	1.57	0.11	0.45	0.44	0.19	0.10	0.06
Sending Mean (excluding those not Sending any)													
Mean	3.92	3.47	3.96	2.82	3.62	3.58	9.55de	3.92	4.09	3.47	3.14	3.92	1.18
Std Dev.	12.21	4.27	12.62	2.06	5.03	7.81	42.61	12.42	7.33	4.85	3.75	12.24	0.75
Std Error	0.25	0.33	0.26	0.44	0.19	0.20	3.67	0.26	0.92	1.14	1.25	0.25	0.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QG1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	3726 60%	942 61%	960 62%d	942 61%	882 57%	298 56%	335 65%emop	309 62%o	335 64%mop	309 61%	316 62%o	329 67%emop	320 60%	292 56%	330 62%o	275 54%	277 56%
1-2	1458 24%	371 24%	386 25%	341 22%	359 23%	142 27%klp	107 21%	123 25%	129 25%	138 27%klp	120 24%	97 20%	106 20%	138 26%	123 23%	137 27%klp	100 20%
3-4	496 8%	107 7%	102 7%	150 10%ab	137 9%	31 6%	40 8%	36 7%	38 7%	30 6%	35 7%	36 7%	57 11%ein	58 11%ein	30 6%	46 9%	61 12%eghijkn
5-10	368 6%	90 6%	74 5%	88 6%	116 8%b	38 7%h	27 5%	25 5%	18 3%	24 5%	32 6%	27 5%	35 7%	26 5%	41 8%h	32 6%	42 9%h
11-20	90 1%	26 2%	15 1%	18 1%	31 2%	14 3%kn	9 2%k	3 1%	5 1%	7 1%	3 1%	*	11 2%k	7 1%	3 1%	16 3%gijkn	12 2%k
21+	31 1%	6 *	3 *	11 1%	10 1%	5 1%	-	1 *	*	2 *	1 *	2 *	4 1%	5 1%	5 1%	2 *	4 1%
Any Parcels Sent (non-zero entry)	2443 40%	601 39%	581 38%	608 39%	653 43%b	230 44%fk	182 35%	189 38%	190 36%	200 39%	192 38%	162 33%	212 40%	234 44%fhk	202 38%	232 46%fghijkn	219 44%fhk
Total Mean (including those not Sending any)																	
Mean	1.55	1.44	1.10	1.48	2.19b	2.13fghijk	1.10	1.07	0.99	1.17	1.14	0.95	1.59ghk	1.85	2.73	1.70fghjk	2.12fghijk
Std Dev.	7.92	5.18	2.52	5.57	13.67	8.16	2.51	2.28	2.24	2.85	2.45	2.20	3.93	8.42	21.91	3.94	6.94
Std Error	0.10	0.13	0.06	0.14	0.35	0.36	0.11	0.10	0.10	0.13	0.11	0.10	0.17	0.37	0.96	0.17	0.31
Sending Mean (excluding those not Sending any)																	
Mean	3.92	3.70	2.91	3.77	5.15b	4.90	3.11	2.81	2.74	2.98	3.02	2.89	4.00gh	4.17	7.20	3.70	4.80gh
Std Dev.	12.21	7.78	3.41	8.40	20.61	11.83	3.41	2.98	3.02	3.91	3.20	3.01	5.40	12.25	35.15	5.15	9.82
Std Error	0.25	0.32	0.14	0.33	0.81	0.79	0.24	0.22	0.22	0.27	0.23	0.22	0.37	0.81	2.44	0.34	0.68

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 170

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	2509 41%	400 32%	2109 43%a	386 45%d	2124 40%	1087 36%	1422 45%e	264 32%	309 35%	362 32%	317 38%gi	473 41%ghi	405 53%ghijk	380 81%ghijkl	573 34%	679 35%	1258 60%no	785 57%nop	2216 43%s	275 30%
Personal letters (e.g. to a friend or relative)	1150 19%	151 12%	999 20%a	261 30%d	888 17%	591 20%	559 18%	194 24%ijk	199 23%ijk	184 16%	122 15%	171 15%	164 22%ijk	115 18%	392 23%op	306 16%	451 18%	280 20%o	915 18%	230 25%r
Formal letters to organisations or individuals	1289 21%	304 25%b	985 20%	255 30%d	1034 19%	677 22%f	606 19%	176 21%	176 20%	238 21%	149 18%	259 23%	161 21%	130 21%	352 21%	387 20%	550 22%	291 21%	1018 20%	263 29%r
Payments for Bills/ invoices/ statements	922 15%	271 22%b	651 13%	219 25%d	703 13%	516 17%f	405 13%	166 20%ijklm	181 21%ijklm	171 15%k	116 14%	119 10%	94 12%	74 12%	347 20%opq	288 15%p	287 11%	168 12%	718 14%	196 22%r
Smaller parcels - that will fit through a letterbox	1809 29%	370 30%	1439 29%	486 56%d	1323 25%	877 29%	931 30%	316 38%jklm	315 36%jklm	413 37%jklm	242 29%klm	274 24%m	156 20%m	94 15%	631 37%pq	655 34%pq	523 21%	249 18%	1444 28%	343 38%r
Larger parcels - that will not fit through a letterbox	1606 26%	281 23%	1324 27%a	458 53%d	1148 22%	729 24%	869 28%e	262 32%jklm	286 33%jklm	329 29%klm	209 25%lm	265 23%m	145 19%	109 17%	547 32%opq	538 28%pq	520 21%	255 18%	1320 25%	270 30%r
Items requiring a signature	1027 17%	272 22%b	755 15%	280 33%d	747 14%	544 18%f	480 15%	146 18%klm	180 21%klm	234 21%klm	136 17%m	173 15%m	99 13%	59 9%	326 19%pq	370 19%pq	331 13%	158 11%	808 15%	211 23%r
Other important items which involve postal or delivery services	390 6%	62 5%	328 7%	135 16%d	255 5%	210 7%	178 6%	68 8%ijlm	92 10%ijklm	74 7%m	40 5%	64 6%m	36 5%	16 3%	160 9%opq	114 6%q	116 5%	52 4%	305 6%	83 9%r
All Post	4475 73%	880 71%	3596 73%	779 90%d	3697 70%	2118 70%	2347 75%e	580 70%	627 72%	804 72%	573 70%	811 71%	581 76%gjk	499 80%ghijk	1207 71%	1377 71%	1892 75%no	1081 78%no	3779 72%	663 73%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3597 58%	719 58%	2878 58%	567 66%d	3030 57%	1709 57%	1882 60%e	427 52%	459 53%	591 53%	456 56%	681 60%ghi	519 68%ghijk	465 74%ghijk	885 52%	1047 54%	1664 66%no	983 71%nop	3054 59%	521 58%
Small & Large Parcels Combined	2443 40%	459 37%	1984 40%	621 72%d	1823 34%	1128 37%	1306 42%e	408 49%jklm	403 46%jklm	525 47%jklm	321 39%lm	390 34%m	232 30%	164 26%	811 48%opq	846 44%pq	786 31%	396 29%	1998 38%	419 46%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500-£17,499 per ye (j)	Income Declared £17,500-£29,999 per ye (k)	Income Declared £30,000-£49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500-£49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	2509 41%	517 45%d	817 42%d	566 41%	609 36%	1334 43%f	1175 38%	1435 39%	1056 44%g	198 35%	288 40%	681 43%i	666 43%i	424 40%	1634 43%i	208 35%	2146 41%o	476 37%	1932 42%qs	101 34%
Personal letters (e.g. to a friend or relative)	1150 19%	295 26%d	322 17%	243 17%	290 17%	616 20%f	533 17%	733 20%h	404 17%	112 20%	148 21%	298 19%	306 20%	201 19%	751 20%	117 20%	978 19%	256 20%	842 18%	52 17%
Formal letters to organisations or individuals	1289 21%	338 29%bcd	409 21%d	266 19%	277 16%	746 24%f	543 18%	841 23%h	437 18%	85 15%	148 21%i	335 21%i	379 24%i	241 23%i	863 22%i	85 14%	1149 22%o	295 23%	943 21%	51 17%
Payments for Bills/ invoices/ statements	922 15%	232 20%bcd	261 13%	219 16%d	210 13%	493 16%	429 14%	642 17%h	269 11%	73 13%	112 16%	241 15%	255 16%	155 15%	608 16%	78 13%	794 15%	207 16%	672 15%	43 14%
Smaller parcels - that will fit through a letterbox	1809 29%	467 40%bcd	572 29%d	403 29%d	367 22%	1039 34%f	770 25%	1303 35%h	484 20%	105 19%	184 26%i	430 27%i	526 34%ijkn	399 37%ijkn	1140 30%i	109 19%	1608 31%o	341 26%	1377 30%q	91 30%
Larger parcels - that will not fit through a letterbox	1606 26%	381 33%bcd	495 25%d	361 26%d	368 22%	876 28%f	729 24%	1081 29%h	504 21%	123 22%	159 22%	399 25%	450 29%ij	323 30%ijkn	1009 26%	125 21%	1389 27%o	357 28%	1171 26%	78 26%
Items requiring a signature	1027 17%	279 24%bcd	304 16%d	236 17%d	209 12%	583 19%f	445 14%	740 20%h	276 12%	75 13%	88 12%	242 15%	320 21%ijkn	208 20%ijk	650 17%i	75 13%	904 17%o	199 15%	778 17%	51 17%
Other important items which involve postal or delivery services	390 6%	125 11%bcd	102 5%	77 6%	86 5%	227 7%f	163 5%	293 8%h	91 4%	18 3%	42 6%	107 7%i	118 8%i	69 6%i	268 7%i	18 3%	346 7%o	105 8%r	259 6%	26 9%
All Post	4475 73%	962 83%bcd	1397 72%d	1021 73%d	1096 65%	2359 76%f	2117 69%	2768 75%h	1660 69%	354 63%	495 69%	1166 74%ij	1172 75%ij	811 76%ij	2833 74%ij	369 63%	3835 74%o	895 69%	3385 74%qs	196 65%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3597 58%	774 67%bcd	1143 59%d	807 58%d	872 52%	1917 62%f	1680 55%	2163 59%	1405 59%	289 51%	414 58%	962 61%i	950 61%i	620 58%i	2326 61%i	302 51%	3090 60%o	706 54%	2749 60%qs	142 47%
Small & Large Parcels Combined	2443 40%	589 51%bcd	768 40%d	559 40%d	528 31%	1356 44%f	1087 35%	1672 45%h	743 31%	165 29%	246 34%	608 39%i	694 45%ijkn	499 47%ijkn	1548 40%i	172 29%	2140 41%o	504 39%	1816 40%	122 41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Rural (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	2509 41%	2147 40%	363 42%	83 48%a	2138 41%g	196 38%g	124 42%g	51 30%	89 36%	287 43%	209 41%	197 44%hn	223 41%	246 43%	296 36%	347 41%	243 46%hnr	29 42%	167 37%
Personal letters (e.g. to a friend or relative)	1150 19%	1006 19%	144 17%	43 25%ab	955 18%	107 21%g	62 21%g	26 15%	48 19%	115 17%	83 16%	77 17%	101 19%	113 20%	161 20%	148 18%	108 20%	14 21%	92 21%
Formal letters to organisations or individuals	1289 21%	1129 21%	160 19%	31 18%	1099 21%g	95 18%	66 22%g	28 17%	37 15%	120 18%	83 16%	83 18%	102 19%	140 24%hijq	256 32%hijklmopqr	183 22%h	97 18%	9 13%	87 19%
Payments for Bills/ invoices/ statements	922 15%	808 15%	114 13%	21 12%	786 15%	69 13%	44 15%	23 13%	24 10%	115 17%hj	51 10%	57 13%	89 16%hj	92 16%hj	180 22%hjkmopqr	114 14%	65 12%	9 12%	60 13%
Smaller parcels - that will fit through a letterbox	1809 29%	1536 29%	273 32%	62 36%a	1539 30%	135 26%	89 30%	45 27%	67 27%	204 30%	139 27%	112 25%	171 31%	152 27%	300 37%hjkmopqr	237 28%	158 30%	15 21%	121 27%
Larger parcels - that will not fit through a letterbox	1606 26%	1322 25%	284 33%a	56 32%	1335 26%	142 27%	85 29%	44 26%	54 22%	194 29%h	130 26%	110 25%	144 26%	150 26%	221 27%	212 25%	120 23%	21 31%	121 27%
Items requiring a signature	1027 17%	889 17%	139 16%	29 17%	878 17%g	82 16%g	50 17%g	16 10%	29 12%	100 15%	73 14%	69 15%	87 16%	98 17%h	224 28%hijklmopqr	124 15%	75 14%	7 10%	76 17%h
Other important items which involve postal or delivery services	390 6%	343 6%	47 5%	15 9%	336 6%g	24 5%	24 8%eg	6 3%	12 5%	26 4%	29 6%	21 5%	40 7%i	33 6%	80 10%hijkmr	56 7%	40 8%i	4 6%	20 4%
All Post	4475 73%	3824 72%	651 75%	135 78%	3783 73%g	370 72%g	213 72%g	109 64%	171 68%	480 71%	349 69%	331 74%	393 72%	438 76%hj	614 76%hj	608 72%	399 75%hj	49 71%	322 72%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3597 58%	3091 58%	505 59%	104 60%	3053 59%g	289 56%g	171 58%g	84 49%	136 54%	376 56%	271 53%	267 60%	310 57%	357 62%hjr	497 61%j	511 61%	328 62%hjr	42 61%	246 55%
Small & Large Parcels Combined	2443 40%	2064 39%	380 44%a	79 46%	2048 40%	205 40%	126 43%	64 38%	90 36%	292 43%c	191 38%	165 37%	217 40%	223 39%	364 45%hjkc	302 36%	203 38%	27 40%	177 39%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 170

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	2509 41%	990 41%	1020 45%a	1476 43%	1506 45%a	990 41%	81 42%	332 43%	1020 45%i	82 36%	549 51%hi	1126 55%lmnopq	976 40%mnoq	240 30%noq	138 23%o	29 12%	2102 47%lmnoq	167 20%o	1180 46%stuvwx	913 39%	236 35%	124 35%	51 32%	2093 42%stuvx	175 34%	827 51%z	1682 37%
Personal letters (e.g. to a friend or relative)	1150 19%	488 20%	394 17%	744 22%b	650 20%	488 20%	47 24%	142 18%	394 17%	37 16%	186 17%	515 25%lmnopq	463 19%mnoq	113 14%noq	46 8%	10 4%	979 22%lmnoq	56 7%	566 22%stuvwx	435 18%	87 13%	44 12%	14 9%	1001 20%stuvx	58 11%	530 33%z	619 14%
Formal letters to organisations or individuals	1289 21%	624 26%bd	419 19%	852 25%bd	647 20%	624 26%fg	34 17%	156 20%	419 19%	34 15%	203 19%	489 24%mnoq	534 22%noq	149 18%oo	88 15%	25 11%	1023 23%mnoq	113 14%	591 23%stuvx	504 21%vx	119 17%	56 16%	16 10%	1095 22%stuvx	72 14%	458 28%z	831 18%
Payments for Bills/ invoices/ statements	922 15%	442 18%bd	259 11%	640 19%bd	457 14%b	442 18%g	25 13%	93 12%	259 11%	29 13%	121 11%	316 15%noq	410 17%noq	128 16%noq	58 10%o	10 4%	726 16%noq	68 8%	405 16%ux	380 16%tux	82 12%	35 10%	17 11%	785 16%tux	52 10%	413 25%z	509 11%
Smaller parcels - that will fit through a letterbox	1809 29%	740 31%	622 28%	1130 33%b	1012 31%	740 31%fg	35 18%	165 21%	622 28%ij	45 20%	209 19%	648 31%mnoq	767 32%mnoq	211 26%o	148 25%o	35 15%	1415 31%mnoq	183 22%	923 36%stuvwx	700 30%tuvx	109 16%	64 18%v	13 8%	1622 33%stuvx	78 15%	626 38%z	1183 26%
Larger parcels - that will not fit through a letterbox	1606 26%	652 27%	563 25%	975 28%b	885 27%	652 27%g	40 20%	167 21%	563 25%	58 26%	232 22%	601 29%mnoq	657 27%mnoq	179 22%o	134 23%o	35 15%	1258 28%mnoq	169 20%	869 34%stuvwx	588 25%tuvx	101 15%vx	38 11%	11 7%	1456 30%stuvx	48 9%	537 33%z	1069 24%
Items requiring a signature	1027 17%	515 21%bd	266 12%	736 21%b	487 15%b	515 21%fg	26 13%	108 14%	266 12%	25 11%	103 10%	386 19%mnoq	429 18%mnoq	117 14%	75 13%	21 9%	815 18%mnoq	96 12%	506 20%stuvx	410 17%vx	70 10%	32 9%	10 6%	916 19%stuvx	42 8%	388 24%z	639 14%
Other important items which involve postal or delivery services	390 6%	194 8%bd	97 4%	282 8%bd	185 6%	194 8%fg	4 2%	36 5%	97 4%	9 4%	32 3%	144 7%	155 6%	52 6%	31 5%	8 3%	298 7%	39 5%	181 7%ux	152 6%ux	43 6%ux	9 3%	4 3%	333 7%ux	14 3%	222 14%z	168 4%
All Post	4475 73%	1815 76%	1697 75%	2647 77%	2529 76%	1815 76%fg	128 66%	538 69%	1697 75%i	151 67%	818 76%hi	1672 81%lmnopq	1823 75%mnoq	524 65%o	358 60%o	93 39%	3494 78%mnoq	451 54%	2031 79%stuvwx	1717 73%tuvx	422 62%	211 60%	84 52%	3748 76%stuvx	295 57%	1335 82%z	3141 69%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3597 58%	1497 62%	1383 61%	2168 63%	2054 62%	1497 62%	114 59%	461 59%	1383 61%	120 53%	714 67%hi	1437 70%lmnopq	1481 61%mnoq	390 48%no	230 39%o	52 22%	2918 65%lmnoq	282 34%o	1626 63%stuvx	1373 58%tuvx	345 51%	172 49%	72 45%	2999 61%stuvx	243 47%	1142 70%z	2454 54%
Small & Large Parcels Combined	2443 40%	994 41%	863 38%	1486 43%b	1356 41%	994 41%fg	54 28%	251 32%	863 38%j	75 33%	335 31%	900 44%mnoq	1001 41%mnoq	285 35%o	201 34%o	57 24%	1901 42%mnoq	257 31%	1263 49%stuvx	934 39%tuvx	151 22%v	80 23%v	16 10%	2196 44%stuvx	96 19%v	790 49%z	1653 36%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	2509 41%	171 43%	2324 41%	14 34%	723 42%f	1676 40%	110 34%	2363 41%	76 47%	24 35%	33 44%	2463 41%	13 38%
Personal letters (e.g. to a friend or relative)	1150 19%	102 26%b	1037 18%	10 25%	378 22%e	696 17%	76 23%e	1047 18%	66 41%gjk	15 22%	13 18%	1128 19%	9 24%
Formal letters to organisations or individuals	1289 21%	108 27%b	1173 20%	8 19%	409 24%e	817 20%	63 20%	1187 20%	70 44%gjk	28 41%gjk	2 2%	1285 21%	2 7%
Payments for Bills/ invoices/ statements	922 15%	88 22%b	826 14%	8 18%	286 17%e	579 14%	57 18%	823 14%	61 38%gjk	20 30%gk	15 20%	905 15%	2 6%
Smaller parcels - that will fit through a letterbox	1809 29%	110 27%	1680 29%	19 45%	480 28%	1226 30%	104 32%	1717 29%j	68 42%gjk	15 23%	7 9%	1800 30%j	2 6%
Larger parcels - that will not fit through a letterbox	1606 26%	102 26%	1492 26%	12 28%	472 28%	1040 25%	94 29%	1533 26%j	48 30%j	21 31%j	3 4%	1602 26%j	* 1%
Items requiring a signature	1027 17%	94 24%b	921 16%	12 29%	314 18%	658 16%	55 17%	965 17%	47 29%gjk	8 12%	7 9%	1020 17%	-
Other important items which involve postal or delivery services	390 6%	53 13%b	331 6%	6 15%b	147 9%e	221 5%	22 7%	345 6%	35 22%gjk	6 9%	3 4%	387 6%	* *
All Post	4475 73%	292 73%	4154 73%	29 70%	1258 74%	2996 72%	221 69%	4231 73%j	132 82%gjk	53 77%	44 59%	4416 73%j	16 45%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3597 58%	251 63%c	3329 58%	17 41%	1025 60%f	2406 58%	166 52%	3370 58%	123 77%gjk	50 73%gj	39 52%	3543 58%	16 44%
Small & Large Parcels Combined	2443 40%	148 37%	2271 40%	23 56%a	682 40%	1626 39%	135 42%	2335 40%j	72 45%j	25 37%j	9 12%	2432 40%j	2 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	2509 41%	657 43%bc	587 38%	584 38%	682 44%bc	264 50%fghijklmno	199 38%	194 39%	197 38%	199 39%	191 38%	182 37%	203 38%	199 38%	217 41%	189 37%	277 56%efghijklmno
Personal letters (e.g. to a friend or relative)	1150 19%	303 20%	254 16%	259 17%	335 22%bc	115 22%hik	105 20%k	83 17%	79 15%	80 16%	95 19%	68 14%	92 17%	99 19%	115 22%hk	111 22%hik	109 22%hik
Formal letters to organisations or individuals	1289 21%	352 23%b	286 19%	333 21%	318 21%	124 23%hp	108 21%	119 24%hp	83 16%	97 19%	106 21%	90 18%	122 23%h	121 23%h	111 21%	123 24%hp	84 17%
Payments for Bills/ invoices/ statements	922 15%	244 16%	197 13%	242 16%	239 16%	92 17%h	84 16%	68 14%	61 12%	71 14%	65 13%	66 14%	93 18%h	82 16%	87 16%	82 16%	70 14%
Smaller parcels - that will fit through a letterbox	1809 29%	449 29%	410 27%	455 29%	495 32%b	175 33%fhk	123 24%	151 30%	132 25%	140 28%	137 27%	122 25%	154 29%	180 34%fhk	145 27%	175 34%fhjk	175 35%fhijkn
Larger parcels - that will not fit through a letterbox	1606 26%	388 25%	375 24%	405 26%	439 29%b	151 29%k	121 23%	116 23%	117 22%	126 25%	131 26%	96 20%	150 28%k	158 30%hik	132 25%	154 30%ghk	153 31%fghk
Items requiring a signature	1027 17%	224 15%	260 17%	264 17%	280 18%a	72 14%	70 13%	82 17%	75 14%	100 20%efkn	85 17%	59 12%	93 17%	112 21%efhkn	71 13%	112 22%efhkn	97 20%efkn
Other important items which involve postal or delivery services	390 6%	101 7%	80 5%	83 5%	126 8%bc	34 6%	36 7%	31 6%	19 4%	28 5%	33 7%	21 4%	34 6%	28 5%	40 8%h	49 10%hikm	36 7%h
All Post	4475 73%	1118 72%	1090 71%	1114 72%	1154 75%b	406 77%fhk	347 67%	365 73%	364 69%	361 71%	365 72%	343 70%	396 74%f	374 71%	376 71%	380 75%f	398 80%fghijkmn
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3597 58%	923 60%	857 56%	863 57%	934 61%b	339 64%fhikn	286 55%	298 60%	286 55%	277 54%	293 58%	266 54%	324 61%	293 56%	307 58%	298 59%	330 67%fhikmno
Small & Large Parcels Combined	2443 40%	601 39%	581 38%	608 39%	653 43%b	230 44%fk	182 35%	189 38%	190 36%	200 39%	192 38%	162 33%	212 40%	234 44%fhk	202 38%	232 46%fghjkn	219 44%fhk

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 171

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	1.68	1.87	1.63	1.33	1.74c	1.47	1.89e	0.94	0.92	1.05	1.35ghi	1.81ghij	2.86ghijk	3.61ghijkl	0.93	1.18n	2.57no	3.20nop	1.84s	0.77
Personal letters (e.g. to a friend or relative)	0.38	0.35	0.39	0.58d	0.35	0.38	0.38	0.51ijk	0.43ijk	0.29	0.28	0.27	0.47ijk	0.53ijk	0.47op	0.29	0.40o	0.50op	0.37	0.46r
Formal letters to organisations or individuals	0.42	0.57b	0.39	0.60d	0.39	0.47	0.38	0.50	0.41	0.43	0.43	0.43	0.36	0.40	0.45	0.43	0.40	0.38	0.38	0.67r
Payments for Bills/ invoices/ statements	0.32	0.46b	0.29	0.56d	0.28	0.36f	0.29	0.46iklm	0.51ijklm	0.31	0.30	0.23	0.23	0.22	0.49opq	0.31	0.23	0.22	0.29	0.49r
Smaller parcels - that will fit through a letterbox	0.88	1.54b	0.71	2.91d	0.55	0.98	0.78	0.96jkm	0.87jkm	1.75k	0.64m	0.59m	0.72	0.29	0.91pq	1.28p	0.55	0.52	0.76	0.75
Larger parcels - that will not fit through a letterbox	0.67	0.88b	0.62	1.97d	0.46	0.56	0.76e	0.76m	0.91	0.74m	0.63m	0.61m	0.56	0.40	0.84pq	0.69pq	0.55	0.49	0.69	0.51
Items requiring a signature	0.33	0.44b	0.30	0.84d	0.25	0.33	0.33	0.35lm	0.42lm	0.42lm	0.35lm	0.31m	0.23	0.15	0.39pq	0.39pq	0.25	0.20	0.31	0.41
Other important items which involve postal or delivery services	0.13	0.13	0.13	0.36d	0.10	0.13	0.13	0.23klm	0.19klm	0.13	0.13	0.11	0.09	0.05	0.21pq	0.13	0.09	0.07	0.13	0.14
All Post	4.82	6.24b	4.47	9.13d	4.12	4.70	4.95	4.70	4.64	5.12	4.11	4.36	5.52jk	5.65jk	4.67	4.69	5.03	5.58n	4.78	4.20
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.81	3.25b	2.70	3.06	2.77	2.69	2.93	2.40	2.26	2.08	2.36	2.74i	3.92ghijk	4.76ghijk	2.33	2.20	3.59no	4.30nop	2.88	2.39
Small & Large Parcels Combined	1.55	2.42b	1.33	4.88d	1.01	1.55	1.56	1.72jkm	1.78km	2.48km	1.27m	1.20m	1.28	0.69	1.75pq	1.97pq	1.10	1.01	1.45	1.26

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	1.68	1.91c	1.72	1.58	1.56	1.79f	1.57	1.35	2.22g	1.22	1.68m	1.78im	1.91im	1.33	1.82im	1.28	1.70o	1.36	1.77q	1.77
Personal letters (e.g. to a friend or relative)	0.38	0.54bcd	0.32	0.33	0.38	0.41	0.36	0.38	0.38	0.36	0.47k	0.35	0.38	0.42	0.39	0.36	0.38	0.40	0.37	0.45
Formal letters to organisations or individuals	0.42	0.58cd	0.43	0.42	0.32	0.48f	0.36	0.47h	0.35	0.31	0.47	0.38	0.50k	0.49	0.45	0.30	0.44	0.44	0.43	0.32
Payments for Bills/ invoices/ statements	0.32	0.41bd	0.28	0.37	0.27	0.33	0.31	0.39h	0.23	0.25	0.31	0.33	0.40	0.30	0.35	0.25	0.34	0.36	0.32	0.23
Smaller parcels - that will fit through a letterbox	0.88	0.98cd	1.17	0.67	0.65	1.10f	0.66	0.82h	0.52	0.44	0.57	0.77	0.82i	0.88ij	0.75	0.43	0.81o	0.82	0.74	3.33qr
Larger parcels - that will not fit through a letterbox	0.67	1.01bcd	0.65	0.59	0.53	0.79f	0.56	0.75h	0.52	0.62	0.53	0.64	0.68	0.86	0.63	0.60	0.67	0.68	0.65	1.07qr
Items requiring a signature	0.33	0.45cd	0.34	0.32	0.25	0.38f	0.28	0.40h	0.23	0.28	0.26	0.33	0.38j	0.37	0.34	0.27	0.35	0.33	0.32	0.44
Other important items which involve postal or delivery services	0.13	0.24bcd	0.12	0.11	0.09	0.17f	0.10	0.17h	0.07	0.07	0.11	0.12	0.18i	0.13	0.14	0.06	0.13	0.16	0.12	0.27r
All Post	4.82	6.12cd	5.03	4.40	4.04	5.44f	4.20	4.83	4.51	3.55	4.40	4.70i	5.26i	4.79i	4.87i	3.55	4.83o	4.54	4.70	7.97qr
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.81	3.44bcd	2.76	2.70	2.52	3.01	2.60	2.59	3.18g	2.15	2.94	2.85	3.19im	2.54	3.00i	2.18	2.87o	2.56	2.88	2.77
Small & Large Parcels Combined	1.55	2.00cd	1.82	1.26	1.18	1.89f	1.22	1.67h	1.04	1.06	1.09	1.40	1.50ij	1.74ij	1.38	1.03	1.48	1.50	1.38	4.40qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	1.68	1.68	1.69	2.63ab	1.67	1.89	1.63	1.47	1.37	1.53	1.37	1.42	1.50	1.82	1.43	2.11ijkln	2.16ijkln	1.93	1.89
Personal letters (e.g. to a friend or relative)	0.38	0.39	0.32	0.60b	0.37	0.44	0.49	0.31	0.38	0.38	0.45	0.32	0.36	0.41	0.34	0.35	0.39	0.42	0.44
Formal letters to organisations or individuals	0.42	0.42	0.43	0.54	0.43	0.34	0.50eg	0.31	0.57	0.30	0.32	0.39	0.36	0.43	0.73ijklmopr	0.41	0.32	0.32	0.34
Payments for Bills/ invoices/ statements	0.32	0.33	0.27	0.37	0.32	0.27	0.48d	0.25	0.19	0.35h	0.22	0.26	0.34h	0.33	0.52hjkopr	0.27	0.26	0.25	0.27
Smaller parcels - that will fit through a letterbox	0.88	0.87	0.96	1.08	0.91	0.62	0.89	0.64	0.64	1.29	0.61	0.56	0.88	0.67	0.75	1.53	0.72	0.51	0.63
Larger parcels - that will not fit through a letterbox	0.67	0.64	0.90a	0.87	0.67	0.68	0.73	0.65	0.58	0.94	0.49	0.63	0.75j	0.60	0.56	0.73	0.64	0.73	0.68
Items requiring a signature	0.33	0.33	0.36	0.46	0.33g	0.38	0.35	0.21	0.26	0.26	0.28	0.26	0.35	0.26	0.55hijklmop	0.34	0.27	0.24	0.41
Other important items which involve postal or delivery services	0.13	0.14	0.10	0.15	0.13	0.12	0.20g	0.06	0.07	0.07	0.12	0.09	0.18	0.07	0.21him	0.14	0.17im	0.08	0.13
All Post	4.82	4.79	5.03	6.71ab	4.84	4.74	5.26g	3.89	4.05	5.11	3.85	3.94	4.70	4.57	5.08jk	5.89	4.94	4.48	4.78
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.81	2.82	2.71	4.15ab	2.79	2.94	3.09	2.33	2.50	2.56	2.36	2.39	2.56	2.99	3.01	3.15	3.13	2.92	2.94
Small & Large Parcels Combined	1.55	1.50	1.86	1.95	1.58	1.30	1.62	1.29	1.21	2.23	1.09	1.19	1.63j	1.26	1.31	2.27	1.36	1.24	1.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	1.68	1.22	2.29ac	1.48a	2.22ac	1.22	0.86	1.39f	2.29i	1.11	2.86hi	2.36lmnopq	1.66mnoq	1.06oq	0.88o	0.28	1.96lmnoq	0.71o	1.81t	1.67	1.34	1.86t	1.18	1.74t	1.65	1.91z	1.60
Personal letters (e.g. to a friend or relative)	0.38	0.40	0.39	0.42	0.42	0.40	0.41	0.34	0.39	0.30	0.47	0.55lmnopq	0.37mnoq	0.25noq	0.16o	0.07	0.45lmnoq	0.14	0.44tuvx	0.40tuvx	0.21	0.26	0.22	0.42tuvx	0.25	0.63z	0.29
Formal letters to organisations or individuals	0.42	0.54bd	0.36	0.51bd	0.38	0.54	0.34	0.41	0.36	0.35	0.33	0.52mq	0.42o	0.31o	0.37	0.15	0.47o	0.31	0.48	0.41u	0.35	0.24	0.41	0.45	0.29	0.57z	0.37
Payments for Bills/ invoices/ statements	0.32	0.41bd	0.23	0.41bd	0.29	0.41g	0.24	0.25	0.23	0.23	0.20	0.37oq	0.33oq	0.31	0.26	0.10	0.35oq	0.22	0.36v	0.32v	0.26	0.30	0.13	0.34v	0.25	0.57z	0.24
Smaller parcels - that will fit through a letterbox	0.88	1.00	0.81	1.00	0.88	1.00	0.47	0.55	0.81	0.41	0.50	0.86	1.03	0.74	0.66	0.67	0.95	0.66	1.37s	0.58t	0.37	0.51	0.62	0.99s	0.54	0.95	0.86
Larger parcels - that will not fit through a letterbox	0.67	0.62	0.77	0.65	0.75	0.62	0.54	0.48	0.77	0.72	0.59	0.71	0.68	0.53	0.58	1.11	0.69	0.73	0.99stuvwx	0.55tuvx	0.29	0.23	0.19	0.78stuvx	0.22	0.83z	0.62
Items requiring a signature	0.33	0.43bd	0.24	0.41bd	0.28	0.43g	0.22	0.27	0.24	0.22	0.19	0.33o	0.39oq	0.28o	0.28	0.11	0.36oq	0.23	0.43stux	0.31tx	0.18	0.19	0.15	0.37tux	0.18	0.50z	0.27
Other important items which involve postal or delivery services	0.13	0.17b	0.08	0.17bd	0.12	0.17g	0.07	0.08	0.08	0.06	0.05	0.15	0.12	0.18	0.12	0.05	0.13	0.10	0.13	0.14	0.17	0.06	0.03	0.14	0.06	0.31z	0.07
All Post	4.82	4.78	5.16	5.07	5.33	4.78	3.15	3.77	5.16i	3.41	5.18i	5.84mnoq	4.99mnoq	3.67	3.30	2.55	5.38mnoq	3.09	6.01stuvwx	4.38t	3.17	3.65	2.92	5.23stx	3.42	6.26z	4.31
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.81	2.57	3.26a	2.83	3.31ac	2.57	1.85	2.39	3.26i	2.00	3.85i	3.80lmnopq	2.78mnoq	1.94oq	1.67o	0.61	3.25lmnoq	1.37o	3.09t	2.80	2.16	2.66	1.93	2.95t	2.43	3.68z	2.49
Small & Large Parcels Combined	1.55	1.62	1.58	1.65	1.63	1.62	1.01	1.03	1.58	1.13	1.10	1.57	1.71	1.27	1.24	1.77	1.64	1.39	2.36stux	1.13tux	0.66	0.74	0.80	1.77stx	0.76	1.77	1.47

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	1.68	2.12b	1.66	0.75	1.69f	1.72f	1.08	1.69	2.19j	0.75	1.49l	1.69	0.61
Personal letters (e.g. to a friend or relative)	0.38	0.48b	0.37	0.60	0.50e	0.33	0.45e	0.37	0.78gijk	0.39	0.30	0.38	0.48
Formal letters to organisations or individuals	0.42	0.54	0.42	0.34	0.49	0.40	0.36	0.42	0.83gjk	0.67j	0.04	0.43	0.07
Payments for Bills/ invoices/ statements	0.32	0.42	0.32	0.31	0.38	0.30	0.30	0.30	1.04gjk	0.48	0.36	0.32	0.12
Smaller parcels - that will fit through a letterbox	0.88	0.68	0.89	1.00	0.72	0.77	3.08de	0.89	1.25	0.57	0.26	0.89	0.07
Larger parcels - that will not fit through a letterbox	0.67	0.60	0.68	0.58	0.72	0.63	0.93	0.69	0.60j	0.73j	0.11	0.68	0.01
Items requiring a signature	0.33	0.38	0.33	0.45	0.40e	0.30	0.41	0.33	0.51j	0.16	0.16	0.34	0.00
Other important items which involve postal or delivery services	0.13	0.24b	0.12	0.25	0.21e	0.10	0.13	0.12	0.66gk	0.09	0.13	0.13	0.01
All Post	4.82	5.46	4.78	4.29	5.12	4.55	6.74e	4.80	7.81gijk	3.79	2.85	4.87	1.37
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.81	3.57	2.76	2.00	3.06	2.75	2.18	2.78	4.82gjk	2.27	2.19	2.82	1.28
Small & Large Parcels Combined	1.55	1.29	1.57	1.58	1.45	1.40	4.01de	1.57	1.83	1.27	0.37	1.57	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	1.68	2.41bc	0.96	0.89	2.47bc	4.95fghijklmno	1.13hm	1.05m	0.79	1.16hm	0.93m	1.02hm	0.92m	0.74	1.01hm	1.01hm	5.54fghijklmno
Personal letters (e.g. to a friend or relative)	0.38	0.40c	0.34	0.32	0.45bc	0.52fghijkln	0.31k	0.37k	0.26	0.30	0.48fhik	0.23	0.36hk	0.37k	0.39hk	0.47hikl	0.51fhikln
Formal letters to organisations or individuals	0.42	0.49	0.35	0.43	0.42	0.68	0.39	0.40h	0.26	0.43h	0.35	0.33	0.53hp	0.42	0.43h	0.55hjkp	0.28
Payments for Bills/ invoices/ statements	0.32	0.33	0.27	0.37	0.33	0.41	0.29	0.27	0.23	0.31	0.26	0.33	0.47j	0.31	0.35	0.35	0.28
Smaller parcels - that will fit through a letterbox	0.88	0.69	0.58	0.82	1.44b	0.86hk	0.56	0.60	0.52	0.62	0.60	0.49	0.77k	1.16	2.13	0.88hk	1.28hk
Larger parcels - that will not fit through a letterbox	0.67	0.76	0.52	0.66	0.75b	1.25ghk	0.53	0.47	0.47	0.55	0.54	0.46	0.82ghk	0.69	0.61	0.82ghk	0.84fghijk
Items requiring a signature	0.33	0.29	0.28	0.37	0.37	0.32	0.26	0.31	0.22	0.35	0.29	0.29	0.47h	0.36h	0.30	0.51fhj	0.32
Other important items which involve postal or delivery services	0.13	0.17	0.10	0.09	0.17bc	0.23h	0.18	0.09	0.07	0.12	0.11	0.06	0.12	0.09	0.11	0.24ghkm	0.16
All Post	4.82	5.54bc	3.40	3.96	6.40bc	9.25fghijklmno	3.66	3.56	2.81	3.84h	3.55	3.22	4.47hk	4.13h	5.32	4.81ghjk	9.20fghijklmno
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	2.81	3.64bc	1.92	2.02	3.67bc	6.57fghijklmno	2.12h	2.10	1.54	2.21h	2.01	1.92	2.29h	1.83	2.18h	2.37h	6.60fghijklmno
Small & Large Parcels Combined	1.55	1.44	1.10	1.48	2.19b	2.13fghijk	1.10	1.07	0.99	1.17	1.14	0.95	1.59ghk	1.85	2.73	1.70fghjk	2.12fghijk

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	4.13	5.77b	3.82	2.96	4.34c	4.09	4.16	2.93	2.59	3.25	3.51h	4.38h	5.36ghij	5.95ghijk	2.75	3.37	5.17no	5.65no	4.32s	2.54
Personal letters (e.g. to a friend or relative)	2.05	2.84b	1.93	1.90	2.09	1.95	2.15	2.16	1.88	1.79	1.88	1.83	2.17	2.88	2.02	1.83	2.22	2.46	2.10	1.83
Formal letters to organisations or individuals	2.02	2.31	1.94	2.03	2.02	2.07	1.96	2.31	2.03	2.03	2.35	1.88	1.72	1.91	2.17	2.16	1.84	1.81	1.96	2.29
Payments for Bills/ invoices/ statements	2.16	2.11	2.19	2.20	2.15	2.13	2.21	2.27	2.47l	2.01	2.14	2.22	1.85	1.85	2.37q	2.06	2.01	1.85	2.14	2.26
Smaller parcels - that will fit through a letterbox	3.00	5.13b	2.45	5.15d	2.21	3.38	2.65	2.49	2.41	4.73	2.17	2.45	3.49	1.95	2.45	3.79	2.67	2.91	2.75	1.97
Larger parcels - that will not fit through a letterbox	2.58	3.87b	2.31	3.70d	2.14	2.33	2.81	2.40	2.78	2.52	2.47	2.64	2.95	2.29	2.60	2.50	2.65	2.67	2.73s	1.70
Items requiring a signature	1.99	2.01	1.99	2.57d	1.77	1.84	2.17	2.00	2.01	2.03	2.11	2.04	1.80	1.61	2.01	2.06	1.89	1.73	2.03	1.76
Other important items which involve postal or delivery services	2.09	2.52	2.01	2.27	1.99	1.92	2.29	2.72h	1.78	1.97	2.65	1.88	1.84	1.80	2.18	2.21	1.85	1.83	2.23	1.56
All Post	6.65	8.75b	6.13	10.09d	5.92	6.68	6.63	6.68	6.46	7.14	5.89	6.14	7.21	7.09	6.57	6.62	6.72	7.15	6.59	5.73
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.82	5.57b	4.63	4.65	4.85	4.73	4.89	4.64	4.31	3.95	4.25	4.60	5.74hij	6.42ghijk	4.47	4.08	5.46no	6.06no	4.92	4.15
Small & Large Parcels Combined	3.92	6.51b	3.32	6.76d	2.95	4.13	3.76	3.48	3.84	5.30	3.25	3.52	4.20	2.64	3.66	4.52	3.53	3.55	3.79s	2.71

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	4.13	4.25	4.09	3.90	4.29	4.15	4.10	3.46	5.03g	3.44	4.21	4.11	4.48m	3.35	4.27	3.61	4.11	3.70	4.18	5.25
Personal letters (e.g. to a friend or relative)	2.05	2.13	1.96	1.91	2.17	2.04	2.05	1.93	2.25	1.83	2.29	1.87	1.94	2.25	1.98	1.80	2.03	2.01	2.02	2.58
Formal letters to organisations or individuals	2.02	1.98	2.03	2.17	1.93	2.01	2.05	2.07	1.91	2.08	2.29	1.78	2.06	2.16	1.99	2.08	2.00	1.93	2.06	1.91
Payments for Bills/ invoices/ statements	2.16	2.04	2.12	2.34	2.16	2.08	2.25	2.21	2.03	1.91	1.99	2.18	2.41	2.09	2.24	1.88	2.21	2.25	2.17	1.65
Smaller parcels - that will fit through a letterbox	3.00	2.43	3.97	2.33	2.95	3.28	2.62	2.60	2.55	2.34	2.21	2.81	2.41	2.35	2.53	2.32	2.60	3.12	2.44	11.04qr
Larger parcels - that will not fit through a letterbox	2.58	3.07	2.56	2.28	2.42	2.78	2.35	2.57	2.47	2.84	2.38	2.50	2.36	2.86	2.42	2.82	2.49	2.46	2.52	4.12qr
Items requiring a signature	1.99	1.87	2.14	1.91	2.03	2.01	1.96	1.98	1.97	2.09	2.11	2.12	1.86	1.92	1.99	2.09	1.98	2.16	1.91	2.58
Other important items which involve postal or delivery services	2.09	2.21	2.31	2.01	1.73	2.25	1.86	2.17	1.83	2.05	1.78	1.83	2.36	1.94	2.06	2.05	2.01	1.97	2.03	3.12
All Post	6.65	7.34c	7.01	6.00	6.19	7.14f	6.10	6.43	6.51	5.63	6.38	6.33	6.97	6.30	6.61	5.65	6.52	6.58	6.35	12.09qr
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.82	5.12	4.69	4.66	4.85	4.86	4.76	4.41	5.41g	4.17	5.10	4.65	5.22	4.38	4.96	4.25	4.81	4.70	4.79	5.85
Small & Large Parcels Combined	3.92	3.91	4.61	3.15	3.74	4.31	3.43	3.69	3.34	3.60	3.19	3.62	3.36	3.73	3.44	3.54	3.58	3.85	3.48	10.81qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 172

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	4.13	4.15	4.03	5.47	4.05	5.01	3.88	4.87	3.84	3.60	3.33	3.23	3.66	4.23	3.92	5.14	4.70	4.57	5.08
Personal letters (e.g. to a friend or relative)	2.05	2.06	1.92	2.45	2.02	2.12	2.33	2.02	1.95	2.21	2.73	1.85	1.91	2.11	1.72	2.01	1.91	2.02	2.14
Formal letters to organisations or individuals	2.02	1.98	2.31	2.95a	2.03	1.84	2.24	1.84	3.85	1.72	1.95	2.13	1.94	1.74	2.31m	1.90	1.76	2.56	1.77
Payments for Bills/ invoices/ statements	2.16	2.18	2.05	3.02	2.13	2.01	3.18d	1.88	1.95	2.04	2.21	2.07	2.07	2.07	2.33	2.03	2.10	2.02	2.01
Smaller parcels - that will fit through a letterbox	3.00	2.99	3.03	3.01	3.08	2.35	2.93	2.41	2.37	4.25	2.22	2.27	2.78n	2.51	2.04	5.47	2.43	2.38	2.35
Larger parcels - that will not fit through a letterbox	2.58	2.55	2.72	2.69	2.60	2.49	2.54	2.56	2.66	3.28	1.90	2.55	2.84j	2.28	2.04	2.92j	2.83j	2.37	2.51
Items requiring a signature	1.99	1.95	2.24	2.74	1.95	2.41	2.03	2.16	2.24m	1.76	1.97	1.72	2.17m	1.49	1.98m	2.30	1.91	2.41	2.41m
Other important items which involve postal or delivery services	2.09	2.14	1.74	1.74	2.03	2.62	2.47	1.84	1.60	1.71	2.16	1.97	2.41	1.22	2.11	2.12	2.29	1.30	2.91
All Post	6.65	6.65	6.66	8.59	6.63	6.63	7.29	6.09	5.91	7.20	5.62	5.34	6.50	5.99	6.71	8.19	6.54	6.33	6.68
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.82	4.84	4.64	6.88ab	4.74	5.27	5.34	4.74	4.61	4.59	4.43	4.02	4.48	4.80	4.91	5.19	5.05	4.78	5.36
Small & Large Parcels Combined	3.92	3.86	4.22	4.26	4.01	3.29	3.79	3.42	3.36	5.16	2.90	3.23	4.07jn	3.24	2.92	6.35	3.55	3.12	3.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	4.13	2.96	5.07ac	3.47	4.89ac	2.96	2.04	3.25	5.07	3.07	5.57	4.32	4.15	3.58	3.78	2.33	4.24	3.53	3.93	4.33	3.86	5.28	3.71	4.10	4.82	3.75	4.32
Personal letters (e.g. to a friend or relative)	2.05	1.95	2.21	1.97	2.12	1.95	1.69	1.85	2.21	1.85	2.72	2.19	1.94	1.83	2.11	1.74	2.07	2.05	1.99	2.18	1.67	2.10	2.55	2.07	2.21	1.95	2.13
Formal letters to organisations or individuals	2.02	2.09	1.92	2.07	1.96	2.09	1.99	2.06	1.92	2.34	1.72	2.21	1.90	1.69	2.48m	1.45	2.05	2.25	2.09	1.95	2.01	1.51	4.08	2.02	2.08	2.04	2.02
Payments for Bills/ invoices/ statements	2.16	2.24	1.99	2.24	2.09	2.24	1.84	2.11	1.99	1.82	1.75	2.39l	1.96	1.98	2.69l	2.49	2.15	2.66l	2.29	1.98	2.19	3.03	1.19	2.14	2.43	2.24	2.10
Smaller parcels - that will fit through a letterbox	3.00	3.24	2.94	3.07	2.87	3.24	2.57	2.59	2.94	2.09	2.58	2.73	3.26	2.86	2.66	4.49	3.02	3.01	3.81s	1.97	2.32	2.78s	7.41	3.02	3.56s	2.46	3.28
Larger parcels - that will not fit through a letterbox	2.58	2.27	3.09ac	2.29	2.82c	2.27	2.66	2.22	3.09	2.79	2.75	2.43	2.52	2.39	2.55	7.64	2.48	3.59p	2.93s	2.20	1.94	2.19	2.83	2.64	2.33	2.51	2.62
Items requiring a signature	1.99	2.02	2.03	1.94	1.90	2.02	1.68	1.93	2.03	2.04	1.92	1.79	2.19	1.93	2.20	1.29	2.00	2.00	2.17s	1.78	1.77	2.12	2.32	2.00	2.17	2.09	1.93
Other important items which involve postal or delivery services	2.09	2.07	1.84	2.14	2.07	2.07	3.29	1.83	1.84	1.51	1.66	2.12	1.83	2.77	2.26	1.51	1.97	2.10	1.85	2.22	2.64	2.50	1.25	2.02	2.09	2.27	1.85
All Post	6.65	6.33	6.87	6.62	6.99	6.33	4.75	5.46	6.87	5.11	6.79	7.21mnc	6.66	5.67	5.47	6.56	6.93	5.69	7.60st	6.04	5.11	6.11	5.60	6.88t	5.97	7.64z	6.23
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.82	4.13	5.32ac	4.51	5.34ac	4.13	3.13	4.03	5.32	3.76	5.77	5.45lm	4.57	4.03	4.30	2.80	5.00	4.02	4.88	4.83	4.28	5.47	4.32	4.85	5.14	5.25	4.61
Small & Large Parcels Combined	3.92	3.91	4.14	3.84	3.98	3.91	3.61	3.18	4.14	3.40	3.51	3.59	4.15	3.62	3.66	7.46k	3.89	4.49	4.80s	2.86	2.99	3.27	7.88	3.99s	4.05s	3.66	4.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	4.13	4.98	4.08	2.21	3.98	4.26	3.15	4.16	4.62	2.13	3.40	4.15	1.61
Personal letters (e.g. to a friend or relative)	2.05	1.90	2.06	2.45	2.26	1.95	1.90	2.07	1.90	1.73	1.69	2.05	2.00
Formal letters to organisations or individuals	2.02	1.99	2.03	1.75	2.06	2.02	1.85	2.05	1.89	1.62	1.52	2.03	1.00
Payments for Bills/ invoices/ statements	2.16	1.92	2.19	1.71	2.24	2.17	1.70	2.14	2.72	1.58	1.80	2.17	2.00
Smaller parcels - that will fit through a letterbox	3.00	2.49	3.04	2.25	2.58	2.61	9.54de	3.01	2.92	2.47	2.86	3.00	1.11
Larger parcels - that will not fit through a letterbox	2.58	2.36	2.60	2.04	2.61	2.52	3.19	2.61	1.99	2.27	2.49	2.58	1.65
Items requiring a signature	1.99	1.60	2.04	1.58	2.18	1.86	2.39	2.01	1.71	1.26	1.67	1.99	-
Other important items which involve postal or delivery services	2.09	1.77	2.15	1.68	2.41	1.89	1.89	2.01	3.02	1.00	3.24	2.08	4.00
All Post	6.65	7.49	6.59	6.12	6.93	6.30	9.80e	6.61	9.48i	4.93	4.86	6.68	3.05
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.82	5.70	4.75	4.88	5.09	4.74	4.24	4.80	6.29	3.11	4.22	4.83	2.89
Small & Large Parcels Combined	3.92	3.47	3.96	2.82	3.62	3.58	9.55de	3.92	4.09	3.47	3.14	3.92	1.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	4.13	5.67bc	2.51	2.36	5.55bc	9.91fghijklmno	2.93hm	2.69	2.10	2.97	2.46	2.76m	2.41	1.95	2.47	2.70	9.91fghijklmno
Personal letters (e.g. to a friend or relative)	2.05	2.06	2.09	1.95	2.08	2.40f	1.54	2.24	1.72	1.91	2.56	1.70	2.07	2.00	1.81	2.14	2.29f
Formal letters to organisations or individuals	2.02	2.17	1.87	2.00	2.03	2.90	1.86	1.68	1.65	2.27	1.69	1.82	2.32	1.81	2.04	2.28ghjp	1.66
Payments for Bills/ invoices/ statements	2.16	2.06	2.08	2.38	2.11	2.38	1.78	2.00	2.00	2.22	2.02	2.44	2.70	1.97	2.17	2.16	1.97
Smaller parcels - that will fit through a letterbox	3.00	2.35	2.18	2.79	4.46	2.66	2.37	1.97	2.07	2.26	2.21	1.99	2.68	3.41	7.79	2.54	3.62
Larger parcels - that will not fit through a letterbox	2.58	3.01	2.14	2.53	2.64b	4.37	2.28	2.01	2.10	2.20	2.10	2.33	2.90	2.29	2.44	2.71	2.74
Items requiring a signature	1.99	2.02	1.69	2.20b	2.05	2.32h	1.92	1.85	1.50	1.77	1.77	2.38	2.70hmp	1.69	2.22	2.31	1.62
Other important items which involve postal or delivery services	2.09	2.60	1.88	1.69	2.08	3.67	2.56	1.50	1.79	2.25	1.64	1.50	1.88	1.60	1.51	2.44	2.22
All Post	6.65	7.65bc	4.80	5.51	8.52bc	12.03fghijklmno	5.44h	4.86	4.06	5.42h	4.94	4.61	6.00h	5.82h	7.52	6.43ghjk	11.46fghijklmno
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	4.82	6.08bc	3.45	3.54	6.03bc	10.22fghijklmno	3.84h	3.50	2.83	4.05h	3.48	3.54	3.76h	3.30	3.77h	4.04h	9.92fghijklmno
Small & Large Parcels Combined	3.92	3.70	2.91	3.77	5.15b	4.90	3.11	2.81	2.74	2.98	3.02	2.89	4.00gh	4.17	7.20	3.70	4.60gh

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	1222 20%	91 7%	1131 23%a	305 35%d	917 17%	561 19%	657 21%	244 30%ijklm	243 28%ijklm	230 21%klm	165 20%lm	188 16%lm	86 11%	66 11%	487 29%opq	395 20%pq	340 13%	152 11%	967 19%	239 26%r
No	4772 77%	1131 92%b	3641 74%	533 62%	4238 80%c	2364 78%	2398 76%	532 65%	591 68%	861 77%gh	634 77%gh	936 82%ghij	663 87%ghij	555 88%ghijk	1123 66%	1495 77%n	2154 85%no	1217 88%no	4127 79%s	614 68%
I don't know	175 3%	11 1%	164 3%a	23 3%	152 3%	88 3%	88 3%	48 6%ijklm	39 5%klm	31 3%	23 3%	18 2%	11 1%	6 1%	87 5%opq	53 3%pq	35 1%	17 1%	118 2%	51 6%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	1222 20%	259 22%bc	358 18%	254 18%	351 21%	617 20%	605 20%	858 23%h	352 15%	142 25%lmn	155 22%	347 22%	288 19%	194 18%	789 21%	145 25%p	1006 19%	346 27%r	811 18%	65 22%
No	4772 77%	865 75%	1531 79%	1105 79%a	1269 76%	2397 77%	2374 77%	2724 74%	1983 83%g	392 70%	544 76%	1184 75%i	1225 79%i	856 80%ik	2953 77%i	414 71%	4045 78%o	915 71%	3654 80%qs	203 67%
I don't know	175 3%	29 3%	54 3%	35 3%	57 3%	83 3%	92 3%	105 3%	59 2%	27 5%klmn	19 3%	41 3%	41 3%	18 2%	100 3%	27 5%p	121 2%	35 3%	108 2%	33 11%qr

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	1222 20%	1086 29%b	136 16%	29 17%	1048 20%	95 18%	51 17%	28 17%	43 17%	141 21%	91 18%	76 17%	126 23%kp	125 22%p	192 24%hkpq	175 21%	81 15%	9 12%	86 19%
No	4772 77%	4070 77%	702 81%a	140 81%	3985 77%	412 80%	238 80%	137 81%	199 80%n	505 75%	405 80%n	362 81%ln	404 74%	436 76%	586 72%	653 77%	434 82%lln	58 85%n	354 79%n
I don't know	175 3%	150 3%	26 3%	4 2%	152 3%	11 2%	7 2%	5 3%	8 3%	29 4%	13 2%	11 2%	14 3%	13 2%	33 4%	16 2%	14 3%	2 3%	9 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 175

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	1222	490	448	724	682	490	51	104	448	59	165	411	528	154	105	24	938	129	501	518	132	52	15	1019	66	1222	-
	20%	20%	20%	21%	21%	20%g	26%g	13%	20%j	26%j	15%	20%oq	22%oq	19%o	18%o	10%	21%oq	15%	20%vx	22%uvx	19%vx	15%	9%	21%uvx	13%	75%z	-
No	4772	1855	1761	2645	2552	1855	133	657	1761	160	884	1620	1843	605	475	211	3463	686	2029	1778	506	294	140	3807	435	348	4424
	77%	77%	78%	77%	77%	77%f	69%	84%ef	78%	71%	83%hi	79%	76%	75%	80%	88%klmno	77%	82%lmp	79%st	75%	74%	83%stw	87%rstw	77%	85%rstw	21%	97%y
I don't know	175	60	52	88	80	60	10	17	52	7	22	32	65	52	14	4	97	18	39	71	43	7	5	110	13	59	116
	3%	2%	2%	3%	2%	2%	5%	2%	2%	3%	2%	2%	3%	6%klnopq	2%	2%	2%	2%	2%	3%r	6%rsuwx	2%	3%	2%	2%	4%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	1222 20%	121 30%b	1088 19%	13 32%	454 27%e	675 16%	93 29%e	1126 19%	54 34%glk	20 29%	13 17%	1200 20%	9 25%
No	4772 77%	267 67%	4481 78%ac	23 55%	1182 69%	3379 82%df	211 66%	4562 78%hi	91 56%	44 64%	59 79%h	4696 77%hi	17 49%
I don't know	175 3%	12 3%	158 3%	6 13%ab	70 4%e	88 2%	18 5%e	142 2%	16 10%gk	5 7%g	3 4%	163 3%	9 26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	1222 20%	333 22%c	293 19%	253 16%	343 22%c	127 24%klm	117 23%l	89 18%	103 20%	94 18%	96 19%	80 16%	85 16%	87 17%	110 21%	111 22%	122 25%ghklm
No	4772 77%	1163 75%	1209 78%	1252 81%ad	1148 75%	388 74%	378 73%	397 80%p	411 78%p	396 78%	401 79%p	396 81%efp	434 82%efp	422 80%efp	413 78%	381 75%	354 71%
I don't know	175 3%	46 3%	40 3%	45 3%	44 3%	12 2%	22 4%	12 2%	10 2%	19 4%	10 2%	15 3%	13 3%	17 3%	9 2%	16 3%	19 4%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?
BY QG2_3 Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Eff. Base	QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?		
			Yes	No	I don't know
Unweighted Base	6169	6169	1066	4930	173
Weighted Base	6169	3793	1145	4840	184
Effective Base	3793	10034	693	2992	107
Yes	1222 20%	743	911 80%	279 6%	32 17%
No	4772 77%	2942	202 18%	4509 93%	61 33%
I don't know	175 3%	108	33 3%	52 1%	90 49%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?
BY QG2B_1 Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Eff. Base	QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?		
			Yes	No	I don't know
Unweighted Base	**6169**	6169	1358	4650	161
Weighted Base	**6169**	3793	1440	4558	171
Effective Base	**3793**	10034	866	2823	105
Yes	**1222**	743	898	288	36
	20%		62%	6%	21%
No	**4772**	2942	491	4216	64
	77%		34%	93%	38%
I don't know	**175**	108	51	54	71
	3%		4%	1%	41%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	852 14%	62 5%	790 16%a	252 29%d	599 11%	444 15%	406 13%	206 25%ijklm	178 20%ijklm	178 16%klm	115 14%klm	113 10%lm	36 5%	25 4%	383 23%opq	294 15%pq	174 7%q	61 4%	655 13%	185 20%r
No	5140 83%	1159 94%b	3982 81%	580 67%	4561 86%c	2496 83%	2632 84%	587 71%	657 75%	906 81%gh	675 82%gh	1009 88%ghij	713 94%ghij	593 95%ghijk	1243 73%	1581 81%n	2316 92%no	1306 94%nop	4431 85%s	672 74%
I don't know	177 3%	12 1%	165 3%a	29 3%	148 3%	73 2%	103 3%	31 4%klm	38 4%klm	38 3%lm	31 4%klm	20 2%	11 1%	8 1%	69 4%pq	69 4%pq	39 2%	19 1%	126 2%	47 5%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	852 14%	189 16%bc	245 13%	203 15%	214 13%	434 14%	417 14%	652 18%h	190 8%	97 17%	89 12%	242 15%	216 14%	156 15%	546 14%	101 17%	713 14%	237 18%r	574 13%	40 13%
No	5140 83%	939 81%	1650 85%a	1148 82%	1402 84%	2589 84%	2550 83%	2932 80%	2142 89%g	438 78%	599 83%	1286 82%	1306 84%i	893 84%i	3191 83%i	460 78%	4332 84%o	1020 79%	3891 85%qs	229 76%
I don't know	177 3%	25 2%	48 2%	43 3%	61 4%	73 2%	104 3%	103 3%	62 3%	26 5%lmn	30 4%lm	44 3%	31 2%	20 2%	105 3%	27 5%p	128 2%	40 3%	107 2%	31 10%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	852 14%	757 14%b	94 11%	19 11%	746 14%ef	53 10%	33 11%	20 11%	26 10%	128 19%hjpqr	66 13%p	64 14%pq	83 15%pq	82 14%pq	134 16%hpqr	120 14%p	43 8%	4 5%	49 11%
No	5140 83%	4398 83%	743 86%	149 86%	4288 83%	448 87%d	258 87%d	146 86%	218 87%iln	533 79%	428 84%	368 82%	440 81%	473 82%	645 79%	715 85%i	468 88%iklmn	64 93%iklmn	384 85%in
I don't know	177 3%	150 3%	27 3%	5 3%	150 3%	17 3%	5 2%	5 3%	6 3%	15 2%	15 3%	16 4%o	20 4%o	18 3%o	33 4%o	9 1%	18 3%o	1 1%	16 4%o

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	852 14%	381 16%bd	262 12%	552 16%bd	433 13%	381 16%g	35 18%g	63 8%	262 12%j	36 16%j	77 7%	271 13%o	384 16%knoq	109 13%o	68 12%	17 7%	655 15%oc	86 10%	357 14%ux	359 15%ux	90 13%x	29 8%	14 9%	716 14%ux	43 8%	852 52%z	- -
No	5140 83%	1966 82%	1951 86%ac	2814 81%	2799 84%ac	1966 82%	151 78%	700 90%ef	1951 86%	183 81%	971 91%hi	1751 85%l	1984 81%	665 82%	509 86%	217 91%klmo	3735 83%	726 87%lmq	2166 84%	1939 82%	555 82%	316 89%stw	143 83%	4105 83%	458 89%rstw	707 43%	4434 98%y
I don't know	177 3%	57 2%	47 2%	92 3%	82 2%	57 2%	7 4%	14 2%	47 2%	8 3%	24 2%	41 2%	67 3%	37 5%kp	17 3%	4 2%	109 2%	20 2%	45 2%	71 3%r	36 5%rsw	9 3%	3 2%	116 2%	12 2%	70 4%z	107 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	852 14%	76 19%b	767 13%	9 21%	286 17%e	496 12%	70 22%e	763 13%	59 37%gijk	14 20%	9 12%	836 14%	7 19%
No	5140 83%	307 77%c	4809 84%ac	25 59%	1351 79%f	3560 86%df	229 71%	4924 84%hi	86 54%	49 72%	64 86%h	5059 83%hi	18 51%
I don't know	177 3%	18 5%	151 3%	8 19%ab	69 4%e	86 2%	22 7%e	144 2%	15 9%gk	6 9%gk	2 2%	165 3%	11 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	852 14%	254 16%bc	194 13%	176 11%	229 15%c	87 17%k	85 17%k	81 16%k	69 13%	59 12%	66 13%	49 10%	62 12%	64 12%	82 15%k	76 15%	71 14%
No	5140 83%	1240 80%	1302 86%a	1331 86%ad	1267 83%	429 81%	410 79%	401 81%	441 84%	428 84%	434 86%f	427 87%efg	463 87%efg	440 84%	440 83%	416 82%	411 83%
I don't know	177 3%	49 3%	45 3%	43 3%	39 3%	12 2%	21 4%l	16 3%	14 3%	23 4%jl	8 2%	14 3%	7 1%	22 4%jl	10 2%	15 3%	14 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?
BY QG2_4 Cut back on essentials so that you can afford to send the same number of parcels?

Base : All participants

	Total	Eff. Base	QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?		
			Yes	No	I don't know
Unweighted Base	6169	6169	764	5232	173
Weighted Base	6169	3793	842	5138	189
Effective Base	3793	10034	509	3167	116
Yes	852 14%	506	623 74%	194 4%	35 18%
No	5140 83%	3176	196 23%	4884 95%	61 32%
I don't know	177 3%	112	24 3%	60 1%	93 49%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?
BY QG2B_2 Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Eff. Base	QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?		
			Yes	No	I don't know
Unweighted Base	6169	6169	836	5171	162
Weighted Base	6169	3793	914	5086	169
Effective Base	3793	10034	543	3148	103
Yes	852	506	587	242	23
	14%		64%	5%	14%
No	5140	3176	285	4775	81
	83%		31%	94%	48%
I don't know	177	112	43	69	65
	3%		5%	1%	39%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	1145 19%	69 6%	1076 22%a	305 35%d	840 16%	538 18%	601 19%	256 31%ijklm	248 28%ijklm	229 20%klm	149 18%klm	153 13%lm	66 9%	45 7%	504 30%opq	377 19%pq	264 10%	111 8%	872 17%	256 28%r
No	4840 78%	1156 94%b	3685 75%	537 62%	4304 81%c	2396 80%	2436 78%	531 64%	584 67%	863 77%gh	641 78%gh	974 85%ghij	680 89%ghijk	567 91%ghijk	1115 66%	1504 77%n	2221 88%no	1247 90%no	4207 81%s	602 67%
I don't know	184 3%	8 1%	176 4%a	19 2%	165 3%	78 3%	105 3%	37 5%kl	40 5%kl	30 3%	32 4%k	15 1%	15 2%	14 2%	77 5%pq	62 3%p	44 2%	29 2%	133 3%	47 5%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	1145 19%	235 20%	350 18%	246 18%	315 19%	584 19%	561 18%	831 23%h	303 13%	129 23%m	146 20%	310 20%	293 19%	188 18%	749 19%	132 23%	957 19%	329 25%r	749 16%	67 22%r
No	4840 78%	887 77%	1542 79%	1119 80%	1291 77%	2429 78%	2410 78%	2755 75%	2024 85%g	403 72%	545 76%	1220 78%i	1219 78%i	857 80%i	2984 78%i	426 73%	4078 79%o	928 72%	3714 81%qs	198 66%
I don't know	184 3%	32 3%	52 3%	28 2%	72 4%bc	84 3%	100 3%	101 3%	67 3%	29 5%klmn	27 4%	41 3%	42 3%	23 2%	110 3%	29 5%p	136 3%	39 3%	110 2%	35 12%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	1145 19%	1023 19%bc	122 14%	22 13%	980 19%	85 16%	50 17%	31 18%	39 15%	133 20%p	88 17%	72 16%	121 22%hkp	118 21%p	182 22%hkp	163 19%p	64 12%	8 12%	77 17%p
No	4840 78%	4135 78%	705 82%	148 86%a	4047 78%	417 80%	240 81%	137 80%	203 81%ln	516 76%	409 80%n	366 82%ln	406 75%	437 76%	595 73%	667 79%	449 85%illmno	57 83%	359 80%n
I don't know	184 3%	148 3%	36 4%	3 2%	159 3%	16 3%	6 2%	3 2%	8 3%	27 4%	11 2%	11 3%	17 3%	19 3%	35 4%o	15 2%	16 3%	3 5%	13 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	1145 19%	474 20%	382 17%	710 21%b	619 19%	474 20%g	48 25%g	95 12%	382 17%j	51 23%j	128 12%	375 18%oq	488 20%oq	163 20%oq	93 16%	25 11%	863 19%oq	118 14%	466 18%vx	490 21%uvx	122 18%vx	51 14%	12 7%	956 19%vx	63 12%	1145 70%z	-
No	4840 78%	1862 77%	1821 81%ac	2655 77%	2614 79%	1862 77%f	134 69%	661 85%ef	1821 81%	167 74%	917 86%hi	1637 79%	1880 77%	611 75%	486 82%m	211 89%klmp	3517 78%	697 84%klmp	2056 80%s	1808 76%	519 76%	290 82%	145 91%rstw	3864 78%	436 85%stw	425 26%	4415 97%y
I don't know	184 3%	69 3%	57 3%	92 3%	81 2%	69 3%	12 6%eg	21 3%	57 3%	8 3%	26 2%	51 2%	67 3%	37 5%klopq	15 3%	2 1%	118 3%	17 2%	46 2%	70 3%r	39 6%rsw	12 3%	3 2%	116 2%	16 3%	58 4%	125 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	1145	100	1032	14	426	628	91	1049	61	20	11	1129	6
	19%	25%b	18%	33%b	25%e	15%	28%e	18%	38%gjk	29%	14%	19%	16%
No	4840	286	4533	22	1218	3413	210	4628	87	45	63	4760	17
	78%	71%c	79%ac	52%	71%	82%df	65%	79%hi	54%	66%	85%hi	79%h	48%
I don't know	184	16	162	6	62	101	21	154	13	3	1	171	12
	3%	4%	3%	15%ab	4%e	2%	6%e	3%	8%gk	5%	1%	3%	35%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	1145 19%	325 21%bc	261 17%	242 16%	317 21%bc	117 22%ijkl	118 23%ijklm	90 18%	104 20%	80 16%	77 15%	76 16%	79 15%	87 16%	109 20%	98 19%	110 22%ijkl
No	4840 78%	1173 76%	1239 80%ad	1261 81%ad	1167 76%	397 75%	384 74%	392 79%	408 78%	408 80%	423 83%efnp	396 81%p	445 84%efnp	420 80%	405 76%	397 78%	366 74%
I don't know	184 3%	45 3%	41 3%	47 3%	51 3%	14 3%	15 3%	16 3%	12 2%	22 4%jl	7 1%	19 4%	9 2%	20 4%	19 4%	12 2%	20 4%j

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
		Methodology		**Online business/hobby**		**Gender**		**Age**							**Age NET**				**Ethnicity**	
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	842 14%	54 4%	789 16%a	275 32%d	567 11%	451 15%f	390 12%	203 25%ijklm	189 22%ijklm	179 16%klm	108 13%lm	111 10%lm	33 4%	19 3%	392 23%opq	287 15%pq	163 6%q	52 4%	637 12%	194 21%r
No	5138 83%	1169 95%b	3969 80%	555 64%	4583 86%c	2482 82%	2643 84%	588 71%	639 73%	906 81%gh	684 83%gh	1013 89%ghij	715 94%ghij	592 95%ghijk	1227 72%	1590 82%n	2320 92%no	1307 94%nop	4431 85%s	670 74%
I don't know	189 3%	10 1%	179 4%a	31 4%	158 3%	80 3%	109 3%	33 4%kl	44 5%klm	37 3%k	30 4%kl	18 2%	12 2%	15 2%	77 5%pq	67 3%pq	45 2%	27 2%	145 3%	41 5%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	842 14%	200 17%bc	241 12%	198 14%	202 12%	442 14%	400 13%	637 17%h	190 8%	97 17%j	89 12%	245 16%	216 14%	148 14%	549 14%	99 17%	709 14%	248 19%r	545 12%	50 17%
No	5138 83%	936 81%	1648 85%a	1152 83%	1401 83%	2584 83%	2553 83%	2940 80%	2136 89%g	442 79%	597 83%	1274 81%	1301 84%i	903 84%i	3172 83%	465 79%	4323 84%o	1003 77%	3917 86%qs	217 72%
I don't know	189 3%	17 1%	54 3%	43 3%a	74 4%ab	71 2%	118 4%e	110 3%	68 3%	23 4%m	33 5%lm	52 3%m	37 2%	18 2%	122 3%	23 4%	140 3%	46 4%	110 2%	33 11%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	842 / 14%	762 / 14%bc	80 / 9%	13 / 7%	729 / 14%	60 / 12%	34 / 11%	19 / 11%	33 / 13%	118 / 17%jmpq	57 / 11%	60 / 13%	95 / 17%jmopq	68 / 12%	147 / 18%jmopqr	103 / 12%	49 / 9%	4 / 6%	56 / 12%
No	5138 / 83%	4378 / 83%	760 / 88%a	156 / 90%a	4288 / 83%	446 / 86%	255 / 86%d	148 / 87%d	207 / 83%	531 / 79%	440 / 86%iln	378 / 84%iln	424 / 78%	489 / 85%iln	631 / 78%	725 / 86%iln	463 / 87%iln	63 / 92%iln	383 / 85%iln
I don't know	189 / 3%	165 / 3%	24 / 3%	4 / 2%	168 / 3%	11 / 2%	7 / 2%	3 / 2%	10 / 4%	27 / 4%	12 / 2%	11 / 2%	24 / 5%o	17 / 3%	33 / 4%	17 / 2%	18 / 3%	1 / 2%	10 / 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	842 / 14%	385 / 16%bd	250 / 11%	554 / 16%bd	419 / 13%	385 / 16%g	41 / 21%g	75 / 10%	250 / 11%j	32 / 14%j	71 / 7%	260 / 13%	356 / 15%	126 / 16%o	77 / 13%	21 / 9%	616 / 14%	99 / 12%	327 / 13%ux	368 / 16%rux	104 / 15%ux	27 / 8%	14 / 8%	695 / 14%ux	40 / 8%	842 / 52%z	-
No	5138 / 83%	1955 / 81%	1937 / 86%ac	2820 / 82%	2802 / 85%ac	1955 / 81%	147 / 76%	687 / 88%ef	1937 / 86%	190 / 84%	966 / 90%hi	1761 / 85%lm	2005 / 82%	642 / 79%	500 / 84%	214 / 90%lmp	3766 / 84%m	714 / 86%m	2187 / 85%st	1923 / 81%	546 / 80%	313 / 89%stw	142 / 89%t	4110 / 83%	456 / 89%stw	702 / 43%	4436 / 98%y
I don't know	189 / 3%	64 / 3%	73 / 3%	83 / 2%	92 / 3%	64 / 3%	6 / 3%	15 / 2%	73 / 3%	5 / 2%	35 / 3%	42 / 2%	74 / 3%	43 / 5%klopc	17 / 3%	2 / 1%	116 / 3%	19 / 2%	54 / 2%	77 / 3%	31 / 5%rw	13 / 4%	5 / 3%	131 / 3%	18 / 3%	85 / 5%z	104 / 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	842	94	736	13	309	453	80	755	51	23	5	829	8
	14%	23%b	13%	30%b	18%e	11%	25%de	13%	32%gjk	33%gjk	6%	14%	24%
No	5138	294	4821	23	1317	3603	217	4917	100	40	65	5057	15
	83%	73%c	84%ac	55%	77%f	87%df	68%	84%hi	62%	59%	88%hi	83%hi	44%
I don't know	189	13	170	6	80	85	24	158	10	5	4	173	11
	3%	3%	3%	14%ab	5%e	2%	7%e	3%	6%	8%gjk	6%	3%	32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	842 14%	241 16%c	199 13%	176 11%	227 15%c	81 15%	97 19%gijklm	63 13%	77 15%	58 11%	64 13%	56 11%	59 11%	61 12%	83 16%	74 15%	70 14%
No	5138 83%	1246 81%	1296 84%	1326 86%a	1270 83%	426 81%	402 78%	417 84%	431 82%	434 86%f	431 86%f	416 85%f	461 87%ef	449 86%f	437 82%	420 83%	414 83%
I don't know	189 3%	57 4%	47 3%	48 3%	38 2%	20 4%	18 3%	19 4%	16 3%	18 4%	13 2%	19 4%	12 2%	17 3%	13 2%	13 3%	12 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Reduce the number of letters and cards you send so that you can afford essentials?	1222 20%	91 7%	1131 23%a	305 35%d	917 17%	561 19%	657 21%	244 30%ijklm	243 28%ijklm	230 21%klm	165 20%lm	188 16%lm	86 11%	66 11%	487 28%opq	395 20%pq	340 13%	152 11%	967 19%	239 26%r
Cut back on essentials so that you can afford to send the same number of letters and cards?	852 14%	62 5%	790 16%a	252 29%d	599 11%	444 15%	406 13%	206 28%ijklm	178 20%ijklm	178 16%klm	115 14%klm	113 10%lm	36 5%	25 4%	383 23%opq	294 15%pq	174 7%q	61 4%	655 13%	185 20%r
Reduce the number of parcels you send so that you can afford essentials?	1145 19%	69 6%	1076 22%a	305 35%d	840 16%	538 18%	601 19%	256 31%ijklm	248 28%ijklm	229 20%klm	149 18%klm	153 13%lm	66 9%	45 7%	504 30%opq	377 19%pq	264 10%	111 8%	872 17%	256 26%r
Cut back on essentials so that you can afford to send the same number of parcels ?	842 14%	54 4%	789 16%a	275 32%d	567 11%	451 15%f	390 12%	203 28%ijklm	189 22%ijklm	179 16%klm	108 13%lm	111 10%lm	33 4%	19 3%	392 23%opq	287 15%pq	163 6%q	52 4%	637 12%	194 21%r
NET: Affordability challenges when sending letters and cards	1410 23%	106 9%	1304 26%a	363 42%d	1047 20%	671 22%	734 23%	302 37%ijklm	284 33%ijklm	272 24%klm	181 22%lm	203 18%lm	96 13%	72 12%	586 35%opq	453 23%pq	371 15%	168 12%	1118 21%	276 31%r
NET: Affordability challenges when sending parcels	1345 22%	81 7%	1265 26%a	374 43%d	971 18%	660 22%	679 22%	309 37%ijklm	299 34%ijklm	275 25%klm	170 21%lm	171 15%lm	73 10%	48 8%	608 36%opq	445 23%pq	292 12%q	121 9%	1016 19%	309 34%r
NET: Had to cut back on post to afford essentials	1456 24%	98 8%	1358 28%a	372 43%d	1084 20%	683 23%	767 24%	307 37%ijklm	304 35%ijklm	282 25%klm	190 23%klm	205 18%lm	99 13%	69 11%	610 36%opq	472 24%pq	374 15%	169 12%	1139 22%	299 33%r
NET: Had to cut back on essentials to afford any post	1071 17%	71 6%	1000 20%a	324 38%d	747 14%	564 19%f	505 16%	263 32%hijklm	229 26%ijklm	226 20%klm	142 17%klm	136 12%lm	45 6%	30 5%	491 29%opq	368 19%pq	211 8%q	75 5%	824 16%	234 26%r
NET: ANY Affordability challenges when sending any post	1629 26%	115 9%	1513 31%a	420 49%d	1209 23%	783 26%	839 27%	355 43%ijklm	339 39%ijklm	322 29%klm	210 26%klm	218 19%lm	109 14%	76 12%	694 41%opq	531 27%pq	403 16%	185 13%	1267 24%	341 38%r
None of these	4540 74%	1117 91%b	3423 69%	441 51%	4099 77%c	2229 74%	2304 73%	469 57%	533 61%	800 71%gh	612 74%gh	924 81%ghij	651 86%ghijk	551 88%ghijk	1002 59%	1413 73%n	2126 84%no	1202 87%no	3945 76%s	564 62%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 183

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Reduce the number of letters and cards you send so that you can afford essentials?	1222 20%	259 22%bc	358 18%	254 18%	351 21%	617 20%	605 20%	858 23%h	352 15%	142 25%lmn	155 22%	347 22%	288 19%	194 18%	789 21%	145 25%p	1006 19%	346 27%r	811 18%	65 22%
Cut back on essentials so that you can afford to send the same number of letters and cards?	852 14%	189 16%bd	245 13%	203 15%	214 13%	434 14%	417 14%	652 18%h	190 8%	97 17%j	89 12%	242 15%	216 14%	156 15%	546 14%	101 17%	713 14%	237 18%r	574 13%	40 13%
Reduce the number of parcels you send so that you can afford essentials?	1145 19%	235 20%	350 18%	246 18%	315 19%	584 19%	561 18%	831 23%h	303 13%	129 23%m	146 20%	310 20%	293 19%	188 18%	749 19%	132 23%	957 19%	329 25%r	749 16%	67 22%r
Cut back on essentials so that you can afford to send the same number of parcels ?	842 14%	200 17%bc	241 12%	198 14%	202 12%	442 14%	400 13%	637 17%h	190 8%	97 17%j	89 12%	245 16%	216 14%	148 14%	549 14%	99 17%	709 14%	248 19%r	545 12%	50 17%
NET: Affordability challenges when sending letters and cards	1410 23%	298 26%b	401 21%	319 23%	393 23%	699 23%	711 23%	1004 27%h	391 16%	164 29%lmn	179 25%	393 25%	347 22%	223 21%	919 24%	170 29%p	1165 23%	386 30%r	951 21%	74 25%
NET: Affordability challenges when sending parcels	1345 22%	292 25%b	398 20%	296 21%	359 21%	690 22%	656 21%	978 27%h	350 15%	151 27%m	169 24%	368 23%	350 23%	220 21%	887 23%	155 26%p	1130 22%	386 30%r	874 19%	85 28%r
NET: Had to cut back on post to afford essentials	1456 24%	303 26%b	431 22%	315 23%	408 24%	734 24%	722 24%	1044 28%h	399 17%	165 29%lm	191 27%	406 26%m	360 23%	229 21%	957 25%	168 29%p	1211 23%	405 31%r	972 21%	80 27%
NET: Had to cut back on essentials to afford any post	1071 17%	245 21%bcd	307 16%	253 18%	266 16%	551 18%	519 17%	811 22%h	244 10%	118 21%	121 17%	309 20%	280 18%	179 17%	709 18%	123 21%	904 17%	305 24%r	711 16%	54 18%
NET: ANY Affordability challenges when sending any post	1629 26%	338 29%b	468 24%	369 26%	453 27%	806 26%	823 27%	1157 31%h	453 19%	185 33%lm	212 30%m	456 29%m	407 26%	253 24%	1075 28%m	190 32%p	1355 26%	452 35%r	1082 24%	94 31%r
None of these	4540 74%	815 71%	1476 76%a	1024 74%	1224 73%	2291 74%	2248 73%	2530 69%	1941 81%g	376 67%	506 70%	1115 71%	1146 74%i	816 76%ijkn	2768 72%	397 68%	3817 74%o	844 65%	3490 76%qs	206 69%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Reduce the number of letters and cards you send so that you can afford essentials?	1222 20%	1086 20%b	136 16%	29 17%	1048 20%	95 18%	51 17%	28 17%	43 17%	141 21%	91 18%	76 17%	126 23%kp	125 22%p	192 24%hkpq	175 21%	81 15%	9 12%	86 19%
Cut back on essentials so that you can afford to send the same number of letters and cards?	852 14%	757 14%b	94 11%	19 11%	746 14%ef	53 10%	33 11%	20 11%	26 10%	128 19%hjpqr	66 13%p	64 14%pq	83 15%pq	82 14%pq	134 16%hpqr	120 14%p	43 8%	4 5%	49 11%
Reduce the number of parcels you send so that you can afford essentials?	1145 19%	1023 19%bc	122 14%	22 13%	980 19%	85 16%	50 17%	31 18%	39 15%	133 20%p	88 17%	72 16%	121 22%hkp	118 21%p	182 22%hkp	163 19%p	64 12%	8 12%	77 17%p
Cut back on essentials so that you can afford to send the same number of parcels?	842 14%	762 14%bc	80 9%	13 7%	729 14%	60 12%	34 11%	19 11%	33 13%	118 17%jmpq	57 11%	60 13%	95 17%jmopq	68 12%	147 18%jmopq	103 12%	49 9%	4 6%	56 12%
NET: Affordability challenges when sending letters and cards	1410 23%	1246 23%b	164 19%	33 19%	1208 23%	110 21%	59 20%	34 20%	44 18%	186 28%hkpq	109 22%	94 21%	135 25%pq	135 24%	213 28%hpq	198 23%	93 18%	9 13%	100 22%
NET: Affordability challenges when sending parcels	1345 22%	1204 23%bc	141 16%	27 16%	1155 22%	98 19%	57 19%	35 21%	49 20%	165 24%p	103 20%	83 19%	141 26%kpqr	129 22%	216 27%hjkpqr	187 22%	82 15%	10 14%	89 20%
NET: Had to cut back on post to afford essentials	1456 24%	1293 24%bc	164 19%	36 21%	1246 24%	111 21%	62 21%	37 22%	51 20%	168 25%pq	118 23%	92 20%	147 27%hpq	144 25%	233 29%hkpq	200 24%	94 18%	9 13%	102 23%
NET: Had to cut back on essentials to afford any post	1071 17%	955 18%b	116 13%	24 14%	933 18%efg	72 14%	43 14%	23 14%	38 15%	154 23%hjpqr	81 16%	78 17%q	107 20%pq	97 17%q	170 21%hpqr	144 17%q	65 12%	5 7%	67 15%
NET: ANY Affordability challenges when sending any post	1629 26%	1449 27%b	179 21%	39 23%	1397 27%f	124 24%	66 23%	40 24%	58 23%	205 30%hpq	132 26%	107 24%	160 30%pq	26%	252 31%hkpq	222 26%	111 21%	11 15%	114 25%
None of these	4540 74%	3856 73%	684 79%a	134 77%	3788 73%	394 76%	229 77%d	130 76%	192 77%in	471 70%	377 74%	342 76%n	383 70%	423 74%	559 69%	622 74%	419 79%iln	58 85%iln	335 75%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	Stamp usage: 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class: Use 1st class all/most of the time (e)	1st class: ...and HH income <£11.5 (f)	1st class: ...and Not Working (g)	2nd class: Use 2nd class all/most of the time (h)	2nd class: ...and HH income <£11.5 (i)	2nd class: ...and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Reduce the number of letters and cards you send so that you can afford essentials?	1222 / 20%	490 / 20%	448 / 20%	724 / 21%	682 / 21%	490 / 20%g	51 / 26%g	104 / 13%	448 / 20%j	59 / 28%j	165 / 15%	411 / 20%oq	528 / 22%oq	154 / 19%o	105 / 18%o	24 / 10%	938 / 21%od	129 / 15%	501 / 20%vx	518 / 22%uvx	132 / 19%vx	52 / 15%	15 / 9%	1019 / 21%uvx	66 / 13%	1222 / 75%z	-
Cut back on essentials so that you can afford to send the same number of letters and cards?	852 / 14%	381 / 16%bd	262 / 12%	552 / 16%bd	433 / 13%	381 / 16%g	35 / 18%g	63 / 8%	262 / 12%	36 / 16%j	77 / 7%	271 / 13%o	384 / 16%knoq	109 / 13%o	68 / 12%	17 / 7%	655 / 15%o	86 / 10%	357 / 14%ux	359 / 15%ux	90 / 13%x	29 / 8%	14 / 9%	716 / 14%ux	43 / 8%	852 / 52%z	-
Reduce the number of parcels you send so that you can afford essentials?	1145 / 19%	474 / 20%	382 / 17%	710 / 21%b	619 / 19%	474 / 20%g	48 / 25%g	95 / 12%	382 / 17%j	51 / 23%j	128 / 12%	375 / 18%oq	488 / 20%oq	163 / 20%od	93 / 16%	25 / 11%	863 / 19%od	118 / 14%	466 / 18%vx	490 / 21%uvx	122 / 18%vx	51 / 14%	12 / 7%	956 / 19%vx	63 / 12%	1145 / 70%z	-
Cut back on essentials so that you can afford to send the same number of parcels?	842 / 14%	385 / 16%bd	250 / 11%	554 / 16%bd	419 / 13%	385 / 16%g	41 / 21%g	75 / 10%	250 / 11%	32 / 14%j	71 / 7%	260 / 13%	356 / 15%	126 / 16%o	77 / 13%	21 / 9%	616 / 14%	99 / 12%	327 / 13%ux	368 / 16%rux	104 / 15%ux	27 / 8%	14 / 8%	695 / 14%ux	40 / 8%	842 / 52%z	-
NET: Affordability challenges when sending letters and cards	1410 / 23%	567 / 24%	512 / 23%	841 / 24%	786 / 24%	567 / 24%g	58 / 30%g	117 / 15%	512 / 23%j	69 / 30%hj	181 / 17%	466 / 23%oq	613 / 25%noq	183 / 23%oq	119 / 20%o	27 / 11%	1080 / 24%od	146 / 18%	574 / 22%vx	598 / 25%uvx	156 / 23%vx	60 / 17%	21 / 13%	1170 / 24%uvx	80 / 16%	1410 / 87%z	-
NET: Affordability challenges when sending parcels	1345 / 22%	556 / 23%b	447 / 20%	834 / 24%b	725 / 22%	556 / 23%g	55 / 29%g	117 / 15%	447 / 20%j	58 / 25%j	143 / 13%	423 / 20%o	619 / 24%koq	198 / 24%oq	114 / 19%	32 / 14%	999 / 22%od	146 / 18%	532 / 21%vx	616 / 24%ruvx	159 / 23%uvx	55 / 16%	16 / 10%	1110 / 22%uvx	72 / 14%	1345 / 83%z	-
NET: Had to cut back on post to afford essentials	1456 / 24%	594 / 25%	513 / 23%	881 / 25%	800 / 24%	594 / 25%g	59 / 31%g	125 / 16%	513 / 23%j	68 / 30%j	181 / 17%	485 / 24%oq	619 / 25%noq	200 / 25%oq	121 / 20%o	29 / 12%	1104 / 25%od	150 / 18%	585 / 23%vx	616 / 26%uvx	172 / 25%uvx	62 / 18%	16 / 10%	1201 / 24%uvx	77 / 15%	1456 / 89%z	-
NET: Had to cut back on essentials to afford any post	1071 / 17%	470 / 20%bd	330 / 15%	691 / 20%bd	551 / 17%	470 / 20%g	42 / 22%g	85 / 11%	330 / 15%	47 / 21%hj	97 / 9%	323 / 16%	471 / 19%koq	156 / 19%oq	94 / 16%	26 / 11%	794 / 18%o	119 / 14%	427 / 17%ux	455 / 19%ux	129 / 19%ux	39 / 11%	18 / 11%	882 / 18%ux	57 / 11%	1071 / 66%z	-
NET: ANY Affordability challenges when sending any post	1629 / 26%	653 / 27%	579 / 26%	977 / 28%	903 / 27%	653 / 27%g	64 / 33%g	141 / 18%	579 / 26%j	77 / 34%hj	201 / 19%	531 / 26%oq	688 / 28%oq	233 / 29%oq	140 / 24%o	35 / 15%	1219 / 27%od	175 / 21%	645 / 25%vx	690 / 29%uvx	193 / 28%uvx	71 / 20%	23 / 14%	1336 / 27%uvx	94 / 18%	1629 / 100%z	-
None of these	4540 / 74%	1751 / 73%	1682 / 74%	2480 / 72%	2410 / 73%	1751 / 73%	130 / 67%	636 / 82%ef	1682 / 74%i	149 / 66%	870 / 81%hi	1532 / 74%	1747 / 72%	578 / 71%	454 / 76%	203 / 85%klmnp	3279 / 73%	657 / 79%klmp	1923 / 75%s	1678 / 71%	488 / 72%	282 / 80%stw	137 / 86%rstw	3601 / 73%	420 / 82%rstw	-	4540 / 100%y

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Reduce the number of letters and cards you send so that you can afford essentials?	1222 20%	121 30%b	1088 19%	13 32%	454 27%e	675 16%	93 29%e	1126 19%	54 34%gjk	20 29%	13 17%	1200 20%	9 25%
Cut back on essentials so that you can afford to send the same number of letters and cards?	852 14%	76 19%b	767 13%	9 21%	286 17%e	496 12%	70 22%e	763 13%	59 37%gjk	14 20%	12 12%	836 14%	7 19%
Reduce the number of parcels you send so that you can afford essentials?	1145 19%	100 25%b	1032 18%	14 33%b	426 25%e	628 15%	91 28%e	1049 18%	61 38%gjk	20 29%	11 14%	1129 19%	6 16%
Cut back on essentials so that you can afford to send the same number of parcels ?	842 14%	94 23%b	736 13%	13 30%b	309 18%e	453 11%	80 25%de	755 13%	51 32%gjk	23 33%gjk	5 6%	829 14%	8 24%
NET: Affordability challenges when sending letters and cards	1410 23%	131 33%b	1263 22%	16 37%b	509 30%e	792 19%	109 34%e	1280 22%	80 50%gjk	22 32%	19 25%	1382 23%	9 25%
NET: Affordability challenges when sending parcels	1345 22%	124 31%b	1204 21%	17 41%b	492 29%e	738 18%	116 36%de	1217 21%	79 49%gjk	29 42%gjk	16 16%	1324 22%	9 26%
NET: Had to cut back on post to afford essentials	1456 24%	129 32%b	1309 23%	19 45%b	539 32%e	801 19%	117 36%e	1331 23%	77 48%gjk	26 37%gjk	14 19%	1434 24%	9 25%
NET: Had to cut back on essentials to afford any post	1071 17%	114 29%b	943 16%	14 34%b	390 23%e	588 14%	93 29%e	954 16%	75 47%gjk	25 36%gjk	9 12%	1053 17%	8 24%
NET: ANY Affordability challenges when sending any post	1629 26%	144 36%b	1465 26%	20 47%b	592 35%e	906 22%	131 41%e	1468 25%	97 60%gjk	33 48%gjk	20 27%	1598 26%	11 30%
None of these	4540 74%	257 64%	4261 74%ac	22 53%	1114 65%	3236 78%df	191 59%	4362 75%hi	64 40%	35 52%	54 73%hi	4461 74%hi	25 70%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Reduce the number of letters and cards you send so that you can afford essentials?	1222 20%	333 22%c	293 19%	253 16%	343 22%c	127 24%klm	117 23%l	89 18%	103 20%	94 18%	96 19%	80 16%	85 16%	87 17%	110 21%	111 22%	122 26%gjklm
Cut back on essentials so that you can afford to send the same number of letters and cards?	852 14%	254 16%bc	194 13%	176 11%	229 15%c	87 17%k	85 17%k	81 16%k	69 13%	59 12%	66 13%	49 10%	62 12%	64 12%	82 15%k	76 15%	71 14%
Reduce the number of parcels you send so that you can afford essentials?	1145 19%	325 21%bc	261 17%	242 16%	317 21%bc	117 22%ijkl	118 23%ijklm	90 18%	104 20%	80 16%	77 15%	76 16%	79 15%	87 16%	109 20%	98 19%	110 22%ijkl
Cut back on essentials so that you can afford to send the same number of parcels ?	842 14%	241 16%c	199 13%	176 11%	227 15%c	81 15%	97 19%gijklm	63 13%	77 15%	58 11%	64 13%	56 11%	59 11%	61 12%	83 16%	74 15%	70 14%
NET: Affordability challenges when sending letters and cards	1410 23%	395 26%c	336 22%	294 19%	385 25%c	150 28%jklm	133 26%kl	111 22%	119 23%	113 22%	104 20%	91 19%	99 19%	104 20%	130 24%	122 24%	133 27%klm
NET: Affordability challenges when sending parcels	1345 22%	383 25%bc	313 20%	287 19%	362 24%c	134 25%jklm	146 28%gijklm	103 21%	117 22%	102 20%	94 19%	90 18%	100 19%	97 18%	129 24%	110 22%	122 25%
NET: Had to cut back on post to afford essentials	1456 24%	404 26%c	348 23%	305 20%	400 26%c	161 31%gijklm	139 27%jkl	104 21%	135 26%k	112 22%	101 20%	91 18%	107 20%	107 20%	135 25%k	127 25%	138 28%gijklm
NET: Had to cut back on essentials to afford any post	1071 17%	313 20%bc	244 16%	231 15%	283 18%c	104 20%k	120 23%hijklm	88 18%	88 17%	73 14%	83 16%	68 14%	80 15%	83 16%	104 19%	95 19%	85 17%
NET: ANY Affordability challenges when sending any post	1629 26%	457 30%bcd	393 26%	340 22%	439 29%c	176 33%gijklm	161 31%gijklm	119 24%	146 28%k	133 26%	114 22%	102 21%	117 22%	121 23%	150 28%k	140 28%k	148 30%jkl
None of these	4540 74%	1086 70%	1148 74%a	1210 78%ad	1096 71%	352 67%	355 69%	379 76%ef	378 72%	376 74%e	394 78%efp	389 79%efhnop	415 78%efp	406 77%ef	382 72%	367 72%	347 70%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	1440 23%	113 9%	1327 27%a	345 40%d	1095 21%	666 22%	769 24%	230 28%ijklm	270 31%ijklm	250 22%	198 24%	229 20%	146 19%	118 19%	500 29%opq	448 23%pq	493 19%	264 19%	1183 23%	248 27%r
No	4558 74%	1112 90%b	3446 70%	495 58%	4063 77%c	2260 75%	2289 73%	545 66%	570 65%	843 75%gh	598 73%gh	892 78%ghj	606 80%ghj	503 80%ghj	1115 66%	1442 74%n	2001 79%no	1109 80%no	3915 75%s	609 67%
I don't know	171 3%	8 1%	163 3%a	20 2%	150 3%	87 3%	84 3%	49 6%ijklm	33 4%klm	29 3%	25 3%lm	21 2%	8 1%	6 1%	82 5%opq	54 3%pq	35 1%	14 1%	115 2%	48 5%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
							Social Grade NETs	**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	1440 23%	286 25%	442 23%	324 23%	388 23%	728 24%	712 23%	967 26%h	458 19%	158 28%m	177 25%	414 26%m	365 24%	211 20%	956 25%m	160 27%	1195 23%	368 28%r	1005 22%	67 22%
No	4558 74%	840 73%	1450 75%	1042 75%	1225 73%	2290 74%	2267 74%	2618 71%	1883 79%g	376 67%	516 72%	1116 71%	1159 75%i	840 79%ijkn	2790 73%i	399 68%	3860 75%o	889 69%	3461 76%qs	207 69%
I don't know	171 3%	27 2%	51 3%	28 2%	64 4%c	78 3%	92 3%	102 3%	54 2%	27 5%klmn	25 4%	41 3%	29 2%	18 2%	96 2%	28 5%p	117 2%	39 3%	106 2%	26 9%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	1440 23%	1253 24%	187 22%	32 19%	1253 24%eg	97 19%	62 21%	28 17%	62 25%p	194 29%kpqr	121 24%	94 21%	149 27%pqr	155 27%pqr	188 23%	195 23%	96 18%	9 14%	88 20%
No	4558 74%	3900 74%	657 76%	135 78%	3787 73%	404 78%d	230 78%d	137 80%d	181 72%	474 70%	371 73%	344 77%i	384 71%	404 70%	581 72%	630 75%	417 79%ilmn	54 78%	350 78%ilmn
I don't know	171 3%	152 3%	19 2%	5 3%	145 3%f	17 3%f	4 1%	5 3%f	7 3%	8 1%	17 3%i	10 2%	10 2%	14 2%	43 5%iklo	19 2%	16 3%	6 8%iklmopr	11 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 184

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	1440 23%	504 21%	649 29%ac	749 22%	893 27%ac	504 21%g	47 24%g	101 13%	649 29%	72 32%	281 26%	519 25%noq	600 25%noq	187 23%oq	107 18%o	25 11%	1119 25%noq	132 16%	600 23%v	579 24%vx	158 23%	72 20%	24 15%	1179 24%vx	96 19%	1077 66%z	363 8%
No	4558 74%	1847 77%bc	1558 69%	2633 76%bc	2344 71%	1847 77%	138 71%	658 85%ef	1558 69%	149 66%	777 73%	1499 73%	1776 73%	582 72%	473 80%klmp	210 88%klmnp	3276 73%	683 82%klmp	1930 75%	1709 72%	490 72%	273 77%	135 84%rstw	3639 74%	407 79%stw	492 30%	4066 90%y
I don't know	171 3%	53 2%	54 2%	76 2%	77 2%	53 2%	9 5%	19 2%	54 2%	6 3%	14 1%	45 2%	59 2%	42 5%klnopq	14 2%	3 1%	104 2%	17 2%	38 1%	80 3%r	33 5%rw	9 3%	2 1%	118 2%r	11 2%	59 4%	111 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	1440 23%	127 32%b	1298 23%	16 38%b	525 31%e	816 20%	100 31%e	1333 23%	65 40%gik	20 29%	14 19%	1418 23%	9 25%
No	4558 74%	266 66%c	4273 75%ac	20 47%	1115 65%	3242 78%df	201 63%	4353 75%h	88 55%	45 65%	57 76%h	4485 74%h	16 45%
I don't know	171 3%	8 2%	156 3%	6 15%ab	66 4%e	84 2%	20 6%e	145 2%	8 5%	4 6%	3 5%	156 3%	11 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
			Quarter								**Month**						
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	1440 23%	396 26%bc	325 21%	333 21%	386 25%b	141 27%i	141 27%ij	115 23%	122 23%	101 20%	103 20%	102 21%	113 21%	118 22%	135 25%	120 24%	131 26%l
No	4558 74%	1096 71%	1179 77%ad	1171 76%a	1112 72%	367 70%	358 69%	371 74%	396 76%	391 77%ef	392 77%ef	376 77%ef	406 76%	390 74%	383 72%	376 74%	353 71%
I don't know	171 3%	50 3%	37 2%	46 3%	37 2%	20 4%h	18 3%	13 3%	6 1%	17 3%	13 3%	13 3%	14 3%	19 4%h	15 3%	11 2%	12 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Eff. Base	QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?		
			Yes	No	I don't know
Unweighted Base	6169	6169	836	5171	162
Weighted Base	6169	3793	914	5086	169
Effective Base	3793	10034	543	3148	103
Yes	1440 23%	866	735 80%	680 13%	25 15%
No	4558 74%	2823	160 18%	4359 86%	39 23%
I don't know	171 3%	105	19 2%	47 1%	104 62%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	914 15%	72 6%	842 17%a	261 30%d	653 12%	510 17%f	402 13%	178 22%ijklm	203 23%ijklm	190 17%klm	130 16%klm	124 11%lm	50 7%	40 6%	381 22%opq	320 16%pq	213 8%	90 6%	714 14%	191 21%r
No	5086 82%	1155 94%b	3932 80%	575 67%	4511 85%c	2429 81%	2645 84%e	610 74%	636 73%	900 80%gh	674 82%gh	998 87%ghij	694 91%ghij	575 92%ghijk	1246 73%	1573 81%n	2267 90%no	1269 91%no	4380 84%s	669 74%
I don't know	169 3%	6 1%	162 3%a	25 3%	144 3%	74 2%	95 3%	35 4%k	34 4%k	32 3%	19 2%	20 2%	16 2%	12 2%	69 4%pq	51 3%	49 2%	28 2%	119 2%	44 5%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	914 15%	211 18%bcd	267 14%	202 14%	234 14%	479 15%	436 14%	690 19%h	214 9%	93 17%	107 15%	264 17%	239 15%	149 14%	610 16%	96 16%	771 15%	242 19%r	628 14%	45 15%
No	5086 82%	924 80%	1626 84%a	1162 83%	1372 82%	2551 82%	2534 83%	2911 79%	2110 88%g	446 80%	581 81%	1261 80%	1280 82%	907 85%ikn	3123 81%	470 80%	4276 83%	1012 78%	3841 84%qs	233 78%
I don't know	169 3%	18 2%	50 3%	29 2%	72 4%abc	67 2%	101 3%e	86 2%	70 3%	21 4%m	30 4%lm	46 3%m	34 2%	13 1%	110 3%m	21 4%	125 2%	43 3%	104 2%	22 7%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	914 15%	800 15%	115 13%	18 10%	798 15%eg	58 11%	40 14%	18 11%	29 11%	120 18%hjkpr	61 12%	54 12%	109 20%hjkopr	96 17%r	149 18%hjkpr	119 14%	62 12%	7 10%	51 11%
No	5086 82%	4364 82%	722 84%	153 88%a	4243 82%	445 86%d	251 85%	147 86%d	213 85%ln	546 81%	425 84%ln	383 85%ln	418 77%	460 80%	628 77%	714 85%ln	457 86%ilmn	59 85%	386 86%ilmn
I don't know	169 3%	141 3%	27 3%	2 1%	144 3%f	15 3%	4 1%	5 3%f	9 3%	10 1%	23 4%io	12 3%	17 3%	18 3%	34 4%io	12 1%	10 2%	3 5%	12 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 185

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	914 / 15%	394 / 16%	315 / 14%	568 / 16%b	489 / 15%	394 / 16%g	40 / 21%g	61 / 8%	315 / 14%j	37 / 16%j	112 / 10%	296 / 14%noq	407 / 17%noq	133 / 16%noq	61 / 10%	17 / 7%	702 / 16%noq	77 / 9%	374 / 15%ux	385 / 16%ux	106 / 16%ux	31 / 9%	16 / 10%	758 / 15%ux	47 / 9%	794 / 49%z	120 / 3%
No	5086 / 82%	1954 / 81%	1893 / 84%	2810 / 81%	2749 / 83%	1954 / 81%	148 / 76%	696 / 90%ef	1893 / 84%	184 / 81%	930 / 87%	1725 / 84%m	1979 / 81%	632 / 78%	514 / 87%lmp	217 / 91%klmp	3704 / 82%m	731 / 88%klmp	2149 / 84%t	1919 / 81%	540 / 79%	313 / 88%stw	140 / 88%	4068 / 82%	453 / 88%rstw	789 / 48%	4297 / 95%y
I don't know	169 / 3%	56 / 2%	52 / 2%	79 / 2%	76 / 2%	56 / 2%	5 / 3%	21 / 3%	52 / 2%	5 / 2%	29 / 3%	43 / 2%	49 / 2%	45 / 6%klpq	19 / 3%	5 / 2%	92 / 2%	24 / 3%	46 / 2%	64 / 3%	35 / 5%rsw	10 / 3%	4 / 2%	110 / 2%	13 / 3%	45 / 3%	123 / 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Housebound Housebound (a)	Housebound Not Housebound (b)	Housebound Prefer not to say (c)	Disability Disabled (d)	Disability Not Disabled (e)	Disability Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Internet access Have internet at home but don't use (h)	Internet access Don't have internet at home but use elsewhere (i)	Internet access Don't have access to the internet (j)	Internet access NET: Have access to the internet (k)	Internet access Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	914 15%	89 22%b	815 14%	10 25%	322 19%e	524 13%	68 21%e	827 14%	52 33%gjk	21 31%gjk	6 9%	901 15%	7 19%
No	5086 82%	301 75%	4760 83%ac	25 60%	1321 77%	3532 85%df	232 72%	4860 83%hi	96 60%	44 65%	67 90%hi	5000 83%hi	19 54%
I don't know	169 3%	10 2%	152 3%	6 15%ab	62 4%e	85 2%	21 7%de	143 2%	13 8%gjk	3 4%	1 1%	158 3%	10 27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	914 15%	273 18%bc	202 13%	219 14%	221 14%	101 19%jjl	86 17%	85 17%	76 14%	64 13%	62 12%	67 14%	70 13%	82 16%	80 15%	73 14%	68 14%
No	5086 82%	1217 79%	1304 85%a	1287 83%a	1279 83%a	408 77%	414 80%	394 79%	440 84%e	428 84%e	436 86%en	408 83%	449 84%e	431 82%	439 82%	422 83%	418 84%e
I don't know	169 3%	54 3%	35 2%	44 3%	35 2%	19 4%	17 3%	19 4%	8 2%	17 3%	10 2%	17 3%	14 3%	14 3%	13 2%	12 2%	10 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	893 14%	202 16%	691 14%	104 12%	789 15%	389 13%	500 16%e	92 11%	93 11%	167 15%h	147 18%ghm	211 18%ghlm	105 14%	78 12%	185 11%	313 16%n	394 16%n	183 13%	730 14%	153 17%
Slightly less (2)	975 16%	214 17%	762 15%	108 13%	867 16%c	416 14%	556 18%e	116 14%	110 13%	135 12%	131 16%	207 18%hi	134 18%hi	143 23%ghi	226 13%	266 14%	483 19%no	276 20%no	859 16%s	113 12%
No change (3)	3561 58%	751 61%	2810 57%	396 46%	3165 60%c	1792 59%f	1762 56%	411 50%	476 55%	652 58%g	478 58%g	666 58%g	487 64%ghik	390 62%gh	887 52%	1130 58%n	1543 61%n	877 63%no	3073 59%s	457 51%
Slightly more (4)	479 8%	50 4%	429 9%a	147 17%d	332 6%	273 9%f	206 7%	123 15%ijklm	125 14%ijklm	108 10%ijklm	43 5%m	47 4%m	25 3%m	8 1%	248 15%opq	151 8%pq	81 3%	33 2%	360 7%	116 13%r
Much more (5)	181 3%	9 1%	171 3%a	97 11%d	83 2%	105 3%	76 2%	60 7%ijklm	50 6%ijklm	39 3%klm	18 2%klm	4 *	6 1%	3 1%	111 7%opq	57 3%pq	13 1%	9 1%	134 3%	45 5%r
Don't know	81 1%	7 1%	74 1%	9 1%	71 1%	38 1%	43 1%	21 3%jklm	18 2%kl	21 2%kl	6 1%	7 1%	3 *	5 1%	39 2%pq	27 1%p	14 1%	8 1%	57 1%	20 2%
NET Much/Slightly more	660 11%	60 5%	600 12%a	244 28%d	416 8%	378 13%f	282 9%	184 22%ijklm	175 20%ijklm	147 13%klm	61 7%klm	51 4%m	31 4%m	11 2%	358 21%opq	208 11%pq	93 4%	42 3%	493 9%	161 18%r
NET Much/Slightly less	1868 30%	415 34%b	1453 29%	212 25%	1656 31%c	805 27%	1056 34%e	208 25%	203 23%	302 27%	277 34%ghi	418 37%ghi	239 31%gh	221 38%ghi	411 24%	579 30%n	878 35%no	459 33%n	1589 30%	266 29%
Mean	2.68	2.55	2.72a	3.03d	2.63	2.76f	2.61	2.93ijklm	2.92ijklm	2.74jklm	2.58	2.49	2.59k	2.54	2.92opq	2.67pq	2.54	2.57	2.67	2.76
Std Dev.	0.92	0.84	0.94	1.12	0.87	0.92	0.92	1.03	0.97	0.95	0.92	0.85	0.80	0.75	1.00	0.94	0.81	0.77	0.89	1.05
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.02	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	893 14%	145 13%	270 14%	192 14%	287 17%abc	415 13%	478 16%	552 15%	332 14%	83 15%	103 14%	231 15%	217 14%	149 14%	552 14%	86 15%	740 14%	170 13%	684 15%	38 13%
Slightly less (2)	975 16%	183 16%	328 17%	219 16%	243 14%	511 17%	462 15%	543 15%	427 18%g	72 13%	110 15%	250 16%	264 17%m	141 13%	625 16%	78 13%	814 16%	174 13%	756 17%q	45 15%
No change (3)	3561 58%	629 55%	1122 58%	822 59%	988 59%	1750 57%	1810 59%	2013 55%	1490 62%g	334 60%	428 60%	875 56%	881 57%	633 59%	2183 57%	350 60%	2983 58%	733 57%	2655 58%	173 57%
Slightly more (4)	479 8%	120 10%cd	166 9%d	105 8%d	88 5%	286 9%f	193 6%	382 10%h	93 4%	28 5%	47 7%	144 9%i	125 8%	107 10%ij	316 8%l	28 5%	428 8%o	117 9%	337 7%	25 8%
Much more (5)	181 3%	70 6%bcd	36 2%	37 3%	38 2%	106 3%	75 2%	156 4%h	23 1%	22 4%	22 3%	49 3%	52 3%	30 3%	123 3%	22 4%	153 3%	77 6%r	94 2%	9 3%
Don't know	81 1%	7 1%	22 1%	19 1%	33 2%a	28 1%	52 2%e	42 1%	29 1%	22 4%jklmn	8 1%	23 1%	14 1%	8 1%	45 1%	22 4%p	54 1%	26 2%r	45 1%	10 3%r
NET Much/Slightly more	660 11%	190 16%bcd	202 10%d	142 10%d	126 8%	392 13%f	268 9%	537 15%h	116 5%	50 9%	69 10%	193 12%	177 11%	137 13%	438 11%	51 9%	581 11%	194 15%r	431 9%	34 11%
NET Much/Slightly less	1868 30%	328 28%	598 31%	411 29%	530 32%	926 30%	940 31%	1094 30%	759 32%	155 28%	213 30%	481 31%	482 31%	290 27%	1176 31%	165 28%	1554 30%	344 27%	1441 32%q	84 28%
Mean	2.68	2.81bcd	2.67	2.69d	2.60	2.73f	2.64	2.74h	2.60	2.69	2.68	2.70	2.69	2.74	2.69	2.69	2.70	2.81r	2.65	2.73
Std Dev.	0.92	0.99	0.89	0.90	0.91	0.93	0.91	0.98	0.81	0.94	0.91	0.94	0.93	0.92	0.93	0.93	0.92	0.99	0.90	0.91
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less	(1)	893 14%	773 15%	120 14%	24 14%	727 14%	77 15%	40 14%	49 29%def	35 14%	103 15%	81 16%p	53 12%	71 13%	73 13%	130 16%p	126 15%	55 10%	12 18%	64 14%
Slightly less	(2)	975 16%	831 16%	144 17%	32 18%	805 16%	94 18%	51 17%	25 15%	33 13%	96 14%	67 13%	82 18%	81 15%	79 14%	125 15%	151 18%	93 18%	12 18%	82 18%
No change	(3)	3561 58%	3061 58%	499 58%	95 55%	3002 58%g	299 58%g	178 60%g	82 48%	158 63%n	387 57%	311 61%n	262 58%n	309 57%	352 61%n	413 51%	473 56%	337 64%no	38 55%	261 58%n
Slightly more	(4)	479 8%	422 8%	57 7%	17 10%	422 8%cf	31 6%	15 5%	11 6%	18 7%	64 9%p	36 7%	35 8%	43 8%	48 8%	94 12%jopr	56 7%	29 5%	5 8%	26 6%
Much more	(5)	181 3%	148 3%	32 4%	4 3%	159 3%	11 2%	9 3%	2 1%	5 2%	18 3%	12 2%	10 2%	23 4%	13 2%	38 5%p	29 3%	10 2%	*	11 2%
Don't know		81 1%	70 1%	11 1%	*	71 1%	6 1%	3 1%	1 1%	1 1%	9 1%	2 *	7 2%	15 3%hj	8 1%	12 1%	10 1%	6 1%	1 1%	6 1%
NET Much/Slightly more		660 11%	570 11%	89 10%	22 12%	580 11%efg	42 8%	24 8%	13 8%	23 9%	82 12%n	48 9%	45 10%	66 12%p	62 11%	132 16%hjkmopr	84 10%	39 7%	6 8%	37 8%
NET Much/Slightly less		1868 30%	1604 30%	264 31%	56 32%	1532 30%	171 33%	91 31%	74 43%def	67 27%	198 29%	148 29%	135 30%	153 28%	152 26%	254 31%	277 33%	148 28%	25 36%	146 33%
Mean		2.68	2.68	2.69	2.69	2.70g	2.62g	2.66g	2.37	2.70	2.70	2.67	2.70	2.75	2.74	2.73	2.65	2.70	2.54	2.63
Std Dev.		0.92	0.92	0.93	0.92	0.92	0.89	0.88	1.02	0.87	0.93	0.91	0.86	0.94	0.88	1.02	0.93	0.80	0.89	0.89
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 186

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	893 14%	319 13%	368 16%ac	428 12%	477 14%	319 13%	21 11%	79 10%	368 16%	47 21%	171 16%	264 13%	321 13%	108 13%	151 25%klmp	46 19%klp	586 13%	196 24%klmp	356 14%	329 14%	104 15%	70 20%rsw	31 19%	685 14%	102 20%rsw	317 19%z	576 13%
Slightly less (2)	975 16%	316 13%	432 19%ac	509 15%	626 19%ac	316 13%	19 10%	104 13%	432 19%	36 16%	227 21%	324 16%o	420 17%o	113 14%	95 16%o	21 9%	744 17%o	116 14%	401 16%	398 17%	93 14%	61 17%	16 10%	799 16%	77 15%	266 16%	709 16%
No change (3)	3561 58%	1387 58%	1296 57%	1975 57%	1887 57%	1387 58%	118 61%	525 67%e	1299 57%	130 58%	630 59%	1219 59%n	1371 56%	499 62%lnq	301 51%	155 65%lnq	2591 58%n	456 55%	1513 59%	1318 56%	404 59%	204 58%	103 64%	2831 57%	307 60%	571 35%	2990 66%y
Slightly more (4)	479 8%	228 9%bd	127 6%	341 10%bd	241 7%	228 9%g	12 6%	46 6%	127 6%j	5 2%	33 3%	144 7%o	233 10%knoq	62 8%o	34 6%	5 2%	377 8%oq	40 5%	183 7%x	218 9%ruvx	57 8%vx	15 4%	4 3%	400 8%vx	20 4%	308 19%z	171 4%
Much more (5)	181 3%	125 5%bd	20 1%	160 5%bd	56 2%b	125 5%g	15 8%g	14 2%	20 1%	3 1%	2 *	98 5%lmnpq	56 2%	15 2%	6 1%	6 3%	153 3%lnq	12 1%	98 4%tux	67 3%ux	12 2%	-	4 3%	165 3%ux	4 1%	150 9%z	31 1%
Don't know	81 1%	30 1%	13 1%	44 1%	27 1%	30 1%	8 4%eg	9 1%	13 1%	6 3%hj	8 1%	14 1%	33 1%	14 2%	7 1%	5 2%	47 1%	12 1%	18 1%	37 2%f	11 2%	2 1%	2 2%	56 1%	5 1%	17 1%	63 1%
NET Much/Slightly more	660 11%	352 15%bd	147 7%	501 15%bd	297 9%b	352 15%g	27 14%g	61 8%	147 7%j	8 3%	35 3%	242 12%noq	289 12%noq	77 10%q	40 7%	12 5%	531 12%noq	52 6%	281 11%ux	285 12%uvx	69 10%ux	15 4%	8 5%	566 11%uvx	24 5%	458 28%z	202 4%
NET Much/Slightly less	1868 30%	635 26%	801 35%ac	937 27%	1103 33%ac	635 26%	40 21%	184 24%	801 35%	82 36%	398 37%	588 29%	742 30%	221 27%	245 41%klmop	67 28%	1330 30%	312 38%klmop	757 29%	727 31%	197 29%	131 37%rtw	47 29%	1484 30%	179 35%	583 36%z	1285 28%
Mean	2.68	2.80bd	2.55	2.79bd	2.63b	2.80	2.90	2.76	2.55	2.46	2.50	2.75nq	2.70nq	2.70nq	2.40	2.60n	2.72nq	2.46	2.71ux	2.70ux	2.67ux	2.47	2.58	2.71ux	2.50	2.82z	2.64
Std Dev.	0.92	0.97	0.86	0.95	0.88	0.97	0.97	0.79	0.86	0.89	0.80	0.93	0.90	0.87	0.96	0.92	0.92	0.96	0.93	0.92	0.90	0.86	0.92	0.93	0.88	1.22	0.78
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.05	0.07	0.01	0.04	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 186

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	893 14%	54 13%	830 14%	9 22%	276 16%	573 14%	44 14%	860 15%h	11 7%	9 14%	10 13%	880 15%h	3 9%
Slightly less (2)	975 16%	56 14%	913 16%	6 14%	258 15%f	686 17%f	31 10%	928 16%	22 14%	13 19%	9 12%	963 16%	3 9%
No change (3)	3561 58%	210 52%	3334 58%	17 41%	932 55%	2448 59%d	181 56%	3375 58%	80 50%	36 53%	55 74%ghik	3491 58%	15 42%
Slightly more (4)	479 8%	55 14%b	419 7%	6 13%	136 8%	305 7%	38 12%e	436 7%	35 22%ghik	4 6%	1 1%	474 8%	4 11%
Much more (5)	181 3%	20 5%	157 3%	4 8%	78 5%e	87 2%	16 5%e	163 3%	12 8%gik	3 5%	*	178 3%	3 8%
Don't know	81 1%	7 2%	73 1%	1 2%	26 2%	42 1%	12 4%de	70 1%	1 1%	2 3%	-	73 1%	7 21%
NET Much/Slightly more	660 11%	74 18%b	576 10%	9 22%b	213 12%e	393 9%	54 17%e	598 10%j	47 29%gijk	7 10%	1 2%	652 11%j	7 19%
NET Much/Slightly less	1868 30%	110 27%	1743 30%	15 36%	534 31%f	1259 30%f	75 23%	1788 31%h	33 21%	22 33%	18 25%	1843 30%h	6 18%
Mean	2.68	2.82b	2.67	2.72	2.69	2.67	2.64de	2.67	3.09gijk	2.67	2.64	2.68	2.99
Std Dev.	0.92	1.00	0.91	1.21	0.99	0.88	0.99	0.92	0.97	0.96	0.73	0.92	1.07
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.06	0.01	0.08	0.13	0.09	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 186

QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less (1)	893 14%	235 15%	209 14%	205 13%	243 16%	93 18%l	73 14%	69 14%	73 14%	74 15%	62 12%	61 12%	60 11%	84 16%	80 15%	87 17%l	76 15%
Slightly less (2)	975 16%	250 16%	214 14%	247 16%	264 17%b	73 14%	77 15%	100 20%eiijo	77 15%	68 13%	70 14%	79 16%	77 14%	90 17%	85 16%	60 12%	119 24%efhijklmno
No change (3)	3561 58%	844 55%	943 61%ad	937 60%ad	836 54%	279 53%	293 57%p	272 55%p	312 60%p	309 61%ep	322 63%egp	313 64%egmp	330 62%ep	294 56%p	304 57%p	302 59%p	230 46%
Slightly more (4)	479 8%	129 8%	113 7%	117 8%	120 8%	60 11%gjklmno	37 7%	32 6%	41 8%	35 7%	36 7%	30 6%	49 9%	38 7%	29 6%	34 7%	57 11%gjklmno
Much more (5)	181 3%	62 4%bc	36 2%	27 2%	56 4%c	15 3%k	31 6%ijklmp	15 3%k	15 3%k	10 2%	11 2%	3 1%	12 2%	12 2%	27 5%ijk	17 3%k	12 2%
Don't know	81 1%	22 1%	26 2%	17 1%	16 1%	7 1%	5 1%	10 2%	7 1%	12 2%p	7 1%	5 1%	3 1%	9 2%	6 1%	8 2%	2 *
NET Much/Slightly more	660 11%	191 12%c	148 10%	144 9%	176 11%	76 14%ijk	69 13%k	47 9%	56 11%	46 9%	47 9%	34 7%	61 11%k	49 9%	57 11%	51 10%	68 14%k
NET Much/Slightly less	1868 30%	485 31%	424 27%	452 29%	507 33%b	166 31%	151 29%	169 34%jl	149 28%	142 28%	132 26%	140 29%	137 26%	175 33%l	165 31%	147 29%	195 39%efhijklmno
Mean	2.68	2.69	2.70	2.68	2.66	2.68	2.76	2.64	2.71	2.68	2.73	2.66	2.76mp	2.62	2.69	2.67	2.61
Std Dev.	0.92	0.97	0.88	0.86	0.96	0.99	0.99	0.91	0.91	0.89	0.85	0.80	0.85	0.92	0.97	0.96	0.96
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	1046 17%	209 17%	837 17%	126 15%	919 17%	432 14%	610 19%e	95 11%	108 12%	193 17%gh	167 20%ghi	259 23%ghi	112 15%	111 18%gh	202 12%	361 19%n	483 19%n	223 16%n	863 17%	165 18%
Slightly less (2)	909 15%	217 18%b	692 14%	125 15%	784 15%	417 14%	492 16%	117 14%	102 12%	134 12%	120 15%	178 16%hi	146 19%ghi	112 18%hi	219 13%	254 13%	437 17%no	258 19%no	802 15%	106 12%
No change (3)	3532 57%	759 62%b	2773 56%	362 42%	3170 60%c	1781 59%f	1742 55%	398 48%	483 55%g	654 58%g	470 57%g	659 58%g	478 63%gh	390 62%gh	881 52%	1124 58%n	1527 60%n	867 63%no	3046 58%s	461 51%
Slightly more (4)	408 7%	32 3%	376 8%a	150 17%d	258 5%	228 8%f	180 6%	128 16%ijklm	108 12%ijklm	87 8%jklm	38 5%klm	27 2%	13 2%	7 1%	236 14%opq	124 6%pq	47 2%	20 1%	302 6%	104 12%r
Much more (5)	175 3%	10 1%	165 3%a	85 10%d	90 2%	107 4%f	68 2%	59 7%ijklm	49 6%ijklm	34 3%klm	21 3%klm	9 1%	1 *	1 *	108 6%opq	55 3%pq	12 1%	3 *	123 2%	47 5%r
Don't know	99 2%	7 1%	92 2%a	12 1%	86 2%	48 2%	51 2%	27 3%jklm	22 3%jk	20 2%	6 1%	8 1%	10 1%	5 1%	49 3%opq	26 1%	24 1%	15 1%	77 1%	21 2%
NET Much/Slightly more	583 9%	42 3%	541 11%a	235 27%d	348 7%	335 11%f	248 8%	187 23%ijklm	158 18%ijklm	121 11%jklm	59 7%klm	36 3%	14 2%	9 1%	345 20%opq	179 9%pq	59 2%	23 2%	425 8%	151 17%r
NET Much/Slightly less	1955 32%	426 35%	1529 31%	251 29%	1704 32%	849 28%	1101 35%e	212 26%	209 24%	327 29%h	287 35%ghi	438 38%ghi	258 34%ghi	223 36%ghi	421 25%	614 32%n	919 36%no	482 35%n	1665 32%	272 30%
Mean	2.63	2.52	2.66a	2.93d	2.58	2.72f	2.55	2.92ijklm	2.87ijklm	2.67klm	2.54k	2.43	2.53k	2.48	2.90pq	2.61pq	2.47	2.50	2.61	2.73r
Std Dev.	0.94	0.83	0.96	1.15	0.89	0.93	0.94	1.04	0.99	0.96	0.95	0.89	0.77	0.80	1.01	0.96	0.84	0.79	0.91	1.06
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	1046 17%	155 13%	322 17%	219 16%	350 21%abc	477 15%	569 19%e	612 17%	416 17%	103 18%	128 18%	264 17%	269 17%	156 15%	661 17%	106 18%	862 17%	220 17%	778 17%	47 16%
Slightly less (2)	909 15%	190 16%d	285 15%	220 16%	213 13%	475 15%	433 14%	555 15%	352 15%	53 9%	113 16%i	225 14%i	253 16%i	152 14%i	590 15%i	55 9%	790 15%o	153 12%	716 16%q	41 13%
No change (3)	3532 57%	613 53%	1144 59%a	806 58%	969 58%	1758 57%	1774 58%	1979 54%	1499 63%g	336 60%	414 58%	882 56%	856 55%	626 59%	2152 56%	357 61%	2940 57%	717 55%	2649 58%	166 55%
Slightly more (4)	408 7%	116 10%bcd	120 6%	92 7%	80 5%	236 8%f	172 6%	337 9%h	69 3%	36 6%	32 4%	124 8%j	112 7%	79 7%	268 7%	36 6%	350 7%	102 8%	280 6%	27 9%
Much more (5)	175 3%	73 6%bcd	37 2%	30 2%	35 2%	110 4%f	65 2%	149 4%h	23 1%	13 2%	22 3%	55 3%	42 3%	40 4%	118 3%	13 2%	159 3%	76 6%rs	95 2%	4 1%
Don't know	99 2%	6 1%	36 2%a	27 2%a	30 2%a	42 1%	57 2%	55 1%	35 1%	20 4%jklmn	9 1%	22 1%	22 1%	16 2%	54 1%	20 3%p	71 1%	28 2%r	54 1%	17 6%qr
NET Much/Slightly more	583 9%	189 16%bcd	157 8%	122 9%	115 7%	346 11%f	237 8%	486 13%h	92 4%	49 9%	54 8%	178 11%j	153 10%	119 11%	386 10%	49 8%	509 10%	178 14%r	375 8%	30 10%
NET Much/Slightly less	1955 32%	345 30%	606 31%	440 32%	563 34%	951 31%	1002 33%	1167 32%	768 32%	156 28%	240 33%	489 31%	522 34%im	308 29%	1251 33%	161 27%	1652 32%	373 29%	1494 33%q	88 29%
Mean	2.63	2.79bcd	2.62d	2.63d	2.54	2.68f	2.58	2.69h	2.55	2.64	2.59	2.66	2.61	2.71jl	2.63	2.64	2.64	2.73r	2.60	2.64
Std Dev.	0.94	1.01	0.90	0.91	0.95	0.95	0.93	0.99	0.85	0.95	0.94	0.97	0.95	0.94	0.95	0.93	0.94	1.03	0.91	0.91
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)	1046 17%	897 17%	148 17%	35 20%	863 17%	73 14%	57 19%e	52 30%def	44 17%	127 19%	82 16%	63 14%	101 19%	78 14%	162 20%kmr	131 16%	77 14%	12 18%	61 14%
Slightly less (2)	909 15%	777 15%	132 15%	34 20%	739 14%	108 21%dfg	37 12%	26 15%	28 11%	87 13%	71 14%	70 16%	65 12%	79 14%	127 16%	150 18%hlp	61 12%	17 24%hijklmp	91 20%hijlmp
No change (3)	3532 57%	3030 57%	502 58%	93 54%	2986 58%g	295 57%g	174 59%g	77 45%	155 62%n	397 59%n	314 62%n	279 62%nc	300 55%	344 60%n	399 49%	459 54%	340 64%lnc	36 53%	259 58%n
Slightly more (4)	408 7%	383 7%bc	25 3%	5 3%	357 7%	26 5%	15 5%	11 6%	16 6%	34 5%	27 5%	25 6%	42 8%	44 8%	79 10%ijkr	60 7%	30 6%	3 4%	23 5%
Much more (5)	175 3%	136 3%	39 5%a	6 3%	154 3%	9 2%	9 3%	3 2%	3 1%	22 3%	12 2%	6 1%	21 4%hk	16 3%	32 4%hk	30 4%	11 2%	1 1%	9 2%
Don't know	99 2%	83 2%	16 2%	1 *	86 2%	6 1%	4 1%	2 1%	4 2%	8 1%	3 1%	6 1%	15 3%j	12 2%	13 2%	15 2%	10 2%	*	6 1%
NET Much/Slightly more	583 9%	519 10%	64 7%	11 6%	511 10%e	35 7%	23 8%	14 8%	19 8%	56 8%	39 8%	32 7%	63 12%kr	60 10%	111 14%hijkpr	89 11%	41 8%	3 5%	32 7%
NET Much/Slightly less	1955 32%	1674 32%	281 33%	69 40%a	1602 31%	181 35%	94 32%	78 46%def	72 29%	214 32%	153 30%	132 29%	166 31%	157 27%	289 36%mp	281 33%p	138 26%	29 42%hmp	153 34%mp
Mean	2.63	2.63c	2.62	2.50	2.65g	2.59g	2.59g	2.33	2.62	2.61	2.64	2.65	2.65	2.72q	2.62	2.65	2.69	2.46	2.61
Std Dev.	0.94	0.94	0.96	0.96	0.94	0.86	0.96	1.04	0.90	0.96	0.90	0.84	1.01	0.90	1.04	0.95	0.87	0.87	0.86
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 187

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	1st class usage Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	2nd class usage Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Reliance letters/cards Fairly reliant (l)	Reliance letters/cards Neither reliant nor not reliant (m)	Reliance letters/cards Not very reliant (n)	Reliance letters/cards Not at all reliant (o)	Reliance letters/cards Net reliant (p)	Reliance letters/cards Net not reliant (q)	Reliance parcels Very reliant (r)	Reliance parcels Fairly reliant (s)	Reliance parcels Neither reliant nor not reliant (t)	Reliance parcels Not very reliant (u)	Reliance parcels Not at all reliant (v)	Reliance parcels Net reliant (w)	Reliance parcels Net not reliant (x)	Affordability ANY affordability challenges (y)	Affordability No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	1046 17%	396 16%	404 18%	549 16%	557 17%	396 16%	27 14%	103 13%	404 18%	54 24%	206 19%	310 15%	412 17%	135 17%	134 23%klmp	51 21%k	722 16%	185 22%klmp	444 17%	387 16%	115 17%	67 19%	27 17%	831 17%	95 18%	356 22%z	689 15%
Slightly less (2)	909 15%	342 14%	387 17%ac	501 14%	545 16%	342 14%	18 9%	116 15%	387 17%i	22 10%	179 17%i	308 15%o	374 15%o	117 14%o	94 16%o	16 7%	682 15%o	110 13%o	371 14%	379 16%	85 12%	56 16%	15 10%	751 15%	71 14%	282 17%z	628 14%
No change (3)	3532 57%	1327 55%	1320 58%	1924 56%	1917 58%	1327 55%	119 61%	501 64%e	1320 58%	136 60%	653 61%	1212 59%	1362 56%	469 58%	323 54%	152 64%n	2574 57%	475 57%	1474 57%	1310 55%	411 60%	213 60%	105 65%	2784 56%	318 62%rs	536 33%	2996 66%y
Slightly more (4)	408 7%	197 8%bd	92 4%	299 9%bd	194 6%b	197 8%g	14 7%	35 5%	92 4%j	9 4%	16 1%	114 6%o	192 8%knoq	69 8%knoq	27 5%	4 2%	306 7%oc	32 4%	166 6%x	185 8%ux	40 6%	12 4%	5 3%	351 7%ux	17 3%	274 17%z	134 3%
Much more (5)	175 3%	108 5%bd	36 2%	139 4%bd	66 2%	108 5%g	9 4%	12 2%	36 2%	2 1%	6 1%	95 5%lmnq	58 2%	9 1%	8 1%	6 2%	152 3%mnq	13 2%	88 3%tux	70 3%ux	10 1%	-	5 3%	158 3%ux	5 1%	154 9%z	21 *
Don't know	99 2%	33 1%	21 1%	45 1%	34 1%	33 1%	7 3%	10 1%	21 1%	5 2%	11 1%	24 1%	37 2%	9 1%	8 1%	9 4%kp	62 1%	17 2%	25 1%	36 2%	20 3%rw	5 1%	3 2%	61 1%	5 1%	26 2%	73 2%
NET Much/Slightly more	583 9%	305 13%bd	128 6%	438 13%bd	261 8%b	305 13%g	23 12%g	47 6%	128 6%j	10 5%	22 2%	208 10%noq	250 10%noq	78 10%noq	35 6%	10 4%	458 10%noq	45 5%	253 10%ux	255 11%tux	50 7%	12 4%	10 6%	508 10%ux	22 4%	428 26%z	155 3%
NET Much/Slightly less	1955 32%	739 31%	790 35%ac	1050 30%	1102 33%c	739 31%	45 23%	219 28%	790 35%	75 33%	386 36%	618 30%	786 32%	251 31%	227 38%klmop	67 28%	1404 31%	295 35%k	816 32%	766 32%	200 29%	123 35%	43 27%	1582 32%	166 32%	638 39%z	1317 29%
Mean	2.63	2.70bd	2.54	2.70bd	2.59	2.70	2.79	2.66	2.54	2.47	2.47	2.68nq	2.63nq	2.63nq	2.46	2.55	2.66nq	2.48	2.64nq	2.64u	2.61	2.49	2.65	2.64u	2.54	2.74z	2.59
Std Dev.	0.94	0.99	0.89	0.98	0.91	0.99	0.95	0.82	0.89	0.93	0.84	0.95	0.94	0.90	0.94	0.94	0.95	0.94	0.96	0.95	0.89	0.84	0.91	0.95	0.87	1.25	0.80
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.05	0.07	0.01	0.04	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	1046 17%	52 13%	983 17%	10 24%	309 18%f	699 17%	38 12%	1017 17%h	9 6%	10 15%	7 9%	1036 17%h	2 7%
Slightly less (2)	909 15%	53 13%	851 15%	5 13%	236 14%	625 15%	48 15%	850 15%	26 16%	16 23%	13 17%	892 15%	5 13%
No change (3)	3532 57%	221 55%	3293 58%	18 43%	912 53%	2447 59%d	174 54%	3356 58%	79 49%	34 50%	51 68%h	3468 57%	13 37%
Slightly more (4)	408 7%	46 11%b	358 6%	4 10%	133 8%e	240 6%	35 11%e	372 6%	29 18%gjk	4 6%	1 1%	405 7%	1 4%
Much more (5)	175 3%	20 5%b	153 3%	2 5%	77 5%e	85 2%	13 4%	153 3%	15 9%gjk	3 4%	*	171 3%	4 13%
Don't know	99 2%	8 2%	89 2%	2 5%	39 2%e	46 1%	14 4%e	82 1%	3 2%	2 2%	3 4%	87 1%	9 26%
NET Much/Slightly more	583 9%	66 16%b	511 9%	6 15%	210 12%e	325 8%	48 15%e	526 9%	44 27%gjk	7 10%	1 1%	576 10%	6 17%
NET Much/Slightly less	1955 32%	106 26%	1834 32%	16 37%	545 32%	1324 32%	86 27%	1867 32%h	35 22%	26 38%h	20 26%	1928 32%h	7 20%
Mean	2.63	2.82b	2.62	2.56	2.66	2.61	2.80e	2.62	3.09gijk	2.59	2.64	2.63	3.04
Std Dev.	0.94	0.98	0.94	1.15	1.02	0.91	0.94	0.94	0.98	0.96	0.68	0.94	1.15
Std Error	0.01	0.05	0.01	0.16	0.02	0.01	0.05	0.01	0.08	0.13	0.08	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	491	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	1046 17%	273 18%	253 16%	238 15%	281 18%	103 20%	84 16%	86 17%	90 17%	79 16%	84 16%	72 15%	77 14%	90 17%	95 18%	86 17%	100 20%
Slightly less	(2)	909 15%	233 15%	202 13%	250 16%	225 15%	82 15%	71 14%	80 16%	70 13%	72 14%	61 12%	84 17%	63 12%	103 19%hj	73 14%	75 15%	77 16%
No change	(3)	3532 57%	849 55%	921 60%a	903 58%	858 56%	281 53%	299 58%	269 54%	312 60%m	297 58%	312 61%om	294 60%m	337 63%egm	273 52%	299 56%	284 56%	276 56%
Slightly more	(4)	408 7%	103 7%	109 7%	96 6%	100 7%	36 7%	37 7%	30 6%	38 7%	36 7%	34 7%	27 5%	34 6%	36 7%	38 7%	33 7%	29 6%
Much more	(5)	175 3%	57 4%b	26 2%	36 2%	55 4%b	15 3%	20 4%h	22 4%hjk	7 1%	12 2%	8 2%	7 1%	14 3%	16 3%	23 4%hjk	20 4%hh	12 2%
Don't know		99 2%	28 2%	29 2%	26 2%	16 1%	10 2%	6 1%	12 2%p	8 2%	12 2%p	9 2%	8 2%	7 1%	11 2%	4 1%	9 2%	2 *
NET Much/Slightly more		583 9%	160 10%	135 9%	133 9%	155 10%	52 10%	57 11%	52 10%	45 9%	48 9%	42 8%	33 7%	48 9%	51 10%	61 11%k	54 11%	40 8%
NET Much/Slightly less		1955 32%	506 33%	455 30%	488 31%	506 33%	185 35%l	155 30%	166 33%	159 30%	151 30%	145 29%	155 32%	140 26%	192 37%jl	168 32%	161 32%	177 36%l
Mean		2.63	2.63	2.64	2.63	2.62	2.57	2.68	2.63	2.62	2.66	2.64	2.61	2.70p	2.58	2.66	2.65	2.54
Std Dev.		0.94	0.98	0.90	0.90	0.98	0.98	0.96	0.99	0.90	0.91	0.89	0.85	0.89	0.95	1.00	0.98	0.96
Std Error		0.01	0.03	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	942 15%	178 14%	764 15%	109 13%	833 16%	386 13%	551 18%e	99 12%	90 10%	157 14%	140 17%gh	244 21%ghiijlm	112 15%h	99 16%h	189 11%	297 18%n	456 18%n	211 18%n	794 15%	138 15%
Slightly less (2)	844 14%	193 16%	651 13%	109 13%	735 14%	392 13%	450 14%	99 12%	113 13%	144 13%	110 13%	167 15%	129 17%gi	81 13%	213 13%	254 13%	377 15%	210 15%	712 14%	127 14%
No change (3)	3657 59%	800 65%b	2857 58%	403 47%	3254 61%c	1833 61%	1819 58%	414 50%	501 57%g	687 61%g	490 60%g	671 59%g	487 64%gh	407 65%ghi	915 54%	1177 61%n	1565 62%n	894 64%n	3184 61%s	452 50%
Slightly more (4)	437 7%	43 3%	394 8%a	140 16%d	298 6%	254 8%f	183 6%	130 16%hijklm	98 11%ijklm	82 7%klm	55 7%kl	31 3%	17 2%	24 4%	228 13%opq	138 7%pq	71 3%	41 3%	316 6%	113 13%r
Much more (5)	167 3%	15 1%	152 3%a	89 10%d	78 1%	102 3%f	62 2%	61 7%ijklm	48 5%ijklm	31 3%klm	15 2%lm	10 1%	1 *	*	109 6%opq	46 2%pq	11 *	1 *	116 2%	50 6%r
Don't know	122 2%	5 *	117 2%a	12 1%	110 2%	46 2%	76 2%e	20 2%	23 3%	20 2%	10 1%	19 2%	14 2%	16 3%	43 3%	30 2%	49 2%	30 2%	92 2%	25 3%
NET Much/Slightly more	604 10%	57 5%	547 11%a	228 27%d	376 7%	356 12%f	246 8%	192 23%hijklm	146 17%ijklm	114 10%klm	71 9%klm	41 4%	18 2%	24 4%	337 20%opq	184 9%pq	83 3%	42 3%	431 8%	163 18%r
NET Much/Slightly less	1786 29%	371 30%	1415 29%	218 25%	1568 30%	778 26%	1001 32%e	198 24%	203 23%	301 27%	251 31%gh	411 36%ghijm	241 32%gh	180 29%	401 24%	552 28%n	833 33%no	421 30%n	1505 29%	265 29%
Mean	2.68	2.61	2.69a	2.99d	2.63	2.76f	2.59	2.94ijklm	2.88ijklm	2.72klm	2.62k	2.46	2.55	2.58k	2.91opq	2.68pq	2.52	2.57	2.66	2.78r
Std Dev.	0.92	0.82	0.94	1.11	0.87	0.91	0.92	1.04	0.94	0.90	0.91	0.89	0.78	0.81	0.99	0.91	0.84	0.79	0.89	1.04
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	942 15%	150 13%	297 15%	182 13%	314 19%abc	446 14%	495 16%	554 15%	375 16%	90 16%	123 17%	247 16%	231 15%	138 13%	601 16%	91 16%	788 15%	192 15%	705 15%	44 15%
Slightly less (2)	844 14%	153 13%	289 15%d	221 16%d	182 11%	442 14%	402 13%	524 14%	315 13%	55 10%	93 13%	210 13%	229 15%i	156 15%i	532 14%i	57 10%	742 14%o	129 10%	683 15%q	32 11%
No change (3)	3657 59%	621 54%	1157 60%a	844 61%a	1033 62%a	1779 57%	1877 61%e	2057 56%	1548 65%g	345 61%	433 60%	908 58%	923 59%	627 59%	2265 59%	365 62%	3043 59%	759 59%	2729 60%	170 57%
Slightly more (4)	437 7%	161 14%bcd	125 6%d	80 6%	71 4%	286 9%f	151 5%	352 10%h	76 3%	31 6%	33 5%	111 7%	124 8%j	103 10%jln	269 7%	34 6%	377 7%	111 9%r	292 6%	35 12%r
Much more (5)	167 3%	59 5%bcd	39 2%	34 2%	35 2%	97 3%	69 2%	140 4%h	24 1%	19 3%i	28 4%i	60 4%i	21 1%	33 3%i	109 3%i	19 3%	142 3%	75 6%rs	88 2%	4 1%
Don't know	122 2%	10 1%	37 2%	32 2%a	44 3%a	46 1%	76 2%e	60 2%	55 2%	22 4%jlmn	7 1%	34 2%	25 2%	12 1%	66 2%	22 4%p	81 2%	30 2%	76 2%	16 5%qr
NET Much/Slightly more	604 10%	220 19%bcd	164 8%	115 8%	106 6%	384 12%f	220 7%	493 13%h	101 4%	50 9%	62 9%	171 11%	145 9%	136 13%jln	377 10%	52 9%	519 10%	186 14%r	379 8%	39 13%r
NET Much/Slightly less	1786 29%	302 26%	586 30%	403 29%	495 30%	888 29%	898 29%	1078 29%	690 29%	145 26%	216 30%	458 29%	460 30%	294 27%	1134 30%	148 25%	1529 30%	322 25%	1388 30%q	76 25%
Mean	2.68	2.85bcd	2.64	2.68d	2.59	2.72f	2.63	2.72h	2.60	2.69	2.65	2.69	2.66	2.75i	2.67	2.70	2.67	2.80r	2.64	2.73
Std Dev.	0.92	0.99	0.89	0.87	0.92	0.93	0.90	0.97	0.83	0.93	0.95	0.96	0.88	0.91	0.92	0.92	0.92	1.00	0.89	0.92
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote Rural (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less	(1)	942 15%	826 16%	116 13%	28 16%	765 15%	79 15%	51 17%	48 28%def	40 16%	111 16%	78 15%	52 12%	78 14%	66 11%	131 16%	146 17%km	64 12%	15 22%kmp	64 14%
Slightly less	(2)	844 14%	708 13%	136 16%	29 17%	699 13%	80 16%	39 13%	25 15%	37 15%	81 12%	59 12%	70 16%	77 14%	80 14%	131 16%	104 12%	60 11%	12 18%	68 15%
No change	(3)	3657 59%	3150 59%	507 59%	97 56%	3087 60%g	310 60%g	178 60%g	81 48%	149 59%n	397 59%n	330 65%ilnq	279 62%n	308 57%	353 62%n	405 50%	510 60%n	357 67%hilnq	35 51%	275 61%n
Slightly more	(4)	437 7%	390 7%	48 6%	12 7%	383 7%	28 5%	16 5%	11 7%	13 5%	43 6%	35 7%	31 7%	43 8%	48 8%	84 10%hpr	55 6%	30 6%	6 9%	22 5%
Much more	(5)	167 3%	136 3%	31 4%	4 2%	145 3%	9 2%	9 3%	3 2%	5 2%	22 3%j	3 1%	8 2%	17 3%j	13 2%	46 6%hjkmpr	25 3%j	6 1%	*	9 2%
Don't know		122 2%	96 2%	26 3%	4 2%	107 2%	11 2%	2 1%	1 1%	6 2%o	22 3%jo	4 1%	8 2%	20 4%jo	14 2%o	16 2%	5 1%	13 2%o	1 1%	11 2%o
NET Much/Slightly more		604 10%	525 10%	79 9%	16 9%	527 10%e	37 7%	25 8%	15 9%	18 7%	65 10%	38 8%	39 9%	60 11%	61 11%r	129 16%hijkmopr	80 9%	36 7%	6 9%	31 7%
NET Much/Slightly less		1786 29%	1534 29%	252 29%	56 33%	1464 28%	159 31%	90 30%	73 43%def	78 31%p	192 28%	137 27%	122 27%	155 29%	145 25%	262 32%mp	249 30%	123 23%	27 40%kmp	132 29%
Mean		2.68	2.67	2.69	2.62	2.69g	2.62g	2.64g	2.39	2.61	2.67	2.66	2.71q	2.70	2.76hq	2.73	2.65	2.72q	2.47	2.64
Std Dev.		0.92	0.92	0.91	0.93	0.91	0.88	0.94	1.03	0.90	0.95	0.84	0.83	0.93	0.86	1.04	0.94	0.80	0.94	0.86
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.04	0.04	0.05	0.04	0.05	0.05	0.04	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	942 15%	316 13%	372 16%ac	470 14%	526 16%ac	316 13%	25 13%	99 13%	372 16%	46 20%	177 16%	306 15%	327 13%	121 15%	138 23%klmp	46 20%l	634 14%	184 22%klmp	396 15%	339 14%	103 15%	75 21%rsw	26 16%	735 15%	101 20%sw	340 21%z	602 13%
Slightly less (2)	844 14%	337 14%	318 14%	501 14%	482 15%	337 14%f	12 6%	90 12%	318 14%	24 10%	166 16%	256 12%o	380 16%kmo	98 12%o	96 16%o	13 6%	636 14%o	110 13%o	343 13%x	364 15%uvx	89 13%	32 9%	12 8%	707 14%ux	44 9%	257 16%z	587 13%
No change (3)	3657 59%	1372 57%	1385 61%ac	1982 57%	1995 60%	1372 57%	120 62%	518 67%e	1385 61%	140 62%	676 63%	1247 60%n	1425 59%	489 60%n	317 53%	165 69%klmnpq	2673 59%n	482 58%	1537 60%	1351 57%	423 62%	216 61%	113 70%rsw	2889 59%	329 64%xs	592 36%	3065 67%y
Slightly more (4)	437 7%	226 9%bd	115 5%	315 9%bd	205 6%	226 9%g	13 7%	30 4%	115 5%j	9 4%	28 3%	123 6%	210 9%knoq	69 9%noq	29 5%	6 2%	334 7%oc	35 4%	170 7%	193 8%x	47 7%	20 6%	5 3%	363 7%	24 5%	276 17%z	162 4%
Much more (5)	167 3%	107 4%bd	31 1%	131 4%bd	55 2%	107 4%g	13 7%	17 2%	31 1%	3 1%	3 *	95 5%lmnpq	49 2%	14 2%	5 1%	4 2%	144 3%lmc	9 1%	88 3%	66 3%	5 1%	4 1%	4 2%	155 3%l	8 1%	135 8%z	32 1%
Don't know	122 2%	47 2%	38 2%	59 2%	50 2%	47 2%	11 6%e	23 3%	38 2%	5 2%	21 2%	35 2%	43 2%	20 2%	8 1%	4 2%	78 2%	12 1%	34 1%	54 2%f	15 2%	6 2%	1 1%	88 2%	8 2%	28 2%	94 2%
NET Much/Slightly more	604 10%	333 14%bd	146 6%	446 13%bd	260 8%	333 14%g	26 13%g	47 6%	146 6%j	12 5%	32 3%	218 11%noq	259 11%noq	83 10%noq	34 6%	10 4%	477 11%noq	44 5%	258 10%x	260 11%tx	52 8%	24 7%	8 5%	518 10%x	32 6%	411 25%z	193 4%
NET Much/Slightly less	1786 29%	652 27%	691 31%a	970 28%	1008 30%a	652 27%f	37 19%	189 24%	691 31%	70 31%	343 32%	563 27%	707 29%	219 27%	234 39%klmop	60 25%	1270 28%	294 35%klmop	739 29%	703 30%	192 28%	107 30%	38 24%	1441 29%	145 28%	597 37%z	1188 26%
Mean	2.68	2.78bd	2.60	2.75bd	2.63	2.78	2.87	2.70	2.60	2.55	2.54	2.73nq	2.70nq	2.69nq	2.43	2.61	2.71nq	2.48	2.69	2.69u	2.64	2.56	2.67	2.69u	2.59	2.76z	2.65
Std. Dev.	0.92	0.95	0.87	0.94	0.88	0.95	0.97	0.83	0.87	0.92	0.81	0.95	0.89	0.89	0.93	0.89	0.92	0.92	0.93	0.92	0.85	0.93	0.86	0.93	0.91	1.21	0.78
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	942 15%	52 13%	883 15%	7 16%	309 18%ef	605 15%f	29 9%	911 16%	13 8%	5 7%	7 10%	929 15%	6 16%
Slightly less (2)	844 14%	55 14%	784 14%	5 12%	201 12%	615 15%df	28 9%	803 14%	28 18%	6 9%	5 7%	838 14%	1 2%
No change (3)	3657 59%	223 56%	3415 60%	18 44%	949 56%	2517 61%d	191 59%	3468 59%h	76 48%	46 67%h	58 78%ghk	3590 59%h	9 26%
Slightly more (4)	437 7%	43 11%b	392 7%	3 6%	139 8%e	261 6%	38 12%e	395 7%	20 12%gk	11 17%gjk	2 3%	426 7%	9 25%
Much more (5)	167 3%	17 4%	145 3%	5 12%b	69 4%e	79 2%	19 6%e	140 2%	23 14%gjk	-	2 3%	162 3%	3 8%
Don't know	122 2%	10 3%	108 2%	4 9%ab	39 2%	65 2%	18 6%de	114 2%	-	*	-	114 2%	8 23%
NET Much/Slightly more	604 10%	60 15%b	536 9%	8 18%	208 12%e	340 8%	56 17%de	535 9%	43 26%gjk	11 17%	4 5%	589 10%	12 33%
NET Much/Slightly less	1786 29%	107 27%	1667 29%	12 28%	509 30%f	1220 29%f	56 18%	1714 29%	42 26%	11 16%	13 17%	1767 29%	7 19%
Mean	2.68	2.79b	2.67	2.85	2.68	2.66	2.97de	2.66	3.06gk	2.93	2.81	2.67	3.07
Std Dev.	0.92	0.96	0.91	1.21	1.00	0.88	0.92	0.91	1.10	0.75	0.75	0.92	1.28
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.05	0.01	0.09	0.10	0.09	0.01	0.26

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	942 15%	244 16%	217 14%	232 15%	249 16%	89 17%	85 16%	70 14%	70 13%	64 12%	83 16%	76 16%	70 13%	86 16%	89 17%	80 16%	81 16%
Slightly less	(2)	844 14%	218 14%	210 14%	218 14%	198 13%	67 13%	59 11%	92 19%efikno	76 15%	65 13%	68 13%	55 11%	80 15%	83 16%	65 12%	60 12%	74 15%
No change	(3)	3657 59%	900 58%	957 62%d	919 59%	881 57%	312 59%	307 59%	282 57%	315 60%	334 66%gmnp	308 61%	301 61%	329 62%	289 55%	306 58%	295 58%	281 57%
Slightly more	(4)	437 7%	100 6%	99 6%	117 8%	121 8%	36 7%	34 7%	31 6%	37 7%	26 5%	36 7%	43 9%	37 7%	38 7%	39 7%	37 7%	45 9%l
Much more	(5)	167 3%	53 3%b	26 2%	34 2%	53 3%b	17 3%	21 4%ikp	15 3%	11 2%	9 2%	6 1%	5 1%	13 2%	16 3%	19 4%jk	27 5%hijkp	7 2%
Don't know		122 2%	27 2%	32 2%	31 2%	31 2%	8 2%	11 2%	8 2%	14 3%	12 2%	7 1%	12 2%	4 1%	15 3%l	15 3%	9 2%	8 2%
NET Much/Slightly more		604 10%	153 10%	125 8%	151 10%	174 11%b	52 10%	55 11%	46 9%	49 9%	35 7%	42 8%	48 10%	50 9%	54 10%	58 11%	64 13%l	53 11%
NET Much/Slightly less		1786 29%	462 30%	426 28%	449 29%	448 29%	156 30%	144 28%	163 33%l	146 28%	129 25%	151 30%	131 27%	150 28%	169 32%	154 29%	140 28%	154 31%
Mean		2.68	2.67	2.67	2.67	2.69	2.66	2.70	2.65	2.69	2.70	2.63	2.68	2.70	2.64	2.68	2.74	2.64
Std Dev.		0.92	0.94	0.86	0.90	0.96	0.95	0.97	0.91	0.88	0.83	0.88	0.88	0.87	0.95	0.97	0.99	0.92
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	1019 17%	221 18%	798 16%	119 14%	901 17%	408 14%	609 19%e	87 11%	79 9%	167 15%gh	138 17%gh	245 21%ghij	154 20%ghi	150 24%ghij	166 10%	305 16%n	549 22%no	304 22%no	878 17%	127 14%
Slightly less (2)	803 13%	208 17%b	595 12%	96 11%	707 13%	387 13%	414 13%	100 12%	110 13%	151 13%	118 14%	141 12%	110 14%	72 12%	210 12%	269 14%	324 13%	182 13%	663 13%	139 15%
No change (3)	3640 59%	728 59%	2912 59%	390 45%	3250 61%c	1813 60%	1818 58%	433 53%	497 57%	648 58%	493 60%g	704 62%g	479 63%g	386 62%g	929 55%	1141 59%	1570 62%n	865 62%n	3164 61%s	447 49%
Slightly more (4)	419 7%	58 5%	362 7%a	153 18%d	266 5%	242 8%f	177 6%	119 14%ijklm	107 12%ijklm	98 9%klm	58 7%klm	24 2%	8 1%	6 1%	226 13%opq	155 8%pq	38 1%	14 1%	290 6%	124 14%r
Much more (5)	183 3%	8 1%	175 4%a	92 11%d	91 2%	117 4%f	66 2%	63 8%ijklm	56 6%ijklm	41 4%jklm	10 1%	8 1%	2 *	2 *	120 7%opq	51 3%pq	12 *	4 *	137 3%	45 5%r
Don't know	105 2%	9 1%	95 2%a	11 1%	94 2%	47 2%	58 2%	23 3%jl	22 3%jl	18 2%	5 1%	20 2%	6 1%	11 2%	45 3%opq	23 1%	37 1%	17 1%	80 2%	21 2%
NET Much/Slightly more	602 10%	66 5%	536 11%a	245 28%d	357 7%	359 12%f	243 8%	182 22%ijklm	164 19%ijklm	138 12%klm	68 8%klm	32 3%	10 1%	8 1%	346 20%opq	206 11%pq	50 2%	18 1%	427 8%	169 19%r
NET Much/Slightly less	1822 30%	430 35%b	1393 28%	215 25%	1608 30%c	794 26%	1023 33%e	186 23%	189 22%	318 28%gh	256 31%gh	387 34%ghi	264 35%ghi	222 38%ghi	376 22%	574 30%n	873 35%no	486 35%no	1541 30%	267 29%
Mean	2.66	2.53	2.69a	3.00d	2.60	2.76f	2.57	2.97ijklm	2.94ijklm	2.72jklm	2.61klm	2.47	2.46	2.41	2.95pq	2.68pq	2.45	2.44	2.64	2.80r
Std Dev.	0.94	0.86	0.95	1.13	0.89	0.93	0.94	1.01	0.94	0.95	0.89	0.88	0.83	0.88	0.98	0.93	0.87	0.85	0.92	1.02
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	1019 17%	168 15%	325 17%	210 15%	316 19%ac	493 16%	526 17%	560 15%	449 19%g	96 17%	121 17%	260 17%	251 16%	158 15%	632 16%	97 17%	848 16%	196 15%	779 17%	45 15%
Slightly less (2)	803 13%	167 14%d	286 15%d	182 13%d	168 10%	453 15%f	350 11%	510 14%	289 12%	53 9%	88 12%	189 12%	242 16%ik	137 13%	519 14%i	58 10%	693 13%	137 11%	622 14%q	44 15%
No change (3)	3640 59%	611 53%	1149 59%a	829 60%a	1049 63%a	1760 57%	1878 61%e	2051 56%	1534 64%g	360 64%kln	430 60%	909 58%	893 57%	634 59%	2231 58%	377 64%p	3022 58%	763 59%	2708 59%	170 57%
Slightly more (4)	419 7%	143 12%bcd	101 5%	105 8%bd	70 4%	244 8%f	176 6%	354 10%h	59 2%	19 3%	39 5%	119 8%i	110 7%i	93 9%ij	269 7%i	21 4%	370 7%o	98 8%	297 6%	24 8%
Much more (5)	183 3%	56 5%bcd	50 3%	35 3%	41 2%	106 3%	77 2%	161 4%h	20 1%	18 3%	30 4%	56 4%	37 2%	38 4%	124 3%	18 3%	162 3%	75 6%rs	104 2%	4 1%
Don't know	105 2%	8 1%	33 2%	31 2%a	33 2%a	41 1%	64 2%	51 1%	44 2%	15 3%m	9 1%	38 2%m	20 1%	8 1%	68 2%	16 3%	77 1%	28 2%	63 1%	14 5%r
NET Much/Slightly more	602 10%	199 17%bcd	151 8%	140 10%d	112 7%	350 11%f	252 8%	516 14%h	79 3%	37 7%	70 10%	176 11%i	147 9%	132 12%i	393 10%i	39 7%	533 10%o	173 13%r	401 9%	28 9%
NET Much/Slightly less	1822 30%	335 29%	611 31%	392 28%	484 29%	946 31%	876 29%	1069 29%	738 31%	149 27%	209 29%	449 29%	493 32%	295 28%	1151 30%	155 26%	1541 30%	333 26%	1401 31%q	89 30%
Mean	2.66	2.78bcd	2.61	2.69	2.61	2.68	2.64	2.74h	2.54	2.65	2.68	2.69	2.63	2.73l	2.66	2.66	2.67	2.78r	2.63	2.65
Std Dev.	0.94	1.00	0.92	0.91	0.93	0.95	0.92	0.98	0.86	0.92	0.96	0.96	0.92	0.94	0.95	0.91	0.94	1.00	0.92	0.89
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)	1019 17%	875 16%	144 17%	37 21%	832 16%	79 15%	61 21%de	47 27%def	43 17%	101 15%	87 17%	69 15%	88 16%	81 14%	142 17%	140 17%	83 16%	11 16%	68 15%
Slightly less (2)	803 13%	671 13%	132 15%	31 18%a	667 13%f	85 16%df	28 9%	23 13%f	31 12%	80 12%	61 12%	63 14%	64 12%	75 13%	125 15%	109 13%	58 11%	13 19%	72 16%p
No change (3)	3640 59%	3147 59%c	493 57%	87 50%	3079 59%g	298 58%g	178 60%g	85 50%	155 62%n	417 62%n	310 61%n	268 60%n	315 58%	343 60%n	414 51%	509 60%n	346 65%hln	37 54%	261 58%n
Slightly more (4)	419 7%	381 7%b	38 4%	12 7%	356 7%	37 7%	16 5%	11 6%	14 6%	42 6%	33 7%	27 6%	27 5%	50 9%	85 10%hiklop	50 6%	27 5%	7 10%	30 7%
Much more (5)	183 3%	147 3%	35 4%	3 2%	159 3%	11 2%	8 3%	4 2%	5 2%	26 4%p	9 2%	10 2%	25 5%jp	24 3%	36 4%p	27 3%	7 1%	*	11 2%
Don't know	105 2%	85 2%	20 2%	2 1%	91 2%	6 1%	6 2%	1 1%	2 1%	9 1%	7 1%	12 3%	24 4%hijmnopr	10 2%	10 1%	9 1%	7 1%	*	6 1%
NET Much/Slightly more	602 10%	528 10%	74 9%	15 9%	515 10%	49 9%	24 8%	14 8%	19 8%	68 10%	42 8%	37 8%	52 10%	64 11%p	121 15%hjklopr	77 9%	34 7%	7 10%	41 9%
NET Much/Slightly less	1822 30%	1546 29%	277 32%	68 39%a	1499 29%	165 32%	88 30%	70 41%def	74 30%	181 27%	149 29%	132 29%	152 28%	156 27%	266 33%	248 29%	141 27%	24 35%	141 31%
Mean	2.66	2.67c	2.63	2.50	2.67g	2.64g	2.60g	2.42	2.63	2.72	2.63	2.65	2.69	2.72	2.69	2.66	2.65	2.59	2.65
Std Dev.	0.94	0.93	0.96	0.97	0.93	0.91	0.97	1.03	0.90	0.93	0.91	0.90	0.97	0.91	1.02	0.94	0.86	0.90	0.91
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	1019 17%	387 16%	409 18%c	529 15%	551 17%	387 16%	29 15%	139 18%	409 18%	52 23%	217 20%	343 17%m	385 16%	101 12%	132 22%klmp	52 22%m	728 16%m	185 22%klmp	432 17%	375 16%	112 16%	65 19%	29 18%	807 16%	94 18%	301 18%	718 16%
Slightly less (2)	803 13%	313 13%	295 13%	471 14%	454 14%	313 13%	23 12%	94 12%	295 13%i	16 7%	134 12%	251 12%	341 14%o	111 14%o	83 14%o	17 7%	591 13%o	101 12%	308 12%	345 15%r	85 12%	51 14%	13 8%	653 13%	64 13%	235 14%	568 13%
No change (3)	3640 59%	1333 55%	1412 62%ac	1934 56%	2013 61%ac	1333 55%	119 61%	487 63%e	1412 62%	144 64%	691 65%	1239 60%	1411 58%	503 62%m	325 55%	149 62%	2649 59%	473 57%	1534 60%	1354 57%	415 61%	209 59%	105 66%y	2889 59%	314 61%	645 40%	2995 66%y
Slightly more (4)	419 7%	218 9%bd	86 4%	319 9%bd	187 6%b	218 9%g	9 5%	32 4%	86 4%j	4 2%	10 1%	111 5%	198 8%koq	65 8%ko	36 6%	8 3%	310 7%	44 5%	162 6%	190 8%ux	47 7%	14 4%	5 3%	352 7%x	19 4%	271 17%z	149 3%
Much more (5)	183 3%	115 5%bd	29 1%	150 4%bd	64 2%	115 5%g	11 2%	12 2%	29 1%j	4 2%	3 *	91 4%lmnq	59 2%	15 2%	11 2%	6 2%	150 3%	17 2%	101 4%t	65 3%	8 1%	5 1%	4 2%	166 3%t	9 2%	155 10%z	27 1%
Don't know	105 2%	38 2%	30 1%	53 2%	45 1%	38 2%	3 1%	15 2%	30 1%	6 3%	16 1%	28 1%	41 2%	15 2%	6 1%	6 3%	69 2%	12 1%	31 1%	38 2%	14 2%	9 3%	5 3%	69 1%	14 3%r	21 1%	83 2%
NET Much/Slightly more	602 10%	332 14%bd	114 5%	469 14%bd	251 8%b	332 14%g	20 10%g	43 6%	114 5%j	8 4%j	13 1%	203 10%	258 11%q	81 10%	47 8%	14 6%	460 10%q	61 7%	264 10%ux	255 11%ux	55 8%	19 5%	8 5%	518 11%ux	27 5%	426 26%z	176 4%
NET Much/Slightly less	1822 30%	700 29%	704 31%	1000 29%	1005 30%	700 29%	52 27%	233 30%	704 31%	68 30%	351 33%	594 29%	726 30%	212 26%	216 36%klmp	69 29%	1320 29%	285 34%kmp	740 29%	720 30%	197 29%	116 33%	42 26%	1460 30%	158 31%	536 33%z	1286 28%
Mean	2.66	2.73bd	2.57	2.73bd	2.62	2.73g	2.74	2.59	2.57j	2.51	2.48	2.68nq	2.67nq	2.73noq	2.51	2.56	2.68nq	2.52	2.68u	2.67	2.63	2.54	2.63	2.67	2.57	2.84z	2.60
Std Dev.	0.94	1.00	0.88	0.98	0.90	1.00	0.97	0.88	0.88	0.93	0.84	0.97	0.93	0.86	0.97	0.96	0.94	0.97	0.96	0.94	0.88	0.89	0.90	0.95	0.90	1.19	0.82
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.05	0.07	0.01	0.04	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 189

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	1019 17%	60 15%	953 17%	6 15%	304 18%f	677 16%	38 12%	1005 17%hi	6 4%	1 2%	6 8%	1012 17%hi	2 5%
Slightly less (2)	803 13%	41 10%	755 13%	7 16%	179 11%	576 14%d	47 15%	745 13%	29 18%	21 30%gjk	7 10%	795 13%	1 3%
No change (3)	3640 59%	238 60%	3382 59%	19 47%	972 57%	2491 60%	177 55%	3449 59%h	79 49%	36 53%	57 77%ghik	3564 59%	19 55%
Slightly more (4)	419 7%	37 9%	381 7%	1 4%	143 8%e	242 6%	34 11%e	374 6%	29 18%gjk	9 13%	3 4%	412 7%	4 11%
Much more (5)	183 3%	20 5%b	158 3%	5 11%b	78 5%e	93 2%	12 4%	163 3%	16 10%gjk	1 2%	*	181 3%	1 4%
Don't know	105 2%	5 1%	97 2%	3 8%ab	29 2%	62 1%	14 4%de	94 2%	2 1%	*	1 1%	96 2%	8 23%
NET Much/Slightly more	602 10%	57 14%b	539 9%	6 15%	221 13%e	335 8%	46 14%e	538 9%	45 28%gjk	10 15%	3 5%	593 10%	5 15%
NET Much/Slightly less	1822 30%	101 25%	1708 30%	13 31%	484 28%	1253 30%	85 26%	1750 30%	35 21%	22 32%	13 18%	1807 30%	3 8%
Mean	2.66	2.79b	2.65	2.78	2.71e	2.63	2.79e	2.64	3.13gjk	2.83	2.80	2.66	3.08
Std Dev.	0.94	0.98	0.93	1.15	1.01	0.91	0.93	0.94	0.95	0.76	0.65	0.94	0.79
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.05	0.01	0.08	0.10	0.08	0.01	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	1019 17%	261 17%	247 16%	240 15%	270 18%	93 18%	94 18%	74 15%	89 17%	73 14%	86 17%	80 16%	79 15%	80 15%	101 19%	83 16%	87 18%
Slightly less	(2)	803 13%	192 12%	185 12%	200 13%	227 15%	70 13%	54 11%	68 14%	64 12%	53 10%	68 13%	60 12%	69 13%	71 13%	70 13%	70 14%	87 18%·fl
No change	(3)	3640 59%	900 58%	954 62%·d	931 60%	855 56%	297 56%	300 58%	304 61%·p	317 60%	326 64%·emnp	311 61%·p	300 61%·p	333 63%·p	297 56%	295 56%	299 59%	261 53%
Slightly more	(4)	419 7%	90 6%	91 6%	124 8%	114 7%	35 7%	36 7%	19 4%	26 5%	37 7%·g	28 6%	39 8%·g	32 6%	53 10%·ghl	38 7%	35 7%	41 8%·g
Much more	(5)	183 3%	66 4%·bc	33 2%	37 2%	46 3%	20 4%·ik	22 4%·ikp	24 5%·ijkp	19 4%·i	5 1%	9 2%	6 1%	15 3%	15 3%	21 4%·ik	18 4%·i	8 2%
Don't know		105 2%	33 2%	30 2%	19 1%	22 1%	14 3%·l	11 2%	9 2%	10 2%	14 3%·lo	6 1%	5 1%	3 1%	11 2%	7 1%	4 1%	12 2%
NET Much/Slightly more		602 10%	156 10%	125 8%	160 10%	161 10%	55 10%	58 11%	43 9%	45 9%	43 8%	37 7%	45 9%	48 9%	68 13%·j	59 11%	53 10%	49 10%
NET Much/Slightly less		1822 30%	453 29%	432 28%	440 28%	497 32%·b	163 31%	148 29%	142 29%	152 29%	126 25%	154 30%	140 29%	148 28%	148 29%	171 32%·i	152 30%	174 35%·i
Mean		2.66	2.67	2.65	2.68	2.63	2.65	2.68	2.69	2.66	2.70	2.61	2.65	2.69	2.71	2.63	2.67	2.58
Std Dev.		0.94	0.97	0.90	0.91	0.96	0.98	1.00	0.94	0.95	0.85	0.89	0.89	0.90	0.95	1.00	0.95	0.93
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	659 / 11%	105 / 9%	554 / 11%a	41 / 5%	618 / 12%c	260 / 9%	397 / 13%e	57 / 7%	47 / 5%	98 / 9%h	105 / 13%ghi	163 / 14%ghi	93 / 12%ghi	95 / 15%ghi	104 / 6%	203 / 10%n	352 / 14%no	189 / 14%no	555 / 11%	92 / 10%
Slightly less (2)	662 / 11%	128 / 10%	533 / 11%	93 / 11%	569 / 11%	312 / 10%	348 / 11%	89 / 11%	104 / 12%j	146 / 13%j	67 / 8%	119 / 10%	75 / 10%	61 / 10%	194 / 11%	213 / 11%	255 / 10%	135 / 10%	540 / 10%	119 / 13%
No change (3)	3802 / 62%	806 / 65%b	2995 / 61%	367 / 43%	3435 / 65%c	1925 / 64%f	1868 / 59%	410 / 50%	463 / 53%	686 / 61%gh	537 / 65%gh	734 / 64%gh	535 / 70%ghik	437 / 70%gh	873 / 51%	1223 / 63%n	1706 / 67%no	972 / 70%no	3310 / 64%s	466 / 51%
Slightly more (4)	693 / 11%	141 / 11%	552 / 11%	229 / 27%d	464 / 9%	335 / 11%	356 / 11%	177 / 21%ijklm	175 / 20%ijklm	126 / 11%klm	80 / 10%lm	86 / 7%m	38 / 5%m	11 / 2%	352 / 21%opq	206 / 11%pq	135 / 5%pq	49 / 4%	535 / 10%	156 / 17%r
Much more (5)	255 / 4%	48 / 4%	207 / 4%	127 / 15%d	127 / 2%	137 / 5%	117 / 4%	80 / 10%jklm	63 / 7%jklm	53 / 5%klm	24 / 3%lm	25 / 2%	6 / 1%	4 / 1%	143 / 8%opq	77 / 4%pq	35 / 1%	10 / 1%	195 / 4%	54 / 6%r
Don't know	99 / 2%	4 / *	95 / 2%a	5 / 1%	95 / 2%c	43 / 1%	56 / 2%	10 / 1%	20 / 2%	14 / 1%	8 / 1%	16 / 1%	13 / 2%	18 / 3%j	30 / 2%	22 / 1%	47 / 2%	31 / 2%	77 / 1%	19 / 2%
NET Much/Slightly more	948 / 15%	189 / 15%	759 / 15%	356 / 41%d	592 / 11%	472 / 16%	473 / 15%	257 / 31%ijklm	238 / 27%ijklm	179 / 16%klm	104 / 13%klm	110 / 10%lm	44 / 6%m	15 / 2%	495 / 29%opq	283 / 15%pq	170 / 7%q	59 / 4%	730 / 14%	210 / 23%r
NET Much/Slightly less	1320 / 21%	234 / 19%	1087 / 22%	134 / 16%	1187 / 22%c	572 / 19%	745 / 24%e	147 / 18%	151 / 17%	244 / 22%	173 / 21%	282 / 25%gh	168 / 22%	156 / 28%gh	298 / 18%	416 / 21%n	606 / 24%n	324 / 23%n	1095 / 21%	210 / 23%
Mean	2.87	2.92	2.86	3.38d	2.79	2.92f	2.82	3.16ijklm	3.12ijklm	2.90klm	2.82m	2.73m	2.72	2.62	3.14opq	2.86pq	2.70	2.67	2.86	2.96r
Std Dev.	0.90	0.84	0.91	1.02	0.85	0.86	0.93	0.99	0.91	0.88	0.89	0.88	0.78	0.79	0.95	0.88	0.83	0.79	0.88	0.98
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	659 11%	82 7%	221 11%a	128 9%	228 14%ac	303 10%	356 12%	368 10%	283 12%	66 12%	92 13%	167 11%	153 10%	103 10%	411 11%	68 12%	544 11%	126 10%	494 11%	39 13%
Slightly less (2)	662 11%	122 11%	211 11%	164 12%	164 10%	334 11%	328 11%	426 12%	232 10%	41 7%	78 11%	170 11%	198 13%i	112 11%	445 12%i	44 7%	578 11%o	122 9%	503 11%	37 12%
No change (3)	3802 62%	670 58%	1215 63%	872 63%	1044 62%	1885 61%	1915 62%	2126 58%	1625 68%g	376 67%kn	438 61%	932 59%	954 61%	661 62%	2325 61%	397 68%p	3160 61%	767 59%	2875 63%s	160 53%
Slightly more (4)	693 11%	185 16%bcd	207 11%	158 11%d	143 9%	392 13%f	301 10%	529 14%h	157 7%	40 7%	68 9%	198 13%i	173 11%	134 13%i	439 11%i	42 7%	603 12%o	162 12%	493 11%	39 13%
Much more (5)	255 4%	89 8%bcd	62 3%	49 4%	55 3%	151 5%f	104 3%	197 5%h	49 2%	18 3%	36 5%	75 5%	51 3%	51 5%	162 4%	18 3%	218 4%	95 7%r	145 3%	14 5%
Don't know	99 2%	5 *	28 1%a	22 2%a	44 3%ab	33 1%	66 2%e	40 1%	49 2%g	19 3%jlmn	7 1%	29 2%	24 2%	7 1%	60 2%	19 3%p	69 1%	24 2%	63 1%	12 4%r
NET Much/Slightly more	948 15%	274 24%bcd	268 14%	207 15%d	198 12%	542 18%f	405 13%	726 20%h	206 9%	58 10%	104 14%	273 17%i	224 14%	185 17%i	601 16%i	60 10%	822 16%o	257 20%r	637 14%	53 18%
NET Much/Slightly less	1320 21%	204 18%	432 22%a	292 21%	392 23%a	637 21%	684 22%	795 22%	514 21%	107 19%	169 24%	337 21%	351 23%	216 20%	856 22%	112 19%	1122 22%	248 19%	997 22%	76 25%
Mean	2.87	3.07bcd	2.83	2.88d	2.78	2.92f	2.82	2.93h	2.77	2.82	2.83	2.90	2.85	2.92	2.87	2.82	2.88	2.98r	2.84	2.84
Std Dev.	0.90	0.93	0.88	0.86	0.91	0.91	0.89	0.94	0.82	0.86	0.95	0.93	0.87	0.90	0.91	0.85	0.90	0.96	0.87	0.99
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)	659 11%	584 11%	75 9%	15 9%	563 11%	46 9%	25 9%	24 14%def	28 11%	78 12%	52 10%	34 8%	59 11%	50 9%	113 14%kmr	99 12%	49 9%	12 17%kmr	35 8%
Slightly less (2)	662 11%	595 11%b	67 8%	23 13%b	557 11%	57 11%	30 10%	18 10%	23 9%	67 10%	60 12%	52 12%	47 9%	64 11%	109 13%lp	90 11%	44 8%	10 14%	48 11%
No change (3)	3802 62%	3241 61%	560 65%	99 57%	3197 62%g	322 62%g	197 67%dg	86 50%	155 62%n	411 61%n	324 64%n	299 67% nq	326 60%	365 64%n	429 53%	526 62%n	362 68%lilnq	37 54%	285 63%n
Slightly more (4)	693 11%	609 11%	84 10%	24 14%	562 11%	72 14%df	28 10%	31 18%def	33 13%	78 12%	46 9%	40 9%	64 12%	63 11%	105 13%	79 9%	54 10%	9 12%	63 14%gijko
Much more (5)	255 4%	196 4%	58 7%a	9 5%	219 4%e	11 2%	13 5%e	11 6%de	8 3%	31 5%	14 3%	17 4%	29 5%r	20 4%	41 5%	46 5%r	14 3%	1 1%	11 2%
Don't know	99 2%	81 2%	19 2%	4 2%	87 2%	9 2%	2 1%	1 1%	3 1%	11 2%	12 2%o	6 1%	18 3%o	10 2%	14 2%	5 1%	7 1%	1 2%	8 2%
NET Much/Slightly more	948 15%	805 15%	143 17%	33 19%	781 15%	83 16%	42 14%	42 24%def	41 16%	109 16%	60 12%	57 13%	93 17%j	83 15%	147 18%j	125 15%	67 13%	9 13%	74 16%
NET Much/Slightly less	1320 21%	1178 22%b	142 16%	38 22%	1120 22%	104 20%	55 19%	42 25%f	51 20%	145 21%	112 22%	87 19%	106 19%	115 20%	222 27%hklmpr	189 22%	93 18%	21 31%klmpr	83 18%
Mean	2.87	2.85	2.98a	2.93	2.87	2.89	2.91	2.92	2.88	2.87	2.82	2.89q	2.92q	2.89q	2.81	2.86	2.88q	2.66	2.93q
Std Dev.	0.90	0.90	0.90	0.91	0.90	0.83	0.85	1.05	0.90	0.93	0.84	0.81	0.94	0.85	1.01	0.93	0.81	0.94	0.81
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 190

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	659 11%	248 10%	265 12%	336 10%	353 11%	248 10%	21 11%	79 10%	265 12%	35 16%	150 14%	211 10%	236 10%	83 10%	93 16%klmp	28 12%	448 10%	121 15%klmp	225 9%	258 11%r	85 12%r	63 18%rsw	22 14%	483 10%	85 16%rsw	251 15%z	408 9%
Slightly less (2)	662 11%	272 11%	247 11%	385 11%	359 11%	272 11%	13 7%	65 8%	247 11%	20 9%	110 10%	185 9%	294 12%k	87 11%	73 12%	22 9%	479 11%	96 12%	241 9%	298 13%r	74 11%	35 10%	13 8%	539 11%	47 9%	264 16%z	398 9%
No change (3)	3802 62%	1383 58%	1457 64%ac	2051 59%	2125 64%ac	1383 58%	124 64%	525 67%e	1457 64%	150 66%	719 67%	1289 62%	1470 60%	529 65%ln	338 57%	162 68%n	2759 61%	500 60%	1576 61%	1429 60%	443 65%	219 62%	113 70%y	3005 61%	332 65%	612 38%	3189 70%y
Slightly more (4)	693 11%	316 13%bd	206 9%	450 13%bd	340 10%	316 13%g	16 8%	67 9%	206 9%	11 5%	60 6%	232 11%o	317 13%mo	71 9%	60 10%	12 5%	549 12%mo	72 9%	345 13%stuvx	259 11%	53 8%	28 8%	6 4%	605 12%tvx	34 7%	315 19%z	378 8%
Much more (5)	255 4%	148 6%bd	54 2%	190 5%bd	96 3%	148 6%g	13 7%	25 3%	54 2%	3 1%	11 1%	119 6%lm	77 3%	22 3%	26 4%	10 4%	196 4%	36 4%	159 6%stuvx	77 3%	11 2%	4 1%	4 2%	236 5%stux	8 2%	164 10%z	91 2%
Don't know	99 2%	37 2%	31 1%	45 1%	39 1%	37 2%	7 4%	16 2%	31 1%	7 3%	21 2%	27 1%	40 2%	18 2%n	2 *	4 2%	67 1%	6 1%	23 1%	46 2%r	16 2%	4 1%	4 2%	69 1%	6 1%	22 1%	77 2%
NET Much/Slightly more	948 15%	463 19%bd	260 11%	640 19%bd	436 13%	463 19%g	29 15%	93 12%	260 11%ij	14 6%	71 7%	352 17%moq	394 16%mo	93 12%	86 15%	22 9%	746 17%moq	108 13%	504 20%stuvwx	337 14%stuvx	63 9%	32 9%	10 6%	841 17%stuvx	42 8%	479 29%z	468 10%
NET Much/Slightly less	1320 21%	521 22%	512 23%	721 21%	713 22%	521 22%	34 18%	144 19%	512 23%	55 24%	260 24%	396 19%	531 22%	170 21%	167 28%klmp	51 21%	927 21%	217 26%klp	465 18%	556 23%rw	159 23%r	98 28%rw	34 21%	1022 21%r	132 26%rw	515 32%z	806 18%
Mean	2.87	2.93bd	2.79	2.93bd	2.84	2.93	2.93	2.86	2.79j	2.67	2.69	2.93mnq	2.88q	2.83	2.75	2.80	2.90nq	2.76	2.99stuvwx	2.63ux	2.74	2.64	2.73	2.91stuvx	2.67	2.92z	2.85
Std. Dev.	0.90	0.96	0.86	0.93	0.86	0.96	0.94	0.84	0.86	0.86	0.82	0.92	0.87	0.84	0.99	0.87	0.90	0.95	0.91	0.89	0.84	0.91	0.84	0.90	0.89	1.18	0.77
Std Error	0.01	0.02	0.02	0.02	0.01	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.05	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	659 11%	38 9%	613 11%	8 20%	199 12%	437 11%	23 7%	636 11%h	6 4%	7 10%	8 11%	649 11%h	2 5%
Slightly less (2)	662 11%	48 12%	611 11%	2 5%	213 12%e	422 10%	27 9%	615 11%	22 13%	14 20%gjk	6 9%	651 11%	4 12%
No change (3)	3802 62%	236 59%c	3551 62%c	15 35%	979 57%	2625 63%d	197 61%	3611 62%h	79 49%	42 61%	58 78%ghk	3732 62%h	12 33%
Slightly more (4)	693 11%	43 11%	641 11%	9 22%	178 10%	479 12%	36 11%	643 11%j	43 27%gijk	2 4%	*	689 11%	4 11%
Much more (5)	255 4%	29 7%b	222 4%	4 9%	107 6%e	124 3%	23 7%e	235 4%	10 6%	3 5%	2 2%	248 4%	4 12%
Don't know	99 2%	6 2%	89 2%	4 9%ab	30 2%	55 1%	15 5%de	90 2%	-	-	-	90 1%	9 26%
NET Much/Slightly more	948 15%	72 18%	863 15%	13 31%b	285 17%	603 15%	59 18%	878 15%j	53 33%gijk	6 9%	2 3%	937 15%j	8 24%
NET Much/Slightly less	1320 21%	86 21%	1224 21%	10 25%	411 24%ef	859 21%	51 16%	1251 21%	28 17%	21 30%	15 20%	1300 21%	6 17%
Mean	2.87	2.94	2.87	2.94	2.87	2.86	3.03de	2.87	3.18gijk	2.74	2.74	2.87	3.20
Std Dev.	0.90	0.95	0.89	1.26	0.97	0.87	0.90	0.90	0.89	0.87	0.75	0.90	1.12
Std Error	0.01	0.05	0.01	0.18	0.02	0.01	0.05	0.01	0.08	0.11	0.09	0.01	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	659 11%	192 12%	153 10%	151 10%	162 11%	66 13%	66 13%	60 12%	56 11%	49 10%	49 10%	44 9%	49 9%	58 11%	52 10%	51 10%	59 12%
Slightly less	(2)	662 11%	177 11%	156 10%	159 10%	170 11%	55 10%	49 10%	73 15%fl	51 10%	49 10%	56 11%	54 11%	48 9%	57 11%	56 11%	58 11%	56 11%
No change	(3)	3802 62%	928 60%	979 64%	956 62%	939 61%	328 62%	315 61%	284 57%	330 63%	330 65%gm	319 63%	325 66%gm	334 63%	297 56%	339 64%	298 59%	302 61%
Slightly more	(4)	693 11%	143 9%	186 12%a	205 13%a	159 10%	45 9%	52 10%	46 9%	65 12%	54 11%	67 13%n	48 10%	71 13%n	85 16%efgiknp	42 8%	64 13%	53 11%
Much more	(5)	255 4%	71 5%b	43 3%	55 4%	87 6%bc	20 4%	24 5%	27 5%jk	17 3%	15 3%	12 2%	10 2%	26 5%k	19 4%	37 7%hijk	29 6%jk	20 4%
Don't know		99 2%	32 2%	24 2%	24 2%	19 1%	14 3%	11 2%	8 2%	6 1%	12 2%	6 1%	10 2%	4 1%	10 2%	7 1%	7 1%	5 1%
NET Much/Slightly more		948 15%	214 14%	229 15%	259 17%	245 16%	65 12%	76 15%	73 15%	82 16%	69 13%	79 16%	58 12%	98 18%ek	104 20%eik	79 15%	93 18%eik	73 15%
NET Much/Slightly less		1320 21%	369 24%bc	309 20%	310 20%	332 22%	121 23%	116 22%	133 27%ikl	107 20%	98 19%	104 21%	98 20%	97 18%	115 22%	108 20%	109 22%	115 23%
Mean		2.87	2.82	2.87	2.90a	2.89	2.80	2.84	2.81	2.88	2.87	2.88	2.84	2.96eg	2.90	2.92	2.93	2.83
Std Dev.		0.90	0.94	0.85	0.88	0.93	0.91	0.94	0.96	0.88	0.84	0.84	0.80	0.89	0.93	0.93	0.94	0.92
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 191

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	731 / 12%	102 / 8%	629 / 13%a	54 / 6%	677 / 13%c	301 / 10%	428 / 14%e	66 / 8%	51 / 6%	99 / 9%	126 / 15%ghi	181 / 16%ghi	102 / 13%ghi	106 / 17%ghi	117 / 7%	225 / 12%n	389 / 15%no	208 / 18%no	613 / 12%	108 / 12%
Slightly less (2)	663 / 11%	130 / 11%	533 / 11%	88 / 10%	575 / 11%	305 / 10%	357 / 11%	75 / 9%	111 / 13%	130 / 12%	80 / 10%	131 / 11%	79 / 10%	56 / 9%	187 / 11%	210 / 11%	266 / 10%	135 / 10%	549 / 11%	111 / 12%
No change (3)	3726 / 60%	828 / 67%b	2898 / 59%	336 / 39%	3390 / 64%c	1864 / 62%	1854 / 59%	414 / 50%	463 / 53%	683 / 61%gh	520 / 63%gh	702 / 61%gh	521 / 69%ghik	423 / 67%ghik	877 / 52%	1203 / 62%n	1646 / 65%n	944 / 68%no	3228 / 62%s	471 / 52%
Slightly more (4)	676 / 11%	108 / 9%	568 / 12%	257 / 30%d	418 / 8%	365 / 12%f	311 / 10%	186 / 23%ijklm	171 / 20%ijklm	134 / 12%jklm	61 / 7%m	71 / 6%m	34 / 4%	19 / 3%	356 / 21%opq	195 / 10%pq	124 / 5%	53 / 4%	526 / 10%	144 / 16%r
Much more (5)	265 / 4%	57 / 5%	208 / 4%	119 / 14%d	146 / 3%	126 / 4%	137 / 4%	63 / 8%jklm	58 / 7%jklm	58 / 5%jklm	31 / 4%m	39 / 3%m	14 / 2%m	2 / *	122 / 7%opq	89 / 5%pq	55 / 2%	16 / 1%	216 / 4%	46 / 5%
Don't know	108 / 2%	9 / 1%	99 / 2%a	7 / 1%	101 / 2%	52 / 2%	56 / 2%	19 / 2%j	19 / 2%j	17 / 2%	4 / 1%	19 / 2%	10 / 1%	21 / 3%jl	38 / 2%o	21 / 1%	49 / 2%	31 / 2%o	81 / 2%	25 / 3%r
NET Much/Slightly more	941 / 15%	165 / 13%	776 / 16%	377 / 44%d	564 / 11%	491 / 16%	448 / 14%	249 / 30%ijklm	229 / 26%ijklm	193 / 17%jklm	92 / 11%lm	110 / 10%lm	48 / 6%	21 / 3%	478 / 28%opq	284 / 15%pq	179 / 7%q	69 / 5%	742 / 14%	189 / 21%r
NET Much/Slightly less	1393 / 23%	231 / 19%	1162 / 24%a	141 / 16%	1252 / 24%c	606 / 20%	785 / 25%e	141 / 17%	163 / 19%	229 / 20%	206 / 25%gh	312 / 27%ghi	181 / 24%gh	162 / 26%ghi	304 / 18%	435 / 22%n	655 / 26%no	343 / 25%n	1161 / 22%	219 / 24%
Mean	2.85	2.91b	2.83	3.35d	2.77	2.90f	2.80	3.13ijklm	3.09ijklm	2.93jklm	2.75m	2.69	2.71	2.60	3.11opq	2.85pq	2.67	2.66	2.84	2.90
Std Dev.	0.92	0.84	0.94	1.04	0.88	0.89	0.95	0.97	0.91	0.90	0.93	0.93	0.82	0.82	0.94	0.92	0.88	0.83	0.91	0.99
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	731 12%	102 9%	221 11%	168 12%a	240 14%ab	323 10%	408 13%e	397 11%	323 14%g	77 14%m	100 14%m	193 12%m	175 11%	95 9%	468 12%m	83 14%	592 11%	164 13%	531 12%	35 12%
Slightly less (2)	663 11%	108 9%	221 11%	156 11%	178 11%	329 11%	334 11%	415 11%	244 10%	58 10%	89 12%k	141 9%	194 12%k	119 11%	424 11%	58 10%	579 11%	115 9%	522 11%q	26 8%
No change (3)	3726 60%	662 57%	1203 62%	840 60%	1020 61%	1865 60%	1860 61%	2103 57%	1574 66%g	354 63%	415 58%	934 59%	914 59%	668 62%	2263 59%	373 64%	3100 60%	741 57%	2816 62%q	169 56%
Slightly more (4)	676 11%	181 16%bcd	194 10%	166 12%d	134 8%	376 12%f	300 10%	522 14%h	146 6%	39 7%	79 11%i	191 12%i	184 12%i	120 11%i	454 12%i	39 7%	591 11%o	169 13%r	472 10%	35 11%
Much more (5)	265 4%	84 7%bcd	73 4%	40 3%	68 4%	157 5%f	108 4%	197 5%h	61 3%	19 3%	27 4%	79 5%	55 4%	58 5%	162 4%	19 3%	229 4%	86 7%r	165 4%	15 5%
Don't know	108 2%	16 1%	31 2%	23 2%	38 2%	47 2%	61 2%	53 1%	45 2%	15 3%m	8 1%	32 2%	31 2%	9 1%	72 2%	16 3%	81 2%	21 2%	66 1%	22 7%qr
NET Much/Slightly more	941 15%	265 23%bcd	268 14%	207 15%	202 12%	533 17%f	408 13%	719 20%h	207 9%	58 10%	106 15%	271 17%i	239 15%i	177 17%i	616 16%i	58 10%	820 16%o	255 20%r	637 14%	49 16%
NET Much/Slightly less	1393 23%	210 18%	441 23%a	324 23%a	418 25%a	652 21%	742 24%e	812 22%	568 24%	135 24%	189 26%km	334 21%	369 24%	215 20%	892 23%	140 24%	1170 23%	279 22%	1053 23%	61 20%
Mean	2.85	3.03bcd	2.83	2.82	2.76	2.91f	2.79	2.92h	2.74	2.75	2.78	2.88i	2.84	2.93jjln	2.85	2.74	2.86o	2.92r	2.83	2.88
Std Dev.	0.92	0.95	0.90	0.90	0.94	0.92	0.92	0.95	0.87	0.91	0.95	0.95	0.91	0.89	0.94	0.90	0.92	1.00	0.90	0.96
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 191

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less (1)	731 / 12%	636 / 12%	95 / 11%	19 / 11%	625 / 12%	48 / 9%	31 / 11%	27 / 16%def	34 / 14%pr	91 / 14%pr	57 / 11%	50 / 11%	68 / 13%r	62 / 11%	99 / 12%r	118 / 14%pr	46 / 9%	13 / 18%pr	35 / 8%
Slightly less (2)	663 / 11%	591 / 11%	72 / 8%	21 / 12%	556 / 11%	59 / 11%	30 / 10%	18 / 10%	33 / 13%l	71 / 11%	55 / 11%	56 / 13%l	37 / 7%	80 / 14%lop	102 / 13%l	76 / 9%	46 / 9%	6 / 9%	52 / 12%l
No change (3)	3726 / 60%	3196 / 60%	530 / 61%	105 / 61%	3131 / 60%g	324 / 63%g	186 / 63%g	85 / 50%	144 / 57%	400 / 59%	325 / 64%n	267 / 60%	336 / 62%n	349 / 61%n	434 / 53%	521 / 62%n	355 / 67%hikn	40 / 59%	284 / 63%n
Slightly more (4)	676 / 11%	585 / 11%	91 / 11%	20 / 11%	558 / 11%	61 / 12%	32 / 11%	25 / 14%d	25 / 10%	66 / 10%	53 / 10%	50 / 11%	58 / 11%	60 / 10%	127 / 16%hijmop	70 / 8%	49 / 9%	9 / 13%	53 / 12%
Much more (5)	265 / 4%	210 / 4%	55 / 6%sa	7 / 4%	223 / 4%	17 / 3%	12 / 4%	14 / 8%def	10 / 4%	35 / 5%	14 / 3%	17 / 4%	30 / 5%	16 / 3%	34 / 4%	45 / 5%	22 / 4%	1 / 1%	17 / 4%
Don't know	108 / 2%	88 / 2%	21 / 2%	2 / 1%	92 / 2%	9 / 2%	4 / 1%	2 / 1%	4 / 2%	13 / 2%	4 / 1%	8 / 2%	14 / 3%	8 / 1%	17 / 2%	14 / 2%	12 / 2%	* / 1%	9 / 2%
NET Much/Slightly more	941 / 15%	795 / 15%	146 / 17%	27 / 15%	781 / 15%	79 / 15%	43 / 15%	38 / 22%def	35 / 14%	101 / 15%	68 / 13%	68 / 15%	87 / 16%	75 / 13%	160 / 20%jmop	116 / 14%	71 / 13%	9 / 13%	69 / 15%
NET Much/Slightly less	1393 / 23%	1227 / 23%	167 / 19%	40 / 23%	1181 / 23%	106 / 21%	62 / 21%	45 / 26%ef	67 / 27%lpr	162 / 24%p	112 / 22%	106 / 24%p	106 / 19%	141 / 25%p	201 / 25%p	194 / 23%	92 / 17%	19 / 27%	88 / 20%
Mean	2.85	2.84	2.93a	2.85	2.84	2.89	2.87	2.88	2.77	2.82	2.83	2.84	2.89	2.80	2.87	2.82	2.91h	2.69	2.92hq
Std Dev.	0.92	0.92	0.95	0.91	0.93	0.86	0.89	1.10	0.95	0.97	0.87	0.91	0.95	0.87	0.97	0.96	0.84	0.95	0.84
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	731 12%	242 10%	308 14%ac	361 10%	428 13%ac	242 10%	23 12%	74 10%	308 14%	44 19%	177 17%	267 13%l	251 10%	90 11%	85 14%l	32 13%	518 12%	117 14%l	283 11%	279 12%	79 12%	60 17%rsw	23 15%	562 11%	83 16%rsw	292 18%z	439 10%
Slightly less (2)	663 11%	244 10%	273 12%	353 10%	382 12%	244 10%	18 9%	64 8%	273 12%	24 11%	129 12%	184 9%	291 12%k	89 11%	81 14%ko	17 7%	475 11%	99 12%	250 10%	279 12%	86 13%	35 10%	10 7%	529 11%	45 9%	258 16%z	405 9%
No change (3)	3726 60%	1410 59%	1391 62%	2045 59%	2026 61%	1410 59%	117 61%	530 68%e	1391 62%	141 62%	677 63%	1226 59%	1484 61%	499 62%	342 58%	165 69%klmq	2710 60%	506 61%	1532 60%	1400 59%	443 65%rsw	225 64%	107 67%	2932 59%	332 65%	569 35%	3157 70%y
Slightly more (4)	676 11%	317 13%bd	194 9%	451 13%bd	328 10%	317 13%g	21 11%	58 7%	194 9%ij	8 3%	56 5%	231 11%oq	292 12%oq	88 11%o	52 9%	11 5%	523 12%oc	63 8%	325 13%tuvx	271 11%tuvx	54 8%	21 6%	6 4%	596 12%tuvx	27 5%	321 20%z	355 8%
Much more (5)	265 4%	148 6%bd	64 3%	189 5%bd	105 3%	148 6%	8 4%	33 4%	64 3%	5 2%	17 2%	114 6%lm	86 4%	26 3%	28 5%	11 5%	201 4%	39 5%	160 6%stux	88 4%tu	9 1%	3 1%	6 4%	248 5%tux	9 2%	164 10%z	101 2%
Don't know	108 2%	43 2%	30 1%	57 2%	45 1%	43 2%	7 3%	18 2%	30 1%	5 2%	15 1%	41 2%	31 1%	19 2%	5 1%	2 1%	72 2%	8 1%	20 1%	51 2%r	11 2%	10 3%r	7 5%rw	70 1%r	18 3%rw	25 2%	83 2%
NET Much/Slightly more	941 15%	465 19%bd	258 11%	641 19%bd	433 13%	465 19%g	29 15%	91 12%	258 11%ij	13 6%	72 7%	345 17%oq	378 16%o	114 14%	80 14%	22 9%	723 16%oc	102 12%	484 19%stuvx	359 15%tuvx	63 9%	24 7%	12 7%	843 17%tuvx	36 7%	485 30%z	456 10%
NET Much/Slightly less	1393 23%	486 20%	581 26%ac	715 21%	810 24%ac	486 20%	40 21%	139 18%	581 26%	68 30%	307 29%	451 22%	542 22%	179 22%	166 28%klmp	50 21%	993 22%	215 26%	533 21%	558 24%	165 24%	94 27%r	34 21%	1091 22%	128 25%	550 34%z	844 19%
Mean	2.85	2.95bd	2.75	2.93bd	2.79	2.95	2.87	2.88	2.75ij	2.58	2.63	2.87q	2.86nq	2.84	2.76	2.79	2.87nq	2.77	2.93stux	2.63ux	2.74	2.63	2.74	2.88tux	2.66	2.88	2.84
Std Dev.	0.92	0.95	0.90	0.94	0.91	0.95	0.93	0.84	0.90	0.93	0.88	0.97	0.89	0.88	0.97	0.90	0.93	0.95	0.96	0.92	0.82	0.87	0.90	0.94	0.88	1.22	0.79
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	731 12%	40 10%	685 12%	5 12%	230 14%	470 11%	30 9%	712 12%h	5 3%	4 6%	8 11%h	721 12%h	2 5%
Slightly less (2)	663 11%	51 13%	604 11%	8 18%	182 11%	442 11%	39 12%	624 11%	23 14%	9 13%	3 4%	656 11%	3 9%
No change (3)	3726 60%	229 57%c	3482 61%c	15 37%	955 56%	2589 63%d	182 57%	3530 61%	82 51%	43 63%	57 77%ghix	3655 60%	14 41%
Slightly more (4)	676 11%	45 11%	623 11%	7 18%	206 12%	432 10%	37 12%	625 11%	36 22%gjk	8 12%	3 3%	669 11%	4 11%
Much more (5)	265 4%	26 6%	236 4%	3 8%	95 6%e	150 4%	21 6%e	249 4%	13 8%	* 1%	*	263 4%	3 8%
Don't know	108 2%	9 2%	96 2%	3 7%b	37 2%	58 1%	13 4%e	90 2%	2 1%	3 5%	3 4%	96 2%	9 26%
NET Much/Slightly more	941 15%	71 18%	860 15%	11 26%	301 18%e	582 14%	58 18%	874 15%j	49 30%gjik	9 13%	3 4%	932 15%j	7 19%
NET Much/Slightly less	1393 23%	91 23%	1289 23%	13 31%	413 24%	912 22%	69 21%	1336 23%	28 17%	13 19%	11 15%	1377 23%	5 14%
Mean	2.85	2.91	2.84	2.89	2.85	2.84	2.94	2.84	3.19gjk	2.88	2.76	2.85	3.11
Std Dev.	0.92	0.96	0.92	1.13	1.00	0.89	0.95	0.93	0.89	0.73	0.71	0.93	0.98
Std Error	0.01	0.05	0.01	0.16	0.02	0.01	0.05	0.01	0.08	0.10	0.09	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less	(1)	731	207	159	165	200	70	70	67	65	51	43	51	51	63	63	67	70
		12%	13%b	10%	11%	13%	13%j	14%j	14%j	12%	10%	8%	10%	10%	12%	12%	13%	14%
Slightly less	(2)	663	180	176	167	140	56	64	59	56	66	54	58	52	56	59	40	41
		11%	12%	11%	11%	9%	11%	12%	12%	11%	13%o	11%	12%	10%	11%	11%	8%	8%
No change	(3)	3726	890	975	946	915	307	295	288	327	309	339	310	331	305	326	296	294
		60%	58%	63%a	61%	60%	58%	57%	58%	62%	61%	67%efgmo	63%	62%	58%	61%	58%	59%
Slightly more	(4)	676	161	152	182	180	58	57	46	47	52	52	43	69	70	43	66	71
		11%	10%	10%	12%	12%	11%	11%	9%	9%	10%	10%	9%	13%n	13%n	8%	13%n	14%ghkn
Much more	(5)	265	76	51	63	75	25	25	25	24	13	14	13	27	22	31	32	13
		4%	5%	3%	4%	5%	5%	5%	5%	5%	3%	3%	3%	5%	4%	6%ip	6%ijkp	3%
Don't know		108	29	28	27	23	11	6	13	6	18	5	16	1	10	9	7	7
		2%	2%	2%	2%	2%	2%l	1%	3%l	1%	3%fhjl	1%	3%l	*	2%l	2%l	1%	1%
NET Much/Slightly more		941	237	203	245	256	84	83	71	72	65	66	56	97	92	74	98	84
		15%	15%	13%	16%	17%b	16%	16%	14%	14%	13%	13%	11%	18%k	17%k	14%	19%ijk	17%
NET Much/Slightly less		1393	387	335	332	340	126	134	127	121	117	97	109	103	119	123	107	111
		23%	25%	22%	21%	22%	24%	26%j	25%	23%	23%	19%	22%	19%	23%	23%	21%	22%
Mean		2.85	2.81	2.84	2.88	2.86	2.83	2.81	2.80	2.83	2.82	2.88	2.81	2.94	2.87	2.85	2.91	2.83
Std Dev.		0.92	0.97	0.86	0.90	0.96	0.97	0.97	0.97	0.93	0.85	0.81	0.85	0.91	0.94	0.95	1.00	0.94
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	755 12%	114 9%	641 13%a	86 10%	669 13%	312 10%	440 14%e	74 9%	62 7%	108 10%	117 14%ghi	193 17%ghil	96 13%h	104 17%ghi	137 8%	225 12%n	393 16%no	200 14%n	638 12%	102 11%
Slightly less (2)	668 11%	129 10%	539 11%	104 12%	564 11%	295 10%	372 12%e	96 12%l	118 14%lm	138 12%l	86 11%	120 11%	55 7%	54 9%	215 13%pq	224 12%pq	229 9%	109 8%	537 10%	130 14%r
No change (3)	3863 63%	847 69%b	3016 61%	381 44%	3482 66%c	1918 64%	1935 62%	427 52%	491 56%	700 62%gh	528 64%gh	743 65%gh	555 73%ghijkm	418 67%gh	919 54%	1227 63%n	1717 68%no	973 70%no	3367 65%s	469 52%
Slightly more (4)	532 9%	110 9%	422 9%	191 22%d	341 6%	309 10%f	223 7%	147 18%ijklm	124 14%ijklm	111 10%klm	61 7%klm	44 4%	27 4%	18 3%	271 16%opq	172 9%pq	89 4%	45 3%	389 7%	139 16%r
Much more (5)	197 3%	23 2%	174 4%a	89 10%d	108 2%	105 3%	92 3%	59 7%ijklm	55 6%ijklm	40 4%jlm	13 2%	23 2%lm	4 *	2 *	114 7%opq	54 3%pq	29 1%	6 *	154 3%	41 5%
Don't know	155 3%	10 1%	145 3%a	10 1%	145 3%c	75 2%	80 3%	21 3%	21 2%	24 2%	17 2%	18 2%	24 3%	31 5%hijk	42 2%	42 2%	72 3%	54 4%o	128 2%	23 3%
NET Much/Slightly more	729 12%	132 11%	596 12%	280 33%d	449 8%	414 14%f	315 10%	205 25%ijklm	180 21%ijklm	152 14%jklm	74 9%klm	68 6%lm	30 4%	20 3%	385 23%opq	226 12%pq	118 5%	51 4%	542 10%	180 20%r
NET Much/Slightly less	1422 23%	243 20%	1179 24%a	190 22%	1232 23%	607 20%	812 26%e	171 21%	181 21%	246 22%	203 25%	313 27%ghij	151 20%	158 25%	351 21%	449 23%	622 25%n	309 22%	1175 23%	232 26%
Mean	2.79	2.83	2.78	3.11d	2.74	2.86f	2.72	3.02ijklm	2.99ijklm	2.85lm	2.71	2.63	2.71m	2.60	3.01opq	2.79pq	2.65	2.66	2.78	2.87r
Std Dev.	0.89	0.78	0.91	1.08	0.84	0.87	0.90	0.98	0.92	0.86	0.86	0.88	0.75	0.82	0.95	0.87	0.83	0.79	0.87	0.97
Std Error	0.01	0.02	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	755 12%	103 9%	223 11%	160 11%	269 16%abc	325 11%	429 14%e	415 11%	331 14%g	66 12%	109 15%lm	205 13%m	171 11%	105 10%	485 13%	71 12%	624 12%	152 12%	566 12%	37 12%
Slightly less (2)	668 11%	128 11%d	210 11%d	195 14%bd	135 8%	338 11%	330 11%	429 12%	234 10%	48 9%	67 9%	175 11%	192 12%i	118 11%	434 11%	50 8%	576 11%	123 9%	509 11%	36 12%
No change (3)	3863 63%	677 59%	1264 65%ac	845 61%	1076 64%a	1940 63%	1921 63%	2191 59%	1613 67%g	372 66%	449 63%	952 61%	965 62%	666 62%	2366 62%	391 67%	3210 62%	785 61%	2896 63%	181 60%
Slightly more (4)	532 9%	157 14%bcd	159 8%d	121 9%d	96 6%	315 10%f	217 7%	424 11%h	106 4%	28 5%	46 6%	136 9%i	146 9%i	125 12%ijkn	328 9%i	28 5%	473 9%o	121 9%	387 8%	24 8%
Much more (5)	197 3%	73 6%bcd	49 3%	33 2%	41 2%	122 4%f	75 2%	157 4%h	38 2%	19 3%	26 4%	62 4%	45 3%	38 4%	132 3%	19 3%	172 3%	76 6%rs	115 3%	6 2%
Don't know	155 3%	16 1%	40 2%	40 3%	60 4%ab	56 2%	100 3%e	71 2%	74 3%g	28 8%klmn	21 3%	42 3%	35 2%	17 2%	98 3%	28 5%p	116 2%	40 3%	98 2%	17 6%r
NET Much/Slightly more	729 12%	230 20%bcd	208 11%d	154 11%d	137 8%	437 14%f	291 9%	581 16%h	144 6%	47 8%	71 10%	198 13%i	191 12%i	163 15%ijn	460 12%i	47 8%	645 12%o	197 15%rs	502 11%	29 10%
NET Much/Slightly less	1422 23%	231 20%	433 22%	355 25%a	404 24%a	663 21%	759 25%e	844 23%	564 24%	114 20%	176 25%	380 24%	363 23%	223 21%	919 24%	121 21%	1201 23%	275 21%	1075 24%	72 24%
Mean	2.79	2.97bcd	2.79d	2.76	2.69	2.86f	2.72	2.86h	2.69	2.79	2.73	2.79	2.80	2.88jn	2.78	2.78	2.80	2.88r	2.77	2.74
Std Dev.	0.89	0.93	0.85	0.86	0.90	0.89	0.89	0.92	0.83	0.86	0.93	0.93	0.87	0.87	0.90	0.86	0.89	0.95	0.87	0.86
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less	(1)	755 12%	638 12%	117 14%	27 15%	617 12%	53 10%	36 12%	49 29%def	31 13%	101 15%kpr	54 11%	44 10%	64 12%	65 11%	96 12%	109 13%	52 10%	13 19%kpr	40 9%
Slightly less	(2)	668 11%	578 11%	90 10%	17 10%	572 11%	46 9%	31 10%	19 11%	27 11%	63 9%	65 13%l	62 14%lpr	44 8%	53 9%	100 12%	116 14%lpr	44 8%	8 11%	39 9%
No change	(3)	3863 63%	3328 63%	535 62%	105 61%	3253 63%g	333 64%g	191 65%g	86 51%	166 66%n	414 61%	329 65%n	284 63%n	328 60%	382 67%n	453 56%	521 62%	376 71%iklno	41 60%	292 65%n
Slightly more	(4)	532 9%	465 9%	67 8%	17 10%	448 9%g	54 10%fg	20 7%	10 6%	18 7%	64 9%	39 8%	30 7%	64 12%hkop	44 8%	105 13%hjkmop	52 6%	33 6%	4 6%	50 11%kop
Much more	(5)	197 3%	164 3%	33 4%	2 1%	166 3%	17 3%	10 3%	4 2%	3 1%	20 3%	14 3%	15 3%	17 3%	17 3%	36 4%h	32 4%	10 2%	1 2%	16 4%
Don't know		155 3%	132 2%	23 3%	5 3%	130 2%	15 3%	8 3%	3 2%	5 2%	14 2%	9 2%	14 3%	25 5%jo	13 2%	21 3%	14 2%	14 3%	2 2%	13 3%
NET Much/Slightly more		729 12%	629 12%	100 12%	19 11%	614 12%g	71 14%g	30 10%	14 8%	21 8%	84 12%	52 10%	45 10%	83 15%hkop	60 11%	141 17%hjkmopo	84 10%	43 8%	5 7%	66 15%hop
NET Much/Slightly less		1422 23%	1216 23%	206 24%	43 25%	1189 23%	99 19%	67 23%	67 39%def	58 23%r	164 24%pr	119 23%r	106 24%r	108 20%	117 20%	196 24%r	225 27%lpr	96 18%	21 30%pr	78 17%
Mean		2.79	2.79	2.77	2.71	2.80g	2.87g	2.78g	2.41	2.73	2.75	2.79	2.79	2.87q	2.81	2.85q	2.74	2.81q	2.58	2.92hijkoq
Std Dev.		0.89	0.88	0.92	0.90	0.88	0.86	0.88	1.04	0.82	0.93	0.84	0.85	0.91	0.85	0.95	0.90	0.77	0.93	0.84
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.04	0.05	0.04	0.05	0.05	0.04	0.05	0.05	0.04	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	755 12%	256 11%	319 14%ac	371 11%	434 13%ac	256 11%	19 10%	84 11%	319 14%	34 15%	173 16%	255 12%	272 11%	92 11%	99 17%klmp	32 13%	527 12%	131 16%klm	285 11%	282 12%	89 13%	70 20%rstw	22 14%	567 11%	92 18%rsw	283 17%z	472 10%
Slightly less (2)	668 11%	248 10%	246 11%	386 11%	385 12%	248 10%	18 9%	72 9%	246 11%	23 10%	103 10%	180 9%	307 13%ko	92 11%o	74 12%ko	13 6%	486 11%ko	87 10%	261 10%	289 12%vx	76 11%	32 9%	8 5%	550 11%v	39 8%	239 15%z	429 9%
No change (3)	3863 63%	1448 60%	1471 65%ac	2089 60%	2111 64%ac	1448 60%	126 65%	541 70%e	1471 65%	147 65%	714 67%	1295 63%	1507 62%	521 64%	358 60%	171 72%klmp	2802 62%	528 64%	1621 63%	1430 60%	447 66%	228 64%	115 72%sw	3051 62%	343 67%s	635 39%	3228 71%y
Slightly more (4)	532 9%	261 11%bd	137 6%	373 11%bd	249 8%	261 11%fg	10 5%	38 5%	137 6%j	8 3%	38 4%	193 9%	214 9%	67 8%	45 8%	13 6%	406 9%	58 7%	239 9%tuvx	240 10%tuvx	37 5%	13 4%	4 2%	479 10%tuvx	17 3%	280 17%z	252 6%
Much more (5)	197 3%	138 6%bd	31 1%	162 5%bd	55 2%	138 6%g	13 7%g	22 3%	31 1%	3 1%	9 1%	81 4%nq	87 4%nq	17 2%	6 1%	6 3%	168 4%nq	12 1%	119 5%stux	56 2%	12 2%	4 1%	6 4%	175 4%s	10 2%	154 9%z	43 1%
Don't know	155 3%	52 2%	56 2%	75 2%	79 2%	52 2%	7 4%	21 3%	56 2%	12 5%	34 3%	60 3%	49 2%	22 3%	12 2%	3 1%	110 2%	15 2%	43 2%	72 3%f	21 3%	7 2%	6 4%	115 2%	13 2%	39 2%	117 3%
NET Much/Slightly more	729 12%	399 17%bd	168 7%	535 15%bd	304 9%	399 17%g	23 12%	60 8%	168 7%j	11 5%	47 4%	273 13%nq	301 12%nq	85 10%	50 8%	20 8%	574 13%nq	70 8%	358 14%tuvx	295 12%tuvx	49 7%	17 5%	9 6%	654 13%tuvx	26 5%	434 27%z	295 6%
NET Much/Slightly less	1422 23%	504 21%	565 25%ac	758 22%	819 25%ac	504 21%	37 19%	156 20%	565 25%	57 25%	276 26%	435 21%	578 24%	184 23%	173 29%klmop	45 19%	1013 23%	218 26%k	546 21%	571 24%	165 24%	102 29%rw	30 19%	1116 23%	132 26%	521 32%z	901 20%
Mean	2.79	2.91bd	2.69	2.87bd	2.72	2.91g	2.89	2.79	2.69	2.64	2.62	2.83nq	2.81nq	2.78nq	2.63	2.78	2.82nq	2.67	2.86stux	2.78ux	2.71u	2.56	2.76	2.82tux	2.62	2.86z	2.77
Std Dev.	0.89	0.94	0.84	0.92	0.85	0.94	0.92	0.81	0.84	0.84	0.83	0.91	0.88	0.84	0.89	0.84	0.90	0.88	0.90	0.88	0.84	0.89	0.86	0.89	0.89	1.19	0.75
Std Error	0.01	0.02	0.02	0.02	0.01	0.02	0.07	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.04	0.05	0.01	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	755 12%	36 9%	708 12%	11 27%ab	232 14%	488 12%	35 11%	722 12%	9 6%	10 15%	8 11%	741 12%	5 15%
Slightly less (2)	668 11%	43 11%	618 11%	6 16%	177 10%	455 11%	35 11%	624 11%j	33 20%gjk	7 10%	1 1%	664 11%j	3 8%
No change (3)	3863 63%	246 61%c	3604 63%c	13 32%	1018 60%	2666 64%df	178 55%	3673 63%h	74 46%	42 61%	60 80%ghik	3789 63%h	14 39%
Slightly more (4)	532 9%	38 9%	489 9%	6 14%	143 8%	346 8%	43 13%de	488 8%	33 20%gjk	7 10%	1 2%	528 9%	3 9%
Much more (5)	197 3%	26 6%b	169 3%	2 4%	90 5%e	95 2%	11 4%	180 3%	10 6%	2 4%	2 2%	192 3%	3 8%
Don't know	155 3%	12 3%	140 2%	3 8%	46 3%	91 2%	18 5%de	144 2%	1 1%	*	3 4%	145 2%	8 21%
NET Much/Slightly more	729 12%	63 16%b	658 11%	7 18%	232 14%e	441 11%	55 17%e	668 11%	43 27%gjk	9 13%	3 4%	720 12%	6 17%
NET Much/Slightly less	1422 23%	79 20%	1326 23%	18 42%ab	409 24%	942 23%	71 22%	1346 23%	42 26%	17 25%	9 12%	1405 23%	8 22%
Mean	2.79	2.93b	2.78	2.49	2.81	2.78	2.87	2.79	3.01jk	2.77	2.83	2.79	2.84
Std Dev.	0.89	0.92	0.88	1.19	0.96	0.85	0.93	0.89	0.95	0.95	0.75	0.89	1.17
Std Error	0.01	0.05	0.01	0.17	0.02	0.01	0.05	0.01	0.08	0.12	0.09	0.01	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less (1)	755 / 12%	207 / 13%	183 / 12%	165 / 11%	199 / 13%	79 / 15%	68 / 13%	61 / 12%	64 / 12%	61 / 12%	57 / 11%	50 / 10%	57 / 11%	59 / 11%	78 / 15%	60 / 12%	61 / 12%
Slightly less (2)	668 / 11%	198 / 13%b	153 / 10%	155 / 10%	161 / 10%	57 / 11%	67 / 13%jm	74 / 15%jmno	60 / 11%	54 / 11%	39 / 8%	62 / 13%j	51 / 10%	42 / 8%	48 / 9%	43 / 9%	70 / 14%jmo
No change (3)	3863 / 63%	935 / 61%	996 / 65%	977 / 63%	955 / 62%	333 / 63%	303 / 59%	299 / 60%	334 / 64%	316 / 62%	346 / 68%fgp	312 / 64%	333 / 62%	332 / 63%	327 / 61%	327 / 64%	301 / 61%
Slightly more (4)	532 / 9%	103 / 7%	121 / 8%	174 / 11%ab	134 / 9%	29 / 5%	40 / 8%	35 / 7%	41 / 8%	45 / 9%	35 / 7%	44 / 9%	72 / 14%efghjno	58 / 11%e	39 / 7%	42 / 8%	53 / 11%e
Much more (5)	197 / 3%	66 / 4%	43 / 3%	44 / 3%	44 / 3%	19 / 4%p	28 / 5%kp	19 / 4%p	16 / 3%p	14 / 3%p	12 / 2%	10 / 2%	13 / 2%	21 / 4%p	19 / 4%p	21 / 4%p	3 / 1%
Don't know	155 / 3%	33 / 2%	44 / 3%	35 / 2%	42 / 3%	11 / 2%	11 / 2%	8 / 2%	8 / 2%	18 / 4%l	18 / 3%	13 / 3%	6 / 1%	16 / 3%	21 / 4%l	14 / 3%	8 / 2%
NET Much/Slightly more	729 / 12%	169 / 11%	164 / 11%	217 / 14%ab	178 / 12%	48 / 9%	68 / 13%	54 / 11%	57 / 11%	60 / 12%	47 / 9%	54 / 11%	85 / 16%ej	79 / 15%ej	58 / 11%	64 / 13%	56 / 11%
NET Much/Slightly less	1422 / 23%	405 / 26%bc	336 / 22%	321 / 21%	360 / 23%	136 / 26%jm	135 / 26%jm	135 / 27%jlmo	125 / 24%	115 / 23%	97 / 19%	112 / 23%	108 / 20%	100 / 19%	126 / 24%	103 / 20%	131 / 26%jm
Mean	2.79	2.75	2.79	2.85a	2.77	2.72	2.79	2.75	2.78	2.79	2.81	2.79	2.87ep	2.88ep	2.75	2.84	2.73
Std Dev.	0.89	0.93	0.86	0.86	0.89	0.92	0.96	0.90	0.88	0.88	0.83	0.83	0.87	0.90	0.93	0.90	0.84
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Much less (1)	603 10%	96 8%	507 10%a	53 6%	550 10%c	241 8%	362 12%e	52 6%	45 5%	104 9%h	84 10%gh	162 14%ghijl	78 10%gh	78 12%gh	97 6%	188 10%n	318 13%no	156 11%n	525 10%	67 7%
Slightly less (2)	644 10%	122 10%	522 11%	78 9%	565 11%	306 10%	336 11%	87 11%	97 11%	112 10%	94 11%	111 10%	88 12%	54 9%	184 11%	207 11%	253 10%	142 10%	560 11%	83 9%
No change (3)	3749 61%	833 68%b	2916 59%	354 41%	3395 64%c	1875 62%	1865 59%	389 47%	488 56%g	660 59%g	527 64%gh	737 65%ghi	513 67%ghi	435 69%ghi	877 52%	1187 61%n	1685 67%no	948 68%no	3248 62%s	470 52%
Slightly more (4)	791 13%	130 11%	661 13%a	261 30%d	530 10%	386 13%	404 13%	183 22%ijklm	160 18%jklm	185 17%jklm	88 11%lm	89 8%	51 7%	35 6%	343 20%opq	273 14%pq	175 7%	86 6%	582 11%	204 23%r
Much more (5)	253 4%	41 3%	212 4%	106 12%d	147 3%	139 5%	114 4%	86 10%ijklm	65 7%ijklm	41 4%klm	25 3%lm	22 2%	9 1%	5 1%	151 9%opq	66 3%pq	35 1%	13 1%	198 4%	52 6%r
Don't know	129 2%	12 1%	117 2%a	9 1%	120 2%	66 2%	62 2%	27 3%j	17 2%j	19 2%	4 1%	21 2%j	21 3%j	20 3%j	44 3%o	23 1%	62 2%o	41 3%o	99 2%	28 3%
NET Much/Slightly more	1044 17%	171 14%	873 18%a	366 43%d	678 13%	525 17%	517 16%	269 33%hijklm	226 26%ijklm	226 20%jklm	113 14%klm	111 10%	60 8%	40 6%	494 29%opq	339 17%pq	211 8%	100 7%	780 15%	256 28%r
NET Much/Slightly less	1247 20%	218 18%	1029 21%	131 15%	1116 21%c	547 18%	698 22%e	139 17%	142 16%	216 19%	179 22%h	273 24%ghi	166 22%ghi	132 21%	281 17%	395 20%n	571 23%n	298 22%n	1085 21%s	151 17%
Mean	2.91	2.92	2.91	3.34d	2.84	2.96f	2.86	3.21ijklm	3.12ijklm	2.95jklm	2.85km	2.73	2.76	2.73	3.16pq	2.91pq	2.74	2.75	2.88	3.10r
Std Dev.	0.89	0.80	0.91	1.01	0.85	0.87	0.92	1.00	0.90	0.89	0.86	0.87	0.78	0.79	0.95	0.88	0.82	0.78	0.88	0.93
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Much less (1)	603 10%	75 7%	174 9%	139 10%a	215 13%ab	249 8%	354 12%e	340 9%	257 11%	54 10%	82 11%m	163 10%	144 9%	81 8%	389 10%	57 10%	499 10%	125 10%	449 10%	29 10%
Slightly less (2)	644 10%	113 10%	198 10%	174 12%d	159 10%	310 10%	333 11%	396 11%	240 10%	58 10%	67 9%	171 11%	168 11%	119 11%	407 11%	59 10%	543 11%	114 9%	490 11%	39 13%
No change (3)	3749 61%	652 57%	1218 63%a	831 60%	1046 62%a	1871 60%	1877 61%	2117 57%	1579 66%g	357 64%	451 63%	927 59%	921 59%	652 61%	2299 60%	374 64%	3130 61%	757 58%	2828 62%s	164 55%
Slightly more (4)	791 13%	228 20%bcd	238 12%d	170 12%d	155 9%	466 15%f	326 11%	577 16%h	209 9%	52 9%	78 11%	204 13%	222 14%i	166 16%ij	504 13%i	52 9%	697 13%o	181 14%	570 12%	40 13%
Much more (5)	253 4%	76 7%bcd	72 4%	49 4%	55 3%	148 5%f	104 3%	199 5%h	48 2%	25 4%	26 4%	74 5%	60 4%	46 4%	159 4%	25 4%	210 4%	89 7%r	153 3%	10 3%
Don't know	129 2%	9 1%	43 2%a	30 2%a	46 3%a	52 2%	77 2%	59 2%	62 3%g	16 3%m	15 2%m	32 2%m	37 2%m	5 *	85 2%m	21 4%p	93 2%	31 2%	81 2%	17 6%qr
NET Much/Slightly more	1044 17%	304 26%bcd	310 16%d	219 16%d	211 13%	614 20%f	430 14%	776 21%h	257 11%	76 14%	103 14%	278 18%	283 18%i	212 20%ij	664 17%	77 13%	907 18%o	270 21%r	724 16%	51 17%
NET Much/Slightly less	1247 20%	188 16%	372 19%	313 22%a	374 22%a	560 18%	687 22%e	736 20%	496 21%	111 20%	149 21%	334 21%	312 20%	200 19%	796 21%	116 20%	1043 20%	239 18%	939 21%	69 23%
Mean	2.91	3.10bcd	2.91d	2.87	2.80	2.98f	2.83	2.97h	2.81	2.88	2.85	2.91	2.93	2.98j	2.90	2.88	2.92	3.00r	2.89	2.87
Std Dev.	0.89	0.90	0.86	0.89	0.90	0.88	0.90	0.93	0.82	0.87	0.89	0.92	0.89	0.86	0.90	0.87	0.89	0.95	0.87	0.91
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

			Rurality			Nation				Region										
		Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Much less	(1)	603 10%	524 10%	79 9%	15 9%	491 9%	44 9%	31 10%	37 22%def	24 10%	75 11%	54 11%	43 10%	56 10%	52 9%	60 7%	80 9%	46 9%	12 17%npr	32 7%
Slightly less	(2)	644 10%	574 11%	70 8%	12 7%	539 10%	55 11%	32 11%	18 10%	27 11%l	83 12%l	49 10%	53 12%l	34 6%	59 10%	81 10%	98 12%l	55 10%	10 15%l	44 10%
No change	(3)	3749 61%	3210 60%	540 62%	117 68%a	3161 61%g	315 61%g	189 64%g	85 50%	151 60%	395 58%	329 65%	281 63%	312 57%	366 64%	475 59%	509 60%	343 65%l	40 58%	275 61%
Slightly more	(4)	791 13%	687 13%	104 12%	23 13%	656 13%	81 16%f	30 10%	24 14%f	33 13%	88 13%	50 10%	43 10%	80 15%jk	67 12%	131 16%jk	105 12%	59 11%	6 9%	75 17%jkmp
Much more	(5)	253 4%	199 4%	53 6%ac	4 2%	223 4%	16 3%	9 3%	5 3%	10 4%	22 3%	20 4%	20 4%	34 6%p	20 4%	41 5%	41 5%	15 3%	*	15 3%
Don't know		129 2%	111 2%	18 2%	2 1%	115 2%	7 1%	5 2%	2 1%	6 3%	12 2%	7 1%	9 2%	26 5%hjkmor	9 2%	23 3%	12 1%	11 2%	*	7 2%
NET Much/Slightly more		1044 17%	886 17%	158 18%	27 16%	879 17%f	97 19%f	39 13%	29 17%	43 17%	110 16%	69 14%	63 14%	115 21%jkmpq	87 15%	172 21%jkmpq	146 17%	74 14%	6 9%	91 20%jkpq
NET Much/Slightly less		1247 20%	1098 21%	148 17%	27 16%	1031 20%	99 19%	62 21%	55 32%def	51 20%	159 23%inr	104 20%	96 21%	91 17%	111 19%	141 17%	178 21%	101 19%	22 32%hjlmnopr	77 17%
Mean		2.91	2.90	2.98	2.94	2.92g	2.94g	2.85g	2.66	2.91q	2.85	2.86q	2.87q	3.00jq	2.90q	3.02jkq	2.92q	2.89q	2.61	2.99ijq
Std Dev.		0.89	0.89	0.91	0.80	0.89	0.86	0.86	1.07	0.89	0.91	0.88	0.88	0.96	0.85	0.88	0.90	0.82	0.89	0.84
Std Error		0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Much less (1)	603 10%	199 8%	257 11%ac	287 8%	346 10%ac	199 8%	14 7%	55 7%	257 11%	29 13%	141 13%	201 10%	225 9%	68 8%	78 13%lmp	26 11%	426 9%	104 13%lmp	233 9%	221 9%	70 10%	56 16%rsw	18 11%	454 9%	74 14%rsw	234 14%z	369 8%
Slightly less (2)	644 10%	232 10%	286 13%ac	330 10%	383 12%c	232 10%	22 11%	82 11%	286 13%	24 10%	118 11%	184 9%	270 11%	100 12%k	68 11%	20 9%	454 10%	88 11%	219 9%	300 13%rw	71 10%	38 11%	12 7%	519 11%r	50 10%	227 14%z	416 9%
No change (3)	3749 61%	1397 58%	1401 62%a	2052 59%	2056 62%a	1397 58%	119 62%	518 67%e	1401 62%	144 64%	683 64%	1232 60%	1483 61%	501 62%	361 61%	160 67%	2715 60%	521 63%	1518 59%	1426 60%	453 68%rsuw	214 61%	120 75%rsuw	2944 60%	334 65%	607 37%	3142 69%y
Slightly more (4)	791 13%	391 16%bd	220 10%	542 16%bd	372 11%	391 16%g	24 13%	88 11%	220 10%	16 7%	85 8%	266 13%oq	345 14%oq	108 13%oq	61 10%o	11 5%	611 14%oc	73 9%	401 16%stuvx	305 13%tuvx	55 8%v	27 7%v	3 2%	705 14%tuvx	30 6%	372 23%z	419 9%
Much more (5)	253 4%	144 6%bd	52 2%	189 5%bd	97 3%	144 6%g	11 5%	18 2%	52 2%	5 2%	13 1%	134 6%lmp	70 3%	13 2%	22 4%m	14 6%lm	203 5%lm	37 4%m	155 6%stuvx	71 3%	17 2%	6 2%	4 2%	226 5%stx	10 2%	163 10%z	90 2%
Don't know	129 2%	41 2%	45 2%	56 2%	60 2%	41 2%	4 2%	17 2%	45 2%	9 4%	32 3%	46 2%n	42 2%	21 3%n	3 *	6 2%n	88 2%n	9 1%	43 2%	46 2%	16 2%	12 3%	4 2%	88 2%	16 3%	25 2%	104 2%
NET Much/Slightly more	1044 17%	535 22%bd	272 12%	732 21%bd	469 14%	535 22%g	35 18%	106 14%	272 12%j	21 9%	98 9%	400 19%mnoq	414 17%ocd	120 15%	84 14%	26 11%	814 18%ocd	110 13%	556 22%stuvwx	375 16%tuvx	72 11%	33 9%	7 4%	931 19%stuvx	40 8%	535 33%z	509 11%
NET Much/Slightly less	1247 20%	431 18%	543 24%ac	617 18%	729 22%ac	431 18%	35 18%	136 18%	543 24%	53 23%	259 24%	385 19%	495 20%	169 21%	146 25%kp	47 20%	880 20%	193 23%k	452 18%	521 22%r	141 21%	94 27%rw	30 19%	973 20%	124 24%r	461 28%z	786 17%
Mean	2.91	3.02bd	2.78	3.00bd	2.84	3.02g	2.99	2.91	2.78	2.74	2.72	2.97lmnq	2.90	2.87	2.80	2.86	2.93nq	2.82	3.01stuvwx	2.87ux	2.81	2.68	2.76	2.94stuvx	2.70	3.00z	2.87
Std. Dev.	0.89	0.92	0.86	0.90	0.87	0.92	0.88	0.77	0.86	0.86	0.84	0.94	0.86	0.81	0.93	0.91	0.90	0.92	0.93	0.86	0.82	0.90	0.78	0.90	0.87	1.17	0.77
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.06	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.06	0.01	0.04	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Much less (1)	603 10%	40 10%	556 10%	7 16%	186 11%	393 9%	25 8%	580 10%	7 4%	6 8%	7 10%	593 10%	3 10%
Slightly less (2)	644 10%	42 10%	598 10%	5 11%	180 11%	426 10%	37 12%	595 10%	24 15%	16 23%gjk	5 7%	635 10%	4 11%
No change (3)	3749 61%	238 59%	3495 61%c	17 41%	965 57%	2606 63%df	179 56%	3565 61%h	81 51%	35 51%	57 76%ghik	3681 61%h	11 32%
Slightly more (4)	791 13%	50 13%	733 13%	8 19%	238 14%	513 12%	41 13%	744 13%j	35 22%gjk	7 10%	2 2%	786 13%	4 11%
Much more (5)	253 4%	25 6%	226 4%	2 6%	100 6%e	133 3%	20 6%e	232 4%	10 6%	6 8%	2 2%	248 4%	3 8%
Don't know	129 2%	6 2%	120 2%	3 8%ab	37 2%	72 2%	20 6%de	114 2%	3 2%	-	2 3%	117 2%	10 27%
NET Much/Slightly more	1044 17%	75 19%	959 17%	10 25%	338 20%e	646 16%	61 19%	976 17%j	46 28%gjk	12 16%j	3 4%	1034 17%j	7 19%
NET Much/Slightly less	1247 20%	82 20%	1154 20%	11 27%	366 21%	819 20%	62 19%	1175 20%	31 19%	21 31%	12 16%	1227 20%	7 21%
Mean	2.91	2.94	2.91	2.86	2.93	2.89	2.98	2.90	3.11gjk	2.87	2.80	2.91	2.94
Std Dev.	0.89	0.94	0.89	1.13	0.97	0.86	0.92	0.89	0.90	1.00	0.75	0.89	1.15
Std Error	0.01	0.05	0.01	0.16	0.02	0.01	0.05	0.01	0.08	0.13	0.09	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

			Quarter				Month											
	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Much less (1)	603 10%	169 11%c	142 9%	127 8%	165 11%	58 11%	61 12%	51 10%	55 11%	43 8%	43 9%	37 7%	46 9%	44 8%	62 12%	49 10%	55 11%
Slightly less (2)	644 10%	177 11%	158 10%	149 10%	160 10%	49 9%	51 10%	77 15%efjlmop	59 11%	69 14%jlo	30 6%	58 12%j	42 8%	50 9%	71 13%jlo	39 8%	49 10%
No change (3)	3749 61%	916 59%	977 63%d	951 61%	904 59%	325 62%	303 59%	288 58%	327 62%	301 59%	350 69%fgilmnp	308 63%	324 61%	319 61%	294 55%	314 62%	296 60%
Slightly more (4)	791 13%	168 11%	186 12%	232 15%a	206 13%	56 11%	63 12%	49 10%	57 11%	65 13%	65 13%	62 13%	94 18%eghn	75 14%	62 12%	66 13%	77 16%g
Much more (5)	253 4%	73 5%	57 4%	55 4%	68 4%	27 5%	24 5%	22 4%	20 4%	22 4%	15 3%	13 3%	17 3%	25 5%	25 5%	29 6%	13 3%
Don't know	129 2%	39 3%	21 1%	36 2%	32 2%	12 2%	15 3%	12 2%	7 1%	10 2%	5 1%	13 3%	9 2%	14 3%	18 3%jp	10 2%	5 1%
NET Much/Slightly more	1044 17%	241 16%	243 16%	286 18%	274 18%	84 16%	87 17%	71 14%	77 15%	87 17%	79 16%	75 15%	111 21%gh	101 19%	87 16%	96 19%	91 18%
NET Much/Slightly less	1247 20%	346 22%c	299 19%	276 18%	325 21%	107 20%	112 22%j	128 25%jlmo	115 22%	112 22%j	73 14%	94 19%	89 17%	94 18%	133 25%jlmo	88 17%	104 21%j
Mean	2.91	2.87	2.91	2.98a	2.90	2.90	2.88	2.82	2.86	2.91	2.96	2.91	2.99gn	2.98g	2.84	2.98g	2.89
Std Dev.	0.89	0.93	0.86	0.85	0.92	0.92	0.94	0.91	0.89	0.88	0.81	0.81	0.86	0.88	0.95	0.92	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	660 / 11%	60 / 5%	600 / 12%a	244 / 28%d	416 / 8%	378 / 13%f	282 / 9%	184 / 22%ijklm	175 / 20%ijklm	147 / 13%jklm	61 / 7%klm	51 / 4%m	31 / 4%m	11 / 2%	358 / 21%opq	208 / 11%pq	93 / 4%	42 / 3%	493 / 9%	161 / 18%r
Personal letters (e.g. to a friend or relative)	583 / 9%	42 / 3%	541 / 11%a	235 / 27%d	348 / 7%	335 / 11%f	248 / 8%	187 / 23%ijklm	158 / 18%ijklm	121 / 11%jklm	59 / 7%klm	36 / 3%	14 / 2%	9 / 1%	345 / 20%opq	179 / 9%pq	59 / 2%	23 / 2%	425 / 8%	151 / 17%r
Formal letters to organisations or individuals	604 / 10%	57 / 5%	547 / 11%a	228 / 27%d	376 / 7%	356 / 12%f	246 / 8%	192 / 23%hijklm	146 / 17%ijklm	114 / 10%klm	71 / 9%klm	41 / 4%	18 / 2%	24 / 4%	337 / 20%opq	184 / 9%pq	83 / 3%	42 / 3%	431 / 8%	163 / 18%r
Payments for bills/ invoices/ statements	602 / 10%	66 / 5%	536 / 11%a	245 / 28%d	357 / 7%	359 / 12%f	243 / 8%	182 / 22%ijklm	164 / 19%ijklm	138 / 12%jklm	68 / 8%klm	32 / 3%	10 / 1%	8 / 1%	346 / 20%opq	206 / 11%pq	50 / 2%	18 / 1%	427 / 8%	169 / 19%r
Smaller parcels - that will fit through a letterbox	948 / 15%	189 / 15%	759 / 15%	356 / 41%d	592 / 11%	472 / 16%	473 / 15%	257 / 31%ijklm	238 / 27%ijklm	179 / 16%klm	104 / 13%lm	110 / 10%lm	44 / 6%m	15 / 2%	495 / 29%opq	283 / 15%pq	170 / 7%q	59 / 4%	730 / 14%	210 / 23%r
Larger parcels - that will not fit through a letterbox	941 / 15%	165 / 13%	776 / 16%	377 / 44%d	564 / 11%	491 / 16%	448 / 14%	249 / 30%ijklm	229 / 26%ijklm	193 / 17%lm	92 / 11%lm	110 / 10%lm	48 / 6%	21 / 3%	478 / 28%opq	284 / 15%pq	179 / 7%q	69 / 5%	742 / 14%	189 / 21%r
Items requiring a signature	729 / 12%	132 / 11%	596 / 12%	280 / 33%d	449 / 8%	414 / 14%f	315 / 10%	205 / 25%ijklm	180 / 21%ijklm	152 / 14%klm	74 / 9%klm	68 / 6%m	30 / 4%	20 / 3%	385 / 23%opq	226 / 12%pq	118 / 5%	51 / 4%	542 / 10%	180 / 20%r
Tracked post, e.g. items that you can track where they are in the delivery process	1044 / 17%	171 / 14%	873 / 18%a	366 / 43%d	678 / 13%	525 / 17%	517 / 16%	269 / 33%hijklm	226 / 26%ijklm	226 / 20%jklm	113 / 14%klm	111 / 10%	60 / 8%	40 / 6%	494 / 29%opq	339 / 17%pq	211 / 8%	100 / 7%	780 / 15%	256 / 28%r
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 195

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	660 11%	190 18%bcd	202 10%d	142 10%d	126 8%	392 13%f	268 9%	537 16%h	116 5%	50 9%	69 10%	193 12%	177 11%	137 13%	438 11%	51 9%	581 11%	194 15%r	431 9%	34 11%
Personal letters (e.g. to a friend or relative)	583 9%	189 16%bcd	157 8%	122 9%	115 7%	346 11%f	237 8%	486 13%h	92 4%	49 9%	54 8%	178 11%j	153 10%	119 11%	386 10%	49 8%	509 10%	178 14%r	375 8%	30 10%
Formal letters to organisations or individuals	604 10%	220 19%bcd	164 8%	115 8%	106 6%	384 12%f	220 7%	493 13%h	101 4%	50 9%	62 9%	171 11%	145 9%	136 13%ljn	377 10%	52 9%	519 10%	186 14%r	379 8%	39 13%r
Payments for bills/ invoices/ statements	602 10%	199 17%bcd	151 8%	140 10%d	112 7%	350 11%f	252 9%	516 14%h	79 3%	37 7%	70 10%	176 11%i	147 9%	132 12%i	393 10%	39 7%	533 10%o	173 13%r	401 9%	28 9%
Smaller parcels - that will fit through a letterbox	948 15%	274 24%bcd	268 14%	207 15%d	198 12%	542 18%f	405 13%	726 20%h	206 9%	58 10%	104 14%	273 17%i	224 14%	185 17%i	601 16%i	60 10%	822 16%o	257 20%rs	637 14%	53 18%
Larger parcels - that will not fit through a letterbox	941 15%	265 23%bcd	268 14%	207 15%	202 12%	533 17%f	408 13%	719 20%h	207 9%	58 10%	106 15%	271 17%i	239 15%i	177 17%i	616 16%i	58 10%	820 16%o	255 20%r	637 14%	49 16%
Items requiring a signature	729 12%	230 20%bcd	208 11%d	154 11%d	137 8%	437 14%f	291 9%	581 16%h	144 6%	47 8%	71 10%	198 13%i	191 12%i	163 15%ijn	460 12%i	47 8%	645 12%o	197 15%rs	502 11%	29 10%
Tracked post, e.g. items that you can track where they are in the delivery process	1044 17%	304 26%bcd	310 16%d	219 16%d	211 13%	614 20%f	430 14%	776 21%h	257 11%	76 14%	103 14%	278 18%	283 18%i	212 20%lj	664 17%	77 13%	907 18%o	270 21%rs	724 16%	51 17%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	660 11%	570 11%	89 10%	22 12%	580 11%efg	42 8%	24 8%	13 8%	23 9%	82 12%p	48 9%	45 10%	66 12%p	62 11%	132 16%hjkmopr	84 10%	39 7%	6 8%	37 8%
Personal letters (e.g. to a friend or relative)	583 9%	519 10%	64 7%	11 6%	511 10%e	35 7%	23 8%	14 8%	19 8%	56 8%	39 8%	32 7%	63 12%kr	60 10%	111 14%hijkpr	89 11%	41 8%	3 5%	32 7%
Formal letters to organisations or individuals	604 10%	525 10%	79 9%	16 9%	527 10%e	37 7%	25 8%	15 9%	18 7%	65 10%	38 8%	39 9%	60 11%r	61 11%	129 16%hijkmopr	80 9%	36 7%	6 9%	31 7%
Payments for bills/ invoices/ statements	602 10%	528 10%	74 9%	15 9%	515 10%	49 9%	24 8%	14 8%	19 8%	68 10%	42 8%	37 8%	52 10%	64 11%p	121 15%hjklopr	77 9%	34 7%	7 10%	41 9%
Smaller parcels - that will fit through a letterbox	948 15%	805 15%	143 17%	33 19%	781 15%	83 16%	42 14%	42 24%def	41 16%	109 16%	60 12%	57 13%	93 17%j	83 15%	147 18%j	125 15%	67 13%	9 13%	74 16%
Larger parcels - that will not fit through a letterbox	941 15%	795 15%	146 17%	27 15%	781 15%	79 15%	43 15%	38 22%def	35 14%	101 15%	68 13%	68 15%	87 16%	75 13%	160 20%jmop	116 14%	71 13%	9 13%	69 15%
Items requiring a signature	729 12%	629 12%	100 12%	19 11%	614 12%g	71 14%g	30 10%	14 8%	21 8%	84 12%	52 10%	45 10%	83 15%hkop	60 11%	141 17%hjkmopq	84 10%	43 8%	5 7%	66 15%hop
Tracked post, e.g. items that you can track where they are in the delivery process	1044 17%	886 17%	158 18%	27 16%	879 17%f	97 19%f	39 13%	29 17%	43 17%	110 16%	69 14%	63 14%	115 21%jkmpq	87 15%	172 21%jkmpq	146 17%	74 14%	6 9%	91 20%jkpq
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	660 11%	352 15%bd	147 7%	501 15%bd	297 9%b	352 15%g	27 14%g	61 8%	147 7%j	8 3%	35 3%	242 12%noq	289 12%noq	77 10%q	40 7%	12 5%	531 12%noq	52 6%	281 11%ux	285 12%uvx	69 10%ux	15 4%	8 5%	566 11%uvx	24 5%	458 28%z	202 4%
Personal letters (e.g. to a friend or relative)	583 9%	305 13%bd	128 6%	438 13%bd	261 8%b	305 13%g	23 12%g	47 6%	128 6%j	10 5%	22 2%	208 10%noq	250 10%noq	78 10%noq	35 6%	10 4%	458 10%noq	45 5%	253 10%ux	255 11%tux	50 7%	12 4%	10 6%	508 10%ux	22 4%	428 26%z	155 3%
Formal letters to organisations or individuals	604 10%	333 14%bd	146 6%	446 13%bd	260 8%	333 14%g	26 13%g	47 6%	146 6%j	12 5%	32 3%	218 11%noq	259 11%noq	83 10%noq	34 6%	10 4%	477 11%noq	44 5%	258 10%x	260 11%tx	52 8%	24 7%	8 5%	518 10%x	32 6%	411 25%z	193 4%
Payments for bills/ invoices/ statements	602 10%	332 14%bd	114 5%	469 14%bd	251 8%b	332 14%g	20 10%g	43 6%	114 5%j	8 4%j	13 1%	203 10%	258 11%q	81 10%	47 8%	14 6%	460 10%q	61 7%	264 10%ux	255 11%ux	55 8%	19 5%	8 5%	518 11%ux	27 5%	426 26%z	176 4%
Smaller parcels - that will fit through a letterbox	948 15%	463 19%bd	260 11%	640 19%bd	436 13%	463 19%g	29 15%	93 12%	260 11%ij	14 6%	71 7%	352 17%moq	394 16%mo	93 12%	86 15%	22 9%	746 17%moq	108 13%	504 20%stuvwx	337 14%tuvx	63 9%	32 9%	10 6%	841 17%stuvx	42 8%	479 25%z	468 10%
Larger parcels - that will not fit through a letterbox	941 15%	465 19%bd	258 11%	641 19%bd	433 13%	465 19%g	29 15%	91 12%	258 11%ij	13 6%	72 7%	345 17%oq	378 16%o	114 14%	80 14%	22 9%	723 16%oq	102 12%	484 18%stuvx	359 15%tuvx	63 9%	24 7%	12 7%	843 17%tuvx	36 7%	485 30%z	456 10%
Items requiring a signature	729 12%	399 17%bd	168 7%	535 16%bd	304 9%	399 17%g	29 15%	60 8%	168 7%j	11 5%	47 4%	273 13%nq	301 12%nq	85 10%	50 8%	20 8%	574 13%nq	70 8%	358 14%tuvx	295 12%tuvx	49 7%	17 5%	9 6%	654 13%tuvx	26 5%	434 27%z	295 6%
Tracked post, e.g. items that you can track where they are in the delivery process	1044 17%	535 22%bd	272 12%	732 21%bd	469 14%	535 22%g	35 18%	106 14%	272 12%ij	21 9%	98 9%	400 19%mnoq	414 17%oq	120 15%	84 14%	26 11%	814 18%oq	110 13%	556 22%stuvwx	375 16%tuvx	72 11%	33 9%	7 4%	931 19%stuvx	40 8%	535 33%z	509 11%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	660 11%	74 18%b	576 10%	9 22%b	213 12%e	393 9%	54 17%e	598 10%	47 29%gijk	7 10%	1 2%	652 11%j	7 19%
Personal letters (e.g. to a friend or relative)	583 9%	66 16%b	511 9%	6 15%	210 12%e	325 8%	48 15%e	526 9%	44 27%gijk	7 10%	1 1%	576 10%	6 17%
Formal letters to organisations or individuals	604 10%	60 15%b	536 9%	8 18%	208 12%e	340 8%	56 17%de	535 9%	43 26%gijk	11 17%	4 5%	589 10%	12 33%
Payments for bills/ invoices/ statements	602 10%	57 14%b	539 9%	6 15%	221 13%e	335 8%	46 14%e	538 9%	45 28%gijk	10 15%	3 5%	593 10%	5 15%
Smaller parcels - that will fit through a letterbox	948 15%	72 18%	863 15%	13 31%b	285 17%	603 15%	59 18%	878 15%	53 33%gijk	6 9%	2 3%	937 15%j	8 24%
Larger parcels - that will not fit through a letterbox	941 15%	71 18%	860 15%	11 26%	301 18%e	582 14%	58 18%	874 15%	49 30%gijk	9 13%	3 4%	932 15%j	7 19%
Items requiring a signature	729 12%	63 16%b	658 11%	7 18%	232 14%e	441 11%	55 17%e	668 11%	43 27%gijk	9 13%	3 4%	720 12%	6 17%
Tracked post, e.g. items that you can track where they are in the delivery process	1044 17%	75 19%	959 17%	10 25%	338 20%e	646 16%	61 19%	976 17%j	46 28%gijk	12 18%j	3 4%	1034 17%j	7 19%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	660 11%	191 12%c	148 10%	144 9%	176 11%	76 14%ijk	69 13%k	47 9%	56 11%	46 9%	47 9%	34 7%	61 11%k	49 9%	57 11%	51 10%	68 14%k
Personal letters (e.g. to a friend or relative)	583 9%	160 10%	135 9%	133 9%	155 10%	52 10%	57 11%	52 10%	45 9%	48 9%	42 8%	33 7%	48 9%	51 10%	61 11%k	54 11%	40 8%
Formal letters to organisations or individuals	604 10%	153 10%	125 8%	151 10%	174 11%b	52 10%	55 11%	46 9%	49 9%	35 7%	42 8%	48 10%	50 9%	54 10%	58 11%	64 13%i	53 11%
Payments for bills/ invoices/ statements	602 10%	156 10%	125 8%	160 10%	161 10%	55 10%	58 11%	43 9%	45 9%	43 8%	37 7%	45 9%	48 9%	68 13%j	59 11%	53 10%	49 10%
Smaller parcels - that will fit through a letterbox	948 15%	214 14%	229 15%	259 17%	245 16%	65 12%	76 15%	73 15%	82 16%	69 13%	79 16%	58 12%	98 18%ek	104 20%eik	79 15%	93 18%ek	73 15%
Larger parcels - that will not fit through a letterbox	941 15%	237 15%	203 13%	245 16%	256 17%b	84 16%	83 16%	71 14%	72 14%	65 13%	66 13%	56 11%	97 18%k	92 17%k	74 14%	98 19%ijk	84 17%
Items requiring a signature	729 12%	169 11%	164 11%	217 14%ab	178 12%	48 9%	68 13%	54 11%	57 11%	60 12%	47 9%	54 11%	85 16%ej	79 15%ej	58 11%	64 13%	56 11%
Tracked post, e.g. items that you can track where they are in the delivery process	1044 17%	241 16%	243 16%	286 18%	274 18%	84 16%	87 17%	71 14%	77 15%	87 17%	87 16%	75 15%	111 21%gh	101 19%	87 16%	96 19%	91 18%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 196

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	3561 58%	751 61%	2810 57%	396 46%	3165 60%c	1792 59%f	1762 56%	411 50%	476 55%	652 58%g	478 58%g	666 58%g	487 64%ghik	390 62%gh	887 52%	1130 58%n	1543 61%n	877 63%no	3073 59%s	457 51%
Personal letters (e.g. to a friend or relative)	3532 57%	759 62%b	2773 56%	362 42%	3170 60%c	1781 59%f	1742 55%	398 48%	483 55%g	654 58%g	470 57%g	659 58%g	478 63%gh	390 62%gh	881 52%	1124 58%n	1527 60%n	867 63%no	3046 58%s	461 51%
Formal letters to organisations or individuals	3657 59%	800 65%b	2857 58%	403 47%	3254 61%c	1833 61%	1819 58%	414 50%	501 57%g	687 61%g	490 60%g	671 59%g	487 64%gh	407 65%ghi	1177 54%	1565 61%n	894 62%n	64%n	3184 61%s	452 50%
Payments for bills/ invoices/ statements	3640 59%	728 59%	2912 59%	390 45%	3250 61%c	1813 60%	1818 58%	433 53%	497 57%	648 58%	493 60%g	704 62%g	479 63%g	386 62%g	929 55%	1141 59%	1570 62%n	865 62%n	3164 61%s	447 49%
Smaller parcels - that will fit through a letterbox	3802 62%	806 68%b	2995 61%	367 43%	3435 65%c	1925 64%f	1868 59%	410 50%	463 53%	686 61%gh	537 65%gh	734 64%gh	535 70%ghik	437 70%ghi	873 51%	1223 63%n	1706 67%n	972 70%no	3310 64%s	466 51%
Larger parcels - that will not fit through a letterbox	3726 60%	828 67%b	2898 59%	336 39%	3390 64%c	1864 62%	1854 59%	414 50%	463 53%	683 61%gh	520 63%gh	702 61%gh	521 69%ghik	423 67%ghik	877 52%	1203 62%n	1646 65%n	944 68%no	3228 62%s	471 52%
Items requiring a signature	3863 63%	847 69%b	3016 61%	381 44%	3482 66%c	1918 64%	1935 62%	427 52%	491 56%	700 62%gh	528 64%gh	743 65%gh	555 73%ghijkm	418 67%gh	919 54%	1227 63%n	1717 68%no	973 70%no	3367 65%s	469 52%
Tracked post, e.g. items that you can track where they are in the delivery process	3749 61%	833 68%b	2916 59%	354 41%	3395 64%c	1875 62%	1865 59%	389 47%	488 56%g	660 59%g	527 64%gh	737 65%ghi	513 67%ghi	435 69%ghi	877 52%	1187 61%n	1685 67%no	948 68%no	3248 62%s	470 52%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	3561 58%	629 55%	1122 58%	822 59%	988 59%	1750 57%	1810 59%	2013 55%	1490 62%g	334 60%	428 60%	875 56%	881 57%	633 59%	2183 57%	350 60%	2983 58%	733 57%	2655 58%	173 57%
Personal letters (e.g. to a friend or relative)	3532 57%	613 53%	1144 59%a	806 58%	969 58%	1758 57%	1774 58%	1979 54%	1499 63%g	336 60%	414 58%	882 56%	856 55%	626 59%	2152 56%	357 61%	2940 57%	717 55%	2649 58%	166 55%
Formal letters to organisations or individuals	3657 59%	621 54%	1157 60%a	844 61%a	1033 62%a	1779 57%	1877 61%e	2057 56%	1548 65%g	345 61%	433 60%	908 58%	923 59%	627 59%	2265 59%	365 62%	3043 59%	759 60%	2729 60%	170 57%
Payments for bills/ invoices/ statements	3640 59%	611 53%	1149 59%a	829 60%	1049 63%a	1760 57%	1878 61%e	2051 56%	1534 64%g	360 64%kln	430 60%	909 58%	893 57%	634 59%	2231 58%	377 64%p	3022 58%	763 59%	2708 59%	170 57%
Smaller parcels - that will fit through a letterbox	3802 62%	670 58%	1215 63%	872 63%	1044 62%	1885 61%	1915 62%	2126 58%	1625 68%g	376 67%khn	438 61%	932 59%	954 61%	661 62%	2325 61%	397 68%p	3160 61%	767 59%	2875 63%s	160 53%
Larger parcels - that will not fit through a letterbox	3726 60%	662 57%	1203 62%	840 60%	1020 61%	1865 60%	1860 61%	2103 57%	1574 66%g	354 63%	415 58%	934 59%	914 59%	668 62%	2263 59%	373 64%	3100 60%	741 57%	2816 62%q	169 56%
Items requiring a signature	3363 63%	677 59%	1264 65%ac	845 61%	1076 64%a	1940 63%	1921 63%	2191 63%	1613 67%g	372 66%	448 63%	952 61%	965 62%	666 62%	2366 62%	391 67%	3210 62%	785 61%	2896 63%	181 60%
Tracked post, e.g. items that you can track where they are in the delivery process	3749 61%	652 57%	1218 63%a	831 60%	1046 62%a	1871 60%	1877 61%	2117 57%	1579 66%g	357 64%	451 63%	927 59%	921 59%	652 61%	2299 60%	374 64%	3130 61%	757 58%	2828 62%s	164 55%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Rurality			Nation				Region									Highlands & Islands of Scotland (q)	Rest of Scotland (r)
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)		
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	3561 58%	3061 58%	499 58%	95 55%	3002 58%g	299 58%g	178 60%g	82 48%	158 63%n	387 57%	311 61%n	262 58%n	309 57%	352 61%n	413 51%	473 56%	337 64%no	38 55%	261 58%n
Personal letters (e.g. to a friend or relative)	3532 57%	3030 57%	502 58%	93 54%	2986 58%g	295 57%g	174 59%g	77 45%	155 62%n	397 59%n	314 62%n	279 62%nc	300 55%	344 60%n	399 49%	459 54%	340 64%lno	36 53%	259 58%n
Formal letters to organisations or individuals	3657 59%	3150 59%	507 59%	97 56%	3087 60%g	310 60%g	178 60%g	81 48%	149 59%n	397 59%n	330 65%lno	279 62%n	308 57%	353 62%n	405 50%	510 60%n	357 67%hiklno	35 51%	275 61%n
Payments for bills/ invoices/ statements	3640 59%	3147 59%c	493 57%	87 50%	3079 59%g	298 58%g	178 60%g	85 50%	155 62%n	417 62%n	310 60%n	268 60%n	315 58%	343 60%n	414 51%	509 60%n	346 65%lno	37 54%	261 58%n
Smaller parcels - that will fit through a letterbox	3802 62%	3241 61%	560 65%	99 57%	3197 62%g	322 62%g	197 67%ddg	86 50%	155 62%n	411 61%n	324 64%n	299 67%nd	326 60%	365 64%n	429 53%	526 62%n	362 68%hilno	37 54%	285 63%n
Larger parcels - that will not fit through a letterbox	3726 60%	3196 60%	530 61%	105 61%	3131 60%g	324 63%g	186 63%g	85 50%	144 57%	400 59%	325 65%n	267 60%	336 62%n	349 61%n	434 53%	521 62%n	355 67%hiklno	40 59%	284 63%n
Items requiring a signature	3863 63%	3328 63%	535 62%	105 61%	3253 63%g	333 63%g	191 65%g	86 51%	166 66%n	414 61%	329 65%n	284 63%n	328 60%	382 67%n	453 56%	521 62%	376 71%hiklno	41 60%	292 65%n
Tracked post, e.g. items that you can track where they are in the delivery process	3749 61%	3210 60%	540 62%	117 68%a	3161 61%g	315 61%g	189 64%g	85 50%	151 60%	395 58%	329 65%	281 63%	312 57%	366 64%	475 59%	509 60%	343 65%l	40 58%	275 61%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	3561 58%	1387 58%	1299 57%	1975 57%	1887 57%	1387 58%	118 61%	525 67%e	1299 57%	130 58%	630 59%	1219 59%n	1371 56%	499 62%lnq	301 51%	155 65%lnq	2591 58%n	456 55%	1513 59%	1318 56%	404 59%	204 58%	103 64%	2831 57%	307 60%	571 35%	2990 66%y
Personal letters (e.g. to a friend or relative)	3532 57%	1327 55%	1320 58%	1924 56%	1917 58%	1327 55%	119 61%	501 64%e	1320 58%	136 60%	653 61%	1212 59%	1362 56%	469 58%	323 54%	152 64%n	2574 57%	475 57%	1474 57%	1310 55%	411 60%	213 60%	105 65%	2784 56%	318 62%s	536 33%	2996 66%y
Formal letters to organisations or individuals	3657 59%	1372 57%	1385 61%ac	1982 57%	1995 60%	1372 57%	120 62%	518 67%e	1385 61%	140 62%	676 63%	1247 60%n	1425 59%	489 60%n	317 53%	165 69%klmnpq	2673 59%n	482 58%	1537 60%	1351 57%	423 62%	216 61%	113 70%rsw	2889 59%	329 64%s	592 36%	3065 67%y
Payments for bills/ invoices/ statements	3640 59%	1333 55%	1412 62%ac	1934 56%	2013 61%ac	1333 55%	119 61%	487 63%e	1412 62%	144 64%	691 65%	1239 60%	1411 58%	503 62%n	325 55%	149 62%	2649 59%	473 57%	1534 60%	1354 57%	415 61%	209 59%	105 66%	2889 59%	314 61%	645 40%	2995 66%y
Smaller parcels - that will fit through a letterbox	3802 62%	1383 58%	1457 64%ac	2051 59%	2125 64%ac	1383 58%	124 64%	525 67%e	1457 64%	150 66%	719 67%	1289 62%	1470 60%	529 65%ln	338 57%	162 68%n	2759 61%	500 60%	1576 61%	1429 60%	443 65%	219 62%	113 70%s	3005 61%	332 65%	612 38%	3189 70%y
Larger parcels - that will not fit through a letterbox	3726 60%	1410 59%	1391 62%	2045 59%	2026 61%	1410 59%	117 61%	530 68%e	1391 62%	141 62%	677 63%	1226 59%	1484 61%	499 62%	342 58%	165 69%klnp	2710 60%	506 61%	1532 60%	1400 59%	443 65%rsw	225 64%	107 67%	2932 59%	332 65%	569 35%	3157 70%y
Items requiring a signature	3863 63%	1448 60%	1471 65%ac	2089 60%	2111 64%ac	1448 60%	126 65%	541 70%e	1471 65%	147 67%	714 67%	1295 63%	1507 62%	521 64%	358 60%	171 72%klnp	2802 62%	528 64%	1621 63%	1430 60%	447 66%	228 64%	115 72%sw	3051 62%	343 67%s	635 39%	3228 71%y
Tracked post, e.g. items that you can track where they are in the delivery process	3749 61%	1397 58%	1401 62%a	2052 59%	2056 62%ac	1397 58%	119 62%	518 67%e	1401 62%	144 64%	683 64%	1232 60%	1483 61%	501 62%	361 61%	160 67%	2715 60%	521 63%	1518 59%	1426 60%	453 66%rsw	214 61%	120 75%rsuw	2944 60%	334 65%	607 37%	3142 69%y
Other types of mail	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	3561 58%	210 52%	3334 58%	17 41%	932 55%	2448 59%d	181 56%	3375 58%	80 50%	36 53%	55 74%ghik	3491 58%	15 42%
Personal letters (e.g. to a friend or relative)	3532 57%	221 55%	3293 58%	18 43%	912 53%	2447 59%d	174 54%	3356 58%	79 49%	34 50%	51 68%h	3468 57%	13 37%
Formal letters to organisations or individuals	3657 59%	223 56%	3415 60%	18 44%	949 56%	2517 61%d	191 59%	3468 59%h	76 48%	46 67%h	58 78%ghik	3590 59%h	9 26%
Payments for bills/ invoices/ statements	3640 59%	238 60%	3382 59%	19 47%	972 57%	2491 60%	177 55%	3449 59%h	79 49%	36 53%	57 77%ghik	3564 59%	19 55%
Smaller parcels - that will fit through a letterbox	3802 62%	236 59%c	3551 62%c	15 35%	979 57%	2625 63%d	197 61%	3611 62%h	79 49%	42 61%	58 76%ghik	3732 62%h	12 33%
Larger parcels - that will not fit through a letterbox	3726 60%	229 57%c	3482 61%c	15 37%	955 56%	2589 63%d	182 57%	3530 61%	82 51%	43 63%	57 77%ghik	3655 60%	14 41%
Items requiring a signature	3863 63%	246 61%c	3604 63%c	13 32%	1018 60%	2666 64%df	178 55%	3673 63%h	74 46%	42 61%	60 80%ghik	3789 63%h	14 39%
Tracked post, e.g. items that you can track where they are in the delivery process	3749 61%	238 59%	3495 61%c	17 41%	965 57%	2606 63%df	179 56%	3565 61%h	81 51%	35 51%	57 76%ghik	3681 61%h	11 32%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	3561 58%	844 55%	943 61%ad	937 60%ad	836 54%	279 53%	293 57%p	272 55%p	312 60%p	309 61%ep	322 63%egp	313 64%egmp	330 62%ep	294 56%p	304 57%p	302 59%p	230 46%
Personal letters (e.g. to a friend or relative)	3532 57%	849 55%	921 60%a	903 58%	858 56%	281 53%	299 58%	269 54%	312 60%m	297 58%	312 61%em	294 60%m	337 63%egm	273 52%	299 56%	284 56%	276 56%
Formal letters to organisations or individuals	3657 59%	900 58%	957 62%d	919 59%	881 57%	312 59%	307 59%	282 57%	315 60%	334 66%gmnp	308 61%	301 60%	329 62%	289 55%	306 58%	295 58%	281 57%
Payments for bills/ invoices/ statements	3640 59%	900 58%	954 62%d	931 60%	855 56%	297 56%	300 58%	304 61%p	317 60%	326 64%emnp	311 61%	300 61%p	333 63%p	297 56%	295 56%	299 59%	261 53%
Smaller parcels - that will fit through a letterbox	3802 62%	928 60%	979 64%	956 62%	939 61%	328 62%	315 61%	284 57%	330 63%	330 65%gm	319 63%	325 66%gm	334 63%	297 56%	339 64%	298 59%	302 61%
Larger parcels - that will not fit through a letterbox	3726 60%	890 58%	975 63%a	946 61%	915 60%	307 58%	295 57%	288 58%	327 62%	309 61%	339 67%efgmo	310 63%	331 62%	305 58%	326 61%	296 58%	294 59%
Items requiring a signature	3863 63%	935 61%	996 65%	977 63%	955 62%	333 63%	303 59%	299 60%	334 64%	316 62%	346 68%fgp	312 64%	333 62%	332 63%	327 61%	327 64%	301 61%
Tracked post, e.g. items that you can track where they are in the delivery process	3749 61%	916 59%	977 63%d	951 61%	904 59%	325 62%	303 59%	288 58%	327 62%	301 59%	350 69%fgilmnp	308 63%	324 61%	319 61%	294 55%	314 62%	296 60%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 197

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	1868 30%	415 34%b	1453 29%	212 25%	1656 31%c	805 27%	1056 34%e	208 25%	203 23%	302 27%	277 34%ghi	418 37%ghi	239 31%gh	221 35%ghi	411 24%	579 30%n	878 35%no	459 33%n	1589 30%	266 29%
Personal letters (e.g. to a friend or relative)	1955 32%	426 35%	1529 31%	251 29%	1704 32%	849 28%	1101 35%e	212 26%	209 24%	327 29%h	287 35%ghi	438 38%ghi	258 34%gh	223 36%ghi	421 25%	614 32%n	919 36%no	482 35%n	1665 32%	272 30%
Formal letters to organisations or individuals	1786 29%	371 30%	1415 29%	218 25%	1568 30%	778 26%	1001 32%e	198 24%	203 23%	301 27%	251 31%gh	411 36%ghijm	241 32%gh	180 29%	401 24%	552 28%n	833 33%no	421 30%n	1505 29%	265 29%
Payments for bills/ invoices/ statements	1822 30%	430 35%b	1393 28%	215 25%	1608 30%c	794 26%	1023 33%e	186 23%	189 22%	318 28%gh	256 31%gh	387 34%ghi	264 35%ghi	222 35%gh	376 22%	574 30%n	873 35%no	486 35%no	1541 30%	267 29%
Smaller parcels - that will fit through a letterbox	1320 21%	234 19%	1087 22%	134 16%	1187 22%c	572 19%	745 24%e	147 18%	151 17%	244 22%	173 21%	282 25%gh	168 22%	156 25%gh	298 18%	416 21%n	606 24%n	324 23%n	1095 21%	210 23%
Larger parcels - that will not fit through a letterbox	1393 23%	231 19%	1162 24%a	141 16%	1252 24%c	606 20%	785 25%e	141 17%	163 19%	229 20%	206 25%gh	312 27%ghi	181 24%gh	162 26%ghi	304 18%	435 22%n	655 26%n	343 25%n	1161 22%	219 24%
Items requiring a signature	1422 23%	243 20%	1179 24%a	190 22%	1232 23%	607 20%	812 26%e	171 21%	181 21%	246 22%	203 25%	313 27%gh	151 20%	158 25%	351 21%	449 23%	622 25%n	309 22%	1175 23%	232 26%
Tracked post, e.g. items that you can track where they are in the delivery process	1247 20%	218 18%	1029 21%	131 15%	1116 21%c	547 18%	698 22%e	139 17%	142 16%	216 19%	179 22%h	273 24%ghi	166 22%gh	132 21%	281 17%	395 20%n	571 23%n	298 22%n	1085 21%s	151 17%
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	1868 30%	328 28%	598 31%	411 29%	530 32%	926 30%	940 31%	1094 30%	759 32%	155 28%	213 30%	481 31%	482 31%	290 27%	1176 31%	165 28%	1554 30%	344 27%	1441 32%q	84 28%
Personal letters (e.g. to a friend or relative)	1955 32%	345 30%	606 31%	440 32%	563 34%	951 31%	1002 33%	1167 32%	768 32%	156 28%	240 33%	489 31%	522 34%im	308 29%	1251 33%	161 27%	1652 32%	373 29%	1494 33%q	88 29%
Formal letters to organisations or individuals	1786 29%	302 26%	586 30%	403 29%	495 30%	888 29%	898 29%	1078 29%	690 29%	145 26%	216 30%	458 29%	460 30%	294 27%	1134 30%	148 25%	1529 30%	322 25%	1388 30%q	76 25%
Payments for bills/ invoices/ statements	1822 30%	335 29%	611 31%	392 28%	484 29%	946 31%	876 29%	1069 29%	738 31%	149 27%	209 29%	449 29%	493 32%	295 28%	1151 30%	155 26%	1541 30%	333 26%	1401 31%q	89 30%
Smaller parcels - that will fit through a letterbox	1320 21%	204 18%	432 22%a	292 21%	392 23%a	637 21%	684 22%	795 22%	514 21%	107 19%	169 24%	337 21%	351 23%	216 20%	856 22%	112 19%	1122 22%	248 19%	997 22%	76 25%
Larger parcels - that will not fit through a letterbox	1393 23%	210 18%	441 23%a	324 23%a	418 25%a	652 21%	742 24%	812 22%	568 24%	135 24%	189 26%km	334 21%	369 24%	215 20%	892 23%	140 24%	1170 23%	279 22%	1053 23%	61 20%
Items requiring a signature	1422 23%	231 20%	433 22%	355 25%a	404 24%a	663 21%	759 25%e	844 23%	564 24%	114 20%	176 25%	380 24%	363 23%	223 21%	919 24%	121 21%	1201 23%	275 21%	1075 24%	72 24%
Tracked post, e.g. items that you can track where they are in the delivery process	1247 20%	188 16%	372 19%	313 22%a	374 22%a	560 18%	687 22%e	736 20%	496 21%	111 20%	149 21%	334 21%	312 20%	200 19%	796 21%	116 20%	1043 20%	239 18%	939 21%	69 23%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	1868 30%	1604 30%	264 31%	56 32%	1532 30%	171 33%	91 31%	74 43%def	67 27%	198 29%	148 30%	135 30%	153 28%	152 26%	254 31%	277 33%	148 28%	25 36%	146 33%
Personal letters (e.g. to a friend or relative)	1955 32%	1674 32%	281 33%	69 40%a	1602 31%	181 35%	94 32%	78 46%def	72 29%	214 32%	153 30%	132 29%	166 31%	157 27%	289 36%mp	281 33%p	138 26%	29 42%hmp	153 34%mp
Formal letters to organisations or individuals	1786 29%	1534 29%	252 29%	56 33%	1464 28%	159 31%	90 30%	73 43%def	78 31%p	192 28%	137 27%	122 27%	155 29%	145 25%	262 32%mp	249 30%	123 23%	27 40%jkmp	132 29%
Payments for bills/ invoices/ statements	1822 30%	1546 29%	277 32%	68 39%a	1499 29%	165 32%	88 30%	70 41%def	74 30%	181 27%	149 29%	132 29%	152 28%	156 27%	266 33%	248 29%	141 27%	24 35%	141 31%
Smaller parcels - that will fit through a letterbox	1320 21%	1178 22%b	142 16%	38 22%	1120 22%	104 20%	55 19%	42 25%f	51 20%	145 21%	112 22%	87 19%	106 19%	115 20%	222 27%hklmp	189 22%	93 18%	21 31%klmp	83 18%
Larger parcels - that will not fit through a letterbox	1393 23%	1227 23%	167 19%	40 23%	1181 23%	106 21%	62 21%	45 26%ef	67 27%lpr	162 24%p	112 22%	106 24%p	106 20%	141 25%p	201 25%p	194 23%	92 17%	19 27%	88 20%
Items requiring a signature	1422 23%	1216 23%	206 24%	43 25%	1189 23%	99 19%	67 23%	67 39%def	58 23%r	164 24%pr	119 23%r	106 24%r	108 20%	117 20%	196 24%r	225 27%lpr	96 18%	21 30%pr	78 17%
Tracked post, e.g. items that you can track where they are in the delivery process	1247 20%	1098 21%	148 17%	27 16%	1031 20%	99 19%	62 21%	55 32%def	51 20%	159 23%lnr	104 20%	96 21%	91 17%	111 19%	141 17%	178 21%	101 19%	22 32%hjlmnopr	77 17%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	1868 30%	635 26%	801 35%ac	937 27%	1103 33%ac	635 26%	40 21%	184 24%	801 35%	82 36%	398 37%	588 29%	742 30%	221 27%	245 41%klmop	67 28%	1330 30%	312 38%klmop	757 29%	727 31%	197 29%	131 37%rtw	47 29%	1484 30%	179 35%	583 36%z	1285 28%
Personal letters (e.g. to a friend or relative)	1955 32%	739 31%	790 35%ac	1050 30%	1102 33%c	739 31%	45 23%	219 28%	790 35%	75 33%	386 36%	618 30%	786 32%	251 31%	227 38%klmop	67 28%	1404 31%	295 35%k	816 32%	766 32%	200 29%	123 35%	43 27%	1582 32%	166 32%	638 39%z	1317 29%
Formal letters to organisations or individuals	1786 29%	652 27%	691 31%a	970 28%	1008 30%a	652 27%f	37 19%	189 24%	691 31%	70 31%	343 32%	563 27%	707 29%	219 27%	234 39%klmop	60 25%	1270 28%	294 35%klmop	739 29%	703 30%	192 28%	107 30%	38 24%	1441 29%	145 28%	597 37%z	1188 26%
Payments for bills/ invoices/ statements	1822 30%	700 29%	704 31%	1000 29%	1005 30%	700 29%	52 27%	233 30%	704 31%	68 30%	351 33%	594 29%	726 30%	212 26%	216 36%klmp	69 29%	1320 29%	285 34%kmp	740 29%	720 30%	197 29%	116 33%	42 26%	1460 30%	158 31%	536 33%z	1286 28%
Smaller parcels - that will fit through a letterbox	1320 21%	521 22%	512 23%	721 21%	713 22%	521 22%	34 18%	144 19%	512 23%	55 24%	260 24%	396 19%	531 22%	170 21%	167 28%klmp	51 21%	927 21%	217 26%klp	465 18%	556 23%rw	159 23%r	98 28%rw	34 21%	1022 21%r	132 26%rw	515 32%z	806 18%
Larger parcels - that will not fit through a letterbox	1393 23%	486 20%	581 26%ac	715 21%	810 24%ac	486 20%	40 21%	139 18%	581 26%	68 30%	307 29%	451 22%	542 22%	179 22%	166 28%klmp	51 21%	993 22%	215 26%	533 21%	558 24%	165 24%	94 27%r	34 21%	1091 22%	128 25%	550 34%z	844 19%
Items requiring a signature	1422 23%	504 21%	565 25%ac	758 22%	819 25%ac	504 21%	37 19%	156 20%	565 25%	57 25%	276 26%	435 21%	578 24%	184 23%	173 29%klmop	50 19%	1013 23%	218 26%k	546 21%	571 24%	165 24%	102 29%rw	34 19%	1116 23%	132 26%	521 32%z	901 20%
Tracked post, e.g. items that you can track where they are in the delivery process	1247 20%	431 18%	543 24%ac	617 18%	729 22%ac	431 18%	35 18%	136 18%	543 24%	53 23%	259 24%	385 19%	495 20%	169 21%	146 25%kp	47 20%	880 20%	193 23%k	452 18%	521 22%r	141 21%	94 27%rw	30 19%	973 20%	124 24%r	461 28%z	786 17%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	1868 30%	110 27%	1743 30%	15 36%	534 31%f	1259 30%f	75 23%	1788 31%h	33 21%	22 33%	18 25%	1843 30%h	6 18%
Personal letters (e.g. to a friend or relative)	1955 32%	106 26%	1834 32%	16 37%	545 32%	1324 32%	86 27%	1867 32%h	35 22%	26 38%h	20 26%	1928 32%h	7 20%
Formal letters to organisations or individuals	1786 29%	107 27%	1667 29%	12 28%	509 30%f	1220 29%f	56 18%	1714 29%	42 26%	11 16%	13 17%	1767 29%	7 19%
Payments for bills/ invoices/ statements	1822 30%	101 25%	1708 30%	13 31%	484 28%	1253 30%	85 26%	1750 30%	35 21%	22 32%	13 18%	1807 30%	3 8%
Smaller parcels - that will fit through a letterbox	1320 21%	86 21%	1224 21%	10 25%	411 24%ef	859 21%	51 16%	1251 21%	28 17%	21 30%	15 20%	1300 21%	6 17%
Larger parcels - that will not fit through a letterbox	1393 23%	91 23%	1289 23%	13 31%	413 24%	912 22%	69 21%	1336 23%	28 17%	13 19%	11 15%	1377 23%	5 14%
Items requiring a signature	1422 23%	79 20%	1326 23%	18 42%ab	409 24%	942 23%	71 22%	1346 23%	42 26%	17 25%	9 12%	1405 23%	8 22%
Tracked post, e.g. items that you can track where they are in the delivery process	1247 20%	82 20%	1154 20%	11 27%	366 21%	819 20%	62 19%	1175 20%	31 19%	21 31%	12 16%	1227 20%	7 21%
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	1868 30%	485 31%	424 27%	452 29%	507 33%b	166 31%	151 29%	169 34%jl	149 28%	142 28%	132 26%	140 29%	137 26%	175 33%l	165 31%	147 29%	195 39%efhijklno
Personal letters (e.g. to a friend or relative)	1955 32%	506 33%	455 30%	488 31%	506 33%	185 35%j	155 30%	166 33%	159 30%	151 30%	145 29%	155 32%	140 26%	192 37%jl	168 32%	161 32%	177 36%jl
Formal letters to organisations or individuals	1786 29%	462 30%	426 28%	449 29%	448 29%	156 30%	144 28%	163 33%j	146 28%	129 25%	151 30%	131 27%	150 28%	169 32%	154 29%	140 28%	154 31%
Payments for bills/ invoices/ statements	1822 30%	453 29%	432 28%	440 28%	497 32%b	163 31%	148 29%	142 29%	152 29%	126 25%	154 30%	140 29%	148 28%	151 29%	171 32%l	152 30%	174 35%l
Smaller parcels - that will fit through a letterbox	1320 21%	369 24%bc	309 20%	310 20%	332 22%	121 23%	116 22%	133 27%lkl	107 20%	98 19%	104 21%	98 20%	97 18%	115 22%	108 20%	109 22%	115 23%
Larger parcels - that will not fit through a letterbox	1393 23%	387 25%	335 22%	332 21%	340 22%	126 24%	134 26%j	127 25%	121 23%	117 23%	97 19%	109 22%	103 19%	119 23%	123 23%	107 21%	111 22%
Items requiring a signature	1422 23%	405 26%bc	336 22%	321 21%	360 23%	136 26%jm	135 26%jm	135 27%jlmo	125 24%	115 23%	97 19%	112 23%	108 20%	100 19%	126 24%	103 20%	131 26%jm
Tracked post, e.g. items that you can track where they are in the delivery process	1247 20%	346 22%c	299 19%	276 18%	325 21%	107 20%	112 22%j	128 26%jlmo	115 22%j	112 22%j	73 14%	94 19%	89 17%	94 18%	133 25%jlmo	88 17%	104 21%j
Other types of mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Invitations, greetings cards and postcards	2.68	2.55	2.72a	3.03d	2.63	2.76f	2.61	2.93ijklm	2.92ijklm	2.74jklm	2.58k	2.49	2.59k	2.54	2.92opq	2.67pq	2.54	2.57	2.67	2.76r
Personal letters (e.g. to a friend or relative)	2.63	2.52	2.66a	2.93d	2.58	2.72f	2.55	2.92ijklm	2.87ijklm	2.67jklm	2.54k	2.43	2.53k	2.48	2.80opq	2.61pq	2.47	2.50	2.61	2.73r
Formal letters to organisations or individuals	2.68	2.61	2.69a	2.99d	2.63	2.76f	2.59	2.94ijklm	2.88ijklm	2.72klm	2.62k	2.46	2.55	2.55k	2.91opq	2.68pq	2.52	2.57	2.66	2.78r
Payments for bills/ invoices/ statements	2.66	2.53	2.69a	3.00d	2.60	2.76f	2.57	2.97ijklm	2.94ijklm	2.72klm	2.61klm	2.47	2.46	2.41	2.95opq	2.68pq	2.45	2.44	2.64	2.80r
Smaller parcels - that will fit through a letterbox	2.87	2.92	2.86	3.36d	2.79	2.92f	2.82	3.16ijklm	3.12ijklm	2.90klm	2.82m	2.73m	2.72	2.62	3.14opq	2.86pq	2.70	2.67	2.86	2.96r
Larger parcels - that will not fit through a letterbox	2.85	2.91b	2.83	3.35d	2.77	2.90f	2.80	3.13ijklm	3.09ijklm	2.93jklm	2.75m	2.69	2.71	2.60	3.11opq	2.85pq	2.67	2.66	2.84	2.90
Items requiring a signature	2.79	2.83	2.78	3.11d	2.74	2.86f	2.72	3.02ijklm	2.99ijklm	2.85jklm	2.71	2.63	2.71m	2.60	3.01opq	2.79pq	2.65	2.66	2.78	2.87r
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	2.92	2.91	3.34d	2.84	2.98f	2.86	3.21ijklm	3.12ijklm	2.95jklm	2.85km	2.73	2.76	2.73	3.16opq	2.91pq	2.74	2.75	2.88	3.10r
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Invitations, greetings cards and postcards	2.68	2.81bcd	2.67d	2.69d	2.60	2.73f	2.64	2.74h	2.60	2.69	2.68	2.70	2.69	2.74n	2.69	2.69	2.70	2.81r	2.65	2.73
Personal letters (e.g. to a friend or relative)	2.63	2.79bcd	2.62d	2.63d	2.54	2.68f	2.58	2.69h	2.55	2.64	2.59	2.66jl	2.61	2.71ijln	2.63	2.64	2.64	2.73r	2.60	2.64
Formal letters to organisations or individuals	2.68	2.85bcd	2.64	2.68d	2.59	2.72f	2.63	2.72h	2.60	2.69	2.65	2.69	2.66	2.75l	2.67	2.70	2.67	2.80r	2.64	2.73
Payments for bills/ invoices/ statements	2.66	2.78bcd	2.61	2.69	2.61	2.68	2.64	2.74h	2.54	2.65	2.68	2.69	2.63	2.73l	2.66	2.66	2.67	2.78r	2.63	2.65
Smaller parcels - that will fit through a letterbox	2.87	3.07bcd	2.83	2.88d	2.78	2.92f	2.82	2.93h	2.77	2.82	2.83	2.90	2.85	2.92	2.87	2.82	2.88	2.98r	2.84	2.84
Larger parcels - that will not fit through a letterbox	2.85	3.03bcd	2.83	2.82	2.76	2.91f	2.79	2.92h	2.74	2.75	2.78	2.88i	2.84	2.93ijln	2.85	2.74	2.86o	2.92r	2.83	2.88
Items requiring a signature	2.79	2.97bcd	2.79d	2.76	2.69	2.86f	2.72	2.86h	2.69	2.79	2.73	2.79	2.80	2.88jn	2.78	2.78	2.80	2.88r	2.77	2.74
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	3.10bcd	2.91d	2.87	2.80	2.98f	2.83	2.97h	2.81	2.88	2.85	2.91	2.93	2.98j	2.90	2.88	2.92	3.00r	2.89	2.87
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Invitations, greetings cards and postcards	2.68	2.68	2.69	2.69	2.70eg	2.62	2.68g	2.37	2.70	2.70	2.67	2.70	2.75or	2.74or	2.73o	2.65	2.70	2.54	2.63
Personal letters (e.g. to a friend or relative)	2.63	2.63	2.62	2.50	2.65g	2.69g	2.59	2.33	2.62	2.61	2.64	2.65	2.65	2.72inqr	2.62	2.65	2.69q	2.46	2.61
Formal letters to organisations or individuals	2.68	2.67	2.69	2.62	2.69g	2.62g	2.64g	2.39	2.61	2.67	2.66	2.71q	2.70	2.76hq	2.73	2.65	2.72q	2.47	2.64
Payments for bills/ invoices/ statements	2.66	2.67c	2.63	2.50	2.67g	2.64g	2.60g	2.42	2.63	2.72	2.63	2.65	2.69	2.72	2.69	2.66	2.65	2.59	2.65
Smaller parcels - that will fit through a letterbox	2.87	2.85	2.98a	2.93	2.87	2.89	2.91	2.92	2.88	2.87	2.82	2.89q	2.82q	2.89q	2.81	2.86	2.88q	2.66	2.93q
Larger parcels - that will not fit through a letterbox	2.85	2.84	2.93a	2.85	2.84	2.89	2.87	2.88	2.77	2.82	2.83	2.84	2.89	2.80	2.87	2.82	2.91h	2.69	2.92q
Items requiring a signature	2.79	2.79	2.77	2.71	2.80g	2.87g	2.78g	2.41	2.73	2.75	2.79	2.79	2.87q	2.81	2.85q	2.74	2.81q	2.58	2.92hijkod
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	2.90	2.98	2.94	2.92q	2.94q	2.85q	2.66	2.91q	2.85	2.86q	2.87q	3.00lijq	2.90q	3.02jkq	2.92q	2.89q	2.61	2.99ijq
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Invitations, greetings cards and postcards	2.68	2.80bd	2.55	2.79bd	2.63b	2.80	2.90g	2.76	2.55j	2.46	2.50	2.75lnoq	2.70noq	2.70noq	2.40	2.60nq	2.72noq	2.46	2.71uvx	2.70ux	2.67ux	2.47	2.58	2.71uvx	2.50	2.82z	2.64
Personal letters (e.g. to a friend or relative)	2.63	2.70bd	2.54	2.70bd	2.59b	2.70	2.79g	2.66	2.54j	2.47	2.47	2.69lmnoq	2.63nq	2.63nq	2.46	2.55	2.66noq	2.48	2.64ux	2.64ux	2.61u	2.49	2.65u	2.64ux	2.54	2.74z	2.59
Formal letters to organisations or individuals	2.68	2.78bd	2.60	2.75bd	2.63	2.78	2.87	2.70	2.60	2.55	2.54	2.73nq	2.70nq	2.69nq	2.43	2.61	2.71nq	2.48	2.69	2.69u	2.64	2.56	2.67	2.69u	2.59	2.76z	2.65
Payments for bills/ invoices/ statements	2.66	2.73bd	2.57	2.73bd	2.62	2.73g	2.74	2.59	2.57j	2.51	2.48	2.68nq	2.67nq	2.73nq	2.51	2.56	2.68nq	2.52	2.68u	2.67	2.63	2.54	2.63	2.67	2.57	2.84z	2.60
Smaller parcels - that will fit through a letterbox	2.87	2.93bd	2.79	2.93bd	2.84	2.93	2.93	2.86	2.79j	2.67	2.69	2.93mnq	2.88nq	2.83	2.75	2.80	2.90nq	2.76	2.99stuvwx	2.83ux	2.74	2.64	2.73	2.91stuvx	2.67	2.92z	2.85
Larger parcels - that will not fit through a letterbox	2.85	2.95bd	2.75	2.93bd	2.79	2.95	2.87	2.88	2.75j	2.58	2.63	2.87q	2.86nq	2.84	2.76	2.79	2.87nq	2.77	2.93stux	2.83ux	2.74	2.63	2.74	2.88tux	2.66	2.88	2.84
Items requiring a signature	2.79	2.91bd	2.69	2.87bd	2.72	2.91g	2.89	2.79	2.69	2.64	2.62	2.83nq	2.81nq	2.78nq	2.63	2.78	2.82nq	2.67	2.88stux	2.78ux	2.71u	2.56	2.76	2.82tux	2.62	2.88z	2.77
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	3.02bd	2.78	3.00bd	2.84	3.02g	2.99	2.91	2.78	2.74	2.72	2.97lmnoq	2.90	2.87	2.80	2.86	2.93nq	2.82	3.01stuvwx	2.87ux	2.81	2.68	2.76	2.94stuvx	2.70	3.00z	2.87
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Invitations, greetings cards and postcards	2.68	2.82b	2.67	2.72	2.69	2.67	2.84de	2.67	3.09gijk	2.67	2.64	2.68	2.99gjk
Personal letters (e.g. to a friend or relative)	2.63	2.82b	2.62	2.56	2.66e	2.61	2.80de	2.62	3.09gijk	2.59	2.64	2.63	3.04gijk
Formal letters to organisations or individuals	2.68	2.79b	2.67	2.85	2.68	2.66	2.97de	2.66	3.06gk	2.93	2.81	2.67	3.07
Payments for bills/ invoices/ statements	2.66	2.79b	2.65	2.78	2.71e	2.63	2.79e	2.64	3.13gjk	2.83	2.80	2.66	3.08
Smaller parcels - that will fit through a letterbox	2.87	2.94	2.87	2.94	2.87	2.86	3.03de	2.87	3.18gjk	2.74	2.74	2.87	3.20
Larger parcels - that will not fit through a letterbox	2.85	2.91	2.84	2.89	2.85	2.84	2.94	2.84	3.19gjk	2.88	2.76	2.85	3.11
Items requiring a signature	2.79	2.93b	2.78	2.49	2.81	2.78	2.87	2.79	3.01gk	2.77	2.83	2.79	2.84
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	2.94	2.91	2.86	2.93	2.89	2.98	2.90	3.11gjk	2.87	2.80	2.91	2.94
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Invitations, greetings cards and postcards	2.68	2.69	2.70	2.68	2.66	2.68	2.76gkmp	2.64	2.71mp	2.68	2.73mp	2.66	2.76gikmop	2.62	2.69	2.67	2.61
Personal letters (e.g. to a friend or relative)	2.63	2.63	2.64	2.63	2.62	2.57	2.68emp	2.63	2.62	2.65p	2.64p	2.61	2.70ekmp	2.58	2.66p	2.65p	2.54
Formal letters to organisations or individuals	2.68	2.67	2.67	2.67	2.69	2.66	2.70	2.65	2.69	2.70	2.63	2.68	2.70	2.64	2.68	2.74	2.64
Payments for bills/ invoices/ statements	2.66	2.67	2.65	2.68	2.63	2.65	2.68	2.69	2.66	2.70	2.61	2.65	2.69	2.71	2.63	2.67	2.58
Smaller parcels - that will fit through a letterbox	2.87	2.82	2.87	2.90a	2.89	2.80	2.84	2.81	2.88	2.87	2.88	2.84	2.96g	2.90	2.92	2.93	2.83
Larger parcels - that will not fit through a letterbox	2.85	2.81	2.84	2.88	2.86	2.83	2.81	2.80	2.83	2.82	2.88	2.81	2.94	2.87	2.85	2.91	2.83
Items requiring a signature	2.79	2.75	2.79	2.85a	2.77	2.72	2.79	2.75	2.78	2.79	2.81	2.79	2.87ep	2.88ep	2.75	2.84	2.73
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	2.87	2.91	2.96a	2.90	2.90	2.88	2.82	2.86	2.91	2.96	2.91	2.99gn	2.98g	2.84	2.98g	2.89
Other types of mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	3777	591	3186	610	3167	1796	1974	403	443	653	465	769	578	466	846	1118	1813	1044	3379	375
Weighted Base	3893	784	3108	635	3258	1860	2024	457	523	651	494	751	542	474	980	1145	1767	1017	3299	570
Effective Base	2330	446	1886	376	1954	1106	1218	279	296	392	287	469	338	272	575	678	1077	609	2013	308
I haven't spent anything on postage for Letters and Cards in the last month (0)	341 9%	67 9%	274 9%	35 5%	306 9%c	154 8%	184 9%	47 10%	44 8%	51 8%	44 9%	72 10%	48 9%	33 7%	92 9%	95 8%	154 9%	82 8%	295 9%	44 8%
Up to £1.00 (0.5)	201 5%	21 3%	180 6%a	25 4%	176 5%	100 5%	101 5%	21 5%	16 3%	34 5%	25 5%	34 5%	41 8%h	30 6%	37 4%	59 5%	105 6%	71 7%n	189 6%s	12 2%
£1.01 to £2.00 (1.5)	547 14%	83 11%	464 15%a	75 12%	472 14%	241 13%	304 15%	61 13%	76 15%	75 12%	85 17%l	109 15%	67 12%	74 16%	137 14%	160 14%	250 14%	141 14%	466 14%	76 13%
£2.01 to £4.00 (3)	723 19%	163 21%	560 18%	109 17%	614 19%	364 20%	359 18%	89 19%	88 17%	110 17%	83 17%	138 18%	97 18%	118 25%hijkl	177 18%	192 17%	353 20%	216 21%o	628 19%	92 16%
£4.01 to £6.00 (5)	555 14%	117 15%	438 14%	89 14%	466 14%	267 14%	286 14%	50 11%	79 15%	103 16%	77 16%	114 15%	66 12%	66 14%	129 13%	180 16%	246 14%	132 13%	469 14%	81 14%
£6.01 to £10.00 (8)	545 14%	120 15%	425 14%	93 15%	452 14%	260 14%	283 14%	70 15%	81 16%	97 15%	71 14%	93 12%	80 15%	52 11%	151 15%	168 15%	225 13%	132 13%	435 13%	105 18%r
£10.01 to £20.00 (15)	405 10%	84 11%	321 10%	83 13%	322 10%	209 11%	196 10%	48 10%	57 11%	87 13%lm	51 10%	77 10%	46 9%	39 8%	105 11%	137 12%q	163 9%	86 8%	327 10%	75 13%
£20.01 to £30.00 (25)	192 5%	41 5%	151 5%	54 9%d	138 4%	110 6%f	82 4%	29 6%m	31 6%m	42 6%m	25 5%m	33 4%	23 4%	9 2%	59 6%pq	67 6%pq	65 4%	32 3%	153 5%	39 7%
£30.01 to £40.00 (35)	76 2%	16 2%	60 2%	30 5%d	46 1%	31 2%	45 2%	11 2%	8 2%	16 2%	10 2%	17 2%	11 2%	5 1%	18 2%	26 2%	32 2%	15 2%	72 2%	4 1%
£40.01 to £50.00 (45)	40 1%	12 2%	28 1%	12 2%	28 1%	21 1%	19 1%	7 1%	8 2%	4 1%	2 *	7 1%	4 1%	4 1%	15 2%	6 1%	19 1%	12 1%	27 1%	13 2%r
Over £50 (55)	43 1%	11 1%	32 1%	11 2%	31 1%	19 1%	23 1%	9 2%	7 1%	5 1%	5 1%	5 1%	5 1%	7 2%	15 2%	10 1%	17 1%	12 1%	37 1%	4 1%
I don't know	202 5%	48 6%	154 5%	17 3%	185 6%c	76 4%	126 6%e	14 3%	23 4%	22 3%	15 3%	51 7%gij	44 8%ghij	33 7%gij	37 4%	37 3%	128 7%no	78 8%no	183 6%	19 3%
I prefer not to say	24 1%	2 *	22 1%	1 *	23 1%	7 *	17 1%	3 1%	4 1%	7 1%	1 *	2 1%	5 1%	3 1%	7 1%	8 1%	10 1%	8 1%	17 1%	6 1%
NET: Up to £10 (excluding not spending anything)	2571 66%	504 64%	2067 66%	391 62%	2180 66%	1233 66%	1333 66%	291 64%	341 65%	419 64%	340 69%	488 65%	352 65%	340 72%gi	632 64%	759 66%	1180 66%	692 68%	2187 66%	367 64%
NET: Up to £20 (excluding not spending anything)	2976 76%	588 75%	2388 77%	474 75%	2501 77%	1441 78%	1529 76%	338 74%	398 76%	505 78%	391 79%	565 75%	398 73%	380 80%	737 75%	897 78%	1342 76%	778 77%	2514 76%	441 77%
NET: Over £10	755 19%	163 21%	592 19%	190 30%d	565 17%	391 21%	364 18%	103 22%m	110 21%m	153 23%m	93 19%	139 19%	92 17%	65 14%	213 22%pq	246 21%pc	296 17%	157 15%	617 19%	134 23%r
NET: Over £20	351 9%	80 10%	271 9%	107 17%d	243 7%	182 10%	168 8%	55 12%m	54 10%m	66 10%m	42 9%	62 8%	46 9%	25 5%	109 11%pq	109 9%	133 8%	71 7%	290 9%	59 10%
Mean	7.61	8.36	7.42	10.45d	7.03	7.83	7.42	8.56m	8.21m	8.16m	7.27	7.25	7.38	6.37	8.38pq	7.77	7.06	6.91	7.44	8.53
Std Dev.	9.89	10.60	9.70	12.05	9.29	9.90	9.89	11.32	10.40	9.46	9.41	9.39	9.97	9.41	10.84	9.44	9.58	9.72	9.85	9.88
Std Error	0.17	0.45	0.18	0.50	0.17	0.24	0.23	0.58	0.51	0.38	0.44	0.35	0.43	0.45	0.38	0.29	0.23	0.31	0.17	0.53

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	3777	1010	1107	750	910	2117	1660	2079	1662	314	427	964	1021	672	2412	326	3221	803	2817	157
Weighted Base	3893	828	1232	887	947	2060	1833	2363	1495	318	433	1042	1023	671	2498	331	3331	768	2960	165
Effective Base	2330	504	718	529	579	1222	1109	1327	994	197	264	628	620	380	1512	206	1981	490	1741	102
I haven't spent anything on postage for Letters and Cards in the last month (0)	341 9%	51 6%	93 8%	78 9%	119 13%abc	143 7%	197 11%e	175 7%	164 11%g	42 13%lmn	34 8%	106 10%l	71 7%	53 8%	211 8%	44 13%p	274 8%	81 11%	246 8%	13 8%
Up to £1.00 (0.5)	201 5%	33 4%	65 5%	44 5%	59 6%	98 5%	103 6%	116 5%	84 6%	29 9%ln	20 5%	58 6%	47 5%	36 5%	125 5%	29 9%p	167 5%	47 6%	148 5%	6 3%
£1.01 to £2.00 (1.5)	547 14%	100 12%	175 14%	108 12%	165 17%ac	274 13%	273 15%	322 14%	223 15%	63 20%ln	79 18%l	158 15%l	113 11%	91 14%	350 14%	64 19%p	462 14%	118 15%s	419 14%s	11 7%
£2.01 to £4.00 (3)	723 19%	161 19%	223 18%	170 19%	168 18%	384 19%	339 18%	414 18%	303 20%	65 20%	83 19%	209 20%	183 18%	103 15%	476 19%	65 20%	619 19%	140 18%	552 19%	31 19%
£4.01 to £6.00 (5)	555 14%	114 14%	179 15%	140 16%	121 13%	293 14%	261 14%	374 16%h	177 12%	41 13%	63 15%	163 16%	145 14%	89 13%	370 15%	45 14%	478 14%	107 14%	427 14%	20 12%
£6.01 to £10.00 (8)	545 14%	121 15%	186 15%d	136 15%d	102 11%	308 15%	237 13%	343 15%	199 13%	26 8%	72 17%i	135 13%	163 16%i	96 14%i	371 15%i	27 8%	490 15%o	113 15%s	420 14%	12 7%
£10.01 to £20.00 (15)	405 10%	96 12%	133 11%	93 11%	83 9%	228 11%	176 10%	277 12%h	122 8%	20 6%	36 8%	100 10%	129 13%i	86 13%i	266 11%	20 6%	373 11%o	70 9%	316 11%	18 11%
£20.01 to £30.00 (25)	192 5%	55 7%d	62 5%	37 4%	38 4%	117 6%	75 4%	135 6%h	55 4%	8 2%	14 3%	50 5%	52 5%	54 8%ijkn	117 5%	9 3%	176 5%	35 5%	156 5%s	1 *
£30.01 to £40.00 (35)	76 3%	26 3%	21 2%	16 2%	13 1%	47 2%	29 2%	57 2%	19 1%	4 1%	3 1%	10 1%	43 4%kmn	7 1%	57 2%k	4 1%	66 2%	13 2%	59 2%	3 2%
£40.01 to £50.00 (45)	40 1%	12 1%	13 1%	9 1%	6 1%	25 1%	15 1%	27 1%	14 1%	*	5 1%	9 1%	13 1%	8 1%	27 1%	*	37 1%	6 1%	30 1%	4 2%
Over £50 (55)	43 1%	15 2%	12 1%	6 1%	10 1%	27 1%	16 1%	26 1%	17 1%	3 1%	6 1%	9 1%	10 1%	13 2%	25 1%	3 1%	38 1%	10 1%	29 1%	3 2%
I don't know	202 5%	39 5%	69 6%	44 5%	51 5%	107 5%	95 5%	90 4%	108 7%g	16 5%	18 4%	31 3%	52 5%	36 5%	100 4%	17 5%	145 4%	26 3%	149 5%	27 16%qr
I prefer not to say	24 1%	6 1%	1 *	6 1%	11 1%b	7 *	17 1%	9 *	10 1%	1 *	*	2 *	1 *	1 *	3 *	3 1%p	5 *	1 *	9 *	15 9%qr
NET: Up to £10 (excluding not spending anything)	2571 66%	530 64%	828 67%	598 67%	615 65%	1358 66%	1213 66%	1569 66%	986 66%	223 70%m	317 73%lm	723 69%lm	652 64%	414 62%	1692 68%m	230 69%	2216 67%	525 68%s	1966 66%s	80 49%
NET: Up to £20 (excluding not spending anything)	2976 76%	625 76%	961 78%	691 78%	698 74%	1587 77%	1389 76%	1845 78%h	1108 74%	243 77%	353 82%lm	824 79%	781 76%	500 75%	1958 78%	250 75%	2589 78%	595 78%s	2282 77%s	99 60%
NET: Over £10	755 19%	203 25%bcd	241 20%	161 18%	150 16%	444 22%f	311 17%	520 22%h	226 15%	35 11%	64 15%	180 17%i	247 24%ijkn	167 25%ijkn	491 20%i	37 11%	690 21%o	135 18%	591 20%	29 18%
NET: Over £20	351 9%	107 13%bcd	108 9%	68 8%	67 7%	216 10%f	135 7%	244 10%h	105 7%	16 5%	28 6%	79 8%	118 12%ijk	81 12%ijk	225 9%	17 5%	317 10%o	64 8%	275 9%	11 7%
Mean	7.61	9.25bcd	7.64d	7.29	6.41	8.29f	6.84	8.18h	6.67	5.14	6.80	6.77i	8.92ijkn	8.55ijkn	7.65i	5.18	7.87o	7.13	7.69	8.62
Std Dev.	9.89	11.38	9.66	9.14	9.25	10.41	9.20	10.12	9.46	8.19	9.43	9.00	10.62	10.98	9.81	8.18	10.02	9.80	9.80	12.10
Std Error	0.17	0.37	0.30	0.34	0.32	0.23	0.23	0.23	0.24	0.47	0.47	0.30	0.34	0.43	0.20	0.47	0.18	0.35	0.19	1.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3777	2519	1258	598	2062	685	624	406	205	223	208	229	224	247	254	235	237	112	573
Weighted Base	3893	3345	548	116	3303	316	185	89	149	408	299	285	332	383	551	543	352	45*	271
Effective Base	2330	2016	315	136	1811	287	332	267	195	211	198	216	211	231	243	223	221	43	245
I haven't spent anything on postage for Letters and Cards in the last month (0)	341 9%	302 9%	39 7%	7 6%	270 8%	37 12%	24 13%d	10 12%d	16 11%l	24 6%	23 8%	26 9%	17 5%	32 8%	40 7%	54 10%	38 11%l	7 15%ll	30 11%ll
Up to £1.00 (0.5)	201 5%	164 5%	37 7%	5 4%	172 5%	12 4%	10 5%	6 7%	7 5%	26 6%n	12 4%	21 7%n	21 6%n	16 4%	12 2%	31 6%n	28 8%n	* 1%	12 4%
£1.01 to £2.00 (1.5)	547 14%	464 14%	83 15%	19 17%	468 14%	39 12%	25 13%	16 18%e	23 15%	49 12%	39 13%	42 15%	32 10%	55 14%	87 16%	97 18%l	44 12%	5 12%	34 13%
£2.01 to £4.00 (3)	723 19%	638 19%	85 15%	16 14%	624 19%	56 18%	31 17%	13 14%	32 21%n	68 17%	79 26%llnr	54 19%	56 17%	74 19%	75 14%	121 22%n	66 19%	13 28%n	43 16%
£4.01 to £6.00 (5)	555 14%	473 14%	82 15%	18 16%	478 14%	44 14%	21 12%	12 13%	21 14%	72 18%	42 14%	43 15%	45 14%	64 17%	70 13%	62 11%	58 17%	2 5%	33 12%
£6.01 to £10.00 (8)	545 14%	481 14%	64 12%	18 15%	475 14%g	35 11%	27 15%g	8 9%	16 11%	54 13%	34 11%	48 17%	58 18%q	61 16%	90 16%	64 12%	50 14%	2 5%	33 12%
£10.01 to £20.00 (15)	405 10%	345 10%	60 11%	10 8%	342 10%	30 10%	23 12%	10 12%	14 10%	49 12%	26 9%	19 7%	45 14%k	37 10%	67 12%	49 9%	35 10%	2 5%	28 10%
£20.01 to £30.00 (25)	192 5%	164 5%	28 5%	10 9%a	161 5%	17 5%	8 4%	6 7%	4 3%	21 5%	13 4%	3 3%	28 8%hkmop	14 4%	48 8%hkmop	16 3%	8 2%	3 4%	15 6%
£30.01 to £40.00 (35)	76 2%	63 2%	13 2%	3 3%	61 2%	10 3%	4 2%	2 2%	1 1%	9 2%	-	6 2%j	6 2%	7 2%	16 3%j	10 2%	6 2%	3 7%jlmop	6 2%j
£40.01 to £50.00 (45)	40 1%	35 1%	5 1%	1 1%	34 1%	4 1%	2 1%	*	1 1%	3 1%	3 1%	2 1%	2 1%	5 1%	11 2%	3 1%	3 1%	* 1%	4 1%
Over £50 (55)	43 1%	36 1%	6 1%	2 2%	31 1%	9 3%d	2 1%	1 1%	1 1%	1 1%	1 *	1 1%	4 1%	1 *	3 1%	8 1%	10 2%	*	8 3%ijp
I don't know	202 5%	162 5%	40 7%	4 4%	169 5%	22 7%	8 4%	4 4%	10 7%	27 7%	25 9%kp	10 4%	17 5%	16 4%	27 5%	23 4%	14 4%	4 10%	18 7%
I prefer not to say	24 1%	20 1%	4 1%	3 2%a	20 1%	1 *	2 1%	1 1%	3 2%mno	5 1%	3 1%	1 *	4 1%n	-	-	2 *	1 *	*	1 *
NET: Up to £10 (excluding not spending anything)	2571 66%	2220 66%	351 64%	76 66%	2216 67%ef	186 59%	113 61%	55 61%	98 66%	267 66%	205 69%r	208 73%nqr	212 64%	270 70%nr	334 61%	375 69%r	246 70%nr	28 57%	161 59%
NET: Up to £20 (excluding not spending anything)	2976 76%	2564 77%	411 75%	86 74%	2558 77%e	217 69%	136 74%	65 73%	112 75%	317 78%q	231 77%q	227 79%qr	257 78%q	307 80%qr	401 73%	425 78%qr	281 80%qr	28 62%	189 70%
NET: Over £10	755 19%	642 19%	113 21%	26 23%	628 19%	69 22%	38 20%	20 22%	22 15%	84 21%	43 14%	40 14%	81 28%hjkop	66 17%	150 27%hjkmop	88 16%	54 15%	8 18%	61 23%kp
NET: Over £20	351 9%	298 9%	53 10%	17 14%a	287 9%	39 12%d	15 8%	9 11%	7 5%	35 8%	17 6%	21 7%	36 11%hp	29 7%	83 15%hijkop	39 7%	19 5%	6 13%	33 12%hjp
Mean	7.61	7.56	7.91	9.14	7.50	8.93d	7.44	7.49	6.17	7.65	6.23	6.85	8.46hjp	7.23	9.81hijkmop	6.80	6.29	8.05	9.07hjkop
Std Dev.	9.89	9.82	10.29	11.51	9.62	12.39	9.71	10.16	8.66	8.90	7.89	9.76	8.91	9.34	11.48	10.12	8.16	12.03	12.46
Std Error	0.17	0.20	0.30	0.49	0.22	0.49	0.40	0.52	0.64	0.62	0.57	0.66	0.62	0.61	0.74	0.67	0.54	1.20	0.54

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance (letters/cards) Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance (parcels) Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	3777	1527	1481	2226	2180	1527	118	565	1481	134	797	1519	1519	412	248	73	3038	321	1785	1405	343	168	64	3190	232	1092	2685
Weighted Base	3893	1632	1469	2356	2193	1632	120*	495	1469	136*	750	1537	1596	426	266	62*	3132	328	1768	1477	374	190	74*	3245	264	1217	2676
Effective Base	2330	957	901	1389	1333	957	77	337	901	87	485	921	942	265	157	42	1863	199	1071	879	217	112	44	1950	157	724	1606
I haven't spent anything on postage for Letters and Cards in the last month (0)	341 9%	139 9%	117 8%	196 8%	174 8%	139 9%	21 17%e	58 12%	117 8%	16 12%	71 9%	125 8%	131 8%	29 7%	42 16%klmp	11 18%klmp	256 8%	53 16%klmp	168 9%	105 7%	40 11%	19 10%	6 8%	272 8%	25 10%	66 5%	275 10%y
Up to £1.00 (0.5)	201 5%	59 4%	117 8%ac	82 3%	140 6%ac	59 4%	5 4%	18 4%	117 8%	19 14%h	60 8%	90 6%	85 5%	16 4%	6 2%	3 5%	175 6%	10 3%	87 5%	76 5%	21 6%	10 5%	7 10%	163 5%	17 7%	47 4%	154 6%
£1.01 to £2.00 (1.5)	547 14%	203 12%	244 17%ac	295 13%	337 15%ac	203 12%	22 18%	59 12%	244 17%	29 21%	136 18%	205 13%	221 14%	72 17%	31 12%	16 26%klmp	426 14%	48 15%	222 13%	220 15%	59 16%	33 17%	14 19%	441 14%	47 18%	167 14%	381 14%
£2.01 to £4.00 (3)	723 19%	353 22%bd	251 17%	468 20%d	367 17%	353 22%	29 24%	113 23%	251 17%	21 16%	140 19%	274 18%	295 19%	99 23%kp	44 17%	9 15%	463 15%	46 14%	305 17%	220 15%	60 15%	38 20%	13 18%	460 14%	34 13%	200 16%	523 20%
£4.01 to £6.00 (5)	555 14%	223 14%	185 13%	361 15%	323 15%	223 14%	18 15%	58 12%	185 13%	14 10%	87 12%	216 14%	248 16%m	45 11%	42 16%	4 7%	463 15%	46 14%	240 14%	220 15%	60 16%	29 15%	5 7%	460 14%	34 13%	192 16%	363 14%
£6.01 to £10.00 (8)	545 14%	261 16%bd	174 12%	366 16%bd	280 13%	261 16%f	6 5%	73 15%f	174 12%	15 11%	95 13%	226 15%	214 13%	67 16%	34 13%	3 5%	440 14%	37 11%	267 15%	188 13%	60 16%	26 14%	4 5%	455 14%	30 11%	212 17%z	333 12%
£10.01 to £20.00 (15)	405 10%	159 10%	168 11%	236 10%	246 11%	159 10%	11 10%	41 8%	168 11%ij	5 4%	60 8%	171 11%	172 11%	36 8%	20 7%	7 10%	343 11%	26 8%	211 12%sux	146 10%	29 8%	9 5%	8 11%	357 11%u	17 7%	162 13%z	242 9%
£20.01 to £30.00 (25)	192 5%	85 5%	64 4%	128 5%	107 5%	85 5%g	3 2%	12 3%	64 4%	2 2%	28 4%	87 6%	75 5%	17 4%	12 4%	1 2%	162 5%	13 4%	105 6%tx	72 5%	8 2%	4 2%	*	177 5%tx	4 1%	79 7%z	112 4%
£30.01 to £40.00 (35)	76 2%	40 2%	27 2%	49 2%	36 2%	40 2%	1 1%	5 1%	27 2%	2 2%	11 1%	27 2%	31 2%	9 2%	7 3%	1 2%	58 2%	9 3%	38 2%	26 2%	4 1%	7 4%	2 2%	63 2%	9 3%	35 3%z	41 2%
£40.01 to £50.00 (45)	40 1%	13 1%	11 1%	29 1%	27 1%	13 1%	-	3 1%	11 1%	*	9 1%	24 2%l	8 1%	3 1%	5 2%	-	32 1%	5 2%	24 1%	10 1%	4 1%	1 1%	1 2%	34 1%	3 1%	17 1%	23 1%
Over £50 (55)	43 1%	14 1%	15 1%	28 1%	28 1%	14 1%	-	6 1%	15 1%	1 1%	5 1%	22 1%	13 1%	4 1%	3 1%	*	35 1%	4 1%	22 1%	12 1%	4 1%	4 2%	*	34 1%	4 2%	14 1%	29 1%
I don't know	202 5%	75 5%	86 6%	107 5%	118 5%	75 5%	4 3%	48 10%e	86 6%	9 7%	44 6%	64 4%	93 6%	24 6%	17 6%	4 7%	156 5%	21 6%	75 4%	82 6%	23 6%	9 5%	12 16%rstuw	157 5%	21 8%r	15 1%	187 7%y
I prefer not to say	24 1%	8 *	9 1%	12 1%	13 1%	8 *	-	2 *	9 1%	-	6 1%	6 *	10 1%	4 1%	3 1%	2 2%	16 1%	4 1%	5 *	15 1%	3 1%	-	1 1%	20 1%	1 *	10 1%	14 1%
NET: Up to £10 (excluding not spending anything)	2571 66%	1099 67%	972 66%	1572 67%	1445 66%	1099 67%	80 67%	320 65%	972 66%	98 72%	517 69%	1011 66%	1063 67%q	300 70%nq	158 59%	36 58%	2074 66%q	194 59%	1121 63%	1010 68%r	257 69%	137 72%	44 60%	2131 66%	181 68%	817 67%	1754 66%
NET: Up to £20 (excluding not spending anything)	2976 76%	1257 77%	1141 78%	1808 77%	1691 77%	1257 77%	92 76%	361 73%	1141 78%	104 76%	577 77%	1182 77%nq	1235 77%nq	336 79%nq	177 67%	43 68%	2417 77%nq	220 67%	1332 75%	1155 78%	286 77%	146 77%	52 70%	2488 77%	198 75%	980 81%z	1996 75%
NET: Over £10	755 19%	311 19%	285 19%	469 20%	443 20%	311 19%g	16 13%	68 14%	285 19%ij	12 9%	113 15%	330 22%	300 19%	69 16%	47 18%	9 15%	630 20%	56 17%	399 23%stux	265 18%	50 13%	26 13%	11 15%	665 20%tx	37 14%	308 25%z	447 17%
NET: Over £20	351 9%	153 9%	117 8%	233 10%	198 9%	153 9%g	4 3%	27 5%	117 8%	7 5%	53 7%	159 10%	128 8%	33 8%	27 10%	3 5%	287 9%	30 9%	188 11%t	120 8%	21 6%	16 8%	3 4%	308 9%	19 7%	146 12%z	205 8%
Mean	7.61	7.68	7.19	8.00	7.70	7.68f	4.73	6.47	7.19i	4.85	6.44	8.20l	7.27	7.06	7.80	5.01	7.73	7.28	8.30st	7.16	6.50	7.11	5.95	7.79	6.82	9.00z	6.94
Std Dev.	9.89	9.61	9.57	10.13	10.16	9.61	6.27	9.04	9.57	8.33	9.18	10.60	9.14	9.34	11.03	7.64	9.90	10.52	10.44	9.15	9.20	10.99	9.22	9.90	10.57	10.47	9.53
Std Error	0.17	0.25	0.26	0.22	0.23	0.25	0.58	0.40	0.26	0.75	0.34	0.28	0.24	0.47	0.72	0.95	0.19	0.61	0.25	0.25	0.52	0.87	1.24	0.18	0.72	0.32	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3777	279	3474	24	1171	2430	176	3575	109	41	41	3725	11
Weighted Base	3893	273	3600	20**	1115	2596	182	3655	130*	50*	42*	3835	16**
Effective Base	2330	166	2151	13	696	1518	119	2191	74	30	27	2295	9
I haven't spent anything on postage for Letters and Cards in the last month (0)	341 9%	14 5%	326 9%	- -	111 10%	218 8%	12 6%	322 9%	7 5%	3 6%	7 17%	332 9%	2 12%
Up to £1.00 (0.5)	201 5%	10 4%	191 5%	- -	58 5%	129 5%	14 8%	195 5%	* *	5 9%h	* *	200 5%	1 9%
£1.01 to £2.00 (1.5)	547 14%	43 16%	502 14%	2 12%	141 13%	380 15%	27 15%	504 14%	18 14%	17 35%ghk	6 15%	540 14%	1 8%
£2.01 to £4.00 (3)	723 19%	49 18%	672 19%	3 13%	224 20%	460 18%	38 21%	679 19%	25 20%	7 14%	9 22%	712 19%	2 14%
£4.01 to £6.00 (5)	555 14%	41 15%	513 14%	1 4%	156 14%	377 15%	22 12%	521 14%	20 15%	6 12%	8 18%	547 14%	- -
£6.01 to £10.00 (8)	545 14%	40 15%	498 14%	7 35%	146 13%	374 14%	24 13%	506 14%	25 19%	9 18%	5 11%	539 14%	1 5%
£10.01 to £20.00 (15)	405 10%	32 12%	369 10%	4 20%	121 11%	275 11%	9 5%	384 10%	15 12%	2 3%	2 4%	401 10%	2 15%
£20.01 to £30.00 (25)	192 5%	12 4%	180 5%	- -	53 5%	132 5%	7 4%	185 5%	7 5%	* *	- -	192 5%	- -
£30.01 to £40.00 (35)	76 2%	12 4%b	64 2%	- -	27 2%	47 2%	3 2%	73 2%	* *	1 3%	2 4%	75 2%	- -
£40.01 to £50.00 (45)	40 1%	2 1%	38 1%	1 3%	9 1%	29 1%	3 1%	36 1%	4 3%	- -	* *	40 1%	- -
Over £50 (55)	43 1%	6 2%	37 1%	* *	20 2%e	18 1%	4 2%	37 1%	3 2%	- -	3 6%	40 1%	* 1%
I don't know	202 5%	12 5%	187 5%	2 12%	44 4%	146 6%	12 7%	196 5%	4 3%	- -	1 3%	201 5%	- -
I prefer not to say	24 1%	1 *	23 1%	* 2%	5 *	12 *	7 4%de	18 1%	1 1%	- -	- -	18 *	6 37%
NET: Up to £10 (excluding not spending anything)	2571 66%	183 67%	2376 66%	13 63%	725 65%	1720 66%	126 69%	2405 66%	89 68%	44 87%ghk	28 66%	2537 66%	6 36%
NET: Up to £20 (excluding not spending anything)	2976 76%	215 79%	2744 76%	17 83%	846 76%	1995 77%	135 74%	2788 76%	104 80%	45 91%	30 70%	2938 77%	8 51%
NET: Over £10	755 19%	63 23%	688 19%	5 23%	229 21%	500 19%	26 14%	714 20%	30 23%	3 6%	6 14%	747 19%	3 16%
NET: Over £20	351 9%	31 11%	319 9%	1 3%	108 10%	225 9%	17 9%	330 9%	14 11%	2 3%	4 10%	346 9%	* 1%
Mean	7.61	8.89	7.50	9.22	7.91	7.48	7.52	7.59	9.35i	4.54	8.33	7.61	5.70
Std Dev.	9.89	11.27	9.78	8.73	10.63	9.43	11.41	9.79	11.81	6.26	14.28	9.84	8.02
Std Error	0.17	0.70	0.17	2.06	0.32	0.20	0.92	0.17	1.16	0.98	2.26	0.17	2.84

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 199

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	3777	950	939	942	946	336	303	311	314	315	310	303	342	297	307	297	342
Weighted Base	3893	981	957	946	1009	354	304	324	321	316	320	283	352	312	329	327	354
Effective Base	2330	603	590	562	577	221	182	201	194	200	196	172	204	186	183		208
I haven't spent anything on postage for Letters and Cards in the last month (0)	341 / 9%	74 / 8%	93 / 10%	93 / 10%	80 / 8%	24 / 7%	28 / 9%	21 / 6%	37 / 12%p	29 / 9%	27 / 8%	28 / 10%	42 / 12%p	23 / 7%	30 / 9%	29 / 9%	21 / 6%
Up to £1.00 (0.5)	201 / 5%	73 / 7%d	46 / 5%	53 / 6%d	29 / 3%	26 / 7%p	20 / 7%p	27 / 8%op	20 / 6%p	15 / 5%p	12 / 4%	20 / 7%p	18 / 5%p	15 / 5%p	15 / 5%p	10 / 3%	4 / 1%
£1.01 to £2.00 (1.5)	547 / 14%	148 / 15%	139 / 15%	144 / 15%	116 / 11%	46 / 13%p	36 / 12%p	67 / 21%efhop	35 / 11%	49 / 16%p	55 / 17%p	42 / 15%p	59 / 17%p	43 / 14%p	58 / 18%e	37 / 11%p	20 / 6%
£2.01 to £4.00 (3)	723 / 19%	167 / 17%	206 / 22%ad	185 / 20%	165 / 16%	32 / 9%	69 / 23%e	66 / 20%e	75 / 23%ep	59 / 19%e	73 / 23%ep	53 / 19%e	74 / 21%e	58 / 19%e	58 / 18%e	54 / 17%e	53 / 15%
£4.01 to £6.00 (5)	555 / 14%	148 / 15%	138 / 14%	130 / 14%	139 / 14%	47 / 13%	57 / 19%p	45 / 14%	38 / 12%	62 / 20%hjp	37 / 12%	36 / 13%	49 / 14%	45 / 14%	52 / 16%	46 / 14%	40 / 11%
£6.01 to £10.00 (8)	545 / 14%	117 / 12%	130 / 14%	123 / 13%	175 / 17%ac	50 / 14%	33 / 11%	35 / 11%	48 / 15%	42 / 13%	39 / 12%	35 / 12%	42 / 12%	46 / 15%	41 / 12%	61 / 19%fg	74 / 21%fghijklmn
£10.01 to £20.00 (15)	405 / 10%	106 / 11%	89 / 9%	85 / 9%	126 / 12%	51 / 15%giln	29 / 10%	25 / 8%	27 / 8%	21 / 7%	40 / 13%i	24 / 8%	29 / 8%	32 / 10%	27 / 8%	38 / 12%	62 / 17%fghijklmn
£20.01 to £30.00 (25)	192 / 5%	44 / 4%	42 / 4%	53 / 6%	53 / 5%	26 / 7%fgin	9 / 3%	9 / 3%	23 / 7%gin	7 / 2%	12 / 4%	13 / 5%	21 / 6%	19 / 6%	9 / 3%	15 / 5%	29 / 8%fgin
£30.01 to £40.00 (35)	76 / 2%	20 / 2%	8 / 1%	15 / 2%	32 / 3%b	11 / 3%h	3 / 1%	6 / 2%j	1 / *	7 / 2%j	- / -	3 / 1%	7 / 2%j	5 / 2%	7 / 2%j	7 / 2%j	18 / 8%fhjk
£40.01 to £50.00 (45)	40 / 1%	15 / 2%b	4 / *	8 / 1%	14 / 1%	12 / 3%ghijkc	3 / 1%	1 / *	* /	3 / 1%	* /	* /	3 / 1%	4 / 1%	6 / 2%	1 / *	7 / 2%
Over £50 (55)	43 / 1%	16 / 2%	4 / 1%	7 / 1%	15 / 2%	9 / 3%	5 / 2%	2 / *	1 / *	2 / 1%	1 / *	2 / 1%	2 / 1%	3 / 1%	4 / 1%	4 / 1%	7 / 2%
I don't know	202 / 5%	53 / 5%	47 / 5%	47 / 5%	56 / 6%	19 / 5%l	12 / 4%	22 / 7%l	12 / 4%	18 / 6%l	17 / 5%l	26 / 9%fhl	5 / 1%	15 / 5%l	18 / 6%l	20 / 6%l	17 / 5%l
I prefer not to say	24 / 1%	1 / *	10 / 1%a	3 / *	10 / 1%a	- / -	1 / *	- / -	2 / 1%	* /	6 / 2%l	1 / *	* /	2 / 1%	4 / 1%	4 / 1%	2 / 1%
NET: Up to £10 (excluding not spending anything)	2571 / 66%	653 / 67%	659 / 69%d	635 / 67%	624 / 62%	201 / 57%	213 / 70%ep	238 / 74%eop	217 / 67%ep	227 / 72%ep	216 / 68%ep	186 / 66%p	242 / 69%ep	207 / 66%ep	224 / 68%ep	209 / 64%p	190 / 54%
NET: Up to £20 (excluding not spending anything)	2976 / 76%	759 / 77%	748 / 78%	719 / 76%	750 / 74%	253 / 71%	242 / 80%	264 / 81%ep	244 / 76%	248 / 79%	257 / 80%ep	209 / 74%	271 / 77%	239 / 77%	250 / 76%	247 / 76%	252 / 71%
NET: Over £10	755 / 19%	200 / 20%b	147 / 15%	168 / 18%	240 / 24%bc	110 / 31%fghijklmno	48 / 13%	42 / 13%	53 / 16%	41 / 13%	54 / 17%	42 / 15%	62 / 18%	64 / 20%i	53 / 16%	64 / 20%	122 / 35%fghijklmno
NET: Over £20	351 / 9%	95 / 10%b	59 / 6%	84 / 9%	114 / 11%b	58 / 16%fghijklmno	19 / 6%	17 / 5%	26 / 8%	19 / 6%	14 / 4%	19 / 7%	33 / 9%j	32 / 10%j	26 / 8%	27 / 8%	61 / 17%fghijklmno
Mean	7.61	7.94b	6.30	7.04	9.07bc	10.89fghijklmno	6.77	5.78	6.42	6.41	6.06	6.32	6.78	7.98gj	7.22	7.88gj	11.84fghijklmno
Std Dev.	9.89	10.81	7.88	9.30	10.95	13.13	9.66	7.94	7.73	8.81	7.03	8.45	9.16	10.07	10.32	9.53	12.13
Std Error	0.17	0.36	0.27	0.31	0.37	0.74	0.57	0.46	0.45	0.52	0.42	0.50	0.51	0.60	0.61	0.57	0.67

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I haven't spent anything on postage for Letters and Cards in the last month (0)		2617 42%	515 42%	2102 43%	261 30%	2356 44%c	1307 43%	1301 41%	414 50%klm	394 45%lm	522 46%klm	372 45%lm	463 41%m	266 35%	185 30%	808 48%pq	894 46%pc	915 36%	451 33%	2208 42%	379 42%
Up to £1.00 (0.5)		201 3%	21 2%	180 4%a	25 3%	176 3%	100 3%	101 3%	21 3%	16 2%	34 3%	25 3%	34 3%	41 5%ghik	30 5%h	37 2%	59 3%	105 4%n	71 5%no	189 4%s	12 1%
£1.01 to £2.00 (1.5)		547 9%	83 7%	464 9%a	75 9%	472 9%	241 8%	304 10%	61 7%	76 9%	75 7%	85 10%i	109 10%i	67 9%	74 12%gi	137 8%	160 8%	250 10%	141 10%	466 9%	76 8%
£2.01 to £4.00 (3)		723 12%	163 13%	560 11%	109 13%	614 12%	364 12%	359 11%	89 11%	88 10%	110 10%	83 10%	138 12%	97 13%	118 19%ghijkl	177 10%	192 10%	353 14%no	216 16%no	628 12%	92 10%
£4.01 to £6.00 (5)		555 9%	117 9%	438 9%	89 10%	466 9%	267 9%	286 9%	50 6%	79 9%	103 9%g	77 9%g	114 10%g	66 9%	66 11%g	129 8%	180 9%	246 10%	132 10%	469 9%	81 9%
£6.01 to £10.00 (8)		545 9%	120 10%	425 9%	93 11%	452 9%	260 9%	283 9%	70 9%	81 9%	97 9%	71 9%	93 8%	80 11%	52 8%	151 9%	168 9%	225 9%	132 10%	435 8%	105 12%r
£10.01 to £20.00 (15)		405 7%	84 7%	321 6%	83 10%d	322 6%	209 7%	196 6%	48 6%	57 7%	87 8%	51 6%	77 7%	46 6%	39 6%	105 6%	137 7%	163 6%	86 6%	327 6%	75 8%
£20.01 to £30.00 (25)		192 3%	41 3%	151 3%	54 6%d	138 3%	110 4%	82 3%	29 3%	31 4%	42 4%m	25 3%	33 3%	23 3%	9 1%	59 4%	67 3%	65 3%	32 2%	153 3%	39 4%
£30.01 to £40.00 (35)		76 1%	16 1%	60 1%	30 3%d	46 1%	31 1%	45 1%	11 1%	8 1%	16 1%	10 1%	17 1%	11 1%	5 1%	18 1%	26 1%	32 1%	15 1%	72 1%	4 *
£40.01 to £50.00 (45)		40 1%	12 1%	28 1%	12 1%d	28 1%	21 1%	19 1%	7 1%	8 1%	4 *	2 *	7 1%	8 1%	4 1%	15 1%	6 *	19 1%	12 1%	27 1%	13 1%r
Over £50 (55)		43 1%	11 1%	32 1%	11 1%	31 1%	19 1%	23 1%	9 1%	7 1%	5 *	5 1%	5 *	5 1%	7 1%	15 1%	10 1%	17 1%	12 1%	37 1%	4 *
I don't know		202 3%	48 4%	154 3%	17 2%	185 3%	76 3%	126 4%e	14 2%	23 3%	22 2%	15 2%	51 4%gij	44 6%ghij	33 5%ghij	37 2%	37 2%	128 5%no	78 6%no	183 4%	19 2%
I prefer not to say		24 *	2 *	22 *	1 *	23 *	7 *	17 1%	3 *	4 *	7 1%	1 *	2 *	5 1%	3 *	7 *	8 *	10 *	8 1%	17 *	6 1%
NET: Up to £10 (excluding not spending anything)		2571 42%	504 41%	2067 42%	391 45%	2180 41%	1233 41%	1333 42%	291 35%	341 39%	419 37%	340 41%g	488 43%gi	352 46%ghi	340 54%ghijkl	632 37%	759 39%	1180 47%no	692 50%no	2187 42%	367 41%
NET: Up to £20 (excluding not spending anything)		2976 48%	588 48%	2388 48%	474 55%d	2501 47%	1441 48%	1529 49%	338 41%	398 46%	505 45%	391 48%g	565 49%g	398 52%ghi	380 61%ghijkl	737 43%	897 46%	1342 53%no	778 56%no	2514 48%	441 49%
NET: Over £10		755 12%	163 13%	592 12%	190 22%d	565 11%	391 13%	364 12%	103 12%	110 13%	153 14%	93 11%	139 12%	92 12%	65 10%	213 13%	246 13%	296 12%	157 11%	617 12%	134 15%
NET: Over £20		351 6%	80 6%	271 5%	107 12%d	243 5%	182 6%	168 5%	55 7%	54 6%	66 6%	42 5%	62 5%	46 6%	25 4%	109 6%	109 6%	133 5%	71 5%	290 6%	59 7%
Mean		4.69	5.19	4.57	7.64d	4.21	4.75	4.65	4.67	4.82	4.64	4.31	4.65	5.12	4.73	4.75	4.50	4.81	4.94	4.60	5.28
Std Dev.		8.60	9.28	8.42	11.30	7.97	8.61	8.62	9.38	8.93	8.20	8.07	8.28	8.97	8.57	9.15	8.15	8.56	8.79	8.55	8.81
Std Error		0.11	0.30	0.12	0.39	0.11	0.16	0.16	0.34	0.32	0.25	0.29	0.25	0.32	0.35	0.23	0.19	0.17	0.24	0.12	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I haven't spent anything on postage for Letters and Cards in the last month (0)		2617 42%	376 33%	804 41%a	585 42%a	850 51%abc	1180 38%	1435 47%e	1499 41%	1063 44%g	284 51%klmn	319 44%l	636 40%	601 39%	450 42%	1556 40%	300 51%p	2116 41%	610 47%r	1858 41%	149 50%r
Up to £1.00 (0.5)		201 3%	33 3%	65 3%	44 3%	59 3%	98 3%	103 3%	116 3%	84 4%	29 5%	20 3%	58 4%	47 3%	36 3%	125 3%	29 5%	167 3%	47 4%	148 3%	6 2%
£1.01 to £2.00 (1.5)		547 9%	100 9%	175 9%	108 8%	165 10%	274 9%	273 9%	322 9%	223 9%	63 11%i	79 11%i	158 10%i	113 7%	91 8%	350 9%	64 11%	462 9%	118 9%s	419 9%s	11 4%
£2.01 to £4.00 (3)		723 12%	161 14%d	223 11%	170 12%	168 10%	384 12%	339 11%	414 11%	303 13%	65 12%	83 12%	209 13%m	183 12%	103 10%	476 12%	65 11%	619 12%	140 11%	552 12%	31 10%
£4.01 to £6.00 (5)		555 9%	114 10%d	179 9%	140 10%d	121 7%	293 9%	261 9%	374 10%h	177 7%	41 7%	63 9%	163 10%	145 9%	89 8%	370 10%	45 8%	478 9%	107 8%	427 9%	20 7%
£6.01 to £10.00 (8)		545 9%	121 11%d	186 10%d	136 10%d	102 6%	308 10%f	237 8%	343 9%	199 8%	26 5%	72 10%i	135 9%i	163 11%i	96 9%i	371 10%i	27 5%	490 9%o	113 9%s	420 9%s	12 4%
£10.01 to £20.00 (15)		405 7%	96 8%d	133 7%	93 7%	83 5%	228 7%f	176 6%	277 8%h	122 5%	20 4%	36 5%	100 6%i	129 8%ij	86 8%i	266 7%i	20 3%	373 7%o	70 5%	316 7%	18 6%
£20.01 to £30.00 (25)		192 3%	55 5%cd	62 3%	37 3%	38 2%	117 4%f	75 2%	135 4%h	55 2%	8 1%	14 2%	50 3%	52 3%	54 5%ijn	117 3%	9 2%	176 3%	35 3%s	156 3%s	1 *
£30.01 to £40.00 (35)		76 1%	26 2%d	21 1%	16 1%	13 1%	47 2%	29 1%	57 2%h	19 1%	4 1%	3 *	10 1%	43 3%ijkmn	7 1%	57 1%k	4 1%	66 1%	13 1%	59 1%	3 1%
£40.01 to £50.00 (45)		40 1%	12 1%	13 1%	9 1%	6 *	25 1%	15 1%	27 1%	14 1%	* *	5 1%	9 1%	13 1%	8 1%	27 1%	* *	37 1%	6 *	30 1%	4 1%
Over £50 (55)		43 1%	15 1%	12 1%	6 *	10 1%	27 1%	16 1%	26 1%	17 1%	3 1%	6 1%	9 1%	10 1%	13 1%	25 1%	3 1%	38 1%	10 1%	29 1%	3 1%
I don't know		202 3%	39 3%	69 4%	44 3%	51 3%	107 3%	95 3%	90 2%	108 5%g	16 3%	18 2%	31 2%	52 3%	36 3%	100 3%	17 3%	145 3%	26 2%	149 3%	27 9%qr
I prefer not to say		24 *	6 *	1 *	6 *	11 1%b	7 *	17 1%	9 *	10 *	1 *	* *	2 *	1 *	1 *	3 *	3 1%p	5 *	1 *	9 *	15 5%qr
NET: Up to £10 (excluding not spending anything)		2571 42%	530 46%d	828 43%d	598 43%d	615 37%	1358 44%f	1213 39%	1569 43%	986 41%	223 40%	317 44%	723 46%im	652 42%	414 39%	1692 44%m	230 39%	2216 43%	525 40%s	1966 43%s	80 27%
NET: Up to £20 (excluding not spending anything)		2976 48%	625 54%d	961 49%d	691 50%d	698 42%	1587 51%f	1389 45%	1845 50%h	1108 46%	243 43%	353 49%	824 52%im	781 50%i	500 47%	1958 51%i	250 43%	2589 50%o	595 46%s	2282 50%qs	99 33%
NET: Over £10		755 12%	203 18%d	241 12%d	161 12%	150 9%	444 14%f	311 10%	520 14%h	226 9%	35 6%	64 9%	180 11%i	247 16%ijkn	167 18%ijk	491 13%ij	37 6%	690 13%o	135 10%	591 13%q	29 10%
NET: Over £20		351 6%	107 9%bcd	108 6%	68 5%	67 4%	216 7%f	135 4%	244 7%h	105 4%	16 3%	28 4%	79 5%	118 8%jk	81 8%ijk	225 6%i	17 3%	317 6%o	64 5%	275 6%q	11 4%
Mean		4.69	6.53bcd	4.74d	4.54d	3.51	5.41f	3.98	5.16h	4.03	2.84	4.03i	4.44i	5.77ijkn	5.44ijk	4.90i	2.84	4.98o	4.16	4.88q	4.10
Std Dev.		8.60	10.45	8.46	8.03	7.55	9.29	7.79	8.96	8.05	6.60	7.99	7.96	9.55	9.62	8.67	6.58	8.83	8.27	8.64	9.38
Std Error		0.11	0.28	0.20	0.23	0.19	0.16	0.15	0.16	0.16	0.28	0.30	0.21	0.24	0.30	0.14	0.27	0.13	0.23	0.13	0.58

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Table 200

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I haven't spent anything on postage for Letters and Cards in the last month (0)	2617 42%	2262 43%	354 41%	64 37%	2152 41%	239 46%	134 45%	92 54%def	117 47%mn	292 43%	232 46%n	189 42%	229 42%	222 39%	300 37%	355 42%	215 41%	30 44%	208 46%mn
Up to £1.00 (0.5)	201 3%	164 3%	37 4%	5 3%	172 3%	12 2%	10 3%	6 4%	7 3%	26 4%n	12 2%	21 5%n	21 4%n	16 3%	12 1%	31 4%	28 5%jn	*	12 3%
£1.01 to £2.00 (1.5)	547 9%	464 9%	83 10%	19 11%	468 9%	39 8%	25 8%	16 9%	23 9%	49 7%	39 8%	42 9%	32 6%	55 10%	87 11%l	97 12%l	44 8%	5 8%	34 8%
£2.01 to £4.00 (3)	723 12%	638 12%	85 10%	16 9%	624 12%g	56 11%	31 10%	13 7%	32 13%	68 10%	79 16%ilnr	54 12%	56 10%	74 13%	75 9%	121 14%n	66 13%	13 18%inr	43 10%
£4.01 to £6.00 (5)	555 9%	473 9%	82 10%	18 10%	478 9%	44 8%	21 7%	12 7%	21 8%	72 11%	42 8%	43 10%	45 8%	64 11%	70 9%	62 7%	58 11%	5 8%	38 9%
£6.01 to £10.00 (8)	545 9%	481 9%	64 7%	18 10%	475 9%g	35 7%	27 9%g	8 5%	16 6%	54 8%	34 7%	48 11%	58 11%	61 11%	90 11%hj	64 8%	50 9%	2 3%	33 7%
£10.01 to £20.00 (15)	405 7%	345 6%	60 7%	10 6%	342 7%	30 6%	23 8%	10 6%	14 6%	49 7%	26 5%	19 4%	45 8%k	37 6%	67 8%k	49 6%	35 7%	2 3%	28 6%
£20.01 to £30.00 (25)	192 3%	164 3%	28 3%	10 6%a	161 3%	17 3%	8 3%	6 4%	4 2%	21 3%	13 3%	9 2%	28 5%hkop	7 2%	48 6%hjkmop	16 2%	8 2%	2 3%	15 3%
£30.01 to £40.00 (35)	76 1%	63 1%	13 2%	3 2%	61 1%	10 2%	4 1%	2 1%	1 *	9 1%j	-	6 1%j	6 1%	7 1%	16 2%j	10 1%	6 1%	3 5%hijlmop	6 1%j
£40.01 to £50.00 (45)	40 1%	35 1%	5 1%	1 1%	34 1%	4 1%	2 1%	*	1 1%	3 1%	3 1%	2 1%	2 *	5 1%	11 1%	3 1%	3 1%	*	4 1%
Over £50 (55)	43 1%	36 1%	6 1%	2 1%	31 1%	9 2%d	2 1%	1 1%	1 1%	1 *	1 *	1 *	4 1%	1 *	3 1%	8 1%	10 1%	1 1%	8 2%ijp
I don't know	202 3%	162 3%	40 5%	4 2%	169 3%	22 4%	8 3%	4 2%	10 4%	27 4%	25 5%	10 2%	17 3%	16 3%	27 3%	23 3%	14 3%	4 6%	18 4%
I prefer not to say	24 *	20 *	4 1%	3 1%a	20 *	1 *	2 1%	1 *	3 1%mn	5 1%	3 1%	1 *	4 1%	-	-	2 *	1 *	*	1 *
NET: Up to £10 (excluding not spending anything)	2571 42%	2220 42%	351 41%	76 44%	2216 43%eg	186 36%	113 38%g	55 32%	98 39%	267 40%	205 40%	208 46%r	212 39%	270 47%hilr	334 41%	375 44%r	246 46%r	28 38%	161 36%
NET: Up to £20 (excluding not spending anything)	2976 48%	2564 48%	411 48%	86 50%	2558 49%eg	217 42%	136 46%g	65 38%	112 45%	317 47%	231 45%	227 51%r	257 47%	307 54%hjr	401 49%r	425 50%r	281 53%hjr	28 41%	189 42%
NET: Over £10	755 12%	642 12%	113 13%	26 15%	628 12%	69 13%	38 13%	20 12%	22 9%	84 12%	43 8%	40 9%	81 15%hjk	66 11%	150 18%hijkmop	88 10%	54 10%	8 12%	61 14%hjk
NET: Over £20	351 6%	298 6%	53 6%	17 10%a	287 6%	39 8%	15 5%	9 5%	7 3%	35 5%	17 3%	21 5%	36 7%h	29 5%	83 10%hijkmop	39 5%	19 4%	6 9%hj	33 7%hjp
Mean	4.69	4.67	4.86	5.99a	4.67g	5.28g	4.56	3.82	3.54	4.47	3.51	4.30	5.03hj	4.76j	6.55hijklmop	4.30	4.12	5.11	5.31hj
Std Dev.	8.60	8.55	8.94	10.27	8.42	10.48	8.42	8.15	7.22	7.78	6.68	8.40	8.02	8.32	10.46	8.69	7.25	10.31	10.52
Std Error	0.11	0.13	0.20	0.35	0.15	0.32	0.28	0.30	0.40	0.41	0.36	0.45	0.43	0.44	0.54	0.46	0.39	0.82	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I haven't spent anything on postage for Letters and Cards in the last month (0)	2617 42%	911 38%	908 40%	1297 38%	1294 39%	911 38%	94 48%e	340 44%e	908 40%	107 47%j	392 37%	652 32%	970 40%kp	414 51%klp	369 62%klmp	187 78%klmnpq	1622 36%k	556 67%klmp	968 38%	996 42%r	348 51%rsw	182 52%rsw	93 58%rsw	1964 40%	275 53%rsw	478 29%	2139 47%y
Up to £1.00 (0.5)	201 3%	59 2%	117 5%ac	82 2%	140 4%ac	59 2%	5 3%	18 2%	117 5%	19 8%	60 6%	90 4%mnq	85 4%nq	16 2%	6 1%	3 1%	175 4%mnq	10 1%	87 3%	76 3%	21 3%	10 3%	7 5%	163 3%	17 3%	47 3%	154 3%
£1.01 to £2.00 (1.5)	547 9%	203 8%	244 11%ac	295 9%	337 10%	203 8%	22 11%	59 8%	244 11%	29 13%	136 13%	205 10%nq	221 9%nq	72 9%n	31 5%	16 7%	426 9%nq	48 6%	222 9%	220 9%	59 9%	33 9%	14 9%	441 9%	47 9%	167 10%	381 8%
£2.01 to £4.00 (3)	723 12%	353 15%bd	251 11%	468 14%bd	367 11%	353 15%	29 15%	113 15%	251 11%	21 9%	140 13%	274 13%noq	295 12%noq	99 12%noq	44 7%	9 4%	570 13%noq	53 6%	305 12%	306 13%t	58 8%	38 11%	13 8%	611 12%t	52 10%	200 12%	523 12%
£4.01 to £6.00 (5)	555 9%	223 9%	185 8%	361 10%b	323 10%	223 9%	18 9%	58 7%	185 8%	14 6%	87 8%	216 10%moq	248 10%moq	45 6%o	42 7%o	4 2%	463 10%moq	46 6%	240 9%v	220 9%	60 9%	29 8%	5 3%	460 9%v	34 7%	192 12%z	363 8%
£6.01 to £10.00 (8)	545 9%	261 11%bd	174 8%	366 11%bd	280 8%	261 11%f	6 3%	73 9%f	174 8%	15 6%	95 9%	226 11%noq	214 9%oq	67 8%oq	34 6%o	3 1%	440 10%noq	37 4%	267 10%v	188 8%v	60 9%v	26 7%	4 2%	455 9%vx	30 6%	212 13%z	333 7%
£10.01 to £20.00 (15)	405 7%	159 7%	168 7%	236 7%	246 7%	159 7%	11 6%	41 5%	168 7%i	5 2%	60 6%	171 8%mnoq	172 7%mnoq	36 4%	20 3%	7 3%	343 8%mnoq	26 3%	211 8%stux	146 6%u	29 4%	9 3%	8 5%	357 7%tux	17 3%	162 10%z	242 5%
£20.01 to £30.00 (25)	192 3%	85 4%	64 3%	128 4%	107 3%	85 4%g	3 1%	12 2%	64 3%	2 1%	28 3%	87 4%mnoq	75 3%	17 2%	12 2%	1 1%	162 4%oq	13 2%	105 4%tuvx	72 3%tx	8 1%	4 1%	*	177 4%tux	4 1%	79 5%z	112 2%
£30.01 to £40.00 (35)	76 1%	40 2%	27 1%	49 1%	36 1%	40 2%	1 1%	5 1%	27 1%	*	11 1%	27 1%	31 1%	9 1%	7 1%	1 1%	58 1%	9 1%	38 1%	26 1%	4 1%	7 2%	2 1%	63 1%	9 2%	35 2%z	41 1%
£40.01 to £50.00 (45)	40 1%	13 1%	11 1%	29 1%	27 1%	13 1%	-	3	11 1%	*	9 1%	24 1%l	8	3	5 1%	-	32 1%	5 1%	24 1%	10	4 1%	1	1 1%	34 1%	3	17 1%	23 1%
Over £50 (55)	43 1%	14 1%	15 1%	28 1%	28 1%	14 1%	-	6 1%	15 1%	1	5 1%	22 1%	13 1%	4	3 1%	*	35 1%	4	22 1%	12 1%	4 1%	4	*	34 1%	4 1%	14 1%	29 1%
I don't know	202 3%	75 3%	86 4%	107 3%	118 4%	75 3%	4 2%	48 6%e	86 4%	9 4%	44 4%	64 3%	93 4%	24 3%	17 3%	4 2%	156 3%	21 3%	75 3%	82 3%	23 3%	9 3%	12 7%rsuw	157 3%	21 4%	15 1%	187 4%y
I prefer not to say	24 *	8 *	9 *	12 *	13 *	8 *	-	2	9 *	-	6 1%	6 *	10 *	4	3 1%	2 1%	16 *	4 1%	5 *	15 1%	3	-	1	20 *	1	10 1%	14 *
NET: Up to £10 (excluding not spending anything)	2571 42%	1099 46%	972 43%	1572 45%	1445 44%	1099 46%	80 41%	320 41%	972 43%	98 43%	517 48%h	1011 49%lmnopq	1063 44%mnoq	300 37%noq	158 27%o	36 15%	2074 46%mnoq	194 23%o	1121 44%tvx	1010 43%vx	257 38%	137 39%	44 28%	2131 43%tvx	181 35%	817 50%z	1754 39%
NET: Up to £20 (excluding not spending anything)	2976 48%	1257 52%	1141 50%	1808 52%	1691 51%	1257 52%g	92 47%	361 46%	1141 50%	104 46%	577 54%	1182 57%lmnopq	1235 51%mnoq	336 41%noq	177 30%o	43 18%	2417 54%mnoq	220 26%o	1332 52%stuvx	1155 49%vx	286 42%	146 41%	52 32%	2488 50%tux	198 39%	980 60%z	1996 44%
NET: Over £10	755 12%	311 13%	285 13%	469 14%	443 13%	311 13%g	16 8%	68 9%	285 13%i	12 5%	113 11%i	330 16%lmnoq	300 12%mnoq	69 8%	47 8%	9 4%	630 14%mnoq	56 7%	399 16%stuvx	265 11%tx	50 7%	26 7%	11 7%	665 13%stux	37 7%	308 19%z	447 10%
NET: Over £20	351 6%	153 6%	117 5%	233 7%	198 6%	153 6%g	4 2%	27 3%	117 5%	7 3%	53 5%	159 8%lmnoq	128 5%o	33 4%	27 5%	3 1%	287 6%mnoq	30 4%	188 7%stvx	120 5%	21 3%	16 5%	3 2%	308 6%t	19 4%	146 9%z	205 5%
Mean	4.69	5.12	4.57	5.36b	4.99	5.12fg	2.90	3.96	4.57i	2.83	4.41i	6.03mnoq	4.65mnoq	3.59o	3.35o	1.22	5.29mnoq	2.73o	5.63stuvwx	4.35tv	3.45	3.75	2.47	5.02stuvx	3.36	6.69z	3.96
Std Dev.	8.60	8.65	8.38	9.11	8.97	8.65	5.42	7.74	8.38	6.79	8.17	9.79	8.10	7.53	8.18	4.32	8.94	7.35	9.44	7.94	7.44	8.72	6.61	8.78	8.16	9.84	7.97
Std Error	0.11	0.18	0.18	0.16	0.16	0.18	0.38	0.27	0.18	0.47	0.25	0.22	0.17	0.27	0.34	0.27	0.14	0.26	0.19	0.17	0.30	0.50	0.55	0.13	0.38	0.26	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I haven't spent anything on postage for Letters and Cards in the last month (0)	2617 42%	142 35%	2453 43%a	21 52%	702 41%	1764 43%	151 47%	2498 43%h	37 23%	21 31%	39 53%hi	2556 42%h	21 61%
Up to £1.00 (0.5)	201 3%	10 3%	191 3%	- -	58 3%	129 3%	14 4%	195 3%	* *	5 7%h	* *	200 3%	1 4%
£1.01 to £2.00 (1.5)	547 9%	43 11%	502 9%	2 6%	141 8%	380 9%	27 8%	504 9%	18 11%	17 25%ghik	6 8%	540 9%	1 4%
£2.01 to £4.00 (3)	723 12%	49 12%	672 12%	3 6%	224 13%	460 11%	38 12%	679 12%	25 16%	7 10%	9 12%	712 12%	2 6%
£4.01 to £6.00 (5)	555 9%	41 10%	513 9%	1 2%	156 9%	377 9%	22 7%	521 9%	20 13%	6 9%	8 10%	547 9%	- -
£6.01 to £10.00 (8)	545 9%	40 10%	498 9%	7 17%	146 9%	374 9%	24 8%	506 9%	25 15%gk	9 13%	5 6%	539 9%	1 2%
£10.01 to £20.00 (15)	405 7%	32 8%	369 6%	4 10%	121 7%f	275 7%f	9 3%	384 7%	15 10%	2 2%	2 2%	401 7%	2 7%
£20.01 to £30.00 (25)	192 3%	12 3%	180 3%	- -	53 3%	132 3%	7 2%	185 3%	7 4%	* *	- -	192 3%	- -
£30.01 to £40.00 (35)	76 1%	12 3%b	64 1%	- -	27 2%	47 1%	3 1%	73 1%	* *	1 2%	2 2%	75 1%	- -
£40.01 to £50.00 (45)	40 1%	2 *	38 1%	1 1%	9 1%	29 1%	3 1%	36 1%	4 3%gk	- -	* *	40 1%	- -
Over £50 (55)	43 1%	6 1%	37 1%	* *	20 1%e	18 *	4 1%	37 1%	3 2%	- -	3 4%gk	40 1%	* *
I don't know	202 3%	12 3%	187 3%	2 6%	44 3%	146 4%	12 4%	196 3%	4 3%	- -	1 2%	201 3%	- -
I prefer not to say	24 *	1 *	23 *	* 1%	5 *	12 *	7 2%de	18 *	1 1%	- -	- -	18 *	6 16%
NET: Up to £10 (excluding not spending anything)	2571 42%	183 46%	2376 41%	13 30%	725 43%	1720 42%	126 39%	2405 41%	89 55%gk	44 64%gjk	28 38%	2537 42%	6 16%
NET: Up to £20 (excluding not spending anything)	2976 48%	215 54%	2744 48%	17 40%	846 50%f	1995 48%	135 42%	2788 48%	104 65%gjk	45 66%gjk	30 40%	2938 48%	8 23%
NET: Over £10	755 12%	63 16%	688 12%	5 11%	229 13%f	500 12%	26 8%	714 12%	30 18%i	3 5%	6 8%	747 12%	3 7%
NET: Over £20	351 6%	31 8%	319 6%	1 1%	108 6%	225 5%	17 5%	330 6%	14 9%	2 2%	4 6%	346 6%	* *
Mean	4.69	5.95b	4.61	4.11	5.09	4.58	4.05	4.65	7.52gjk	3.32	4.67	4.71	1.92
Std Dev.	8.60	10.12	8.49	7.38	9.33	8.23	9.17	8.51	11.22	5.71	11.42	8.57	5.26
Std Error	0.11	0.50	0.11	1.10	0.22	0.13	0.53	0.11	0.98	0.74	1.36	0.11	1.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I haven't spent anything on postage for Letters and Cards in the last month (0)	2617 42%	636 41%	678 44%d	697 45%d	606 39%	199 38%	242 47%ep	196 39%	241 46%ep	223 44%p	214 42%p	236 48%egp	223 42%p	238 45%p	233 44%p	210 41%p	163 33%
Up to £1.00 (0.5)	201 3%	73 5%d	46 3%	53 3%d	29 2%	26 5%op	20 4%p	27 5%jop	20 4%p	15 3%p	12 2%	20 4%p	18 3%p	15 3%p	15 3%	10 2%	4 1%
£1.01 to £2.00 (1.5)	547 9%	148 10%	139 9%	144 9%	116 8%	46 9%p	36 7%	67 13%fhmop	35 7%	49 10%p	55 11%p	42 9%p	59 11%p	43 8%p	58 11%p	37 7%	20 4%
£2.01 to £4.00 (3)	723 12%	167 11%	206 13%	185 12%	165 11%	32 6%	69 13%e	66 13%e	75 14%e	59 12%e	73 14%e	53 11%e	74 14%e	58 11%e	58 11%e	54 11%e	53 11%e
£4.01 to £6.00 (5)	555 9%	148 10%	138 9%	130 8%	139 9%	47 9%	57 11%	45 9%	38 7%	62 12%hjk	37 7%	36 7%	49 9%	45 8%	52 10%	46 9%	40 8%
£6.01 to £10.00 (8)	545 9%	117 8%	130 8%	123 8%	175 11%abc	50 9%	33 6%	35 7%	48 9%	42 8%	39 8%	35 7%	42 8%	46 9%	41 8%	61 12%fgk	74 15%efghijklmn
£10.01 to £20.00 (15)	405 7%	106 7%	89 6%	85 5%	126 8%bc	51 10%fghikln	29 6%	25 5%	27 5%	21 4%	40 8%l	24 5%	29 5%	32 6%	27 5%	38 7%	62 12%fghijklmno
£20.01 to £30.00 (25)	192 3%	44 3%	42 3%	53 3%	53 3%	26 5%fgin	9 2%	9 2%	23 4%fgin	7 1%	12 2%	13 3%	21 4%	19 4%	9 2%	15 3%	29 6%fgin
£30.01 to £40.00 (35)	76 1%	20 1%	8 1%	8 1%	32 2%b	11 2%hi	3 1%	6 1%j	1 *	7 1%j	-	3 1%	7 1%j	5 1%	7 1%j	7 1%j	18 4%fhjkm
£40.01 to £50.00 (45)	40 1%	15 1%b	4 *	8 1%	14 1%	12 2%ghjko	3 1%	1 *	*	3 1%	*	*	3 1%	4 1%	6 1%	1 *	7 1%hjk
Over £50 (55)	43 1%	16 1%	4 *	7 1%	15 1%	9 2%	5 1%	2 *	1 *	2 *	1 *	2 *	2 *	3 1%	4 1%	4 1%	7 1%
I don't know	202 3%	53 3%	47 3%	47 3%	56 4%	19 4%l	12 2%	22 4%l	12 2%	18 3%l	17 3%l	26 5%hl	5 1%	15 3%	18 3%l	20 4%l	17 4%l
I prefer not to say	24 *	1 *	10 1%a	3 *	10 1%a	-	*	-	2 *	1 *	6 1%	1 *	*	2 *	4 1%	4 1%	2 *
NET: Up to £10 (excluding not spending anything)	2571 42%	653 42%	659 43%	635 41%	624 41%	201 38%	213 41%	238 48%ekmp	217 41%	227 45%	216 43%	186 38%	242 45%	207 39%	224 42%	209 41%	190 38%
NET: Up to £20 (excluding not spending anything)	2976 48%	759 49%	748 49%	719 46%	750 49%	253 48%	242 47%	264 53%k	244 46%	248 49%	257 51%k	209 43%	271 51%k	239 45%	250 47%	247 49%	252 51%k
NET: Over £10	755 12%	200 13%b	147 10%	168 11%	240 16%bc	110 21%fghijklmno	48 9%	42 9%	53 10%	41 8%	54 11%	42 9%	62 12%	64 12%	53 10%	64 13%	122 25%fghijklmno
NET: Over £20	351 6%	95 6%b	59 4%	84 5%	114 7%b	58 11%fghijklmno	19 4%	17 3%	26 5%	19 4%	14 3%	19 4%	33 6%j	32 6%j	26 5%	27 5%	61 12%fghijklmno
Mean	4.69	4.94b	3.82	4.21	5.82abc	7.17fghijklmno	3.90	3.66	3.86	3.88	3.71	3.48	4.46	4.61	4.34	4.94gjk	8.32fghijklmno
Std Dev.	8.60	9.36	6.86	7.97	9.79	11.84	8.06	6.91	6.77	7.54	6.24	7.01	8.10	8.61	8.75	8.45	11.51
Std Error	0.11	0.24	0.18	0.21	0.25	0.53	0.36	0.31	0.30	0.34	0.29	0.31	0.36	0.39	0.39	0.38	0.52

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important	(1)	46 1%	8 1%	40 1%	8 1%	40 1%	34 1%f	14 *	6 1%	14 2%km	10 1%	7 1%	5 *	5 1%	* *	20 1%p	17 1%	11 *	6 *	40 1%	8 1%
Not very important	(2)	149 2%	37 3%	112 2%	21 2%	128 2%	83 3%	66 2%	30 4%k	23 3%	28 3%	16 2%	21 2%	14 2%	16 3%	54 3%	44 2%	51 2%	30 2%	128 2%	21 2%
Neither important nor unimportant	(3)	739 12%	105 9%	634 13%a	93 11%	646 12%	412 14%f	326 10%	97 12%	108 12%	146 13%k	98 12%	105 9%	103 14%k	82 13%k	205 12%	244 13%	290 11%	185 13%	634 12%	99 11%
Important	(4)	2948 48%	586 48%	2362 48%	402 47%	2547 48%	1409 47%	1533 49%	393 48%	438 50%	539 48%	388 47%	526 46%	373 49%	293 47%	830 49%	928 48%	1191 47%	665 48%	2471 47%	448 49%
Very important	(5)	2239 36%	489 40%b	1750 35%	335 39%	1904 36%	1046 35%	1185 38%	286 35%	280 32%	389 35%	310 38%	478 42%ghil	265 35%	231 37%	566 33%	699 36%	974 39%n	496 36%	1908 37%	315 35%
Don't know		46 1%	7 1%	39 1%	3 *	43 1%	27 1%	19 1%	13 2%jl	9 1%l	10 1%l	2 *	7 1%	* *	5 1%	22 1%pq	12 1%	12 *	5 *	32 1%	14 2%r
NET Not at all important/ Not very important		197 3%	45 4%	152 3%	29 3%	168 3%	118 4%f	79 3%	36 4%k	37 4%k	38 3%	23 3%	26 2%	20 3%	16 3%	74 4%pq	61 3%	62 2%	36 3%	168 3%	29 3%
NET Important / Very important		5187 84%	1076 87%b	4112 83%	736 86%	4451 84%	2456 82%	2718 87%e	678 82%	718 82%	928 83%	699 85%	1004 88%ghilm	637 84%	524 84%	1396 82%	1627 84%	2164 86%n	1161 84%	4379 84%	763 84%
Mean		4.17	4.23b	4.16	4.21	4.17	4.12	4.22e	4.14	4.10	4.14	4.19	4.28ghil	4.15	4.19	4.12	4.16	4.22n	4.17	4.17	4.17
Std Dev.		0.79	0.78	0.79	0.80	0.79	0.83	0.75	0.82	0.83	0.80	0.78	0.74	0.77	0.76	0.83	0.79	0.76	0.77	0.79	0.78
Std Error		0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	48 / 1%	6 / 1%	24 / 1%c	5 / *	13 / 1%	30 / 1%	18 / 1%	29 / 1%	18 / 1%	4 / 1%	3 / *	14 / 1%	8 / 1%	12 / 1%	25 / 1%	4 / 1%	43 / 1%	12 / 1%	34 / 1%	1 / *
Not very important (2)	149 / 2%	37 / 3%d	42 / 2%	41 / 3%	30 / 2%	79 / 3%	70 / 2%	84 / 2%	62 / 3%	17 / 3%	15 / 2%	42 / 3%	32 / 2%	31 / 3%	89 / 2%	18 / 3%	125 / 2%	36 / 3%	107 / 2%	6 / 2%
Neither important nor unimportant (3)	739 / 12%	130 / 11%	233 / 12%	182 / 13%	194 / 12%	363 / 12%	375 / 12%	441 / 12%	282 / 12%	63 / 11%	97 / 14%	180 / 11%	202 / 13%	136 / 13%	479 / 12%	66 / 11%	635 / 12%	149 / 12%	554 / 12%	35 / 12%
Important (4)	2948 / 48%	605 / 52%d	951 / 49%d	664 / 48%	727 / 43%	1556 / 50%f	1391 / 45%	1786 / 48%	1128 / 47%	219 / 39%	314 / 44%	764 / 49%i	793 / 51%ij	547 / 51%ij	1871 / 49%i	228 / 39%	2540 / 49%o	575 / 44%	2220 / 49%q	154 / 51%
Very important (5)	2239 / 36%	369 / 32%	678 / 35%	491 / 35%	701 / 42%abc	1047 / 34%	1192 / 39%e	1316 / 36%	892 / 37%	249 / 44%klmn	285 / 35%	556 / 35%	509 / 33%	342 / 32%	1350 / 35%	261 / 45%p	1800 / 35%	509 / 39%s	1641 / 36%	89 / 29%
Don't know	46 / 1%	6 / 1%	15 / 1%	11 / 1%	13 / 1%	22 / 1%	24 / 1%	30 / 1%	11 / *	9 / 2%m	4 / 1%	14 / 1%m	10 / 1%	* / *	28 / 1%m	9 / 2%p	28 / 1%	15 / 1%r	16 / *	16 / 5%qr
NET Not at all important/ Not very important	197 / 3%	43 / 4%	65 / 3%	46 / 3%	43 / 3%	108 / 3%	89 / 3%	114 / 3%	81 / 3%	20 / 4%	18 / 3%	57 / 4%	40 / 3%	44 / 4%	115 / 3%	22 / 4%	168 / 3%	48 / 4%	142 / 3%	7 / 2%
NET Important / Very important	5187 / 84%	973 / 84%	1630 / 84%	1155 / 83%	1428 / 85%	2603 / 84%	2583 / 84%	3102 / 84%	2021 / 84%	468 / 83%	599 / 83%	1321 / 84%	1302 / 84%	889 / 83%	3222 / 84%	490 / 83%	4341 / 84%	1084 / 84%	3861 / 84%	242 / 81%
Mean	4.17	4.13	4.15	4.15	4.25abc	4.14	4.20e	4.17	4.18	4.26klmn	4.21m	4.16	4.14	4.10	4.16	4.26p	4.15	4.20	4.17	4.13
Std Dev.	0.79	0.77	0.80	0.78	0.79	0.79	0.79	0.79	0.80	0.83	0.78	0.80	0.75	0.81	0.78	0.83	0.79	0.82	0.78	0.74
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338		441
Not at all important (1)	48 / 1%	40 / 1%	8 / 1%	* / *	43 / 1%	3 / 1%	1 / *	1 / 1%	2 / 1%	2 / *	3 / 1%	3 / 1%	8 / 1%o	8 / 1%o	9 / 1%	1 / *	6 / 1%	-	3 / 1%
Not very important (2)	149 / 2%	121 / 2%	28 / 3%	9 / 5%a	129 / 2%	8 / 2%	9 / 3%	3 / 2%	3 / 1%	16 / 2%	18 / 4%	10 / 2%	12 / 2%	14 / 2%	22 / 3%	20 / 2%	15 / 3%	1 / 1%	7 / 2%
Neither important nor unimportant (3)	739 / 12%	646 / 12%	93 / 11%	20 / 12%	605 / 12%	75 / 14%	38 / 13%	21 / 12%	31 / 12%	78 / 12%	74 / 15%l	61 / 14%l	44 / 8%	62 / 11%	92 / 11%	86 / 10%	78 / 15%l	9 / 12%	66 / 15%l
Important (4)	2948 / 48%	2528 / 48%	420 / 49%	86 / 50%	2463 / 48%	256 / 49%	149 / 50%	80 / 47%	112 / 45%	295 / 44%	213 / 42%	213 / 47%	255 / 47%	311 / 54%hij	412 / 51%j	403 / 48%	248 / 47%	36 / 53%	220 / 49%
Very important (5)	2239 / 36%	1934 / 36%	305 / 35%	58 / 34%	1905 / 37%	172 / 33%	97 / 33%	65 / 38%	100 / 40%mpr	279 / 41%mnpr	199 / 39%m	159 / 35%	216 / 40%mp	178 / 31%	270 / 33%	331 / 39%m	172 / 32%	23 / 33%	149 / 33%
Don't know	46 / 1%	36 / 1%	10 / 1%	* / *	40 / 1%	4 / 1%	1 / *	1 / *	2 / 1%m	5 / 1%	1 / *	4 / 1%	8 / 2%m	- / -	7 / 1%	3 / *	10 / 2%jmo	-	4 / 1%m
NET Not at all important/ Not very important	197 / 3%	160 / 3%	36 / 4%	9 / 5%	172 / 3%	11 / 2%	10 / 4%	4 / 2%	5 / 2%	18 / 3%	21 / 4%	13 / 3%	19 / 4%	22 / 4%	31 / 4%	21 / 3%	21 / 4%	1 / 1%	10 / 2%
NET Important / Very important	5187 / 84%	4463 / 84%	725 / 84%	144 / 83%	4368 / 84%	428 / 83%	246 / 83%	146 / 85%	212 / 85%	575 / 85%p	413 / 81%	372 / 83%	472 / 87%jp	489 / 85%p	681 / 84%	734 / 87%jp	420 / 79%	59 / 86%	369 / 82%
Mean	4.17	4.18	4.15	4.12	4.18	4.14	4.12	4.21	4.23mp	4.24mpr	4.16	4.16	4.23mp	4.11	4.13	4.24mp	4.09	4.19	4.13
Std Dev.	0.79	0.79	0.81	0.81	0.79	0.76	0.78	0.76	0.78	0.77	0.84	0.78	0.81	0.80	0.80	0.74	0.84	0.69	0.77
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	48 / 1%	17 / 1%	10 / *	26 / 1%	19 / 1%	17 / 1%	1 / *	4 / 1%	10 / *	-	3 / *	10 / *	16 / 1%	5 / 1%	4 / 1%	13 / 6%klmnpq	26 / 1%	17 / 2%klmp	8 / *	12 / 1%	15 / 2%rsw	6 / 2%rw	7 / 4%rsw	20 / *	13 / 2%rsw	23 / 1%z	25 / 1%
Not very important (2)	149 / 2%	57 / 2%	46 / 2%	90 / 3%	80 / 2%	57 / 2%	7 / 4%	25 / 3%	46 / 2%	5 / 2%	21 / 2%	27 / 1%	63 / 3%k	32 / 4%kp	21 / 3%k	5 / 2%	91 / 2%	26 / 3%k	35 / 1%	67 / 3%r	18 / 3%	22 / 6%rstw	6 / 4%r	102 / 2%	28 / 6%rstw	44 / 3%	105 / 2%
Neither important nor unimportant (3)	739 / 12%	303 / 13%b	193 / 9%	469 / 14%bd	360 / 11%b	303 / 13%	23 / 12%	107 / 14%	193 / 9%	16 / 7%	89 / 8%	184 / 9%	253 / 10%	189 / 23%klmnpq	64 / 11%	45 / 19%klmnp	437 / 10%	109 / 13%kp	246 / 10%	265 / 11%	157 / 23%rsuvwx	45 / 13%	18 / 11%	512 / 10%	62 / 12%	174 / 11%	564 / 12%
Important (4)	2948 / 48%	1209 / 50%b	1042 / 46%	1732 / 50%b	1565 / 47%	1209 / 50%f	75 / 39%	390 / 50%f	1042 / 46%	86 / 38%	497 / 46%	913 / 44%	1294 / 53%kmnopq	360 / 44%	279 / 47%	97 / 41%	2207 / 49%ko	375 / 45%	1181 / 46%	1245 / 53%rtvwx	292 / 43%	165 / 47%	61 / 38%	2426 / 49%rtv	226 / 44%	696 / 43%	2253 / 50%y
Very important (5)	2239 / 36%	805 / 33%	963 / 43%acc	1120 / 32%	1278 / 39%ac	805 / 33%	88 / 46%eg	250 / 32%	963 / 43%	117 / 52%hj	457 / 43%	922 / 45%lmnopq	798 / 33%m	217 / 27%	222 / 37%m	71 / 30%	1720 / 38%lmo	293 / 35%	1093 / 43%stuvwx	758 / 32%	195 / 29%	111 / 31%	67 / 42%st	1851 / 37%st	177 / 35%	683 / 42%z	1556 / 34%
Don't know	46 / 1%	13 / 1%	5 / *	20 / 1%	13 / *	13 / 1%	-	3 / *	5 / *	3 / 1%h	-	7 / *	11 / *	8 / 1%	4 / 1%	7 / 3%klmp	18 / *	11 / 1%klp	6 / *	20 / 1%r	4 / 1%	5 / 1%r	2 / 1%	27 / 1%	7 / 1%r	9 / 1%	37 / 1%
NET Not at all important/ Not very important	197 / 3%	74 / 3%	56 / 2%	116 / 3%	99 / 3%	74 / 3%	8 / 4%	29 / 4%	56 / 2%	5 / 2%	24 / 2%	37 / 2%	80 / 3%k	37 / 5%kp	25 / 4%k	19 / 8%klp	117 / 3%	44 / 5%klp	42 / 2%	79 / 3%r	33 / 5%rw	28 / 8%rsw	13 / 8%rsw	122 / 2%	41 / 8%rsw	67 / 4%	130 / 3%
NET Important / Very important	5187 / 84%	2014 / 84%	2005 / 89%acd	2852 / 82%	2842 / 86%c	2014 / 84%	163 / 84%	639 / 82%	2005 / 89%	202 / 89%	954 / 89%	1835 / 89%lmnoq	2092 / 86%moq	577 / 71%	501 / 84%mo	168 / 70%	3927 / 87%moq	668 / 80%mo	2273 / 89%stuvx	2003 / 85%tux	487 / 71%	276 / 78%	128 / 80%	4276 / 87%tuvx	404 / 79%t	1378 / 85%	3809 / 84%
Mean	4.17	4.14	4.29acd	4.11	4.21ac	4.14	4.26	4.10	4.29	4.41	4.30	4.32lmnopq	4.16mo	3.94	4.18mo	3.89	4.23lmoq	4.10mo	4.29stuvwx	4.14tu	3.94	4.01	4.10	4.22stuvx	4.04	4.22z	4.16
Std Dev.	0.79	0.78	0.74	0.79	0.77	0.78	0.83	0.79	0.74	0.73	0.73	0.73	0.76	0.85	0.81	1.05	0.75	0.89	0.72	0.76	0.91	0.92	1.04	0.74	0.96	0.85	0.77
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.05	0.02	0.02	0.02	0.03	0.03	0.07	0.01	0.03	0.01	0.02	0.04	0.05	0.08	0.01	0.04	0.02	0.01

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	48 1%	2 1%	44 1%	2 4%ab	12 1%	33 1%	3 1%	38 1%	5 3%gk	2 3%	2 2%	45 1%	2 5%
Not very important (2)	149 2%	8 2%	139 2%	2 5%	46 3%	88 2%	15 5%e	125 2%	7 4%	11 15%ghk	5 6%	143 2%	1 4%
Neither important nor unimportant (3)	739 12%	49 12%	686 12%	3 7%	216 13%	466 11%	57 18%e	653 11%	38 24%gk	21 31%gk	13 17%	713 12%	13 37%
Important (4)	2948 48%	187 47%	2747 48%	14 34%	758 44%	2069 50%df	121 38%	2844 49%hi	50 31%	18 27%	27 36%	2912 48%hi	10 27%
Very important (5)	2239 36%	151 38%	2068 36%	20 48%	653 38%	1468 35%	117 37%	2130 37%	58 36%	16 23%	28 38%	2205 36%	6 16%
Don't know	46 1%	2 1%	43 1%	1 2%	20 1%e	18 *	9 3%e	40 1%	2 1%	-	-	42 1%	4 10%
NET Not at all important/ Not very important	197 3%	10 3%	183 3%	4 10%ab	58 3%	121 3%	18 6%e	163 3%	12 7%gk	13 19%gk	6 8%gk	188 3%	3 9%
NET Important / Very important	5187 84%	339 84%	4815 84%	34 81%	1412 83%f	3537 85%df	238 74%	4974 85%hij	108 67%	34 50%	55 74%i	5117 84%hi	15 44%
Mean	4.17	4.20	4.17	4.17	4.18	4.18	4.07	4.19hi	3.94i	3.52	4.03i	4.18hi	3.51
Std Dev.	0.79	0.77	0.79	1.08	0.81	0.77	0.91	0.77	1.04	1.11	1.00	0.78	1.04
Std Error	0.01	0.04	0.01	0.15	0.02	0.01	0.05	0.01	0.09	0.14	0.12	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 201

QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

		Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	48 1%	17 1%b	5 *	20 1%bd	6 *	12 2%fhijno	1 *	5 1%	2 *	2 *	1 *	8 2%jn	8 2%n	4 1%	-	2 *	4 1%
Not very important	(2)	149 2%	51 3%	32 2%	32 2%	34 2%	17 3%n	19 4%n	15 3%n	10 2%	12 2%n	10 2%	12 2%n	13 2%n	7 1%	2 *	10 2%	22 4%mn
Neither important nor unimportant	(3)	739 12%	184 12%	195 13%	170 11%	189 12%	73 14%	53 10%	58 12%	77 15%o	49 10%	69 14%	68 14%	52 10%	51 10%	72 14%	47 9%	71 14%
Important	(4)	2948 48%	703 46%	758 49%	782 50%a	705 46%	226 43%	258 50%	220 44%	253 48%	258 51%e	247 49%	251 51%e	256 48%	274 52%eg	243 46%	234 46%	228 46%
Very important	(5)	2239 36%	572 37%	535 35%	536 35%	596 39%	196 37%	182 35%	193 39%k	179 34%	178 35%	178 35%	150 31%	199 37%	188 36%	214 40%k	212 42%hk	171 34%
Don't know		46 1%	15 1%	16 1%	10 1%	5 *	3 1%	3 1%	9 2%	3 1%	9 2%n	3 1%	2 *	4 1%	4 1%	1 *	3 1%	1 *
NET Not at all important/ Not very important		197 3%	69 4%bd	37 2%	52 3%	39 3%	29 6%hjmno	20 4%n	19 4%n	12 2%	14 3%n	10 2%	20 4%n	21 4%n	11 2%	2 *	12 2%n	25 5%jmn
NET Important / Very important		5187 84%	1275 83%	1293 84%	1318 85%	1301 85%	423 80%	440 85%	412 83%	432 82%	436 86%	425 84%	401 82%	455 86%	462 88%ekp	457 86%	446 88%ekp	399 80%
Mean		4.17	4.15	4.17	4.16	4.21	4.10	4.17	4.19	4.15	4.20k	4.17	4.07	4.18	4.21k	4.26ekp	4.26ehkp	4.09
Std Dev.		0.79	0.84	0.75	0.80	0.77	0.92	0.77	0.83	0.76	0.74	0.74	0.83	0.82	0.73	0.70	0.74	0.85
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.04	0.03	0.03	0.03	0.04	0.04	0.03	0.03	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	83 1%	8 1%	75 2%	8 1%	74 1%	48 2%	35 1%	12 2%	9 1%	8 1%	9 1%	16 1%	17 2%l	11 2%	21 1%	17 1%	44 2%	28 2%no	72 1%	11 1%
Not very important (2)	263 4%	46 4%	216 4%	34 4%	228 4%	149 5%f	113 4%	31 4%	27 3%	31 3%	37 5%	51 4%	44 6%hi	41 7%hi	58 3%	68 4%	136 5%no	85 6%no	238 5%s	22 2%
Neither important nor unimportant (3)	991 16%	104 8%	887 18%a	91 11%	900 17%c	541 18%f	450 14%	100 12%	124 14%	155 14%	136 17%	207 18%gi	136 18%g	132 21%gh	225 13%	291 15%	475 19%no	268 19%no	872 17%s	110 12%
Important (4)	2902 47%	527 43%	2375 48%a	404 47%	2498 47%	1342 45%	1552 49%e	373 45%	426 49%	524 47%	377 46%	543 48%	373 49%	286 46%	799 47%	901 46%	1202 48%	659 48%	2463 47%	409 45%
Very important (5)	1887 31%	540 44%b	1347 27%	321 37%d	1566 29%	906 30%	976 31%	290 35%klm	275 32%klm	399 36%klm	257 31%lm	322 28%	188 25%	155 25%	566 33%pq	656 34%pq	665 26%	343 25%	1539 30%	338 37%r
Don't know	44 1%	8 1%	36 1%	2 *	42 1%	27 1%	17 1%	17 2%iklm	11 1%	4 *	5 1%	4 *	1 *	2 *	27 2%opq	10 *	7 *	3 *	27 1%	15 2%r
NET Not at all important/ Not very important	345 6%	54 4%	291 6%	43 5%	303 6%	197 7%f	148 5%	43 5%	36 4%	40 4%	46 6%	67 6%i	61 8%hi	52 8%hi	79 5%	86 4%	180 7%no	113 8%no	310 6%s	33 4%
NET Important / Very important	4789 78%	1067 87%b	3722 75%	726 84%d	4064 77%	2248 75%	2528 80%e	663 81%klm	701 80%lm	923 82%jklm	635 77%m	865 76%	561 74%	441 70%	1365 80%pq	1558 80%pq	1867 74%	1003 72%	4003 77%	747 83%r
Mean	4.02	4.26b	3.96	4.16d	4.00	3.97	4.06e	4.11klm	4.08klm	4.14jklm	4.03lm	3.97m	3.88	3.85	4.10pq	4.09pq	3.92	3.87	4.00	4.17r
Std Dev.	0.87	0.82	0.88	0.84	0.88	0.91	0.84	0.87	0.82	0.81	0.87	0.88	0.92	0.93	0.85	0.84	0.90	0.92	0.88	0.83
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	83 1%	12 1%	29 2%	19 1%	22 1%	41 1%	42 1%	40 1%	39 2%	6 1%	10 1%	23 1%	19 1%	11 1%	52 1%	8 1%	73 1%	22 2%	58 1%	2 1%
Not very important (2)	263 4%	39 3%	97 5%	61 4%	65 4%	136 4%	127 4%	129 3%	131 5%g	21 4%	22 3%	87 6%j	64 4%	45 4%	172 4%	25 4%	219 4%	56 4%	194 4%	12 4%
Neither important nor unimportant (3)	991 16%	160 14%	307 16%	229 16%	292 17%a	468 15%	521 17%	535 15%	438 18%g	100 18%	138 19%	259 17%	235 15%	170 16%	632 16%	105 18%	830 16%	193 15%	750 16%	48 16%
Important (4)	2902 47%	540 47%	959 49%d	650 47%	752 45%	1500 48%	1402 46%	1734 47%	1132 47%	254 45%	330 46%	742 47%	753 48%	514 48%	1824 47%	264 45%	2457 48%	603 47%	2148 47%	151 50%
Very important (5)	1887 31%	398 35%b	536 28%	420 30%	533 32%b	934 30%	953 31%	1224 33%h	641 27%	172 31%	214 30%	449 29%	469 30%	330 31%	1132 29%	179 30%	1562 30%	409 32%	1404 31%	74 25%
Don't know	44 1%	3 *	14 1%	13 1%	13 1%	18 1%	26 1%	25 1%	14 1%	7 1%m	5 1%m	11 1%m	14 1%m	- -	30 1%m	7 1%	30 1%	13 1%r	18 *	12 4%qr
NET Not at all important/ Not very important	345 6%	51 4%	126 6%	81 6%	88 5%	177 6%	168 5%	169 5%	170 7%g	27 5%	32 4%	110 7%	83 5%	55 5%	224 6%	33 6%	292 6%	78 6%	252 6%	15 5%
NET Important / Very important	4789 78%	939 81%bcd	1496 77%	1071 77%	1285 77%	2434 79%	2355 77%	2958 80%h	1772 74%	426 76%	543 76%	1191 76%	1221 79%	844 79%	2956 77%	443 75%	4019 78%	1012 78%	3552 78%	226 75%
Mean	4.02	4.11bc	3.97	4.01	4.03	4.02	4.02	4.09h	3.93	4.02	4.00	3.97	4.03	4.04	4.00	4.00	4.01	4.03	4.02	3.98
Std Dev.	0.87	0.84	0.88	0.88	0.88	0.87	0.88	0.84	0.90	0.86	0.86	0.90	0.86	0.85	0.88	0.88	0.87	0.89	0.87	0.82
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	83 1%	76 1%	7 1%	3 2%	74 1%	4 1%	3 1%	1 1%	3 1%	5 1%	13 3%	3 1%	13 2%	7 1%	13 2%	10 1%	7 1%	* *	4 1%
Not very important (2)	263 4%	234 4%	29 3%	6 4%	229 4%	17 3%	11 4%	5 3%	14 6%n	34 5%	25 5%	19 4%	16 3%	27 5%	22 3%	42 5%	29 5%	2 3%	15 3%
Neither important nor unimportant (3)	991 16%	839 16%	152 18%	34 20%	828 16%	87 17%	50 17%	25 15%	29 11%	99 15%	94 18%hn	89 20%hno	82 15%	111 19%hno	105 13%	117 14%	103 19%hno	16 23%hn	72 16%
Important (4)	2902 47%	2485 47%	417 48%	77 45%	2432 47%	256 50%	136 46%	78 45%	121 48%	322 48%	229 45%	206 46%	228 42%	278 48%	374 46%	441 52%lp	232 44%	36 52%	220 49%l
Very important (5)	1887 31%	1634 31%	253 29%	52 30%	1583 31%	150 29%	93 32%	61 35%de	81 32%	210 31%	145 28%	129 29%	193 36%jmopq	150 26%	292 36%jkmopq	233 28%	151 28%	15 21%	135 30%
Don't know	44 1%	37 1%	6 1%	* *	39 1%	3 1%	1 *	1 *	2 1%	5 1%	2 *	2 1%	10 2%mo	2 *	4 1%	3 *	8 2%	- -	3 1%
NET Not at all important/ Not very important	345 6%	310 6%	35 4%	9 5%	303 6%	21 4%	14 5%	7 4%	17 7%	39 6%	38 7%	22 5%	29 5%	34 6%	36 4%	52 6%	36 7%	2 4%	19 4%
NET Important / Very important	4789 78%	4120 78%	670 78%	129 75%	4015 77%	407 78%	229 78%	138 81%	202 81%jp	532 79%p	374 74%	335 75%	422 78%	428 75%	666 82%jkmp	673 80%p	382 72%	51 74%	356 79%p
Mean	4.02	4.02	4.03	3.98	4.01	4.03	4.04	4.12d	4.06	4.04	3.92	3.98	4.07jm	3.94	4.13jkmp	4.00	3.94	3.91	4.05
Std Dev.	0.87	0.88	0.82	0.89	0.88	0.82	0.86	0.83	0.88	0.86	0.95	0.85	0.92	0.86	0.86	0.85	0.91	0.77	0.82
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.04	0.05	0.04	0.05	0.04	0.04	0.04	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 202

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	83 / 1%	15 / 1%	46 / 2%ac	19 / 1%	49 / 1%ac	15 / 1%	1 / 1%	5 / 1%	46 / 2%	2 / 1%	24 / 2%	24 / 1%	24 / 1%	14 / 2%	8 / 1%	12 / 5%klmnp	48 / 1%	21 / 2%klp	22 / 1%	21 / 1%	16 / 2%rsw	16 / 4%rsw	7 / 5%rsw	44 / 1%	23 / 4%rsw	31 / 2%	51 / 1%
Not very important (2)	263 / 4%	67 / 3%	133 / 6%ac	111 / 3%	178 / 5%ac	67 / 3%	11 / 6%	26 / 3%	133 / 6%	10 / 5%	80 / 7%	76 / 4%	98 / 4%	48 / 6%kp	22 / 4%	19 / 8%klp	174 / 4%	41 / 5%	96 / 4%	87 / 4%	43 / 6%rsw	27 / 8%rsw	10 / 6%	183 / 4%	37 / 7%rsw	79 / 5%	183 / 4%
Neither important nor unimportant (3)	991 / 16%	288 / 12%	409 / 18%ac	493 / 14%a	615 / 19%ac	288 / 12%	33 / 17%	116 / 15%	409 / 18%	41 / 18%	208 / 19%	268 / 13%	348 / 14%	235 / 29%klnopq	103 / 17%k	31 / 13%	616 / 14%	133 / 16%	300 / 12%	380 / 16%rw	207 / 30%rsuvwx	66 / 19%rw	27 / 17%	680 / 14%r	93 / 18%rw	249 / 15%	742 / 16%
Important (4)	2902 / 47%	1112 / 46%	1121 / 50%	1603 / 46%	1611 / 49%	1112 / 46%	84 / 43%	373 / 48%	1121 / 50%	114 / 50%	520 / 49%	894 / 43%	1295 / 53%kmopq	324 / 40%	291 / 49%mo	94 / 39%	2188 / 49%kmo	385 / 46%m	1135 / 44%	1261 / 53%rtuvwx	279 / 41%	162 / 46%	56 / 35%	2396 / 49%rtuvx	218 / 43%	728 / 45%	2174 / 48%
Very important (5)	1887 / 31%	908 / 38%bd	547 / 24%	1211 / 35%bd	850 / 26%	908 / 38%g	65 / 34%	253 / 32%	547 / 24%	59 / 26%	237 / 22%	795 / 39%lmnpq	663 / 27%m	180 / 22%	164 / 28%	78 / 33%m	1459 / 32%lm	242 / 29%m	1007 / 39%stuvwx	606 / 26%t	131 / 19%	76 / 22%	57 / 36%stu	1613 / 33%stux	133 / 26%t	538 / 33%	1350 / 30%
Don't know	44 / 1%	14 / 1%	4 / *	20 / 1%	10 / *	14 / 1%	4 / *	4 / 1%	4 / *	1 / *	1 / *	6 / *	8 / *	11 / 1%klp	5 / 1%	5 / 2%klp	13 / *	10 / 1%klp	8 / *	12 / *	5 / 1%	7 / 2%rsw	3 / 2%rw	20 / *	10 / 2%rsw	4 / *	40 / 1%y
NET Not at all important/ Not very important	345 / 6%	82 / 3%	179 / 8%ac	130 / 4%	227 / 7%ac	82 / 3%	12 / 6%	31 / 4%	179 / 8%	12 / 5%	105 / 10%	100 / 5%	122 / 5%	61 / 8%klp	31 / 5%	31 / 13%klmnpq	222 / 5%	61 / 7%klp	118 / 5%	109 / 5%	58 / 9%rsw	43 / 12%rsw	17 / 11%rsw	227 / 5%	60 / 12%rsw	111 / 7%	234 / 5%
NET Important / Very important	4789 / 78%	2020 / 84%bcd	1668 / 74%	2814 / 81%bd	2462 / 74%	2020 / 84%f	149 / 77%	626 / 80%	1668 / 74%	173 / 76%	757 / 71%	1689 / 82%mnoq	1958 / 80%moq	504 / 62%	455 / 77%m	172 / 72%m	3647 / 81%mnoq	627 / 75%m	2142 / 83%stuvx	1867 / 79%tux	410 / 60%	238 / 67%	113 / 71%t	4009 / 81%tuvx	352 / 68%t	1265 / 78%	3524 / 78%
Mean	4.02	4.18bcd	3.88	4.13bd	3.92	4.18fg	3.88	4.04	3.88	3.97	3.81	4.18lmnopq	4.02m	3.76	3.99m	3.89	4.08lmoq	3.96m	4.18stuvwx	3.99tux	3.69	3.74	3.93t	4.09stux	3.80	4.02	4.02
Std Dev.	0.87	0.80	0.91	0.81	0.89	0.80	0.89	0.82	0.91	0.83	0.94	0.87	0.82	0.92	0.86	1.12	0.84	0.94	0.84	0.81	0.93	1.03	1.10	0.83	1.05	0.92	0.85
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.06	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	83 / 1%	5 / 1%	75 / 1%	3 / 7%ab	29 / 2%	48 / 1%	5 / 2%	68 / 1%	4 / 3%	8 / 12%ghjk	* / *	81 / 1%	2 / 5%
Not very important (2)	263 / 4%	9 / 2%	251 / 4%	3 / 6%	89 / 5%	159 / 4%	15 / 5%	232 / 4%	14 / 9%gk	10 / 14%gk	3 / 5%	255 / 4%	4 / 11%
Neither important nor unimportant (3)	991 / 16%	69 / 17%	917 / 16%	5 / 12%	279 / 16%	641 / 15%	70 / 22%e	905 / 16%	40 / 26%gk	15 / 22%	19 / 26%gq	960 / 16%	11 / 32%
Important (4)	2902 / 47%	199 / 50%	2690 / 47%	14 / 33%	763 / 45%	2005 / 48%d	134 / 42%	2779 / 48%h	58 / 36%	22 / 33%	29 / 39%	2860 / 47%h	13 / 36%
Very important (5)	1887 / 31%	119 / 30%	1752 / 31%	17 / 41%	529 / 31%	1268 / 31%	91 / 28%	1806 / 31%	43 / 27%	12 / 17%	22 / 30%	1861 / 31%	4 / 12%
Don't know	44 / 1%	1 / *	42 / 1%	1 / 2%	16 / 1%	21 / *	7 / 2%e	40 / 1%	1 / 1%	2 / 2%	-	42 / 1%	2 / 4%
NET Not at all important/ Not very important	345 / 6%	14 / 3%	326 / 6%	5 / 13%a	119 / 7%e	206 / 5%	20 / 6%	300 / 5%	18 / 11%gk	18 / 26%ghjk	4 / 5%	336 / 6%	6 / 16%
NET Important / Very important	4789 / 78%	317 / 79%	4442 / 78%	31 / 74%	1292 / 76%	3273 / 79%df	225 / 70%	4585 / 79%hi	102 / 63%	34 / 50%	51 / 69%	4721 / 78%hi	17 / 48%
Mean	4.02	4.04	4.02	3.96	3.99	4.04	3.92	4.04hi	3.77l	3.30	3.94l	4.02hi	3.41
Std Dev.	0.87	0.82	0.87	1.20	0.92	0.85	0.92	0.86	1.03	1.26	0.87	0.87	1.03
Std Error	0.01	0.04	0.01	0.17	0.02	0.01	0.05	0.01	0.09	0.17	0.10	0.01	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important (1)		83 1%	28 2%	16 1%	20 1%	18 1%	12 2%	11 2%	5 1%	5 1%	6 1%	4 1%	12 2%	4 1%	5 1%	5 1%	5 1%	8 2%
Not very important (2)		263 4%	80 5%	55 4%	70 5%	57 4%	23 4%	22 4%	36 7%hijno	18 4%	17 3%	19 4%	22 4%	27 5%	21 4%	16 3%	18 4%	23 5%
Neither important nor unimportant (3)		991 16%	267 17%	275 18%d	230 15%	219 14%	82 16%o	107 21%klo	77 16%o	100 19%klo	92 18%lo	84 16%o	65 13%	62 12%	104 20%klo	89 17%o	49 10%	80 16%o
Important (4)		2902 47%	736 48%	734 48%	736 47%	697 45%	253 48%	258 50%	225 45%	238 45%	262 51%n	233 46%	247 50%	253 48%	236 45%	232 44%	238 47%	227 46%
Very important (5)		1887 31%	422 27%	448 29%	483 31%	535 35%ab	156 30%f	117 23%	149 30%f	158 30%f	126 25%	164 32%fi	142 29%	183 34%fi	158 30%f	189 36%fi	191 38%efghikm	155 31%f
Don't know		44 1%	10 1%	13 1%	10 1%	10 1%	3 1%	1 *	6 1%	4 1%	6 1%	3 1%	3 1%	3 1%	4 1%	1 *	6 1%	3 1%
NET Not at all important/ Not very important		345 6%	109 7%b	70 5%	91 6%	75 5%	35 7%	33 6%	41 8%n	24 5%	23 5%	23 5%	34 7%	31 6%	26 5%	21 4%	24 5%	31 6%
NET Important / Very important		4789 78%	1158 75%	1182 77%	1219 79%	1231 80%a	408 77%	375 73%	374 75%	396 76%	388 76%	398 78%	389 79%	436 82%fghm	394 75%	420 79%	429 85%efghijmp	382 77%
Mean		4.02	3.94	4.01	4.03a	4.10ab	3.98	3.87	3.97	4.01f	3.96	4.06f	3.99	4.11fi	4.00	4.10fi	4.18efghikmp	4.01
Std Dev.		0.87	0.91	0.84	0.87	0.86	0.91	0.89	0.92	0.86	0.82	0.85	0.91	0.85	0.86	0.85	0.83	0.90
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	205 3%	13 1%	192 4%a	28 3%	178 3%	101 3%	104 3%	11 1%	18 2%	22 2%	40 5%ghi	47 4%ghi	38 5%ghi	30 5%ghi	29 2%	62 3%n	115 5%n	68 5%n	190 4%s	14 2%
Not very important (2)	507 8%	76 6%	431 9%a	51 6%	456 9%c	246 8%	261 8%	37 4%	53 6%	74 7%	68 8%g	97 9%g	91 12%ghi	87 14%ghijk	90 5%	142 7%	275 11%no	177 13%no	454 9%s	49 5%
Neither important nor unimportant (3)	1482 24%	110 9%	1372 28%a	183 21%	1299 24%	790 26%f	689 22%	167 20%	179 21%	258 23%	185 22%	323 28%ghij	214 28%ghij	156 25%	346 20%	443 23%	693 27%no	370 27%no	1296 25%s	174 19%
Important (4)	2364 38%	511 41%b	1853 38%	354 41%	2010 38%	1111 37%	1246 40%	344 42%kl	375 43%klm	428 38%	317 39%	411 36%	264 35%	225 36%	719 42%pq	745 38%	900 36%	489 35%	1960 38%	384 42%r
Very important (5)	1565 25%	508 41%b	1057 21%	243 28%	1321 25%	740 25%	823 26%	250 30%klm	237 27%klm	333 30%klm	209 25%l	260 23%	149 20%	126 20%	487 29%pq	542 28%pq	536 21%	276 20%	1280 25%	270 30%r
Don't know	46 1%	15 1%	31 1%	2 *	43 1%	26 1%	20 1%	15 2%ijkl	10 1%	7 1%	3 *	4 *	4 *	3 *	25 1%opq	10 1%	10 *	7 *	33 1%	12 1%
NET Not at all important/ Not very important	712 12%	89 7%	623 15%a	78 9%	634 12%	346 12%	365 12%	48 6%	71 8%	96 9%	108 15%ghi	144 13%ghi	129 17%ghik	116 19%ghijk	119 7%	204 11%n	389 15%no	245 18%no	644 12%s	64 7%
NET Important / Very important	3929 64%	1019 83%b	2910 59%	597 69%d	3332 63%	1851 61%	2068 66%e	594 72%jklm	612 70%jklm	761 68%klm	526 64%lm	671 59%	414 54%	351 56%	1206 71%opq	1287 66%pq	1436 57%	765 55%	3240 62%	654 72%r
Mean	3.75	4.17b	3.64	3.86d	3.73	3.72	3.78	3.97jklm	3.88jklm	3.87jklm	3.72lm	3.65l	3.52	3.53	3.92opq	3.81pq	3.58	3.53	3.71	3.95r
Std Dev.	1.03	0.91	1.04	1.00	1.04	1.03	1.03	0.90	0.95	0.98	1.08	1.05	1.09	1.10	0.93	1.03	1.08	1.10	1.05	0.93
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	205 3%	26 2%	67 3%	42 3%	71 4%a	93 3%	113 4%	95 3%	106 4%g	28 5%	27 4%	57 4%	48 3%	30 3%	132 3%	28 5%	171 3%	64 5%rs	139 3%	3 1%
Not very important (2)	507 8%	81 7%	185 10%c	92 7%	149 9%	266 9%	241 8%	258 7%	246 10%g	43 8%	63 9%	144 9%	130 8%	87 8%	336 9%	45 8%	442 9%	107 8%s	392 9%s	8 3%
Neither important nor unimportant (3)	1482 24%	207 18%	490 25%a	384 28%a	399 24%a	697 23%	783 26%e	812 22%	644 27%g	140 25%	170 24%	410 26%	363 23%	267 25%	943 25%	145 25%	1254 24%	288 22%	1117 24%	77 26%
Important (4)	2364 38%	460 40%	751 39%	530 38%	624 37%	1211 39%	1154 38%	1453 39%	883 37%	184 33%	265 37%	580 37%	650 42%<lk	421 39%i	1495 39%i	196 33%	2003 39%o	474 37%	1767 39%	123 41%
Very important (5)	1565 25%	374 32%bcd	436 22%	339 24%	416 25%	810 26%	755 25%	1047 28%h	497 21%	156 28%	187 26%	373 24%	353 23%	261 24%	913 24%	162 28%	1277 25%	347 27%	1140 25%	78 26%
Don't know	46 1%	6 1%	14 1%	7 *	19 1%	20 1%	25 1%	21 1%	18 1%	10 2%kmn	5 1%	8 *	10 1%	2 *	22 1%	11 2%p	26 *	16 1%r	17 *	12 4%qr
NET Not at all important/ Not very important	712 12%	106 9%	253 13%ac	134 10%	220 13%ac	359 12%	353 12%	353 10%	353 15%g	71 13%	90 13%	201 13%	178 11%	118 11%	469 12%	73 12%	613 12%	171 13%s	531 12%s	11 4%
NET Important / Very important	3929 64%	834 72%bcd	1186 61%	869 62%	1040 62%	2020 65%f	1909 62%	2501 68%h	1380 58%	340 61%	452 63%	953 61%	1003 65%	682 64%	2408 63%	358 61%	3280 63%	821 63%	2907 64%	201 67%
Mean	3.75	3.94bcd	3.68	3.74	3.70	3.77	3.72	3.85h	3.60	3.72	3.73	3.68	3.73	3.75	3.71	3.73	3.73	3.73	3.74	3.92qr
Std Dev.	1.03	0.99	1.04	1.00	1.07	1.03	1.04	1.00	1.07	1.11	1.06	1.05	1.00	1.01	1.03	1.10	1.03	1.10	1.02	0.85
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	205 3%	177 3%	28 3%	7 4%	179 3%	13 2%	9 3%	5 3%	8 3%	21 3%	23 5%n	16 4%	15 3%	26 5%n	16 2%	30 4%	23 4%	2 3%	11 2%
Not very important (2)	507 8%	423 8%	84 10%	18 10%	419 8%	52 10%	24 8%	12 7%	26 11%n	58 9%	43 8%	43 9%n	38 7%	50 9%	46 6%	66 8%	51 10%n	6 9%	45 10%n
Neither important nor unimportant (3)	1482 24%	1247 23%	235 27%	48 28%	1250 24%	120 23%	70 24%	42 25%	54 21%	158 23%	132 26%	127 28%hr	126 23%	130 23%	189 23%	204 24%	130 25%	21 31%	99 22%
Important (4)	2364 38%	2046 39%c	318 37%	55 32%	1973 38%	211 41%	113 38%	68 40%	92 37%	244 36%	182 36%	158 35%	207 38%	244 42%	324 40%	311 37%	210 40%	23 33%	188 42%
Very important (5)	1565 25%	1372 26%	193 22%	44 26%	1325 26%	118 23%	79 27%	42 25%	67 27%p	189 28%mp	123 24%	100 22%	151 28%p	123 21%	234 29%kmpr	230 27%p	108 20%	16 24%	102 23%
Don't know	46 1%	41 1%	5 1%	* *	39 1%	4 1%	1 *	1 1%	3 1%	6 1%	5 1%	5 1%	6 1%	2 *	3 *	3 *	7 1%	* *	4 1%
NET Not at all important/ Not very important	712 12%	600 11%	113 13%	25 15%	598 12%	65 12%	32 11%	17 10%	34 14%n	79 12%	66 13%n	59 13%n	53 10%	76 13%n	62 8%	96 11%	74 14%n	8 12%	56 13%n
NET Important / Very important	3929 64%	3418 64%bc	511 59%	99 57%	3298 64%	329 64%	192 65%	110 64%	160 64%	433 64%	305 60%	258 57%	358 66%k	366 64%	558 69%jkp	542 64%	318 60%	39 57%	290 65%k
Mean	3.75	3.76b	3.66	3.64	3.75	3.72	3.79	3.76	3.75	3.78	3.67	3.64	3.82kp	3.68	3.88jkmpr	3.77	3.63	3.66	3.73
Std Dev.	1.03	1.03	1.03	1.10	1.04	1.01	1.02	1.00	1.07	1.05	1.08	1.04	1.01	1.05	0.96	1.05	1.05	1.03	1.01
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.06	0.06	0.05	0.05	0.05	0.05	0.06	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 203

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

		Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards									Reliance on postal service for sending/receiving parcels								Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
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Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	205 3%	36 1%	134 6%acd	47 1%	145 4%ac	36 1%	6 3%	17 2%	134 6%	15 7%	71 7%	85 4%l	53 2%	21 3%	24 4%i	22 9%klmnp	138 3%	46 5%lm	90 3%	51 2%	22 3%	28 8%rstw	12 8%rstw	140 3%	40 8%rstw	51 3%	155 3%
Not very important (2)	507 8%	127 5%	283 13%ac	204 6%	360 11%ac	127 5%	16 8%	64 8%e	283 13%	24 10%	147 14%	197 10%	183 8%	65 8%	38 6%	22 9%	380 8%	61 7%	219 9%	168 7%	57 8%	41 12%sw	22 14%sw	386 8%	63 12%rsw	90 6%	417 9%y
Neither important nor unimportant (3)	1482 24%	462 19%	639 28%ac	721 21%	898 27%ac	462 19%	42 22%	174 22%	639 28%	59 26%	321 30%	390 19%	572 23%k	297 37%klnopq	158 27%kp	58 24%	962 21%	215 26%kp	495 19%	558 24%r	281 41%rsuvwx	105 30%rw	37 23%	1053 21%	141 28%rw	347 21%	1135 25%y
Important (4)	2364 38%	991 41%bd	769 34%	1437 42%bd	1216 37%	991 41%	74 38%	318 41%	769 34%	70 31%	337 31%	747 36%	1064 44%kmnnopq	260 32%	221 37%	69 29%	1811 40%kmoq	290 35%	950 37%tux	1050 44%rtuvwx	207 30%	105 30%	44 28%	2001 41%rtuvx	149 29%	656 40%	1708 38%
Very important (5)	1565 25%	776 32%bd	429 19%	1032 30%bd	684 21%	776 32%g	56 29%	200 26%	429 19%	55 24%	191 18%	637 31%lmnpq	553 23%	156 19%	151 25%m	62 26%	1190 26%lm	212 26%m	808 31%stuwx	527 22%t	109 16%	71 20%	40 25%t	1335 27%stux	111 22%	479 29%z	1086 24%
Don't know	46 1%	13 1%	7 *	16 *	10 *	13 1%	* *	5 1%	7 *	4 2%h	* *	7 *	10 *	10 1%klp	2 *	6 3%klnn	17 *	8 1%	7 *	15 1%	4 1%	4 1%	5 3%rw	21 *	9 2%rw	5 *	40 1%
NET Not at all important/ Not very important	712 12%	163 7%	417 18%acd	251 7%	505 15%ac	163 7%	22 11%	81 10%e	417 18%	39 17%	218 20%	282 14%l	236 10%	86 11%	63 11%	44 18%lmnp	518 12%	107 13%l	308 12%s	218 9%	79 12%	69 20%rstw	34 21%rstw	527 11%	104 20%rstw	141 9%	571 13%y
NET Important / Very important	3929 64%	1767 73%bd	1197 53%	2469 71%bd	1899 57%b	1767 73%g	129 67%	517 67%	1197 53%	125 55%	528 49%	1384 67%moq	1617 66%moq	417 51%	371 63%m	131 55%	3001 67%moq	502 60%m	1758 68%tuvx	1577 67%tuvx	316 46%	176 50%	84 52%	3335 68%tuvx	260 51%	1135 70%z	2794 62%
Mean	3.75	3.98bd	3.48	3.93bd	3.59b	3.98g	3.81	3.80	3.48	3.57	3.40	3.80moq	3.78mo	3.58	3.74m	3.55	3.79moq	3.68	3.88tuvx	3.78tuvx	3.48	3.43	3.50	3.81tuvx	3.45	3.88z	3.70
Std Dev.	1.03	0.93	1.11	0.93	1.07	0.93	1.04	0.99	1.11	1.17	1.13	1.10	0.96	0.98	1.04	1.24	1.03	1.10	1.07	0.94	0.97	1.17	1.24	1.01	1.19	1.00	1.04
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.10	0.01	0.06	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	205 3%	7 2%	195 3%	4 9%a	70 4%f	131 3%	4 1%	194 3%	7 4%	1 2%	1 2%	202 3%	2 5%
Not very important (2)	507 8%	28 7%	475 8%	4 9%	161 9%	329 8%	17 5%	477 8%	10 6%	9 14%	10 14%	497 8%	-
Neither important nor unimportant (3)	1482 24%	98 24%	1376 24%	8 19%	401 23%	995 24%	87 27%	1373 24%	48 30%	26 38%gk	17 23%	1447 24%	18 50%
Important (4)	2364 38%	143 36%	2208 39%	13 31%	609 36%	1632 39%d	124 38%	2247 39%	54 34%	26 39%	30 40%	2328 38%	7 18%
Very important (5)	1565 25%	119 30%	1433 25%	12 30%	450 26%	1034 25%	81 25%	1501 26%i	41 25%i	5 7%	12 16%	1547 26%i	6 16%
Don't know	46 1%	5 1%	40 1%	1 2%	15 1%	21 1%	9 3%de	37 1%	1 1%	- -	4 6%gk	38 1%	4 10%
NET Not at all important/ Not very important	712 12%	35 9%	670 12%	7 17%	231 14%ef	460 11%f	21 7%	672 12%	17 11%	11 16%	11 15%	699 12%	2 5%
NET Important / Very important	3929 64%	262 66%	3641 64%	26 61%	1059 62%	2666 64%	205 64%	3749 64%i	95 59%	31 46%	42 56%	3875 64%i	12 34%
Mean	3.75	3.86	3.74	3.66	3.71	3.75	3.83	3.76i	3.70	3.36	3.58	3.75i	3.45
Std Dev.	1.03	0.99	1.03	1.26	1.08	1.02	0.92	1.03	1.05	0.88	0.99	1.03	0.99
Std Error	0.01	0.05	0.01	0.18	0.03	0.02	0.05	0.01	0.09	0.12	0.12	0.01	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	205 3%	51 3%	44 3%	67 4%	42 3%	17 3%	13 3%	21 4%	17 3%	10 2%	17 3%	25 5%l	18 3%	25 5%	12 2%	12 2%	19 4%
Not very important	(2)	507 8%	136 9%	139 9%	120 8%	113 7%	37 7%	56 11%kn	42 9%	43 8%	49 10%n	47 9%n	28 6%	48 9%	44 8%	27 5%	35 7%	50 10%kn
Neither important nor unimportant	(3)	1482 24%	399 26%	376 24%	349 23%	358 23%	135 26%	131 25%	132 26%o	134 26%	125 25%	117 23%	121 25%	108 20%	120 23%	150 28%lo	98 19%	110 22%
Important	(4)	2364 38%	575 37%	604 39%	602 39%	583 38%	208 39%	205 40%	162 33%	193 37%	217 43%gjn	194 38%	196 40%	207 39%	199 38%	184 35%	199 39%	200 40%g
Very important	(5)	1565 25%	371 24%	366 24%	400 26%	428 28%b	128 24%	109 21%	135 27%l	134 26%	101 20%	130 26%	118 24%	148 28%fi	134 25%	156 29%fi	159 31%efikp	113 23%
Don't know		46 1%	11 1%	12 1%	11 1%	11 1%	3 1%	2 *	6 1%	3 1%	7 1%	2 *	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%
NET Not at all important/ Not very important		712 12%	187 12%	183 12%	187 12%	155 10%	54 10%	70 14%n	63 13%n	61 12%	59 12%	64 13%n	53 11%	66 12%n	68 13%n	39 7%	47 9%	70 14%n
NET Important / Very important		3929 64%	946 61%	970 63%	1002 65%	1011 66%a	336 64%	313 61%	297 60%	327 62%	318 63%	324 64%	313 64%	355 67%	334 63%	340 64%	357 70%fghi	313 63%
Mean		3.75	3.70	3.72	3.75	3.81a	3.75	3.66	3.71	3.74	3.70	3.74	3.72	3.79	3.72	3.84f	3.91efghijkmp	3.69
Std Dev.		1.03	1.04	1.02	1.06	1.01	1.01	1.01	1.09	1.04	0.96	1.05	1.05	1.05	1.08	0.98	1.00	1.06
Std Error		0.01	0.03	0.03	0.03	0.03	0.04	0.04	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.04	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	73 1%	10 1%	63 1%	8 1%	65 1%	48 2%f	25 1%	6 1%	7 1%	14 1%	10 1%	15 1%	12 2%	9 2%	13 1%	23 1%	37 1%	21 2%	71 1%s	2 *
Not very important (2)	231 4%	54 4%	177 4%	31 4%	200 4%	104 3%	127 4%	34 4%	36 4%	45 4%	30 4%	32 3%	30 4%	24 4%	70 4%	74 4%	87 3%	55 4%	202 4%	28 3%
Neither important nor unimportant (3)	906 15%	91 7%	815 17%a	100 12%	806 15%c	485 16%f	420 13%	136 17%k	144 16%k	165 15%	112 14%	137 12%	103 14%	110 17%k	280 17%	277 14%	349 14%	212 15%	769 15%	129 14%
Important (4)	2958 48%	542 44%	2417 49%a	413 48%	2545 48%	1418 47%	1532 49%	372 45%	433 50%	532 47%	420 51%m	555 49%	375 49%	273 44%	804 47%	951 49%	1203 48%	648 47%	2498 48%	437 48%
Very important (5)	1944 32%	525 43%b	1419 29%	307 36%d	1637 31%	926 31%	1013 32%	261 32%	241 28%	361 32%	245 30%	397 35%h	236 31%	203 32%	502 30%	606 31%	836 33%	439 32%	1633 31%	294 33%
Don't know	56 1%	11 1%	46 1%	2 *	55 1%	31 1%	25 1%	14 2%i	13 1%	6 1%	6 1%	7 1%	4 1%	7 1%	27 2%op	12 1%	18 1%	11 1%	39 1%	14 2%
NET Not at all important/ Not very important	304 5%	64 5%	240 5%	39 5%	265 5%	152 5%	152 5%	40 5%	42 5%	58 5%	39 5%	48 4%	42 6%	34 5%	83 5%	98 5%	124 5%	76 5%	273 5%	30 3%
NET Important / Very important	4902 79%	1066 87%b	3836 78%	720 84%d	4182 79%	2344 78%	2545 81%e	633 77%	673 77%	893 80%	665 81%	951 83%ghm	611 80%	476 76%	1307 77%	1557 80%	2039 81%n	1087 78%	4131 79%	732 81%
Mean	4.06	4.24b	4.01	4.14d	4.05	4.03	4.08e	4.05	4.01	4.06	4.05	4.13h	4.05	4.03	4.03	4.06	4.08	4.04	4.05	4.12
Std Dev.	0.85	0.84	0.85	0.83	0.85	0.87	0.83	0.85	0.83	0.86	0.83	0.83	0.87	0.89	0.84	0.85	0.86	0.88	0.86	0.78
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.03	0.03	0.02	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	73 1%	14 1%	26 1%	16 1%	18 1%	40 1%	33 1%	38 1%	33 1%	6 1%	7 1%	32 2%lm	13 1%	5 1%	52 1%	8 1%	61 1%	22 2%	47 1%	4 1%
Not very important (2)	231 4%	43 4%	87 4%	46 3%	55 3%	130 4%	101 3%	123 3%	99 4%	27 5%	28 4%	52 3%	61 4%	43 4%	142 4%	28 5%	194 4%	50 4%	168 4%	13 4%
Neither important nor unimportant (3)	906 15%	155 13%	268 14%	218 16%	266 16%	423 14%	483 16%	520 14%	365 15%	98 18%	93 13%	254 16%	214 14%	160 15%	561 15%	104 18%	739 14%	203 16%	640 14%	64 21%r
Important (4)	2958 48%	528 46%	993 51%ad	654 47%	782 47%	1521 49%	1436 47%	1787 48%	1148 48%	237 42%	354 49%i	765 49%i	768 49%i	526 49%i	1888 49%i	248 42%	2541 48%o	582 45%	2256 49%qs	121 40%
Very important (5)	1944 32%	407 35%b	552 28%	446 32%	540 32%	959 31%	985 32%	1191 32%	728 30%	181 32%	229 32%	456 29%	480 31%	333 31%	1165 30%	189 32%	1599 31%	423 33%	1433 31%	88 29%
Don't know	56 1%	7 1%	18 1%	15 1%	17 1%	25 1%	32 1%	28 1%	22 1%	11 2%km	7 1%	12 1%	17 1%m	2 *	36 1%	11 2%p	37 1%	16 1%	29 1%	11 4%qr
NET Not at all important/ Not very important	304 5%	57 5%	113 6%	61 4%	73 4%	170 5%	134 4%	161 4%	132 6%	33 6%	35 5%	84 5%	74 5%	49 5%	194 5%	35 6%	255 5%	72 6%	215 5%	17 6%
NET Important / Very important	4902 79%	935 81%	1545 79%	1100 79%	1322 79%	2480 80%	2421 79%	2978 81%	1876 78%	418 75%	583 81%i	1221 78%	1248 80%i	859 80%i	3052 79%i	437 74%	4141 80%o	1005 78%s	3689 81%qs	208 69%
Mean	4.06	4.11b	4.02	4.07	4.07	4.05	4.07	4.09h	4.03	4.02	4.08	4.00	4.07	4.07	4.04	4.01	4.06	4.04	4.07	3.95
Std Dev.	0.85	0.86	0.85	0.84	0.84	0.86	0.84	0.83	0.87	0.90	0.83	0.88	0.83	0.82	0.85	0.91	0.84	0.89	0.83	0.91
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.02	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important	(1)	73 1%	55 1%	18 2%	6 3%a	65 1%	4 1%	3 1%	1 1%	4 2%p	14 2%p	7 1%	10 2%p	8 1%	7 1%	6 1%	7 1%	1 *	*	4 1%
Not very important	(2)	231 4%	195 4%	37 4%	7 4%	193 4%	19 4%	15 5%g	4 2%	15 6%lr	29 4%	19 4%	19 4%	10 2%	23 4%	27 3%	32 4%	19 4%	8 12%ijklmnopr	11 2%
Neither important nor unimportant	(3)	906 15%	784 15%	122 14%	33 19%	752 14%	84 16%	46 16%	24 14%	33 13%	97 14%	72 14%	69 15%	78 14%	88 15%	124 15%	105 12%	86 16%	11 16%	73 16%
Important	(4)	2958 48%	2541 48%	417 48%	77 44%	2499 48%	245 47%	136 46%	78 46%	111 44%	306 45%	245 48%	211 47%	246 45%	289 50%	396 49%	429 51%	265 50%	31 44%	215 48%
Very important	(5)	1944 32%	1683 32%	261 30%	50 29%	1625 31%	162 31%	94 32%	62 36%d	84 33%	228 34%	163 32%	135 30%	192 35%mp	161 28%	251 31%	267 32%	146 28%	19 28%	143 32%
Don't know		56 1%	47 1%	9 1%	1 *	51 1%	3 1%	2 1%	1 1%	3 1%i	2 *	2 *	5 1%	10 2%i	6 1%	7 1%	4 1%	12 2%ijlo	-	3 1%
NET Not at all important/ Not very important		304 5%	250 5%	54 6%	13 7%	258 5%	23 4%	17 6%	6 3%	19 7%klnpr	43 6%r	27 5%	29 6%r	18 3%	30 5%	34 4%	39 5%	20 4%	8 12%ijlmnopr	15 3%
NET Important / Very important		4902 79%	4224 80%c	678 79%	127 73%	4124 80%	408 79%	230 78%	140 82%	195 78%	534 79%	408 80%	346 77%	438 80%	450 78%	647 80%	696 82%	411 78%	50 72%	358 80%
Mean		4.06	4.07c	4.01	3.92	4.06	4.05	4.04	4.15df	4.04	4.05	4.06	4.00	4.13q	4.01	4.07	4.09	4.04	3.87	4.08
Std Dev.		0.85	0.84	0.90	0.97	0.85	0.84	0.87	0.81	0.93	0.92	0.86	0.91	0.84	0.84	0.82	0.81	0.78	0.97	0.81
Std Error		0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.04	0.04	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	73 / 1%	15 / 1%	32 / 1%a	26 / 1%	44 / 1%a	15 / 1%	2 / 1%	5 / 1%	32 / 1%	2 / 1%	19 / 2%	24 / 1%	18 / 1%	9 / 1%	12 / 2%i	10 / 4%klmp	42 / 1%	22 / 3%klp	21 / 1%	24 / 1%	14 / 2%rw	7 / 2%	6 / 4%rsw	45 / 1%	14 / 3%rsw	25 / 2%	48 / 1%
Not very important (2)	231 / 4%	73 / 3%	100 / 4%	116 / 3%	142 / 4%	73 / 3%	13 / 7%e	29 / 4%	100 / 4%	7 / 3%	56 / 5%	53 / 3%	90 / 4%	45 / 6%kp	25 / 4%	18 / 7%klp	143 / 3%	43 / 5%klp	68 / 3%	101 / 4%r	22 / 3%	25 / 7%rtw	12 / 7%rtw	169 / 3%	36 / 7%rstw	68 / 4%	163 / 4%
Neither important nor unimportant (3)	906 / 15%	315 / 13%	306 / 14%	499 / 14%	490 / 15%	315 / 13%	30 / 15%	117 / 15%	306 / 14%	41 / 18%	148 / 14%	200 / 10%	366 / 16%kp	212 / 26%klnopq	85 / 14%k	39 / 16%k	566 / 13%k	124 / 15%k	272 / 11%	341 / 14%r	214 / 31%rsuvwx	54 / 15%r	17 / 11%r	613 / 12%	72 / 14%	253 / 16%	654 / 14%
Important (4)	2958 / 48%	1109 / 46%	1149 / 51%ac	1624 / 47%	1665 / 50%ac	1109 / 46%	84 / 43%	360 / 46%	1149 / 51%i	93 / 41%	522 / 49%	901 / 44%	1293 / 53%kmopq	363 / 45%	306 / 52%kmo	89 / 37%	2194 / 49%ko	395 / 48%o	1141 / 44%	1292 / 55%rtvwx	276 / 41%	182 / 52%rtv	59 / 37%	2432 / 49%rtv	241 / 47%	740 / 45%	2218 / 49%
Very important (5)	1944 / 32%	876 / 36%bd	659 / 29%	1170 / 34%bd	953 / 29%	876 / 36%	65 / 33%	260 / 33%	659 / 29%	79 / 35%	321 / 30%	877 / 43%lmnopq	651 / 27%m	167 / 21%	165 / 28%m	77 / 32%m	1528 / 34%lmnq	242 / 29%m	1057 / 41%stuvwx	593 / 25%	146 / 21%	78 / 22%	62 / 38%stux	1650 / 33%stux	140 / 27%	541 / 33%	1403 / 31%
Don't know	56 / 1%	16 / 1%	14 / 1%	22 / 1%	19 / 1%	16 / 1%	*	6 / 1%	14 / 1%	5 / 2%hj	5 / 1%	8 / *	18 / 1%	15 / 2%klnp	-	6 / 3%klnp	25 / 1%	6 / 1%	10 / *	17 / 1%	8 / 1%	6 / 2%rw	5 / 3%rw	27 / 1%	11 / 2%rstw	2 / *	54 / 1%y
NET Not at all important/ Not very important	304 / 5%	88 / 4%	132 / 6%ac	142 / 4%	186 / 6%ac	88 / 4%	15 / 8%e	34 / 4%	132 / 6%	9 / 4%	75 / 7%	76 / 4%	108 / 4%	54 / 7%kip	37 / 6%k	27 / 11%klnp	185 / 4%	65 / 8%klp	88 / 3%	125 / 5%r	37 / 5%	32 / 9%rsw	18 / 11%rstw	214 / 4%	50 / 10%rstw	93 / 6%	211 / 5%
NET Important / Very important	4902 / 79%	1985 / 83%d	1808 / 80%	2794 / 81%bd	2618 / 79%	1985 / 83%	148 / 77%	620 / 80%	1808 / 80%	172 / 76%	843 / 79%	1779 / 86%lmnopq	1944 / 80%mo	530 / 65%	472 / 79%kmo	166 / 70%	3722 / 83%lmnoq	637 / 77%m	2198 / 86%stuvwx	1885 / 80%tx	422 / 62%	260 / 74%t	120 / 75%t	4082 / 83%stuvx	381 / 74%t	1281 / 79%	3621 / 80%
Mean	4.06	4.16bd	4.03	4.10bd	4.01	4.16	4.01	4.09	4.03	4.08	4.01	4.24lmnopq	4.02m	3.80	3.99m	3.89	4.12lmnoq	3.96m	4.23stuvwx	3.99tu	3.77	3.86	4.01	4.12stux	3.91	4.05	4.06
Std Dev.	0.85	0.81	0.86	0.82	0.85	0.81	0.92	0.83	0.86	0.86	0.90	0.82	0.80	0.88	0.88	1.08	0.82	0.94	0.80	0.81	0.90	0.92	1.09	0.82	0.98	0.89	0.83
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.04	0.05	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	73 1%	5 1%	65 1%	3 7%ab	28 2%	43 1%	2 1%	65 1%	6 3%gk	* *	* *	71 1%	2 5%
Not very important (2)	231 4%	13 3%	217 4%	1 2%	65 4%	150 4%	17 5%	199 3%	17 10%gk	10 15%gk	3 4%	226 4%	2 6%
Neither important nor unimportant (3)	906 15%	61 15%	837 15%	9 21%	263 15%	576 14%	67 21%de	829 14%	32 20%	20 29%gk	11 15%	881 15%	14 40%
Important (4)	2958 48%	181 45%	2764 48%	14 33%	769 45%	2047 49%d	142 44%	2823 48%h	57 36%	29 43%	36 49%	2910 48%h	12 35%
Very important (5)	1944 32%	139 35%	1790 31%	14 35%	563 33%	1297 31%	84 26%	1865 32%i	47 29%i	8 12%	22 30%i	1920 32%i	2 4%
Don't know	56 1%	2 1%	53 1%	1 2%	18 1%	29 1%	9 3%de	50 1%	2 1%	- -	1 2%	52 1%	3 9%
NET Not at all important/ Not very important	304 5%	18 4%	283 5%	4 9%	92 5%	193 5%	19 6%	264 5%	22 14%gk	11 16%gk	3 4%	297 5%	4 11%
NET Important / Very important	4902 79%	320 80%	4554 80%	28 68%	1332 78%f	3344 81%f	226 70%	4688 80%hi	104 65%	37 55%	58 79%i	4830 80%hi	14 40%
Mean	4.06	4.10	4.06	3.88	4.05	4.07f	3.92	4.08hi	3.78	3.50	4.06i	4.06hi	3.31
Std Dev.	0.85	0.86	0.85	1.14	0.89	0.83	0.87	0.84	1.09	0.91	0.80	0.85	0.90
Std Error	0.01	0.04	0.01	0.16	0.02	0.01	0.05	0.01	0.09	0.12	0.10	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important (1)	73 1%	20 1%	13 1%	20 1%	20 1%	5 1%	7 1%	8 2%	9 2%	2 *	2 *	11 2%	3 1%	6 1%	6 1%	3 1%	11 2%i
Not very important (2)	231 4%	72 5%	49 3%	49 3%	61 4%	21 4%	28 5%jl	23 5%l	14 3%	23 5%l	12 2%	19 4%	9 2%	21 4%	24 4%l	14 3%	23 5%l
Neither important nor unimportant (3)	906 15%	238 15%	260 17%c	196 13%	212 14%	75 14%	80 16%	83 17%	97 18%kl	80 16%	83 16%	56 11%	64 12%	76 14%	76 14%	66 13%	71 14%
Important (4)	2958 48%	737 48%	724 47%	764 49%	734 48%	264 50%g	264 51%g	210 42%	237 45%	251 49%	235 46%	238 48%	250 47%	276 52%g	249 47%	230 45%	255 52%g
Very important (5)	1944 32%	462 30%	483 31%	508 33%	491 32%	161 31%	134 26%	167 34%f	164 31%	148 29%	171 34%fp	162 33%f	204 38%efimp	141 27%	172 32%	188 37%fimp	131 26%
Don't know	56 1%	14 1%	12 1%	14 1%	16 1%	3 1%	4 1%	7 1%	4 1%	4 1%	4 1%	6 1%	2 *	6 1%	5 1%	7 1%	4 1%
NET Not at all important/ Not very important	304 5%	91 6%	62 4%	69 4%	81 5%	26 5%	35 7%jl	31 6%jl	23 4%	25 5%	14 3%	30 6%l	13 2%	27 5%	30 6%l	17 3%	35 7%jlo
NET Important / Very important	4902 79%	1199 78%	1207 78%	1271 82%ab	1225 80%	425 80%	397 77%	377 76%	401 77%	399 78%	406 80%	400 81%	454 85%fghinp	418 79%	421 79%	418 82%g	386 78%
Mean	4.06	4.01	4.06	4.10a	4.06	4.06	3.96	4.03	4.03	4.03	4.11fp	4.07	4.21efghikmnp	4.01	4.06	4.17fghimp	3.96
Std Dev.	0.85	0.87	0.83	0.83	0.86	0.83	0.87	0.92	0.87	0.82	0.79	0.90	0.77	0.82	0.87	0.80	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	72 1%	12 1%	61 1%	7 1%	66 1%	49 2%f	23 1%	9 1%	9 1%	17 2%	11 1%	9 1%	7 1%	9 1%	18 1%	28 1%	26 1%	16 1%	69 1%	3 *
Not very important (2)	177 3%	32 3%	146 3%	21 2%	157 3%	87 3%	90 3%	33 4%	30 3%	26 2%	19 2%	33 3%	20 3%	16 3%	63 4%	45 2%	69 3%	36 3%	152 3%	21 2%
Neither important nor unimportant (3)	841 14%	76 6%	765 15%a	113 13%	728 14%	463 15%f	378 12%	140 17%jklm	130 15%	163 15%	103 13%	141 12%	87 11%	77 12%	270 16%pq	267 14%	304 12%	164 12%	726 14%	108 12%
Important (4)	2919 47%	563 46%	2355 48%	393 46%	2525 48%	1408 47%	1500 48%	368 45%	432 49%	539 48%	426 52%gkm	508 45%	377 50%	269 43%	799 47%	965 50%p	1154 46%	646 47%	2401 46%	487 54%r
Very important (5)	2097 34%	544 44%b	1553 31%	324 38%	1773 33%	976 32%	1118 36%e	259 31%	256 29%	368 33%	254 31%	447 39%ghij	263 35%	250 40%ghij	515 30%	622 32%	961 38%no	513 37%no	1822 35%s	266 29%
Don't know	63 1%	6 1%	57 1%	4 *	59 1%	31 1%	32 1%	15 2%k	17 2%k	9 1%	8 1%	4 *	6 1%	6 1%	31 2%op	17 1%	15 1%	11 1%	43 1%	19 2%r
NET Not at all important/ Not very important	250 4%	43 4%	206 4%	27 3%	222 4%	136 5%	113 4%	42 5%	39 4%	43 4%	30 4%	42 4%	27 4%	25 4%	81 5%	74 4%	95 4%	52 4%	221 4%	25 3%
NET Important / Very important	5015 81%	1107 90%b	3908 79%	717 83%	4299 81%	2383 79%	2619 83%e	627 76%	687 79%	907 81%g	680 83%g	956 84%gh	640 84%gh	519 83%g	1314 77%	1587 82%n	2115 84%n	1159 84%n	4223 81%	753 83%
Mean	4.11	4.30b	4.06	4.17	4.10	4.06	4.16o	4.03	4.05	4.09	4.10	4.19ghi	4.15gh	4.16gh	4.04	4.09	4.18no	4.17no	4.11	4.12
Std Dev.	0.83	0.78	0.84	0.80	0.84	0.86	0.80	0.87	0.83	0.84	0.81	0.82	0.80	0.85	0.85	0.82	0.82	0.82	0.85	0.73
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	72 1%	11 1%	25 1%	19 1%	17 1%	36 1%	36 1%	41 1%	29 1%	5 1%	7 1%	21 1%	17 1%	14 1%	45 1%	5 1%	63 1%	13 1%	55 1%	4 1%
Not very important (2)	177 3%	39 3%	62 3%	37 3%	40 2%	101 3%	77 3%	99 3%	72 3%	17 3%	21 3%	50 3%	41 3%	36 3%	111 3%	19 3%	150 3%	42 3%	123 3%	13 4%
Neither important nor unimportant (3)	841 14%	147 13%	258 13%	209 15%	227 14%	405 13%	436 14%	492 13%	322 13%	77 14%	92 13%	200 13%	235 15%	162 15%	527 14%	81 14%	705 14%	161 12%	633 14%	47 16%
Important (4)	2919 47%	558 48%	947 49%	638 46%	775 46%	1505 49%	1413 46%	1778 48%	1120 47%	247 44%	324 45%	784 50%	749 48%	507 47%	1857 48%	258 44%	2478 48%	558 43%	2216 48%q	145 48%
Very important (5)	2097 34%	386 33%	628 32%	479 34%	604 36%	1014 33%	1083 35%	1236 34%	834 35%	206 37%	266 37%l	500 32%	491 32%	346 32%	1257 33%	215 37%	1728 33%	506 39%rs	1515 33%s	75 25%
Don't know	63 1%	13 1%	24 1%	12 1%	15 1%	36 1%	27 1%	41 1%	17 1%	9 2%m	8 1%	17 1%	21 1%m	4 *	45 1%	9 2%	49 1%	17 1%	30 1%	16 5%qr
NET Not at all important/ Not very important	250 4%	50 4%	86 4%	56 4%	57 3%	137 4%	113 4%	139 4%	101 4%	22 4%	28 4%	71 4%	58 4%	50 5%	156 4%	24 4%	213 4%	55 4%	178 4%	17 6%
NET Important / Very important	5015 81%	944 82%	1575 81%	1117 80%	1379 82%	2519 81%	2495 81%	3014 82%	1954 82%	453 81%	590 82%	1284 82%	1240 80%	854 80%	3114 81%	473 81%	4206 81%	1064 82%s	3731 82%s	220 73%
Mean	4.11	4.11	4.09	4.10	4.15	4.10	4.13	4.12	4.12	4.15	4.16	4.09	4.08	4.07	4.10	4.14	4.10	4.17rs	4.10s	3.96
Std Dev.	0.83	0.83	0.84	0.85	0.82	0.83	0.83	0.82	0.84	0.83	0.83	0.83	0.82	0.85	0.83	0.84	0.83	0.84	0.82	0.87
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	72 1%	59 1%	13 1%	4 2%	60 1%	7 1%	3 1%	2 1%	4 1%j	7 1%	-	5 1%j	9 2%j	6 1%	13 2%j	13 2%j	4 1%	1 1%j	6 1%j
Not very important (2)	177 3%	153 3%	24 3%	8 5%	139 3%	23 4%d	10 3%	6 3%	10 4%il	7 1%	19 4%i	16 4%i	8 2%	10 2%	23 3%	22 3%	23 4%llm	1 1%	22 5%llm
Neither important nor unimportant (3)	841 14%	709 13%	132 15%	36 21%a	687 13%	80 15%	44 15%	30 17%d	28 11%	101 15%o	80 16%o	59 13%	71 13%	92 16%o	92 11%	85 10%	79 15%o	9 14%	71 16%o
Important (4)	2919 47%	2524 48%	395 46%	73 42%	2473 48%fg	251 49%fg	122 41%	72 42%	109 44%	328 48%j	198 39%	227 51%j	252 46%	282 49%j	420 52%hjp	429 51%jp	228 43%	35 52%	216 48%j
Very important (5)	2097 34%	1812 34%	285 33%	52 30%	1769 34%	154 30%	114 39%de	60 35%	95 38%kr	228 34%	208 41%kmnpr	137 31%	197 36%r	179 31%	259 32%	288 34%	177 33%	22 32%	132 29%
Don't know	63 1%	48 1%	15 2%	* *	56 1%	3 1%	2 1%	1 1%	3 1%	5 1%	3 1%	5 1%	6 1%	3 1%	4 1%	8 1%	18 3%jklmnor	-	3 1%
NET Not at all important/ Not very important	250 4%	213 4%	37 4%	12 7%a	199 4%	30 6%d	13 4%	8 5%	14 5%i	14 2%	19 4%	21 5%	17 3%	16 3%	36 4%	34 4%	27 5%l	2 3%	28 6%llm
NET Important / Very important	5015 81%	4336 82%c	679 79%	125 72%	4243 82%g	405 78%	236 80%	131 77%	205 82%	556 82%	406 80%	364 81%	449 83%p	462 81%	679 84%pr	717 85%pr	405 77%	58 84%	348 77%
Mean	4.11	4.12c	4.08c	3.93	4.12e	4.02	4.14e	4.07	4.15r	4.14r	4.18r	4.07	4.15r	4.09	4.10	4.15r	4.08	4.13	4.00
Std Dev.	0.83	0.83	0.86	0.94	0.82	0.87	0.86	0.89	0.88	0.78	0.83	0.83	0.83	0.80	0.83	0.82	0.86	0.78	0.88
Std Error	0.01	0.01	0.02	0.03	0.01	0.03	0.03	0.03	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	72 / 1%	22 / 1%	22 / 1%	34 / 1%	34 / 1%	22 / 1%	*	10 / 1%	22 / 1%	3 / 1%	10 / 1%	19 / 1%	23 / 1%	8 / 1%	9 / 2%	13 / 5%klmnp	41 / 1%	22 / 3%klp	24 / 1%	18 / 1%	16 / 2%rsw	6 / 2%	7 / 4%rsw	42 / 1%	14 / 3%rsw	24 / 2%	48 / 1%
Not very important (2)	177 / 3%	56 / 2%	69 / 3%	91 / 3%	104 / 3%	56 / 2%	6 / 3%	18 / 2%	69 / 3%	4 / 2%	36 / 3%	40 / 2%	65 / 3%	41 / 5%klip	20 / 3%	12 / 5%kp	104 / 2%	32 / 4%kp	56 / 2%	76 / 3%	25 / 4%	13 / 4%	7 / 4%	132 / 3%	20 / 4%	55 / 3%	122 / 3%
Neither important nor unimportant (3)	841 / 14%	287 / 12%	301 / 13%	456 / 13%	471 / 14%	287 / 12%	22 / 11%	94 / 12%	301 / 13%	25 / 11%	136 / 13%	168 / 8%	331 / 14%kp	218 / 27%klnopq	73 / 12%k	46 / 19%klnp	500 / 11%k	118 / 14%kp	235 / 9%	307 / 13%r	206 / 30%rsuvwx	64 / 18%rsw	20 / 12%	543 / 11%	84 / 16%rsw	214 / 13%	627 / 14%
Important (4)	2919 / 47%	1164 / 48%	1053 / 47%	1685 / 49%	1574 / 47%	1164 / 48%	84 / 43%	367 / 47%	1053 / 47%	105 / 46%	495 / 46%	858 / 42%o	1310 / 54%kmopq	352 / 43%o	314 / 53%kmo	76 / 32%	2168 / 48%kmo	390 / 47%ko	1091 / 42%	1320 / 56%rtuvwx	272 / 40%	168 / 48%	59 / 37%	2411 / 49%rtv	227 / 44%	764 / 47%	2155 / 47%
Very important (5)	2097 / 34%	860 / 36%	799 / 35%	1166 / 34%	1105 / 33%	860 / 36%	80 / 41%	283 / 36%	799 / 35%	87 / 38%	390 / 36%	963 / 47%lmnopq	695 / 29%m	175 / 22%	173 / 29%m	85 / 36%m	1657 / 37%lmnq	258 / 31%m	1152 / 45%stuvwx	620 / 26%	152 / 22%	99 / 28%	65 / 40%stu	1772 / 36%stu	164 / 32%st	556 / 34%	1541 / 34%
Don't know	63 / 1%	15 / 1%	16 / 1%	25 / 1%	25 / 1%	15 / 1%	1 / *	5 / 1%	16 / 1%	2 / 1%	*	16 / 1%	12 / *	12 / 2%klp	5 / 1%	6 / 3%klp	28 / 1%	11 / 1%	10 / *	26 / 1%	10 / 1%r	3 / 1%	3 / 2%r	37 / 1%	6 / 1%	15 / 1%	48 / 1%
NET Not at all important/ Not very important	250 / 4%	78 / 3%	91 / 4%	125 / 4%	138 / 4%	78 / 3%	7 / 3%	29 / 4%	91 / 4%	7 / 3%	46 / 4%	58 / 3%	87 / 4%	50 / 6%klp	30 / 5%k	25 / 10%klnp	146 / 3%	54 / 7%klp	80 / 3%	94 / 4%	41 / 6%rsw	20 / 6%rsw	14 / 9%rsw	174 / 4%	34 / 7%rsw	80 / 5%	170 / 4%
NET Important / Very important	5015 / 81%	2024 / 84%d	1852 / 82%	2851 / 82%	2679 / 81%	2024 / 84%	164 / 85%	650 / 84%	1852 / 82%	192 / 85%	884 / 83%	1821 / 88%lmnopq	2005 / 82%mo	527 / 65%	487 / 82%mo	162 / 68%	3826 / 85%lmno	648 / 78%mo	2243 / 87%stuvwx	1940 / 82%tux	424 / 62%	267 / 76%t	123 / 77%t	4183 / 85%stuvx	390 / 76%t	1320 / 81%	3695 / 81%
Mean	4.11	4.17d	4.13	4.12	4.10	4.17	4.23	4.16	4.13	4.19	4.14	4.32lmnopq	4.07mo	3.81	4.05m	3.90	4.18lmnoq	4.01m	4.29stuvwx	4.06t	3.77	3.97t	4.06t	4.17stux	4.00t	4.10	4.12
Std Dev.	0.83	0.79	0.83	0.81	0.83	0.79	0.79	0.82	0.83	0.82	0.83	0.78	0.78	0.87	0.83	1.13	0.79	0.93	0.79	0.77	0.92	0.88	1.06	0.79	0.94	0.86	0.82
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.03	0.07	0.01	0.03	0.02	0.02	0.04	0.05	0.09	0.01	0.04	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Total	Housebound Housebound (a)	Housebound Not Housebound (b)	Housebound Prefer not to say (c)	Disability Disabled (d)	Disability Not Disabled (e)	Disability Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Internet access Have internet at home but don't use (h)	Internet access Don't have internet at home but use elsewhere (i)	Internet access Don't have access to the internet (j)	Internet access NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	72 1%	5 1%	63 1%	4 11%ab	27 2%	40 1%	6 2%	60 1%	7 5%gk	* *	1 1%	68 1%	3 10%
Not very important (2)	177 3%	8 2%	167 3%	2 5%	45 3%	116 3%	16 5%	150 3%	13 8%gk	8 11%gk	3 4%	171 3%	3 10%
Neither important nor unimportant (3)	841 14%	57 14%	780 14%	4 10%	245 14%	538 13%	59 18%xe	773 13%	26 16%	19 27%gk	9 12%	818 14%	14 39%
Important (4)	2919 47%	172 43%	2732 48%	14 34%	720 42%	2050 50%d	148 46%	2798 48%h	58 36%	23 33%	29 39%	2879 48%h	10 30%
Very important (5)	2097 34%	149 37%	1932 34%	16 39%	646 38%ef	1368 33%f	83 26%	1993 34%	51 32%	18 26%	33 44%	2062 34%	2 7%
Don't know	63 1%	8 2%	54 1%	1 2%	23 1%	29 1%	10 3%de	55 1%	5 3%gk	1 2%	-	61 1%	2 5%
NET Not at all important/ Not very important	250 4%	13 3%	230 4%	6 16%ab	72 4%	156 4%	21 7%e	210 4%	20 13%gk	8 12%gk	4 5%	239 4%	7 20%
NET Important / Very important	5015 81%	322 80%	4663 81%	30 73%	1366 80%f	3418 83%f	231 72%	4792 82%hi	109 68%	41 60%	61 83%i	4941 82%hi	13 36%
Mean	4.11	4.15	4.11	3.87	4.14f	4.12f	3.92	4.13hi	3.85	3.75	4.20i	4.12hi	3.14
Std Dev.	0.83	0.84	0.83	1.30	0.87	0.81	0.91	0.81	1.12	0.99	0.90	0.83	1.06
Std Error	0.01	0.04	0.01	0.18	0.02	0.01	0.05	0.01	0.10	0.13	0.11	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	72 1%	25 2%	12 1%	20 1%	15 1%	6 1%	4 1%	15 3%ijm	8 1%	2 *	2 *	10 2%jm	8 2%	2 *	5 1%	4 1%	6 1%
Not very important	(2)	177 3%	49 3%	46 3%	41 3%	41 3%	19 4%	13 3%	17 3%	17 3%	16 3%	13 3%	17 3%	15 3%	10 2%	13 2%	10 2%	18 4%
Neither important nor unimportant	(3)	841 14%	200 13%	227 15%	211 14%	204 13%	66 12%	74 14%	60 12%	81 16%o	74 14%	72 14%	72 15%	62 12%	77 15%	85 16%o	50 10%	70 14%
Important	(4)	2919 47%	747 48%	779 51%cd	700 45%	693 45%	250 47%	268 52%kl	229 46%	251 48%	281 55%egklnop	246 49%	217 44%	226 42%	257 49%	236 44%	230 45%	227 46%
Very important	(5)	2097 34%	505 33%	467 30%	560 36%b	565 37%b	184 35%i	152 29%	168 34%i	164 31%	129 25%	174 34%i	172 35%i	215 40%fhi	173 33%i	189 35%i	205 40%fhi	171 34%i
Don't know		63 1%	18 1%	11 1%	17 1%	17 1%	4 1%	5 1%	9 2%	3 *	8 1%	1 *	3 1%	6 1%	8 2%	4 1%	8 2%	4 1%
NET Not at all important/ Not very important		250 4%	74 5%	58 4%	62 4%	56 4%	25 5%	17 3%	32 6%jmo	25 5%	18 4%	15 3%	27 6%m	23 4%	11 2%	18 3%	14 3%	24 5%
NET Important / Very important		5015 81%	1251 81%	1246 81%	1260 81%	1258 82%	433 82%	420 81%	398 80%	415 79%	410 81%	420 83%	389 79%	441 83%	431 82%	425 80%	435 86%ghk	398 80%
Mean		4.11	4.09	4.07	4.13	4.15b	4.12	4.08	4.06	4.05	4.03	4.14	4.07	4.19hi	4.14	4.12	4.25efghikp	4.10
Std Dev.		0.83	0.86	0.80	0.84	0.82	0.84	0.79	0.93	0.86	0.75	0.77	0.91	0.87	0.75	0.83	0.78	0.86
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.04	0.04	0.03	0.04	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	54	10	44	7	47	35	19	11	8	17	3	8	6	1	19	21	14	7	42	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%km	*	1%	1%	*	1%	1%	1%	*	1%	1%
Not very important (2)	159	37	123	27	132	91	69	45	25	23	22	25	10	10	70	45	44	20	138	22
	3%	3%	2%	3%	2%	3%	2%	5%hijklm	3%	2%	3%	2%	1%	2%	4%opq	2%	2%	1%	3%	2%
Neither important nor unimportant (3)	804	94	710	113	691	405	398	131	147	164	89	117	93	62	279	253	271	154	670	130
	13%	8%	14%a	13%	13%	13%	13%	16%jklm	17%jklm	15%km	11%	10%	12%	10%	16%opq	13%	11%	11%	13%	14%
Important (4)	2814	589	2224	383	2431	1364	1444	358	417	523	390	517	321	288	775	913	1126	609	2337	449
	46%	48%	45%	45%	46%	45%	46%	43%	48%	47%	47%	45%	42%	46%	46%	47%	45%	44%	45%	50%r
Very important (5)	2270	484	1786	325	1945	1077	1185	260	262	379	311	468	328	261	522	690	1057	589	1979	273
	37%	39%	36%	38%	37%	36%	38%	32%	30%	34%	38%gh	41%ghi	43%ghi	42%ghi	31%	35%n	42%no	43%no	38%s	30%
Don't know	68	18	50	6	62	40	28	18	13	16	5	8	3	5	31	22	16	8	47	20
	1%	1%	1%	1%	1%	1%	1%	2%jkl	1%	1%	1%	1%	*	1%	2%pq	1%	1%	1%	1%	2%r
NET Not at all important/ Not very important	213	47	167	34	179	126	87	56	33	40	26	32	16	11	89	66	59	26	180	34
	3%	4%	3%	4%	3%	4%f	3%	7%hijklm	4%	4%	3%	3%	2%	2%	5%opq	3%q	2%	2%	3%	4%
NET Important / Very important	5084	1073	4010	708	4375	2441	2629	618	680	902	701	985	649	549	1297	1603	2183	1198	4316	722
	82%	87%b	81%	82%	82%	81%	84%e	75%	78%	80%g	85%ghi	86%ghi	85%ghi	88%ghi	76%	82%n	86%no	86%no	83%	80%
Mean	4.16	4.24b	4.14	4.16	4.16	4.13	4.19no	4.01	4.05	4.11g	4.20ghi	4.25ghi	4.26ghi	4.26ghi	4.03	4.15n	4.26no	4.27no	4.18s	4.07
Std Dev.	0.81	0.79	0.82	0.83	0.81	0.84	0.78	0.91	0.82	0.84	0.77	0.78	0.78	0.72	0.87	0.81	0.76	0.75	0.81	0.82
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	54 1%	7 1%	21 1%	14 1%	11 1%	29 1%	25 1%	36 1%	17 1%	2 *	5 1%	18 1%	12 1%	10 1%	35 1%	2 *	49 1%	8 1%	45 1%	1 *
Not very important (2)	159 3%	40 3%d	53 3%	34 2%	32 2%	94 3%	66 2%	102 3%	58 2%	16 3%	14 2%	33 2%	45 3%	36 3%	92 2%	18 3%	136 3%	41 3%	108 2%	10 3%
Neither important nor unimportant (3)	804 13%	175 15%bd	229 12%	201 14%	199 12%	404 13%	400 13%	486 13%	298 12%	71 13%	98 14%	198 13%	210 13%	158 15%	505 13%	75 13%	682 13%	166 13%	590 13%	47 16%
Important (4)	2814 46%	520 45%	937 48%d	622 45%	734 44%	1457 47%	1356 44%	1748 47%h	1032 43%	244 43%	288 40%	729 46%j	723 47%j	497 47%j	1741 45%j	256 44%	2371 46%	537 41%	2137 47%q	141 47%
Very important (5)	2270 37%	398 35%	681 35%	513 37%	678 40%ab	1079 35%	1190 39%e	1275 35%	967 40%g	217 39%	300 42%lm	577 37%	548 35%	359 34%	1426 37%	226 39%	1880 36%	522 40%rs	1654 36%	94 31%
Don't know	68 1%	13 1%	21 1%	10 1%	24 1%	35 1%	34 1%	40 1%	23 1%	11 2%	12 2%	15 1%	16 1%	8 1%	43 1%	11 2%	54 1%	23 2%r	39 1%	7 2%r
NET Not at all important/ Not very important	213 3%	47 4%	75 4%	48 3%	43 3%	122 4%	91 3%	137 4%	74 3%	18 3%	19 3%	51 3%	57 4%	46 4%	127 3%	20 3%	185 4%	49 4%	153 3%	12 4%
NET Important / Very important	5084 82%	918 80%	1618 83%a	1134 81%	1412 84%a	2536 82%	2546 83%	3023 82%	1999 83%	461 82%	589 82%	1307 83%	1271 82%	856 80%	3166 82%	482 82%	4251 82%	1058 82%	3790 83%	235 78%
Mean	4.16	4.11	4.15	4.15	4.23abc	4.13	4.19e	4.13	4.21g	4.20	4.23m	4.17	4.14	4.09	4.17	4.19	4.15	4.20	4.16	4.08
Std Dev.	0.81	0.83	0.81	0.83	0.78	0.82	0.81	0.82	0.81	0.80	0.81	0.81	0.81	0.84	0.81	0.80	0.82	0.83	0.81	0.81
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	54 1%	48 1%	6 1%	2 1%	48 1%	3 *	1 *	2 1%	5 2%mo	11 2%	3 1%	3 1%	9 2%	2 *	9 1%	3 *	4 1%	-	3 1%
Not very important (2)	159 3%	131 2%	28 3%	11 6%a	131 3%	17 3%	8 3%	4 2%	3 1%	13 2%	16 3%	9 2%	20 4%m	8 1%	18 2%	18 2%	26 5%hikmno	1 1%	16 4%m
Neither important nor unimportant (3)	804 13%	706 13%	98 11%	19 11%	679 13%	66 13%	40 14%	18 10%	37 15%	74 11%	87 17%ilno	84 19%ilnor	61 11%	79 14%	85 10%	92 11%	80 15%	7 10%	60 13%
Important (4)	2814 46%	2427 46%c	387 45%	64 37%	2376 46%	240 46%	125 42%	72 42%	101 40%	314 46%	206 40%	198 44%	240 44%	279 49%hj	405 50%hjp	410 48%hj	224 42%	26 38%	214 48%hj
Very important (5)	2270 37%	1933 36%	337 39%	76 44%a	1889 36%	188 36%	119 40%	74 43%de	103 41%kr	255 38%	192 38%	150 33%	207 38%	203 35%	277 34%	314 37%	188 36%	35 51%ijkmnopr	153 34%
Don't know	68 1%	60 1%	9 1%	1 1%	62 1%	4 1%	2 1%	1 1%	2 1%	7 1%	6 1%	4 1%	6 1%	3 1%	18 2%	8 1%	7 1%	-	4 1%
NET Not at all important/ Not very important	213 3%	180 3%	34 4%	12 7%a	179 3%	19 4%	9 3%	6 3%	8 3%	24 4%	18 4%	13 3%	29 5%mo	10 2%	26 3%	21 2%	30 6%mo	1 1%	19 4%m
NET Important / Very important	5084 82%	4360 82%	724 84%	140 81%	4265 82%	428 83%	244 83%	146 86%	204 81%	570 84%jkp	398 78%	347 77%	448 82%	481 84%kp	682 84%jkp	724 86%jkp	412 78%	61 89%jkp	367 82%
Mean	4.16	4.16	4.19	4.17	4.16	4.16	4.21	4.25d	4.18	4.18	4.13	4.08	4.15	4.18	4.16	4.21kp	4.08	4.39klmnpr	4.12
Std Dev.	0.81	0.81	0.81	0.93	0.81	0.81	0.80	0.82	0.87	0.83	0.84	0.82	0.88	0.75	0.78	0.74	0.88	0.71	0.81
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.05	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	54 / 1%	15 / 1%	15 / 1%	24 / 1%	25 / 1%	15 / 1%	*	4 / 1%	15 / 1%	-	6 / 1%	13 / 1%	15 / 1%	10 / 1%	5 / 1%	12 / 5%klmnp	28 / 1%	17 / 2%klp	11 / *	20 / 1%	11 / 2%rw	7 / 2%rw	5 / 3%rsw	31 / 1%	12 / 2%rsw	14 / 1%	40 / 1%
Not very important (2)	159 / 3%	66 / 3%	53 / 2%	89 / 3%	76 / 2%	66 / 3%	7 / 4%	22 / 3%	53 / 2%	6 / 3%	24 / 2%	41 / 2%	55 / 2%	35 / 4%klp	21 / 4%	7 / 3%	97 / 2%	28 / 3%	64 / 3%	52 / 2%	26 / 4%	11 / 3%	5 / 3%	116 / 2%	17 / 3%	63 / 4%z	96 / 2%
Neither important nor unimportant (3)	804 / 13%	311 / 13%	241 / 11%	488 / 14%b	418 / 13%	311 / 13%	22 / 11%	99 / 13%	241 / 11%	22 / 10%	104 / 10%	177 / 9%	292 / 12%k	200 / 25%klnpq	88 / 15%kp	41 / 17%kp	469 / 10%	129 / 16%klp	220 / 9%	308 / 13%rw	184 / 27%rsuvwx	61 / 17%rw	21 / 13%	529 / 11%r	82 / 16%rw	234 / 14%	569 / 13%
Important (4)	2814 / 46%	1114 / 46%	1037 / 46%	1596 / 46%	1519 / 46%	1114 / 46%	81 / 42%	327 / 42%	1037 / 46%	108 / 47%	473 / 44%	786 / 38%	1281 / 53%kmopq	356 / 44%k	293 / 49%ko	94 / 40%	2067 / 46%k	387 / 47%k	1023 / 40%	1289 / 54%rtuvwx	272 / 40%	164 / 47%	58 / 36%	2312 / 47%rtv	223 / 43%	726 / 45%	2088 / 46%
Very important (5)	2270 / 37%	871 / 36%	910 / 40%ac	1225 / 35%	1264 / 38%	871 / 36%	80 / 41%	319 / 41%e	910 / 40%	88 / 39%	461 / 43%	1042 / 51%lmnopq	770 / 32%m	195 / 24%	180 / 30%m	74 / 31%	1812 / 40%lmnoq	253 / 30%m	1235 / 48%stuwx	675 / 28%	180 / 26%	104 / 29%	65 / 40%st	1910 / 39%stux	168 / 33%	582 / 36%	1688 / 37%
Don't know	68 / 1%	28 / 1%bd	4 / *	35 / 1%bd	11 / *	28 / 1%	2 / 1%	8 / 1%	4 / *	2 / 1%h	*	4 / *	22 / 1%k	15 / 2%kp	7 / 1%k	11 / 4%klnp	26 / 1%	17 / 2%klp	14 / 1%	24 / 1%	8 / 1%	6 / 2%	6 / 4%rsw	39 / 1%	12 / 2%rsw	10 / 1%	59 / 1%
NET Not at all important/ Not very important	213 / 3%	81 / 3%	68 / 3%	114 / 3%	101 / 3%	81 / 3%	8 / 4%	26 / 3%	68 / 3%	6 / 3%	30 / 3%	54 / 3%	70 / 3%	44 / 5%klp	26 / 4%	19 / 8%klp	124 / 3%	45 / 5%klp	75 / 3%	72 / 3%	37 / 5%rsw	18 / 5%	10 / 7%rw	147 / 3%	28 / 6%rsw	77 / 5%z	136 / 3%
NET Important / Very important	5084 / 82%	1985 / 83%	1947 / 86%ac	2821 / 82%	2783 / 84%c	1985 / 83%	162 / 84%	646 / 83%	1947 / 86%	195 / 86%	934 / 87%	1829 / 89%lmnopq	2051 / 84%mnoq	551 / 68%	472 / 80%mo	168 / 71%	3879 / 86%mnoq	640 / 77%m	2258 / 88%stuvwx	1964 / 83%tux	452 / 66%	268 / 76%t	123 / 77%t	4222 / 86%stuvwx	391 / 76%t	1308 / 80%	3776 / 83%y
Mean	4.16	4.16	4.23ac	4.14	4.19	4.16	4.22	4.21	4.23	4.23	4.27	4.38lmnopq	4.13moq	3.87	4.06m	3.93	4.24lmnoq	4.02m	4.33stuvwx	4.09t	3.87	4.00	4.12t	4.22stux	4.04t	4.11	4.18y
Std Dev.	0.81	0.80	0.78	0.81	0.80	0.80	0.81	0.81	0.78	0.74	0.77	0.77	0.75	0.87	0.82	1.04	0.77	0.89	0.77	0.76	0.91	0.88	0.99	0.78	0.92	0.85	0.80
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.05	0.02	0.02	0.02	0.03	0.03	0.07	0.01	0.03	0.01	0.02	0.04	0.05	0.08	0.01	0.04	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	54 / 1%	3 / 1%	51 / 1%	* / 1%	15 / 1%	38 / 1%	1 / *	46 / 1%	6 / 4%gk	1 / 2%	* / *	54 / 1%	- / -
Not very important (2)	159 / 3%	9 / 2%	150 / 3%	* / 1%	47 / 3%	102 / 2%	10 / 3%	135 / 2%	16 / 10%gk	7 / 10%gk	1 / 2%	158 / 3%	- / -
Neither important nor unimportant (3)	804 / 13%	47 / 12%	752 / 13%	5 / 11%	209 / 12%	537 / 13%	58 / 18%de	729 / 13%	31 / 19%g	17 / 26%gk	11 / 14%	778 / 13%	15 / 43%
Important (4)	2814 / 46%	195 / 49%	2607 / 46%	12 / 30%	718 / 42%	1943 / 47%d	153 / 48%	2693 / 46%h	48 / 30%	33 / 48%h	28 / 37%	2774 / 46%h	12 / 35%
Very important (5)	2270 / 37%	144 / 36%	2105 / 37%	21 / 50%	690 / 40%e	1486 / 36%	94 / 29%	2167 / 37%i	57 / 36%i	10 / 14%	33 / 44%i	2233 / 37%i	4 / 11%
Don't know	68 / 1%	3 / 1%	63 / 1%	3 / 7%ab	26 / 2%	37 / 1%	6 / 2%	60 / 1%	2 / 1%	-	2 / 3%	62 / 1%	4 / 11%
NET Not at all important/ Not very important	213 / 3%	12 / 3%	201 / 4%	1 / 2%	62 / 4%	140 / 3%	11 / 4%	181 / 3%	22 / 14%gjk	8 / 12%gjk	1 / 2%	212 / 4%	- / -
NET Important / Very important	5084 / 82%	339 / 85%	4711 / 82%	33 / 80%	1408 / 83%f	3429 / 83%f	247 / 77%	4860 / 83%hi	105 / 65%	43 / 62%	60 / 81%	5007 / 83%hi	16 / 46%
Mean	4.16	4.18	4.16	4.36	4.20f	4.15	4.04	4.18hi	3.84	3.62	4.27hi	4.16hi	3.63
Std Dev.	0.81	0.78	0.82	0.83	0.83	0.81	0.80	0.80	1.14	0.93	0.78	0.81	0.70
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.10	0.12	0.09	0.01	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
			Quarter								Month						
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important (1)	54 1%	12 1%	12 1%	19 1%	11 1%	4 1%	* *	9 2%f	4 1%	2 *	6 1%	7 1%f	4 1%	8 1%f	6 1%	2 *	3 1%
Not very important (2)	159 3%	48 3%	36 2%	40 3%	35 2%	18 3%	14 3%	15 3%	15 3%	12 2%	10 2%	14 3%	15 3%	12 2%	11 2%	11 2%	14 3%
Neither important nor unimportant (3)	804 13%	180 12%	232 15%ad	218 14%	173 11%	72 14%	51 10%	58 12%	80 15%f	76 15%	76 15%	65 13%	75 14%	79 15%	62 12%	53 10%	59 12%
Important (4)	2814 46%	698 45%	722 47%	711 46%	682 44%	225 43%	258 50%	215 43%	239 46%	251 49%	233 46%	226 46%	234 44%	250 48%	234 44%	223 44%	226 46%
Very important (5)	2270 37%	586 38%	525 34%	550 36%	609 40%b	202 38%	190 37%	194 39%	181 34%	164 32%	180 35%	177 36%	200 38%	173 33%	211 40%i	208 41%im	190 38%
Don't know	68 1%	18 1%	14 1%	12 1%	25 2%	7 1%	4 1%	8 2%	6 1%	5 1%	3 1%	2 *	4 1%	5 1%	8 2%	12 2%k	5 1%
NET Not at all important/ Not very important	213 3%	60 4%	49 3%	59 4%	46 3%	22 4%	14 3%	24 5%	19 4%	14 3%	16 3%	21 4%	18 3%	20 4%	17 3%	12 2%	17 3%
NET Important / Very important	5084 82%	1284 83%	1247 81%	1261 81%	1291 84%	427 81%	448 87%ehm	409 82%	420 80%	415 82%	413 81%	403 82%	435 82%	423 80%	445 84%	431 85%	415 84%
Mean	4.16	4.18	4.12	4.13	4.22bc	4.16	4.21m	4.16	4.12	4.12	4.13	4.13	4.16	4.09	4.21	4.26hijkm	4.19
Std Dev.	0.81	0.82	0.80	0.84	0.79	0.84	0.73	0.88	0.82	0.77	0.82	0.85	0.82	0.84	0.81	0.76	0.80
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.04	0.04	0.03	0.04	0.04	0.04	0.04	0.04	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	43 / 1%	9 / 1%	35 / 1%	8 / 1%	35 / 1%	28 / 1%	15 / *	9 / 1%	7 / 1%	7 / 1%	4 / *	6 / 1%	8 / 1%	4 / 1%	15 / 1%	10 / 1%	18 / 1%	12 / 1%	36 / 1%	7 / 1%
Not very important (2)	120 / 2%	15 / 1%	104 / 2%	19 / 2%	101 / 2%	68 / 2%	51 / 2%	22 / 3%k	20 / 2%	25 / 2%	12 / 1%	12 / 1%	15 / 2%	13 / 2%	42 / 3%	37 / 2%	40 / 2%	28 / 2%	105 / 2%	15 / 2%
Neither important nor unimportant (3)	547 / 9%	54 / 4%	493 / 10%a	83 / 10%	464 / 9%	297 / 10%f	249 / 8%	101 / 12%jklm	113 / 13%klm	128 / 11%klm	66 / 8%k	59 / 5%	45 / 6%	35 / 6%	214 / 13%opq	194 / 10%pq	139 / 5%	80 / 6%	451 / 9%	89 / 10%
Important (4)	2627 / 43%	501 / 41%	2126 / 43%	354 / 41%	2273 / 43%	1285 / 43%	1337 / 43%	376 / 46%k	397 / 45%k	463 / 41%	344 / 42%	449 / 39%	338 / 44%	260 / 41%	773 / 46%p	807 / 42%	1047 / 41%	598 / 43%	2189 / 42%	410 / 45%
Very important (5)	2774 / 45%	640 / 52%b	2133 / 43%	396 / 46%	2378 / 45%	1305 / 43%	1461 / 46%	302 / 37%	320 / 37%	493 / 44%gh	388 / 47%gh	609 / 53%ghijl	351 / 46%gh	310 / 49%gh	622 / 37%	881 / 45%n	1270 / 50%no	661 / 48%n	2391 / 46%s	368 / 41%
Don't know	58 / 1%	13 / 1%	45 / 1%	1 / *	57 / 1%c	29 / 1%	29 / 1%	13 / 2%l	16 / 2%ll	6 / 1%	9 / 1%	7 / 1%	3 / *	5 / 1%	29 / 2%opq	15 / 1%	14 / 1%	8 / 1%	41 / 1%	15 / 2%
NET Not at all important/ Not very important	163 / 3%	24 / 2%	139 / 3%	27 / 3%	136 / 3%	97 / 3%f	66 / 2%	31 / 4%k	27 / 3%	32 / 3%	15 / 2%	18 / 2%	23 / 3%	17 / 3%	58 / 3%	47 / 2%	58 / 2%	40 / 3%	141 / 3%	23 / 2%
NET Important / Very important	5401 / 88%	1142 / 93%b	4259 / 86%	750 / 87%	4651 / 88%	2590 / 86%	2798 / 89%e	679 / 82%	717 / 82%	956 / 85%	732 / 89%gh	1058 / 93%ghij	689 / 91%ghi	570 / 91%gh	1396 / 82%	1688 / 87%n	2317 / 92%no	1259 / 91%no	4580 / 88%	778 / 86%
Mean	4.30	4.43b	4.27	4.29	4.31	4.26	4.34e	4.16	4.17	4.26gh	4.35ghi	4.45ghij	4.33gh	4.36ghi	4.17	4.30n	4.40no	4.35n	4.31	4.25
Std Dev.	0.77	0.70	0.78	0.80	0.76	0.80	0.74	0.82	0.80	0.80	0.73	0.69	0.77	0.74	0.81	0.77	0.73	0.76	0.77	0.77
Std Error	0.01	0.02	0.01	0.03	0.01	0.01	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	43 1%	4 *	12 1%	9 1%	18 1%	16 1%	27 1%	21 1%	21 1%	5 1%	3 *	15 1%	8 1%	7 1%	26 1%	5 1%	36 1%	12 1%	30 1%	1 *
Not very important (2)	120 2%	29 3%	32 2%	35 3%	23 1%	61 2%	58 2%	72 2%	44 2%	10 2%	20 3%	29 2%	30 2%	22 2%	79 2%	10 2%	103 2%	19 1%	94 2%	7 2%
Neither important nor unimportant (3)	547 9%	100 9%	149 8%	140 10%	158 9%	249 8%	298 10%	339 9%	193 8%	54 10%	61 8%	137 9%	127 8%	113 11%	325 8%	59 10%	452 9%	119 9%	388 8%	40 13%r
Important (4)	2627 43%	491 43%	872 45%d	594 43%	669 40%	1363 44%	1263 41%	1597 43%	1001 42%	209 37%	294 41%	708 45%i	682 44%i	489 44%i	1684 44%i	221 38%	2257 44%o	520 40%	1973 43%	134 45%
Very important (5)	2774 45%	522 45%	857 44%	604 43%	791 47%	1379 45%	1395 45%	1623 44%	1118 47%	271 48%	334 47%	667 42%	693 45%	454 42%	1694 44%	281 48%	2284 44%	614 47%s	2051 45%s	109 36%
Don't know	58 1%	8 1%	21 1%	12 1%	18 1%	29 1%	29 1%	35 1%	17 1%	12 2%mn	6 1%	15 1%	14 1%	3 *	35 1%	12 2%p	39 1%	12 1%	36 1%	10 3%qr
NET Not at all important/ Not very important	163 3%	33 3%	44 2%	44 3%	41 2%	78 3%	86 3%	92 2%	66 3%	15 3%	23 3%	45 3%	38 2%	29 3%	105 3%	15 3%	139 3%	31 2%	124 3%	8 3%
NET Important / Very important	5401 88%	1013 88%	1729 89%c	1198 86%	1461 87%	2741 89%	2658 87%	3221 87%	2120 89%	480 86%	628 87%	1374 87%	1375 89%	923 86%	3378 88%	502 86%	4541 88%	1135 88%s	4024 88%s	243 81%
Mean	4.30	4.31	4.32	4.26	4.32	4.31	4.30	4.30	4.33	4.33	4.32	4.27	4.31	4.26	4.30	4.33	4.30	4.33s	4.31s	4.18
Std Dev.	0.77	0.76	0.74	0.79	0.79	0.75	0.79	0.76	0.78	0.80	0.78	0.78	0.75	0.78	0.77	0.79	0.77	0.78	0.77	0.78
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important	(1)	43 1%	38 1%	5 1%	2 1%	40 1%	1 *	1 *	1 *	1 1%	9 1%	3 1%	3 1%	6 1%	5 1%	6 1%	5 1%	1 *	-	1 *
Not very important	(2)	120 2%	107 2%	13 1%	1 *	103 2%	11 2%	4 1%	2 1%	5 2%	14 2%	10 2%	12 3%	14 3%	10 2%	19 2%	12 1%	7 1%	3 4%	8 2%
Neither important nor unimportant	(3)	547 9%	475 9%	72 8%	13 8%	447 9%	51 10%	31 10%	18 11%	22 9%	54 8%	45 9%	45 10%	42 8%	54 9%	74 9%	57 7%	53 10%	6 8%	45 10%
Important	(4)	2627 43%	2244 42%	383 44%	74 43%	2223 43%	217 42%	118 40%	69 41%	98 39%	292 43%	209 41%	193 43%	222 41%	258 45%	355 44%	365 43%	231 44%	25 37%	192 43%
Very important	(5)	2774 45%	2395 45%	379 44%	81 47%	2320 45%	234 45%	140 48%	80 47%	121 48%	300 44%	237 47%	191 43%	252 46%	243 42%	350 43%	398 47%	228 43%	35 50%	199 44%
Don't know		58 1%	46 1%	11 1%	1 *	52 1%	4 1%	1 *	1 *	2 1%	7 1%	5 1%	4 1%	8 2%	3 1%	6 1%	8 1%	8 2%	*	4 1%
NET Not at all important/ Not very important		163 3%	145 3%	18 2%	3 2%	143 3%	13 2%	5 2%	2 1%	6 3%	23 3%	13 3%	16 3%	19 4%	15 3%	26 3%	17 2%	9 2%	3 4%	10 2%
NET Important / Very important		5401 88%	4638 87%	763 88%	156 90%	4543 88%	450 87%	258 87%	149 88%	219 88%	592 88%	446 88%	383 85%	474 87%	502 87%	705 87%	762 90%k	459 87%	60 87%	390 87%
Mean		4.30	4.30	4.31	4.35	4.30	4.30	4.33	4.33	4.34	4.29	4.32	4.25	4.31	4.27	4.27	4.36	4.30	4.34	4.30
Std Dev.		0.77	0.78	0.74	0.75	0.77	0.76	0.75	0.74	0.77	0.80	0.77	0.81	0.81	0.77	0.79	0.72	0.73	0.81	0.75
Std Error		0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 207

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		Stamp usage				**1st class usage**			**2nd class usage**			**Reliance on postal service for sending/receiving letters and cards**							**Reliance on postal service for sending/receiving parcels**							**Affordability challanges**	
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	43 / 1%	13 / 1%	14 / 1%	20 / 1%	21 / 1%	13 / 1%	* / *	5 / 1%	14 / 1%	3 / 1%	12 / 1%	6 / *	14 / 1%	7 / 1%k	7 / 1%k	10 / 4%klmnp	20 / *	17 / 2%klp	5 / *	12 / 1%	16 / 2%rsw	7 / 2%rsw	3 / 2%rw	17 / *	10 / 2%rsw	16 / 1%	28 / 1%
Not very important (2)	120 / 2%	35 / 1%	39 / 2%	70 / 2%	75 / 2%	35 / 1%	4 / 2%	9 / 1%	39 / 2%	5 / 2%	21 / 2%	18 / 1%	43 / 2%k	44 / 5%klnopq	12 / 2%	3 / 1%	60 / 1%	16 / 2%	24 / 1%	54 / 2%r	24 / 3%rw	14 / 4%rsw	4 / 2%	78 / 2%	18 / 3%rw	49 / 3%z	71 / 2%
Neither important nor unimportant (3)	547 / 9%	193 / 8%	153 / 7%	324 / 9%b	284 / 9%	193 / 8%	9 / 5%	57 / 7%	153 / 7%	21 / 9%j	55 / 5%	80 / 4%	209 / 9%kp	152 / 19%klnpq	57 / 10%kp	42 / 18%klnp	289 / 6%k	99 / 12%klp	105 / 4%	214 / 9%rw	160 / 23%rsuvwx	40 / 11%rw	20 / 13%rw	319 / 6%r	60 / 12%rw	200 / 12%z	347 / 8%
Important (4)	2627 / 43%	1023 / 43%	959 / 42%	1497 / 43%	1433 / 43%	1023 / 43%	72 / 37%	324 / 42%	959 / 42%	83 / 37%	445 / 42%	707 / 34%	1217 / 50%kmopq	342 / 42%k	267 / 45%k	88 / 37%	1924 / 43%k	355 / 43%k	925 / 36%	1236 / 52%rtuvwx	262 / 38%	146 / 41%v	46 / 29%	2161 / 44%rtvx	192 / 37%	690 / 42%	1937 / 43%
Very important (5)	2774 / 45%	1125 / 47%	1082 / 48%c	1526 / 44%	1482 / 45%	1125 / 47%	106 / 55%	378 / 49%	1082 / 48%	112 / 50%	533 / 50%	1248 / 60%lmnopq	936 / 38%m	252 / 31%	244 / 41%m	87 / 36%	2184 / 49%lmnoq	331 / 40%m	1496 / 58%stuvwx	830 / 35%	213 / 31%	145 / 41%t	82 / 51%st	2326 / 47%st	227 / 44%st	666 / 41%	2108 / 46%y
Don't know	58 / 1%	15 / 1%	14 / 1%	20 / 1%	19 / 1%	15 / 1%	2 / 1%	5 / 1%	14 / 1%	1 / 1%	5 / *	* / *	14 / 1%	7 / 2%klp	8 / 1%k	21 / 3%klp	* / *	14 / 2%klp	14 / 1%	21 / 1%	7 / 1%	1 / *	5 / 3%rsuw	35 / 1%	7 / 1%	8 / *	50 / 1%
NET Not at all important/ Not very important	163 / 3%	47 / 2%	53 / 2%	90 / 3%	96 / 3%	47 / 2%	5 / 2%	14 / 2%	53 / 2%	9 / 4%	33 / 3%	23 / 1%	57 / 2%k	50 / 6%klnp	19 / 3%k	13 / 6%klp	80 / 2%	32 / 4%klp	29 / 1%	66 / 3%r	40 / 6%rsw	21 / 6%rsw	7 / 4%r	95 / 2%r	28 / 5%rsw	64 / 4%z	99 / 2%
NET Important / Very important	5401 / 88%	2148 / 89%	2040 / 90%cd	3023 / 87%	2915 / 88%	2148 / 89%	178 / 92%	702 / 90%	2040 / 90%	196 / 86%	978 / 91%	1955 / 95%lmnopq	2153 / 88%mo	594 / 73%	511 / 86%mo	175 / 73%	4108 / 91%lmnoq	686 / 82%mo	2421 / 94%stuvwx	2066 / 87%tuvx	475 / 70%	291 / 82%t	128 / 80%t	4487 / 91%stuvx	419 / 81%t	1356 / 83%	4045 / 89%y
Mean	4.30	4.35c	4.36cd	4.29	4.30	4.35	4.45	4.37	4.36	4.31	4.38	4.54lmnopq	4.26mo	3.99	4.24mo	4.03	4.38lmnoq	4.18m	4.52stuvwx	4.20t	3.94	4.18t	4.29	4.37stux	4.20t	4.20	4.34y
Std Dev.	0.77	0.73	0.74	0.77	0.77	0.73	0.71	0.73	0.74	0.85	0.77	0.64	0.73	0.90	0.80	1.00	0.71	0.87	0.64	0.74	0.95	0.92	0.93	0.71	0.92	0.84	0.74
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.05	0.02	0.02	0.06	0.02	0.01	0.02	0.03	0.03	0.06	0.01	0.03	0.01	0.02	0.04	0.05	0.08	0.01	0.04	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	43 1%	1 *	41 1%	1 2%	14 1%	28 1%	2 *	39 1%	4 2%g	- -	* *	43 1%	- -
Not very important (2)	120 2%	6 2%	111 2%	3 6%	40 2%	63 2%	16 5%de	95 2%	14 9%gjk	7 10%gjk	- -	116 2%	3 10%
Neither important nor unimportant (3)	547 9%	37 9%	503 9%	7 16%	152 9%	343 8%	52 16%de	478 8%	26 16%gjk	17 25%gjk	13 17%gjk	521 9%	13 37%
Important (4)	2627 43%	170 42%	2445 43%	12 30%	670 39%	1820 44%d	137 42%	2502 43%	59 37%	30 43%	26 35%	2590 43%	11 31%
Very important (5)	2774 45%	182 45%	2574 45%	18 44%	816 48%f	1851 45%f	107 33%	2664 46%hi	56 35%	14 21%	34 46%i	2735 45%i	5 13%
Don't know	58 1%	4 1%	53 1%	1 2%	13 1%	37 1%	8 2%de	53 1%	1 1%	- -	1 1%	54 1%	3 9%
NET Not at all important/ Not very important	163 3%	8 2%	152 3%	4 9%ab	55 3%	91 2%	18 6%e	134 2%	18 11%gjk	7 10%gjk	* *	160 3%	3 10%
NET Important / Very important	5401 88%	352 88%c	5018 88%c	30 73%	1486 87%f	3671 89%f	244 76%	5166 89%hi	115 72%	44 65%	60 81%	5325 88%hi	16 44%
Mean	4.30	4.32	4.30	4.08	4.32f	4.32f	4.06	4.33hi	3.93	3.75	4.29hi	4.31hi	3.53
Std Dev.	0.77	0.74	0.77	1.05	0.80	0.75	0.87	0.75	1.05	0.91	0.76	0.77	0.88
Std Error	0.01	0.04	0.01	0.15	0.02	0.01	0.05	0.01	0.09	0.12	0.09	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important (1)	43 1%	11 1%	9 1%	9 1%	15 1%	7 1%f	1 *	4 1%	1 *	4 1%	3 1%	6 1%	* *	2 *	5 1%	6 1%	5 1%
Not very important (2)	120 2%	37 2%	20 1%	33 2%	30 2%	6 1%	20 4%eio	11 2%	8 2%	4 1%	7 1%	13 3%	11 2%	9 2%	9 2%	5 1%	15 3%l
Neither important nor unimportant (3)	547 9%	151 10%	138 9%	130 8%	128 8%	64 12%ho	47 9%	40 8%	39 7%	43 8%	56 11%o	37 8%	44 8%	48 9%	47 9%	29 6%	52 10%o
Important (4)	2627 43%	669 43%	696 45%d	655 42%	606 39%	212 40%	256 50%eglnop	202 40%	239 46%	244 48%eno	213 42%	211 43%	220 41%	224 43%	211 40%	193 38%	202 41%
Very important (5)	2774 45%	660 43%	662 43%	714 46%	738 48%ab	235 44%f	190 37%	235 47%f	228 44%	209 41%	225 44%	221 45%f	254 48%f	238 45%f	255 48%f	264 52%fhi	219 44%
Don't know	58 1%	14 1%	16 1%	10 1%	18 1%	5 1%	3 1%	6 1%	8 2%	4 1%	4 1%	2 *	3 1%	5 1%	5 1%	11 2%	3 1%
NET Not at all important/ Not very important	163 3%	48 3%	28 2%	41 3%	45 3%	13 2%	21 4%	15 3%	10 2%	8 2%	10 2%	20 4%	11 2%	11 2%	14 3%	11 2%	20 4%
NET Important / Very important	5401 88%	1330 86%	1359 88%	1369 88%	1344 88%	446 85%	446 86%	437 88%	468 89%	453 89%	438 86%	432 88%	474 89%	463 88%	466 88%	457 90%e	421 85%
Mean	4.30	4.26	4.30	4.32	4.33	4.26	4.20	4.33f	4.33f	4.29	4.29	4.28	4.36f	4.32f	4.33f	4.42efijkp	4.25
Std Dev.	0.77	0.79	0.73	0.76	0.79	0.81	0.77	0.78	0.71	0.72	0.77	0.82	0.72	0.75	0.79	0.75	0.84
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.04	0.03	0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

			Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)		118 2%	14 1%	104 2%	20 2%	99 2%	61 2%	57 2%	9 1%	15 2%	27 2%	13 2%	25 2%	18 2%	11 2%	24 1%	40 2%	54 2%	29 2%	106 2%	12 1%
Not very important (2)		319 5%	42 3%	277 6%a	49 6%	269 5%	159 5%	159 5%	40 5%	64 7%m	52 5%	45 5%	55 5%	39 5%	23 4%	104 6%	97 5%	118 5%	63 5%	285 5%	32 4%
Neither important nor unimportant (3)		1060 17%	120 10%	939 19%a	147 17%	912 17%	531 18%	523 17%	176 21%jklm	197 23%ijklm	199 18%l	131 16%	162 14%	98 13%	97 15%	373 22%opq	330 17%p	357 14%	195 14%	889 17%	163 18%
Important (4)		2724 44%	532 43%	2193 44%	377 44%	2348 44%	1342 45%	1379 44%	363 44%	381 44%	506 45%	393 48%m	492 43%	340 45%	248 40%	744 44%	900 46%	1080 43%	588 42%	2260 43%	437 48%r
Very important (5)		1858 30%	507 41%b	1351 27%	258 30%	1600 30%	871 29%	983 31%	208 25%	198 23%	326 29%h	227 28%	401 35%ghij	258 34%ghj	240 38%ghij	406 24%	553 28%n	899 36%no	499 36%no	1602 31%	245 27%
Don't know		90 1%	17 1%	72 1%	9 1%	80 2%	49 2%	41 1%	28 3%iklm	18 2%k	11 1%	12 1%	7 1%	6 1%	7 1%	46 3%opq	23 1%	20 1%	13 1%	71 1%	15 2%
NET Not at all important/ Not very important		437 7%	56 5%	381 8%a	69 8%	368 7%	220 7%	216 7%	49 6%	79 9%m	80 7%	58 7%	79 7%	58 8%	34 5%	128 8%	137 7%	172 7%	92 7%	391 7%s	44 5%
NET Important / Very important		4583 74%	1039 84%b	3544 72%	635 74%	3948 74%	2213 73%	2362 75%	572 69%	578 66%	832 74%h	621 76%gh	893 78%gh	598 79%gh	488 78%gh	1150 68%	1453 75%n	1980 78%no	1087 78%n	3862 74%	682 75%
Mean		3.97	4.21b	3.91	3.95	3.97	3.95	3.99	3.91	3.80	3.95h	3.96h	4.05ghi	4.03gh	4.10ghij	3.85	3.95n	4.06no	4.07no	3.97	3.98
Std Dev.		0.93	0.84	0.94	0.96	0.93	0.93	0.93	0.88	0.94	0.94	0.90	0.94	0.95	0.92	0.91	0.92	0.94	0.94	0.94	0.85
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	118 2%	12 1%	48 2%a	35 3%a	23 1%	60 2%	58 2%	71 2%	46 2%	10 2%	11 1%	30 2%	44 3%	15 1%	84 2%	10 2%	104 2%	26 2%	86 2%	7 2%
Not very important (2)	319 5%	64 6%	92 5%	75 5%	87 5%	156 5%	162 5%	168 5%	149 6%g	38 7%	30 4%	79 5%	86 6%	65 6%	195 5%	40 7%	263 5%	68 5%	239 5%	12 4%
Neither important nor unimportant (3)	1060 17%	181 16%	299 15%	252 18%	328 20%ab	480 16%	579 19%e	631 17%	408 17%	107 19%	152 21%kln	249 16%	261 17%	192 18%	662 17%	112 19%	885 17%	241 19%	767 17%	52 17%
Important (4)	2724 44%	500 43%	923 47%d	610 44%	691 41%	1423 46%f	1301 42%	1690 46%h	998 42%	210 37%	290 40%	725 46%ij	694 45%i	519 49%ij	1708 44%i	220 38%	2336 45%o	510 39%	2087 46%q	127 42%
Very important (5)	1858 30%	379 33%	560 29%	400 29%	520 31%	939 30%	920 30%	1079 29%	759 32%	183 33%m	229 32%m	453 29%	454 29%	272 25%	1137 30%m	190 32%	1517 29%	421 32%	1353 30%	85 28%
Don't know	90 1%	18 2%	21 1%	22 2%	29 2%	38 1%	51 2%	49 1%	34 1%	13 2%m	7 1%	35 2%lm	15 1%	6 1%	56 1%	14 2%	66 1%	31 2%r	40 1%	18 6%qr
NET Not at all important/ Not very important	437 7%	76 7%	140 7%	110 8%	110 7%	217 7%	220 7%	238 6%	195 8%g	48 9%	40 6%	109 7%	130 8%	80 7%	279 7%	50 9%	367 7%	93 7%	325 7%	18 6%
NET Important / Very important	4583 74%	879 76%	1483 76%d	1010 72%	1211 72%	2361 76%f	2220 72%	2769 75%	1757 73%	393 70%	519 72%	1178 75%	1148 74%	791 74%	2845 74%	411 70%	3854 75%	931 72%	3440 75%q	212 71%
Mean	3.97	4.03c	3.96	3.92	3.97	3.99	3.95	3.97	3.96	3.95	3.98	3.97	3.93	3.91	3.96	3.94	3.96	3.97	3.97	3.96
Std Dev.	0.93	0.90	0.93	0.96	0.92	0.92	0.94	0.91	0.96	0.99	0.91	0.92	0.97	0.89	0.94	0.98	0.93	0.96	0.92	0.93
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	118 2%	101 2%	17 2%	3 2%	104 2%	10 2%	3 1%	2 1%	7 3%n	17 3%	11 2%	10 2%	10 2%	13 2%	6 1%	19 2%	10 2%	1 1%	10 2%
Not very important (2)	319 5%	268 5%	50 6%	10 6%	266 5%	30 6%	14 5%	8 5%	14 6%	36 5%	23 5%	29 6%	26 5%	25 4%	35 4%	41 5%	37 7%	3 5%	27 6%
Neither important nor unimportant (3)	1060 17%	908 17%	152 18%	37 22%	855 16%	108 21%d	65 22%d	31 18%	38 15%	95 14%	95 19%	91 20%l	88 16%	98 17%	132 16%	124 15%	93 18%	12 17%	96 21%hij
Important (4)	2724 44%	2351 44%	373 43%	66 38%	2308 45%	222 43%	119 40%	75 44%	99 39%	278 41%	223 44%	205 46%	216 40%	272 47%hl	396 49%hlp	407 48%hlp	213 40%	30 43%	192 43%
Very important (5)	1858 30%	1601 30%	257 30%	54 31%	1570 30%	144 28%	92 31%	53 31%	92 37%jkmnor	234 35%kr	148 29%	110 24%	195 36%kmnor	161 28%	227 28%	239 28%	164 31%	23 33%	121 27%
Don't know	90 1%	76 1%	14 2%	1 1%	82 2%	4 1%	3 1%	1 1%	*	16 2%h	9 2%	4 1%	8 1%	4 1%	15 2%	14 2%	13 2%h	-	4 1%
NET Not at all important/ Not very important	437 7%	369 7%	67 8%	14 8%	369 7%	41 8%	17 6%	10 6%	21 8%	53 8%	34 7%	39 9%h	37 7%	38 7%	41 5%	60 7%	46 9%h	4 6%	36 8%
NET Important / Very important	4583 74%	3952 74%	631 73%	120 70%	3879 75%e	366 71%	210 71%	128 75%	191 76%r	512 76%	371 73%	315 70%	411 76%	433 75%	623 77%kr	646 76%r	377 71%	53 76%	313 70%
Mean	3.97	3.97	3.94	3.92	3.98	3.89	3.97	4.00	4.02kr	4.02kr	3.95	3.84	4.04kr	3.95	4.01kr	3.97	3.94	4.03	3.87
Std Dev.	0.93	0.93	0.95	0.98	0.93	0.95	0.90	0.89	1.00	0.97	0.93	0.95	0.95	0.92	0.83	0.92	0.97	0.90	0.95
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	118 2%	34 1%	63 3%ac	43 1%	71 2%c	34 1%	2 1%	12 2%	63 3%	8 4%	27 3%	43 2%	29 1%	16 2%	16 3%i	15 6%kImp	72 2%	31 4%lp	48 2%	25 1%	17 3%s	17 5%rsw	7 4%sw	74 1%	24 5%rsw	40 2%	78 2%
Not very important (2)	319 5%	99 4%	144 6%ac	148 4%	193 6%ac	99 4%	13 7%	53 7%e	144 6%	18 8%	67 6%	81 4%	134 5%	49 6%k	40 7%k	14 6%	215 5%	54 6%k	118 5%	115 5%	40 6%	32 9%rsw	11 7%	233 5%	43 8%rsw	91 6%	228 5%
Neither important nor unimportant (3)	1060 17%	352 15%	369 16%	580 17%	597 18%a	352 15%	34 17%	125 16%	369 16%	40 18%	165 15%	240 12%	390 16%k	248 31%kImnopq	124 21%klp	51 21%kp	630 14%k	175 21%klp	325 13%	431 18%rw	188 28%rsuwx	71 20%r	37 23%rw	757 15%r	108 21%rrw	279 17%	780 17%
Important (4)	2724 44%	1085 45%	998 44%	1558 45%	1472 44%	1085 45%	70 36%	317 41%	998 44%	84 37%	453 42%	793 38%	1247 51%kImnopq	333 41%	262 44%	85 36%	2041 45%ko	347 42%	1031 40%	1205 51%rtuvwx	294 43%rv	139 39%	51 32%	2236 45%rvx	190 37%	703 43%	2022 45%
Very important (5)	1858 30%	811 34%bd	660 29%	1096 32%d	945 29%	811 34%	74 38%	262 34%	660 29%	71 32%	347 32%	882 43%lmnopq	612 25%m	149 18%	143 24%m	65 27%m	1494 33%lmnq	208 25%m	1014 39%stuvwx	560 24%	138 20%	86 24%	50 31%t	1574 32%stux	136 26%	501 31%	1357 30%
Don't know	90 1%	22 1%	26 1%	33 1%	36 1%	22 1%	2 1%	10 1%	26 1%	5 2%	12 1%	23 1%	24 1%	16 2%	9 2%	9 4%klp	47 1%	18 2%lp	31 1%	32 1%	4 1%	9 2%	5 3%t	63 1%	13 3%t	15 1%	75 2%
NET Not at all important/ Not very important	437 7%	133 6%	206 9%ac	191 6%	264 8%ac	133 6%	14 7%	65 8%e	206 9%	26 12%	94 9%	125 6%	162 7%	65 8%k	56 9%kp	29 12%klp	287 6%	85 10%klp	167 6%	140 6%	57 8%	49 14%rstw	18 11%sw	307 6%	67 13%rstw	131 8%	306 7%
NET Important / Very important	4583 74%	1896 79%bd	1658 73%	2654 77%bd	2417 73%	1896 79%g	144 74%	578 74%	1658 73%	155 68%	800 75%	1675 81%lmnoq	1859 76%mnoq	482 59%	405 68%m	150 63%	3534 79%mnoq	554 67%	2045 80%stuvx	1764 75%tuvx	432 63%	225 64%	101 63%	3810 77%stuvx	326 63%	1204 74%	3379 74%
Mean	3.97	4.07bd	3.92	4.03bd	3.92	4.07	4.05	3.99	3.92	3.87	3.97	4.17lmnopq	3.98mnoq	3.69	3.81	3.75	4.05lmnoq	3.79	4.12stuvwx	3.92tux	3.73	3.71	3.81	4.03stuvx	3.74	3.95	3.97
Std Dev.	0.93	0.88	0.98	0.88	0.95	0.88	0.95	0.96	0.98	1.07	0.98	0.93	0.86	0.91	0.97	1.13	0.90	1.02	0.93	0.84	0.94	1.09	1.10	0.90	1.10	0.96	0.92
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	118 2%	14 3%	105 2%	-	34 2%	77 2%	7 2%	110 2%	4 2%	4 6%	*	118 2%	-
Not very important (2)	319 5%	14 4%	301 5%	4 9%	93 5%	207 5%	19 6%	287 5%	16 10%gk	9 13%gk	6 8%	312 5%	1 2%
Neither important nor unimportant (3)	1060 17%	61 15%	992 17%	7 17%	310 18%	669 16%	80 25%de	955 16%	52 32%gk	17 25%	22 29%gk	1024 17%	14 39%
Important (4)	2724 44%	199 50%c	2513 44%	12 30%	683 40%	1906 46%d	135 42%	2611 45%h	45 28%	27 39%	26 35%	2682 44%h	16 45%
Very important (5)	1858 30%	103 26%	1740 30%	15 36%	546 32%f	1242 30%f	70 22%	1785 31%	42 26%	12 17%	18 24%	1839 30%	1 4%
Don't know	90 1%	10 3%	76 1%	4 8%b	40 2%e	40 1%	10 3%e	82 1%	2 1%	-	3 3%	84 1%	3 9%
NET Not at all important/ Not very important	437 7%	28 7%	405 7%	4 9%	127 7%	284 7%	26 8%	398 7%	20 12%g	13 19%gk	6 8%	430 7%	1 2%
NET Important / Very important	4583 74%	302 75%	4254 74%	27 66%	1229 72%f	3148 76%df	206 64%	4396 75%hij	87 54%	38 56%	44 60%	4521 75%hij	17 50%
Mean	3.97	3.93	3.97	4.02	3.97f	3.98f	3.78	3.99hi	3.66	3.49	3.79	3.97hi	3.58
Std Dev.	0.93	0.94	0.93	0.99	0.96	0.91	0.94	0.92	1.05	1.10	0.92	0.93	0.62
Std Error	0.01	0.05	0.01	0.14	0.02	0.01	0.05	0.01	0.09	0.14	0.11	0.01	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	118 2%	32 2%	25 2%	31 2%	30 2%	14 3%	14 3%	4 1%	9 2%	6 1%	10 2%	13 3%	9 2%	9 2%	8 2%	8 2%	14 3%
Not very important	(2)	319 5%	80 5%	93 6%	70 5%	75 5%	20 4%	25 5%	35 7%n	35 7%n	28 5%	30 6%	21 4%	25 5%	25 5%	16 3%	27 5%	32 6%
Neither important nor unimportant	(3)	1060 17%	249 16%	298 19%	260 17%	252 16%	89 17%	87 17%	73 15%	96 18%	101 20%l	102 20%l	85 17%	72 14%	103 19%l	97 18%	75 15%	79 16%
Important	(4)	2724 44%	699 45%	656 43%	713 46%	656 43%	222 42%	252 49%	226 45%	218 42%	221 43%	217 43%	232 47%	259 49%	222 42%	219 41%	210 41%	227 46%
Very important	(5)	1858 30%	455 30%	441 29%	463 30%	499 32%	169 32%	134 26%	153 31%	160 30%	139 27%	143 28%	137 28%	164 31%	162 31%	186 38%fip	176 38%fi	136 27%
Don't know		90 1%	27 2%	27 2%	13 1%	24 2%	14 3%	5 1%	8 2%	8 1%	14 3%kl	5 1%	3 1%	3 1%	6 1%	5 1%	12 2%	7 1%
NET Not at all important/ Not very important		437 7%	112 7%	118 8%	101 7%	105 7%	34 6%	39 8%	39 8%	44 8%	34 7%	41 8%	34 7%	34 6%	34 6%	25 5%	34 7%	46 9%n
NET Important / Very important		4583 74%	1155 75%	1098 71%	1176 76%b	1155 75%b	391 74%	385 75%	379 76%	377 72%	360 71%	361 71%	369 75%	423 79%hil	384 73%	405 76%	386 76%	363 73%
Mean		3.97	3.97	3.92	3.98	4.00	4.00	3.91	3.99	3.94	3.92	3.90	3.94	4.03	3.97	4.06fip	4.05	3.90
Std Dev.		0.93	0.93	0.94	0.91	0.93	0.95	0.93	0.91	0.95	0.91	0.95	0.93	0.89	0.92	0.89	0.93	0.98
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important	(1)	365 6%	20 2%	345 7%a	46 5%	319 6%	220 7%f	145 5%	31 4%	34 4%	68 6%	57 7%gh	99 8%ghm	48 6%	29 5%	65 4%	125 6%n	176 7%n	77 6%	329 6%s	36 4%
Not very important	(2)	444 7%	71 6%	373 8%	72 8%	372 7%	227 8%	215 5%	57 7%	55 6%	92 8%	48 6%	91 8%	43 6%	58 9%l	112 7%	140 7%	191 8%	100 7%	379 7%	53 6%
Neither important nor unimportant	(3)	1714 28%	241 20%	1473 30%a	202 23%	1511 28%c	877 29%	835 27%	194 24%	233 27%	271 24%	248 30%gi	315 28%	260 34%ghik	193 31%gi	427 25%	519 27%	768 30%no	453 33%no	1500 29%s	199 22%
Important	(4)	2479 40%	604 49%b	1875 38%	357 41%	2122 40%	1157 38%	1316 42%e	350 42%l	380 44%l	472 42%l	312 38%	443 39%	274 36%	247 39%	729 43%pq	785 40%	965 38%	522 38%	2064 40%	406 45%r
Very important	(5)	1056 17%	270 22%b	786 16%	183 21%d	873 16%	479 16%	572 18%	173 21%klm	152 17%	207 18%m	147 18%	173 15%	121 16%	82 13%	325 19%pq	354 18%pd	377 15%	203 15%	857 16%	188 21%r
Don't know		111 2%	28 2%	84 2%	* *	111 2%c	54 2%	58 2%	19 2%	19 2%	11 1%	10 1%	21 2%	14 2%	18 3%i	38 2%o	21 1%	52 2%o	31 2%o	83 2%	22 2%
NET Not at all important/ Not very important		809 13%	90 7%	719 15%a	118 14%	691 13%	447 15%f	361 11%	88 11%	89 10%	160 14%h	105 13%	190 17%ghi	91 12%	87 14%	177 10%	265 14%n	367 15%n	177 13%	708 14%s	89 10%
NET Important / Very important		3535 57%	874 71%b	2661 54%	540 63%d	2995 56%	1636 54%	1888 60%e	523 63%jklm	532 61%klm	680 61%klm	459 56%	616 54%	396 52%	330 53%	1055 62%pq	1139 59%pd	1341 53%	725 52%	2921 56%	594 66%r
Mean		3.56	3.86b	3.49	3.65d	3.55	3.49	3.63e	3.72jklm	3.66klm	3.59k	3.55	3.45	3.51	3.49	3.69opq	3.57p	3.47	3.50	3.53	3.75r
Std Dev.		1.05	0.89	1.07	1.07	1.05	1.08	1.01	1.00	0.98	1.07	1.07	1.12	1.04	1.00	0.99	1.07	1.07	1.02	1.06	0.99
Std Error		0.01	0.03	0.02	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	365 6%	58 5%	114 6%	79 6%	115 7%	172 6%	194 6%	195 5%	163 7%g	47 8%m	36 5%	103 7%	95 6%	54 5%	234 6%	48 8%	301 6%	84 7%	271 6%	9 3%
Not very important (2)	444 7%	75 7%	126 7%	116 8%	126 8%	202 7%	242 8%	239 6%	204 9%g	32 6%	57 8%	112 7%	114 7%	83 8%	282 7%	33 6%	382 7%	109 8%	318 7%	16 5%
Neither important nor unimportant (3)	1714 28%	297 26%	562 29%	395 28%	459 27%	858 28%	854 28%	959 26%	730 30%g	155 28%	193 27%	433 28%	420 27%	313 29%	1046 27%	167 28%	1419 27%	356 27%	1279 28%	79 26%
Important (4)	2479 40%	490 42%d	785 40%	573 41%	631 38%	1275 41%	1204 39%	1530 41%h	916 38%	200 36%	283 39%	631 40%	654 42%i	435 41%	1568 41%	211 36%	2125 41%	481 37%	1877 41%q	121 40%
Very important (5)	1056 17%	222 19%c	311 16%	208 15%	315 19%c	533 17%	523 17%	704 19%h	334 14%	106 19%	139 19%	264 17%	248 16%	172 16%	650 17%	109 18%	866 17%	242 19%	754 16%	61 20%
Don't know	111 2%	12 1%	45 2%a	24 2%	31 2%	57 2%	55 2%	60 2%	47 2%	20 4%lmn	12 2%	29 2%	22 1%	12 1%	62 2%	20 3%p	78 2%	24 2%	74 2%	14 5%qr
NET Not at all important/ Not very important	809 13%	133 12%	240 12%	194 14%	241 14%	373 12%	436 14%	434 12%	367 15%g	79 14%	92 13%	215 14%	209 13%	137 13%	517 13%	81 14%	683 13%	194 15%s	590 13%	26 9%
NET Important / Very important	3535 57%	712 62%bcd	1097 56%	781 56%	946 56%	1808 58%	1727 56%	2235 61%h	1251 52%	307 55%	421 59%	895 57%	902 58%	606 57%	2218 58%	320 54%	2991 58%	723 56%	2630 58%	182 61%
Mean	3.56	3.65cd	3.56	3.52	3.55	3.59	3.54	3.64h	3.45	3.53	3.61	3.54	3.55	3.56	3.56	3.53	3.56	3.54	3.56	3.73qr
Std Dev.	1.05	1.03	1.03	1.03	1.10	1.03	1.07	1.04	1.06	1.13	1.05	1.07	1.05	1.02	1.05	1.12	1.04	1.10	1.04	0.97
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	365 6%	310 6%	55 6%	14 8%	299 6%	36 7%	24 8%dg	7 4%	16 6%	43 6%	38 7%	18 4%	32 6%	26 4%	45 6%	44 5%	37 7%	4 6%	32 7%
Not very important (2)	444 7%	365 7%	79 9%	16 9%	361 7%	45 9%	23 8%	15 9%	21 8%l	64 9%lo	36 7%	35 8%l	21 4%	40 7%	57 7%	43 5%	43 8%l	5 8%	39 9%lo
Neither important nor unimportant (3)	1714 28%	1440 27%	274 32%a	63 37%a	1429 28%	143 28%	86 29%	55 32%d	79 32%ln	171 25%	149 29%	139 31%n	134 25%	161 28%	191 23%	238 28%	168 32%ln	22 31%	122 27%
Important (4)	2479 40%	2169 41%bc	310 36%c	43 25%	2099 40%g	215 41%g	108 37%	57 34%	88 35%	261 39%	195 38%	178 40%	230 42%p	239 42%p	345 43%hp	382 45%hp	181 34%	29 43%	185 41%p
Very important (5)	1056 17%	929 18%	127 15%	36 21%	897 17%	76 15%	50 17%	34 20%e	42 17%	121 18%	81 16%	70 16%	114 21%r	101 18%	154 19%	129 15%	84 16%	8 11%	68 15%
Don't know	111 2%	94 2%	18 2%	2 1%	101 2%	4 1%	5 2%	1 1%	3 1%	16 2%	10 2%	8 2%	13 2%	6 1%	19 2%	8 1%	17 3%or	1 1%	3 1%
NET Not at all important/ Not very important	809 13%	675 13%	135 16%	29 17%	660 13%	80 16%	46 16%	22 13%	37 15%l	107 16%lo	74 15%	53 12%	53 10%	66 12%	102 13%	87 10%	80 15%lo	9 14%	71 16%lo
NET Important / Very important	3535 57%	3098 58%bc	437 51%	79 46%	2995 58%	290 56%	158 53%	92 54%	130 52%	382 56%	276 54%	248 55%	343 63%hjkp	340 59%p	500 62%hjp	512 61%hp	265 50%	37 54%	253 56%
Mean	3.56	3.58bc	3.44	3.42	3.58f	3.49	3.47	3.57	3.48	3.53	3.49	3.56	3.70hijpr	3.62p	3.64pr	3.61p	3.45	3.46	3.49
Std Dev.	1.05	1.05	1.06	1.15	1.04	1.07	1.11	1.05	1.08	1.10	1.09	0.99	1.04	1.00	1.05	0.98	1.09	1.00	1.08
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	365 / 6%	97 / 4%	182 / 8%ac	142 / 4%	227 / 7%ac	97 / 4%	13 / 7%	41 / 5%	182 / 8%	18 / 8%	77 / 7%	146 / 7%lm	122 / 5%	33 / 4%	34 / 6%	27 / 11%lmnp	268 / 6%	61 / 7%lm	166 / 6%s	103 / 4%	41 / 6%	35 / 10%sw	18 / 11%sw	269 / 5%	53 / 10%rstw	68 / 4%	298 / 7%y
Not very important (2)	444 / 7%	151 / 6%	179 / 8%	228 / 7%	256 / 8%	151 / 6%	9 / 5%	64 / 8%	179 / 8%	14 / 6%	94 / 9%	135 / 7%	156 / 6%	57 / 7%	72 / 12%klmp	24 / 10%	291 / 6%	96 / 12%klmp	184 / 7%	171 / 7%	45 / 7%	24 / 7%	19 / 12%	355 / 7%	43 / 8%	109 / 7%	335 / 7%
Neither important nor unimportant (3)	1714 / 28%	591 / 25%	689 / 30%ac	887 / 26%	984 / 30%ac	591 / 25%	55 / 28%	221 / 28%	689 / 30%	69 / 30%	336 / 31%	495 / 24%	675 / 28%k	302 / 37%klnopq	174 / 29%k	61 / 25%	1170 / 26%	234 / 28%	643 / 25%	612 / 26%	278 / 41%rsvwx	126 / 36%rsvw	39 / 24%	1255 / 25%	165 / 32%rstw	377 / 23%	1337 / 29%y
Important (4)	2479 / 40%	1056 / 44%bd	837 / 37%	1493 / 43%bd	1274 / 38%	1056 / 44%	69 / 36%	318 / 41%	837 / 37%	77 / 34%	401 / 37%	749 / 36%	1114 / 46%kmnopq	311 / 38%	222 / 37%	80 / 33%	1863 / 41%kq	302 / 36%	970 / 38%x	1101 / 47%rtuvwx	244 / 36%	114 / 32%	47 / 30%	2071 / 42%rtuvx	162 / 31%	668 / 41%	1810 / 40%
Very important (5)	1056 / 17%	470 / 20%bd	341 / 15%	652 / 19%bd	522 / 16%	470 / 20%g	44 / 23%	122 / 16%	341 / 15%	40 / 17%	142 / 13%	508 / 25%lmnopq	337 / 14%	91 / 11%	83 / 14%	35 / 15%	844 / 19%lmnq	119 / 14%	579 / 23%stuvwx	339 / 14%t	61 / 9%	47 / 13%	25 / 15%	918 / 19%stx	72 / 14%t	391 / 24%z	665 / 15%
Don't know	111 / 2%	38 / 2%	33 / 1%	55 / 2%	49 / 1%	38 / 2%	4 / 2%	13 / 2%	33 / 1%	9 / 4%h	20 / 2%	31 / 1%	31 / 1%	17 / 2%	8 / 1%	12 / 5%klnn	62 / 1%	20 / 2%	26 / 1%	41 / 2%	13 / 2%	7 / 2%	12 / 8%rstuw	68 / 1%	20 / 4%rsw	16 / 1%	95 / 2%y
NET Not at all important/ Not very important	809 / 13%	248 / 10%	361 / 16%ac	371 / 11%	484 / 15%ac	248 / 10%	22 / 11%	104 / 13%e	361 / 16%	32 / 14%	171 / 16%	281 / 14%	278 / 11%	90 / 11%	106 / 18%klmp	51 / 21%klmp	559 / 12%	157 / 19%klmp	350 / 14%	274 / 12%	86 / 13%	59 / 17%s	37 / 23%rstw	624 / 13%	96 / 19%rstw	177 / 11%	632 / 14%y
NET Important / Very important	3535 / 57%	1526 / 63%bd	1178 / 52%	2145 / 62%bd	1797 / 54%	1526 / 63%g	113 / 58%	440 / 57%	1178 / 52%	116 / 51%	543 / 51%	1256 / 61%mnoq	1451 / 60%mnoq	401 / 49%	306 / 51%	115 / 48%	2707 / 60%mnoq	421 / 51%	1549 / 60%tuvx	1440 / 61%tuvx	304 / 45%	161 / 46%	72 / 45%	2989 / 61%tuvx	233 / 45%	1059 / 65%z	2476 / 55%
Mean	3.56	3.70bd	3.44	3.67bd	3.49	3.70g	3.64	3.54	3.44	3.48	3.41	3.66mnoq	3.58mnoq	3.46	3.42	3.32	3.61mnoq	3.39	3.63tuvx	3.60tuvx	3.36	3.33	3.28	3.61tuvx	3.32	3.75z	3.50
Std Dev.	1.05	0.99	1.10	0.99	1.07	0.99	1.10	1.03	1.10	1.12	1.06	1.14	0.98	0.93	1.06	1.21	1.05	1.10	1.11	0.97	0.96	1.11	1.24	1.04	1.15	1.03	1.05
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.03	0.02	0.08	0.03	0.03	0.02	0.03	0.04	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 209

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	365 6%	25 6%	338 6%	3 7%	105 6%	244 6%	16 5%	344 6%	9 5%	5 8%	5 7%	358 6%	2 5%
Not very important (2)	444 7%	31 8%	412 7%	1 2%	135 8%	286 7%	23 7%	411 7%	16 10%	12 17%gij	3 4%	438 7%	3 7%
Neither important nor unimportant (3)	1714 28%	92 23%	1611 28%	10 25%	465 27%	1158 28%	91 28%	1595 27%	53 33%	27 39%	24 32%	1675 28%	15 43%
Important (4)	2479 40%	180 45%	2285 40%	13 32%	673 39%	1685 41%	121 38%	2365 41%	59 36%	21 31%	24 32%	2445 40%	11 30%
Very important (5)	1056 17%	70 17%	973 17%	13 32%b	302 18%	697 17%	57 18%	1014 17%i	23 14%	3 5%	12 17%	1040 17%l	4 10%
Don't know	111 2%	2 1%	109 2%	1 2%	26 2%	73 2%	12 4%de	103 2%	1 1%	- -	6 8%ghk	104 2%	2 5%
NET Not at all important/ Not very important	809 13%	56 13%	750 13%	4 9%	240 14%	530 13%	40 12%	755 13%	25 15%	17 25%gjk	8 11%	796 13%	4 13%
NET Important / Very important	3535 57%	250 62%	3258 57%	27 64%	975 57%	2381 57%	178 55%	3378 58%l	82 51%	25 36%	36 49%	3485 58%l	14 40%
Mean	3.56	3.60	3.56	3.82	3.56	3.57	3.58	3.57i	3.45	3.08	3.51	3.57l	3.34
Std Dev.	1.05	1.06	1.05	1.14	1.07	1.04	1.04	1.05	1.03	1.00	1.09	1.05	0.97
Std Error	0.01	0.05	0.01	0.16	0.03	0.02	0.06	0.01	0.09	0.13	0.13	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	365 6%	84 5%	88 6%	103 7%	90 6%	31 6%	24 5%	30 6%	25 5%	30 6%	33 7%	43 9%fhl	22 4%	38 7%	26 5%	29 6%	35 7%
Not very important	(2)	444 7%	118 8%	98 6%	89 6%	139 9%bc	39 7%	42 8%hm	37 7%	22 4%	37 7%	39 8%	36 7%	31 6%	22 4%	38 7%	47 9%hm	54 11%hlm
Neither important nor unimportant	(3)	1714 28%	426 28%	435 28%	434 28%	419 27%	139 26%	149 29%	138 28%	169 32%o	129 25%	137 27%	130 26%	137 26%	167 32%	146 27%	127 25%	147 30%
Important	(4)	2479 40%	618 40%	637 41%	643 42%	580 38%	213 40%	209 41%	195 39%	216 41%	217 43%	204 40%	199 41%	249 47%mop	195 37%	213 40%	186 37%	181 37%
Very important	(5)	1056 17%	270 17%	255 17%	262 17%	270 18%	96 18%	86 17%	88 18%	85 16%	85 17%	85 17%	80 16%	85 16%	98 19%	95 18%	104 21%p	71 14%
Don't know		111 2%	27 2%	29 2%	19 1%	37 2%	9 2%	7 1%	10 2%	8 2%	11 2%	10 2%	4 1%	8 2%	7 1%	13 2%	15 3%k	8 2%
NET Not at all important/ Not very important		809 13%	202 13%	186 12%	192 12%	229 15%	70 13%	65 13%	67 13%	47 9%	67 13%	72 14%h	79 16%hl	53 10%	60 11%	65 12%	75 15%h	89 18%himn
NET Important / Very important		3535 57%	888 58%	892 58%	905 58%	850 55%	310 59%p	295 57%	283 57%	301 57%	302 59%p	290 57%	279 57%	334 63%p	292 55%	309 58%	290 57%	252 51%
Mean		3.56	3.57	3.58	3.57	3.53	3.59p	3.57	3.56	3.61p	3.58p	3.54	3.49	3.65kp	3.56	3.60p	3.59p	3.41
Std Dev.		1.05	1.04	1.03	1.05	1.07	1.06	1.01	1.06	0.97	1.05	1.07	1.12	0.96	1.07	1.03	1.10	1.09
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.04	0.05	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Low cost	5187 84%	1076 87%b	4112 83%	736 86%	4451 84%	2456 82%	2718 87%e	678 82%	718 82%	928 83%	699 85%	1004 83%ghilm	637 84%	524 84%	1396 82%	1627 84%	2164 85%n	1161 84%	4379 84%	763 84%
Fast delivery	4789 78%	1067 87%b	3722 75%	726 84%d	4064 77%	2248 75%	2528 80%e	663 81%klm	701 80%lm	923 82%jklm	635 77%m	865 76%	561 74%	441 70%	1365 80%pq	1558 80%pq	1867 74%	1003 72%	4003 77%	747 83%r
Next day delivery option	3929 64%	1019 83%b	2910 59%	597 69%d	3332 63%	1851 61%	2068 66%e	594 72%jklm	612 70%jklm	761 68%klm	526 64%lm	671 59%	414 54%	351 56%	1206 71%opq	1287 66%pq	1436 57%	765 55%	3240 62%	654 72%r
Delivery within 3 days	4902 79%	1066 87%b	3836 78%	720 84%d	4182 79%	2344 78%	2545 81%e	633 77%	673 77%	893 80%	665 81%	951 83%ghm	611 80%	476 76%	1307 77%	1557 80%	2039 81%n	1087 78%	4131 79%	732 81%
Convenient to post (within 1/2 mile)	5015 81%	1107 90%b	3908 79%	717 83%	4299 81%	2383 79%	2619 83%e	627 76%	687 79%	907 81%g	680 83%g	956 84%gh	640 84%gh	519 83%g	1314 77%	1587 82%n	2115 84%n	1159 84%n	4223 81%	753 83%
Same price to send to anywhere within the UK	5084 82%	1073 87%b	4010 81%	708 82%	4375 82%	2441 81%	2629 84%e	618 75%	680 78%	902 80%g	701 85%ghi	985 86%ghi	649 85%ghi	549 88%ghi	1297 76%	1603 82%n	2183 86%no	1198 86%no	4316 83%	722 80%
Guaranteed delivery to recipient's door	5401 88%	1142 93%b	4259 86%	750 87%	4651 88%	2590 86%	2798 89%e	679 82%	717 82%	956 85%	732 89%gh	1058 93%ghij	689 91%ghi	570 91%ghi	1396 82%	1688 87%n	2317 92%no	1259 91%no	4580 88%	778 86%
Daily collection service	4583 74%	1039 84%b	3544 72%	635 74%	3948 74%	2213 73%	2362 75%	572 69%	578 66%	832 74%h	621 76%gh	893 78%gh	598 79%gh	488 78%gh	1150 68%	1453 75%n	1980 78%n	1087 78%n	3862 74%	682 75%
Letter delivery is fulfilled in an environmentally responsible way	3535 57%	874 71%b	2661 54%	540 63%d	2995 56%	1636 54%	1888 60%e	523 63%jklm	532 61%klm	680 61%klm	459 56%	616 54%	396 52%	330 53%	1055 62%pq	1139 59%pq	1341 53%	725 52%	2921 56%	594 66%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Low cost	5187 84%	973 84%	1630 84%	1155 83%	1428 85%	2603 84%	2583 84%	3102 84%	2021 84%	468 83%	599 83%	1321 84%	1302 84%	889 83%	3222 84%	490 83%	4341 84%	1084 84%	3861 84%	242 81%
Fast delivery	4789 78%	939 81%bcd	1496 77%	1071 77%	1285 77%	2434 79%	2355 77%	2958 80%h	1772 74%	426 76%	543 76%	1191 76%	1221 79%	844 79%	2956 77%	443 75%	4019 78%	1012 78%	3552 78%	226 75%
Next day delivery option	3929 64%	834 72%bcd	1186 61%	869 62%	1040 62%	2020 65%f	1909 62%	2501 68%h	1380 58%	340 61%	452 63%	953 61%	1003 65%	682 64%	2408 63%	358 61%	3280 63%	821 63%	2907 64%	201 67%
Delivery within 3 days	4902 79%	935 81%	1545 79%	1100 79%	1322 79%	2480 80%	2421 79%	2978 81%	1876 78%	418 75%	583 81%i	1221 78%	1248 80%i	859 80%i	3052 79%i	437 74%	4141 80%o	1005 78%	3689 81%qs	208 69%
Convenient to post (within 1/2 mile)	5015 81%	944 82%	1575 81%	1117 80%	1379 82%	2519 81%	2495 81%	3014 82%	1954 82%	453 81%	590 82%	1284 82%	1240 80%	854 80%	3114 81%	473 81%	4206 81%	1064 82%s	3731 82%s	220 73%
Same price to send to anywhere within the UK	5084 82%	918 80%	1618 83%a	1134 81%	1412 84%a	2536 82%	2546 83%	3023 82%	1999 83%	461 82%	589 82%	1307 83%	1271 82%	856 80%	3166 82%	482 82%	4251 82%	1058 82%	3790 83%	235 78%
Guaranteed delivery to recipient's door	5401 88%	1013 88%	1729 89%c	1198 86%	1461 87%	2741 89%	2658 87%	3221 87%	2120 89%	480 86%	628 87%	1374 87%	1375 89%	923 86%	3378 88%	502 86%	4541 88%	1135 88%s	4024 88%s	243 81%
Daily collection service	4583 74%	879 76%	1483 76%d	1010 72%	1211 72%	2361 76%f	2220 72%	2769 75%	1757 73%	393 70%	519 72%	1178 75%	1148 74%	791 74%	2845 74%	411 70%	3854 75%	931 72%	3440 75%q	212 71%
Letter delivery is fulfilled in an environmentally responsible way	3535 57%	712 62%bcd	1097 56%	781 56%	946 56%	1808 58%	1727 56%	2235 61%h	1251 52%	307 55%	421 59%	895 57%	902 58%	606 57%	2218 58%	320 54%	2991 58%	723 56%	2630 58%	182 61%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Low cost	5187 84%	4463 84%	725 84%	144 83%	4368 84%	428 83%	246 83%	146 85%	212 85%	575 85%p	413 81%	372 83%	472 87%jp	489 85%p	681 84%	734 87%jp	420 79%	59 86%	369 82%
Fast delivery	4789 78%	4120 78%	670 78%	129 75%	4015 77%	407 78%	229 78%	138 81%	202 81%jp	532 79%p	374 74%	335 75%	422 78%	428 75%	666 82%jkmp	673 80%p	382 72%	51 74%	356 79%p
Next day delivery option	3929 64%	3418 64%bc	511 59%	99 57%	3298 64%	329 64%	192 65%	110 64%	160 64%	433 64%	305 60%	258 57%	358 66%k	366 64%	558 69%jkp	542 64%	318 60%	39 57%	290 65%k
Delivery within 3 days	4902 79%	4224 80%c	678 79%	127 73%	4124 80%	408 79%	230 78%	140 82%	195 78%	534 79%	408 80%	346 77%	438 80%	450 78%	647 80%	696 82%	411 78%	50 72%	358 80%
Convenient to post (within 1/2 mile)	5015 81%	4336 82%c	679 79%	125 72%	4243 82%g	405 80%	236 80%	131 77%	205 82%	556 82%	406 80%	364 81%	449 83%p	462 81%	679 84%pr	717 85%pr	405 77%	58 84%	348 77%
Same price to send to anywhere within the UK	5084 82%	4360 82%	724 84%	140 81%	4265 82%	428 83%	244 83%	146 86%	204 81%	570 84%jkp	398 78%	347 82%	448 82%	481 84%kp	682 84%jkp	724 86%jkp	412 78%	61 89%jkp	367 82%
Guaranteed delivery to recipient's door	5401 88%	4638 87%	763 88%	156 90%	4543 88%	450 87%	258 87%	149 88%	219 88%	592 88%	446 88%	383 85%	474 87%	502 87%	705 87%	762 90%k	459 87%	60 87%	390 87%
Daily collection service	4583 74%	3952 74%	631 73%	120 70%	3879 75%e	366 71%	210 71%	128 75%	191 76%r	512 76%	371 73%	315 70%	411 76%	433 75%	623 77%kr	646 76%r	377 71%	53 76%	313 70%
Letter delivery is fulfilled in an environmentally responsible way	3535 57%	3098 58%bc	437 51%	79 46%	2995 58%	290 56%	158 53%	92 54%	130 52%	382 56%	276 54%	248 55%	343 63%hjkp	340 58%p	500 62%hjp	512 61%hp	265 50%	37 54%	253 56%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Low cost	5187 / 84%	2014 / 84%	2005 / 89%acd	2852 / 82%	2842 / 86%c	2014 / 84%	163 / 84%	639 / 82%	2005 / 89%	202 / 89%	954 / 89%	1835 / 89%lmnoq	2092 / 86%moq	577 / 71%	501 / 84%mo	168 / 70%	3927 / 87%moq	668 / 80%mo	2273 / 89%stuvx	2003 / 85%tux	487 / 71%	276 / 78%	128 / 80%	4276 / 87%tuvx	404 / 79%t	1378 / 85%	3809 / 84%
Fast delivery	4789 / 78%	2020 / 84%bcd	1668 / 74%	2814 / 81%bd	2462 / 74%	2020 / 84%f	149 / 77%	626 / 80%	1668 / 74%	173 / 76%	757 / 71%	1689 / 82%mnoq	1958 / 80%moq	504 / 77%m	455 / 72%m	172 / 81%mnoq	3647 / 81%mnoq	627 / 75%m	2142 / 83%stuvx	1867 / 79%tux	410 / 60%	238 / 67%	113 / 71%t	4009 / 81%tuvx	352 / 68%t	1265 / 78%	3524 / 78%
Next day delivery option	3929 / 64%	1767 / 73%bd	1197 / 53%	2469 / 71%bd	1899 / 57%b	1767 / 73%g	129 / 67%	517 / 67%	1197 / 53%	125 / 55%	528 / 49%	1384 / 67%moq	1617 / 66%moq	417 / 51%	371 / 63%m	131 / 55%	3001 / 67%moq	502 / 60%m	1758 / 68%tuvx	1577 / 67%tuvx	316 / 46%	176 / 50%	84 / 52%	3335 / 68%tuvx	260 / 51%	1135 / 70%z	2794 / 62%
Delivery within 3 days	4902 / 79%	1985 / 83%d	1808 / 80%	2794 / 81%	2618 / 79%	1985 / 83%	148 / 77%	620 / 80%	1808 / 80%	172 / 76%	843 / 79%	1779 / 86%lmnoq	1944 / 80%mo	530 / 65%	472 / 79%mo	166 / 70%	3722 / 83%lmnoq	637 / 77%m	2198 / 86%stuvwx	1885 / 80%tx	422 / 62%	260 / 74%t	120 / 75%t	4082 / 83%stuvx	381 / 74%t	1281 / 79%	3621 / 80%
Convenient to post (within 1/2 mile)	5015 / 81%	2024 / 84%d	1852 / 82%	2851 / 82%	2679 / 81%	2024 / 84%	164 / 85%	650 / 84%	1852 / 82%	192 / 85%	884 / 83%	1821 / 88%lmnoq	2005 / 82%moq	527 / 65%	487 / 82%mo	162 / 68%	3826 / 85%lmnoq	648 / 78%mo	2243 / 87%stuvwx	1964 / 82%tux	424 / 62%	267 / 76%t	123 / 77%t	4183 / 85%stuvx	390 / 76%t	1320 / 81%	3695 / 81%
Same price to send to anywhere within the UK	5084 / 82%	1985 / 83%	1947 / 86%ac	2821 / 82%	2783 / 84%c	1985 / 83%	162 / 84%	646 / 83%	1947 / 86%	195 / 86%	934 / 87%	1829 / 89%lmnopq	2051 / 84%mnoq	551 / 68%	472 / 80%mo	168 / 71%	3879 / 86%mnoq	640 / 77%m	2258 / 88%stuvwx	1964 / 83%tux	452 / 66%	268 / 76%t	123 / 77%t	4222 / 86%stuvx	391 / 76%t	1308 / 80%	3776 / 83%y
Guaranteed delivery to recipient's door	5401 / 88%	2148 / 89%	2040 / 90%cd	3023 / 87%	2915 / 88%	2148 / 89%	178 / 92%	702 / 90%	2040 / 90%	196 / 86%	978 / 91%	1955 / 95%lmnoq	2153 / 88%moq	594 / 73%	511 / 86%mo	175 / 73%	4108 / 91%lmnoq	686 / 82%mo	2421 / 94%stuvwx	2066 / 87%tuvx	475 / 70%	291 / 82%t	128 / 80%t	4487 / 91%stuvx	419 / 81%t	1356 / 83%	4045 / 89%y
Daily collection service	4583 / 74%	1896 / 79%bd	1658 / 73%	2654 / 77%	2417 / 73%	1896 / 79%g	144 / 74%	578 / 74%	1658 / 73%	155 / 68%	800 / 75%	1675 / 81%lmnoq	1859 / 76%mnoq	482 / 59%	405 / 68%m	150 / 63%	3534 / 79%mnoq	554 / 67%m	2045 / 80%stuvx	1764 / 75%tuvx	432 / 63%	225 / 64%	101 / 63%	3810 / 77%stuvx	326 / 63%	1204 / 74%	3379 / 74%
Letter delivery is fulfilled in an environmentally responsible way	3535 / 57%	1526 / 63%bd	1178 / 52%	2145 / 62%bd	1797 / 54%	1526 / 63%g	113 / 58%	440 / 57%	1178 / 52%	116 / 51%	543 / 51%	1256 / 61%mnoq	1451 / 60%mnoq	401 / 49%	306 / 51%	115 / 48%	2707 / 60%mnoq	421 / 51%	1549 / 60%tuvx	1440 / 61%tuvx	304 / 45%	161 / 46%	72 / 45%	2989 / 61%tuvx	233 / 45%	1059 / 65%z	2476 / 55%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Low cost	5187 84%	339 84%	4815 84%	34 81%	1412 83%f	3537 85%df	238 74%	4974 85%hij	108 67%	34 50%	55 74%i	5117 84%hi	15 44%
Fast delivery	4789 78%	317 79%	4442 78%	31 74%	1292 76%	3273 79%df	225 70%	4585 79%hi	102 63%	34 50%	51 69%	4721 78%hi	17 48%
Next day delivery option	3929 64%	262 66%	3641 64%	26 61%	1059 62%	2666 64%	205 64%	3749 64%i	95 59%	31 46%	42 56%	3875 64%i	12 34%
Delivery within 3 days	4902 79%	320 80%	4554 80%	28 68%	1332 78%f	3344 81%f	226 70%	4688 80%hi	104 65%	37 55%	58 79%i	4830 80%hi	14 40%
Convenient to post (within 1/2 mile)	5015 81%	322 80%	4663 81%	30 73%	1366 80%f	3418 83%f	231 72%	4792 82%hi	109 68%	41 60%	61 83%i	4941 82%hi	13 36%
Same price to send to anywhere within the UK	5084 82%	339 85%	4711 82%	33 80%	1408 83%f	3429 83%f	247 77%	4860 83%hi	105 65%	43 62%	60 81%	5007 83%hi	16 46%
Guaranteed delivery to recipient's door	5401 88%	352 88%c	5018 88%c	30 73%	1486 87%f	3671 89%f	244 76%	5166 89%hi	115 72%	44 65%	60 81%	5325 88%hi	16 44%
Daily collection service	4583 74%	302 75%	4254 74%	27 66%	1229 72%f	3148 76%df	206 64%	4396 75%hi	87 54%	38 56%	44 60%	4521 75%hij	17 50%
Letter delivery is fulfilled in an environmentally responsible way	3535 57%	250 62%	3258 57%	27 64%	975 57%	2381 57%	178 55%	3378 58%i	82 51%	25 36%	36 49%	3485 58%i	14 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Low cost	5187 84%	1275 83%	1293 84%	1318 85%	1301 85%	423 80%	440 85%	412 83%	432 82%	436 86%	425 84%	401 82%	455 86%	462 88%ekn	457 86%	446 88%ekn	399 80%
Fast delivery	4789 78%	1158 75%	1182 77%	1219 79%	1231 80%a	408 77%	375 73%	374 75%	396 76%	388 76%	398 78%	389 79%	436 82%fghm	394 75%	420 79%	429 85%efghijmp	382 77%
Next day delivery option	3929 64%	946 61%	970 63%	1002 65%	1011 66%a	336 64%	313 61%	297 60%	327 62%	318 63%	324 64%	313 64%	355 67%	334 63%	340 64%	357 70%fghi	313 63%
Delivery within 3 days	4902 79%	1199 78%	1207 78%	1271 82%ab	1225 80%	425 80%	397 77%	377 76%	401 77%	399 78%	406 80%	400 81%	454 85%fghijno	418 79%	421 79%	418 82%g	386 78%
Convenient to post (within 1/2 mile)	5015 81%	1251 81%	1246 81%	1260 81%	1258 82%	433 82%	420 81%	398 80%	415 79%	410 81%	420 83%	389 79%	441 83%	431 82%	425 80%	435 86%ghk	398 80%
Same price to send to anywhere within the UK	5084 82%	1284 83%	1247 81%	1261 81%	1291 84%	427 81%	448 87%ehm	409 82%	420 81%	415 81%	413 81%	403 82%	435 82%	423 80%	445 84%	431 84%	415 84%
Guaranteed delivery to recipient's door	5401 88%	1330 86%	1359 88%	1369 88%	1344 88%	446 85%	446 86%	437 88%	468 89%	453 89%	438 86%	432 88%	474 89%	463 88%	466 88%	457 90%e	421 85%
Daily collection service	4583 74%	1155 75%	1098 71%	1176 76%b	1155 75%b	391 74%	385 75%	379 76%	377 72%	360 71%	361 71%	369 75%	423 79%hij	384 73%	405 76%	386 76%	363 73%
Letter delivery is fulfilled in an environmentally responsible way	3535 57%	888 58%	892 58%	905 58%	850 55%	310 59%p	295 57%	283 57%	301 57%	302 59%p	290 57%	279 57%	334 63%p	292 55%	309 58%	290 57%	252 51%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Low cost	197 3%	45 4%	152 3%	29 3%	168 3%	118 4%f	79 3%	36 4%k	37 4%k	38 3%	23 3%	26 2%	20 3%	16 3%	74 4%pq	61 3%	62 2%	36 3%	168 3%	29 3%
Fast delivery	345 6%	54 4%	291 6%	43 5%	303 6%	197 7%f	148 5%	43 5%	36 4%	40 4%	46 6%	67 6%i	61 8%hi	52 8%hi	79 5%	86 4%	180 7%no	113 8%no	310 6%s	33 4%
Next day delivery option	712 12%	89 7%	623 13%a	78 9%	634 12%	346 12%	365 12%	48 6%	71 8%	96 9%	108 13%ghi	144 13%ghi	129 17%ghik	116 19%ghijk	119 7%	204 11%n	389 15%no	245 18%no	644 12%s	64 7%
Delivery within 3 days	304 5%	64 5%	240 5%	39 5%	265 5%	152 5%	152 5%	40 5%	42 5%	58 5%	39 5%	48 4%	42 6%	34 5%	83 5%	98 5%	124 5%	76 5%	273 5%	30 3%
Convenient to post (within 1/2 mile)	250 4%	43 4%	206 4%	27 3%	222 4%	136 5%	113 4%	42 5%	39 4%	43 4%	30 4%	42 4%	27 4%	25 4%	81 5%	74 4%	95 4%	52 4%	221 4%	25 3%
Same price to send to anywhere within the UK	213 3%	47 4%	167 3%	34 4%	179 3%	126 4%f	87 3%	56 7%hijklm	33 4%	40 4%	26 3%	32 3%	16 2%	11 2%	89 5%opq	66 3%q	59 2%	26 2%	180 3%	34 4%
Guaranteed delivery to recipient's door	163 3%	24 2%	139 3%	27 3%	136 3%	97 3%f	66 2%	31 4%k	27 3%	32 3%	15 2%	18 2%	23 3%	17 3%	58 3%	47 2%	58 2%	40 3%	141 3%	23 2%
Daily collection service	437 7%	56 5%	381 8%a	69 8%	368 7%	220 7%	216 7%	49 6%	79 9%m	80 7%	58 7%	79 7%	58 8%	34 5%	128 8%	137 7%	172 7%	92 7%	391 7%s	44 5%
Letter delivery is fulfilled in an environmentally responsible way	809 13%	90 7%	719 15%a	118 14%	691 13%	447 15%f	361 11%	88 11%	89 10%	160 14%h	105 13%	190 17%ghi	91 12%	87 14%	177 10%	265 14%n	367 15%n	177 13%	708 14%s	89 10%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Low cost	197 3%	43 4%	65 3%	46 3%	43 3%	108 3%	89 3%	114 3%	81 3%	20 4%	18 3%	57 4%	40 3%	44 4%	115 3%	22 4%	168 3%	48 4%	142 3%	7 2%
Fast delivery	345 6%	51 4%	126 6%	81 6%	88 5%	177 6%	168 5%	169 5%	170 7%g	27 5%	32 4%	110 7%	83 5%	55 5%	224 6%	33 6%	292 6%	78 6%	252 6%	15 5%
Next day delivery option	712 12%	106 9%	253 13%ac	134 10%	220 13%ac	359 12%	353 12%	353 10%	353 15%g	71 13%	90 13%	201 13%	178 11%	118 11%	469 12%	73 12%	613 12%	171 13%s	531 12%s	11 4%
Delivery within 3 days	304 5%	57 5%	113 6%	61 4%	73 4%	170 5%	134 4%	161 4%	132 6%	33 6%	35 5%	84 5%	74 5%	49 5%	194 5%	35 6%	255 5%	72 6%	215 5%	17 6%
Convenient to post (within 1/2 mile)	250 4%	50 4%	86 4%	56 4%	57 3%	137 4%	113 4%	139 4%	101 4%	22 4%	28 4%	71 5%	58 4%	50 5%	156 4%	24 4%	213 4%	55 4%	178 4%	17 6%
Same price to send to anywhere within the UK	213 3%	47 4%	75 4%	48 3%	43 3%	122 4%	91 3%	137 4%	74 3%	18 3%	19 3%	51 3%	57 4%	46 4%	127 3%	20 3%	185 4%	49 4%	153 3%	12 4%
Guaranteed delivery to recipient's door	163 3%	33 3%	44 2%	44 3%	41 2%	78 3%	86 3%	92 2%	66 3%	15 3%	23 3%	45 3%	38 2%	29 3%	105 3%	15 3%	139 3%	31 2%	124 3%	8 3%
Daily collection service	437 7%	76 7%	140 7%	110 8%	110 7%	217 7%	220 7%	238 6%	195 8%g	48 9%	40 6%	109 7%	130 8%	80 7%	279 7%	50 9%	367 7%	93 7%	325 7%	18 6%
Letter delivery is fulfilled in an environmentally responsible way	809 13%	133 12%	240 12%	194 14%	241 14%	373 12%	436 14%	434 12%	367 15%g	79 14%	92 13%	215 14%	209 13%	137 13%	517 13%	81 14%	683 13%	194 15%s	590 13%	26 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Low cost	197 3%	160 3%	36 4%	9 5%	172 3%	11 2%	10 4%	4 2%	5 2%	18 3%	21 4%	13 3%	19 4%	22 4%	31 4%	21 3%	21 4%	1 1%	10 2%
Fast delivery	345 6%	310 6%	35 4%	9 5%	303 6%	21 4%	14 5%	7 4%	17 7%	39 6%	38 7%	22 5%	29 5%	34 6%	36 4%	52 6%	36 7%	2 4%	19 4%
Next day delivery option	712 12%	600 11%	113 13%	25 15%	598 12%	65 12%	32 11%	17 10%	34 14%n	79 12%	66 13%n	59 13%n	53 10%	76 13%n	62 8%	96 11%	74 14%n	8 12%	56 13%n
Delivery within 3 days	304 5%	250 5%	54 6%	13 7%	258 5%	23 4%	17 6%	6 3%	19 7%lnpr	43 6%r	27 5%	29 6%r	18 3%	30 5%	30 4%	39 5%	20 4%	8 12%jlmnopr	15 3%
Convenient to post (within 1/2 mile)	250 4%	213 4%	37 4%	12 7%a	199 4%	30 6%d	13 4%	8 5%	14 5%l	14 2%	19 4%	21 5%	17 3%	16 3%	36 4%	34 4%	27 5%l	2 3%	28 6%l
Same price to send to anywhere within the UK	213 3%	180 3%	34 4%	12 7%a	179 3%	19 4%	9 3%	6 3%	8 3%	24 4%	18 4%	13 3%	29 5%mo	10 2%	26 3%	21 2%	30 6%mo	1 1%	19 4%m
Guaranteed delivery to recipient's door	163 3%	145 3%	18 2%	3 2%	143 3%	13 2%	5 2%	2 1%	2 3%	23 3%	13 3%	16 3%	19 4%	15 3%	26 3%	17 2%	9 2%	3 4%	10 2%
Daily collection service	437 7%	369 7%	67 8%	14 8%	369 7%	41 8%	17 6%	10 6%	21 8%	53 8%	34 7%	39 9%n	37 7%	38 7%	41 5%	60 7%	46 9%n	4 6%	36 8%
Letter delivery is fulfilled in an environmentally responsible way	809 13%	675 13%	135 16%	29 17%	660 13%	80 16%	46 16%	22 13%	37 15%l	107 16%lo	74 15%	53 12%	53 10%	66 12%	102 13%	87 10%	80 15%lo	9 14%	71 16%lo

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Low cost	197 / 3%	74 / 3%	56 / 2%	116 / 3%	99 / 3%	74 / 3%	8 / 4%	29 / 4%	56 / 2%	5 / 2%	24 / 2%	37 / 2%	80 / 3%k	37 / 5%kp	25 / 4%k	19 / 8%klp	117 / 3%	44 / 5%klp	42 / 2%	79 / 3%r	33 / 5%rw	28 / 8%rsw	13 / 8%rsw	122 / 2%	41 / 8%rsw	67 / 4%	130 / 3%
Fast delivery	345 / 6%	82 / 3%	179 / 8%ac	130 / 4%	227 / 7%ac	82 / 3%	12 / 6%	31 / 4%	179 / 8%	12 / 5%	105 / 10%	100	122	61 / 8%klp	31 / 5%	31 / 13%klmnp	222 / 5%	61 / 7%klp	118 / 5%	109 / 5%	58 / 9%rsw	43 / 12%rsw	17 / 11%rsw	227 / 5%	60 / 12%rsw	111 / 7%	234 / 5%
Next day delivery option	712 / 12%	163 / 7%	417 / 18%acd	251 / 7%	505 / 15%ac	163 / 7%	22 / 11%	81 / 10%e	417 / 18%	39 / 17%	218 / 20%	282 / 14%l	236 / 10%	86 / 11%	63 / 11%	44 / 18%klmnp	518 / 12%	107 / 13%l	308 / 12%s	218 / 9%	79 / 12%	69 / 20%rstw	34 / 21%rstw	527 / 11%	104 / 20%rstw	141 / 9%	571 / 13%y
Delivery within 3 days	304 / 5%	88 / 4%	132 / 6%ac	142 / 4%	186 / 6%ac	88 / 4%	15 / 8%e	34 / 4%	132 / 6%	9 / 4%	75 / 7%	76 / 4%	108 / 4%	54 / 7%klp	37 / 6%k	27 / 11%klnp	185 / 4%	65 / 8%klp	88 / 3%	125 / 5%r	37 / 5%	32 / 9%rsw	18 / 11%rstw	214 / 4%	50 / 10%rsw	93 / 6%	211 / 5%
Convenient to post (within 1/2 mile)	250 / 4%	78 / 3%	91 / 4%	125 / 4%	138 / 4%	78 / 3%	7 / 3%	29 / 4%	91 / 4%	7 / 3%	46 / 4%	58 / 3%	87 / 4%	50 / 6%klp	30 / 5%k	25 / 10%klnp	146 / 3%	54 / 7%klp	80 / 3%	94 / 4%	41 / 6%rw	20 / 6%	14 / 9%rsw	174 / 4%	34 / 7%rsw	80 / 5%	170 / 4%
Same price to send to anywhere within the UK	213 / 3%	81 / 3%	68 / 3%	114 / 3%	101 / 3%	81 / 3%	8 / 4%	26 / 3%	68 / 3%	6 / 3%	30 / 3%	54 / 3%	70 / 3%	44 / 5%klp	26 / 4%	19 / 8%klp	124 / 3%	45 / 5%klp	75 / 3%	72 / 3%	37 / 5%rw	18 / 5%	10 / 7%rw	147 / 3%	28 / 6%rsw	77 / 5%z	136 / 3%
Guaranteed delivery to recipient's door	163 / 3%	47 / 2%	53 / 2%	90 / 3%	96 / 3%	47 / 2%	5 / 2%	14 / 2%	53 / 2%	9 / 4%	33 / 3%	23 / 1%	57 / 2%k	50 / 6%klp	19 / 3%	13 / 6%klp	80 / 2%	32 / 4%kp	29 / 1%	66 / 3%r	40 / 6%rw	21 / 6%rsw	7 / 4%r	95 / 2%	28 / 6%rsw	64 / 4%z	99 / 2%
Daily collection service	437 / 7%	133 / 6%	206 / 9%ac	191 / 6%	264 / 8%ac	133 / 6%	14 / 7%	65 / 8%e	206 / 9%	26 / 12%	94 / 9%	125 / 6%	162 / 7%	65 / 8%	56 / 9%kp	29 / 12%klp	287 / 6%	85 / 10%klp	167 / 6%	140 / 6%	57 / 8%	49 / 14%rstw	18 / 11%sw	307 / 6%	67 / 13%rstw	131 / 8%	306 / 7%
Letter delivery is fulfilled in an environmentally responsible way	809 / 13%	248 / 10%	361 / 16%ac	371 / 11%	484 / 15%ac	248 / 10%	22 / 11%	104 / 13%e	361 / 16%	32 / 14%	171 / 16%	281 / 14%	278 / 11%	90 / 11%	106 / 18%klmp	51 / 21%klmp	559 / 12%	157 / 18%klmp	350 / 14%	274 / 12%	86 / 13%	59 / 17%s	37 / 23%rstw	624 / 13%	96 / 19%rstw	177 / 11%	632 / 14%y

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Low cost	197 3%	10 3%	183 3%	4 10%ab	58 3%	121 3%	18 6%e	163 3%	12 7%gk	13 19%gk	6 8%gk	188 3%	3 9%
Fast delivery	345 6%	14 3%	326 6%	5 13%a	119 7%e	206 5%	20 6%	300 5%	18 11%gk	18 26%ghjk	4 5%	336 6%	6 16%
Next day delivery option	712 12%	35 9%	670 12%	7 17%	231 14%ef	460 11%f	21 7%	672 12%	17 11%	11 16%	11 15%	699 12%	2 5%
Delivery within 3 days	304 5%	18 4%	283 5%	4 9%	92 5%	193 5%	19 6%	264 5%	22 14%gk	8 16%gk	4 4%	297 5%	4 11%
Convenient to post (within 1/2 mile)	250 4%	13 3%	230 4%	6 16%ab	72 4%	156 4%	21 7%e	210 4%	20 13%gk	8 12%gk	4 5%	239 4%	7 20%
Same price to send to anywhere within the UK	213 3%	12 3%	201 4%	1 2%	62 4%	140 3%	11 4%	181 3%	22 14%gjk	8 12%gjk	2 2%	212 4%	- -
Guaranteed delivery to recipient's door	163 3%	8 2%	152 3%	4 9%ab	55 3%	91 2%	18 6%e	134 2%	18 11%gjk	7 10%gjk	* *	160 3%	3 10%
Daily collection service	437 7%	28 7%	405 7%	4 9%	127 7%	284 7%	26 8%	398 7%	20 12%g	13 19%gk	6 8%	430 7%	1 2%
Letter delivery is fulfilled in an environmentally responsible way	809 13%	56 14%	750 13%	4 9%	240 14%	530 13%	40 12%	755 13%	25 15%	17 26%gk	8 11%	796 13%	4 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 211

QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Low cost	197 3%	69 4%bd	37 2%	52 3%	39 3%	29 6%hjmno	20 4%n	19 4%n	12 2%n	14 3%n	10 2%	20 4%n	21 4%n	11 2%	2 *	12 2%n	25 5%jmn
Fast delivery	345 6%	109 7%b	70 5%	91 6%	75 5%	35 7%	33 6%	41 8%n	24 5%	23 5%	23 5%	34 7%	31 6%	26 5%	21 4%	24 5%	31 6%
Next day delivery option	712 12%	187 12%	183 12%	187 12%	155 10%	54 10%	70 14%n	63 13%n	61 12%	59 12%	64 13%n	53 11%	66 12%n	68 13%n	39 7%	47 9%	70 14%n
Delivery within 3 days	304 5%	91 6%	62 4%	69 4%	81 5%	26 5%	35 7%jl	31 6%jl	23 4%	25 5%	14 3%	30 6%l	13 2%	27 5%	30 6%l	17 3%	35 7%jlo
Convenient to post (within 1/2 mile)	250 4%	74 5%	58 4%	62 4%	56 4%	25 5%	17 3%	32 6%jmo	25 5%	18 4%	15 3%	27 6%m	23 4%	11 2%	18 3%	14 3%	24 5%
Same price to send to anywhere within the UK	213 3%	60 4%	49 3%	59 4%	46 3%	22 4%	14 3%	24 5%	19 4%	14 3%	16 3%	21 4%	18 3%	20 4%	17 3%	12 2%	17 3%
Guaranteed delivery to recipient's door	163 3%	48 3%	28 2%	41 3%	45 3%	13 2%	21 4%	15 3%	10 2%	8 2%	10 2%	20 4%	11 2%	11 2%	14 3%	11 2%	20 4%
Daily collection service	437 7%	112 7%	118 8%	101 7%	105 7%	34 6%	39 8%	39 8%	44 8%	34 7%	41 8%	34 7%	34 6%	34 6%	25 5%	34 7%	46 9%n
Letter delivery is fulfilled in an environmentally responsible way	809 13%	202 13%	186 12%	192 12%	229 15%	70 13%	65 13%	67 13%	47 9%	67 13%	72 14%h	79 16%hl	53 10%	60 11%	65 12%	75 15%h	89 18%hlmn

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Low cost	4.17	4.23b	4.16	4.21	4.17	4.12	4.22e	4.14	4.10	4.14	4.19h	4.28ghijklm	4.15	4.19h	4.12	4.16n	4.22noq	4.17n	4.17	4.17
Fast delivery	4.02	4.26b	3.96	4.16d	4.00	3.97	4.06e	4.11jklm	4.08klm	4.14hjklm	4.03lm	3.97lm	3.88	3.85	4.10pq	4.09pq	3.92	3.87	4.00	4.17r
Next day delivery option	3.75	4.17b	3.64	3.86d	3.73	3.72	3.78	3.97jklm	3.88jklm	3.87jklm	3.72lm	3.65l	3.52	3.53	3.92opq	3.81pq	3.58	3.53	3.71	3.95r
Delivery within 3 days	4.06	4.24b	4.01	4.14d	4.05	4.03	4.08e	4.05	4.01	4.06	4.05	4.13h	4.05	4.03	4.03	4.06	4.08	4.04	4.05	4.12
Convenient to post (within 1/2 mile)	4.11	4.30b	4.06	4.17	4.10	4.06	4.16e	4.03	4.05	4.09	4.10	4.19ghi	4.15gh	4.18gh	4.04	4.09	4.18no	4.17no	4.11	4.12
Same price to send to anywhere within the UK	4.16	4.24b	4.14	4.16	4.16	4.13	4.19e	4.01	4.05	4.11g	4.20ghi	4.25ghi	4.26ghi	4.28ghi	4.03	4.15n	4.26no	4.27no	4.18s	4.07
Delivery to recipient's door	4.30	4.43b	4.27	4.29	4.31	4.26	4.34e	4.16	4.17	4.26gh	4.35ghi	4.45ghijl	4.33ghi	4.38ghi	4.17	4.30n	4.40no	4.35n	4.31	4.25
Daily collection service	3.97	4.21b	3.91	3.95	3.97	3.95	3.99	3.91	3.80	3.95h	3.96h	4.05ghi	4.03gh	4.10ghij	3.85	3.95n	4.06no	4.07no	3.97	3.98
Letter delivery is fulfilled in an environmentally responsible way	3.56	3.86b	3.49	3.65d	3.55	3.49	3.63e	3.72ijklm	3.66klm	3.59k	3.55	3.45	3.51	3.49	3.69opq	3.57p	3.47	3.50	3.53	3.75r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3667	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Low cost	4.17	4.13	4.15	4.15	4.25abc	4.14	4.20e	4.17	4.18	4.26klmn	4.21lm	4.16m	4.14	4.10	4.16m	4.26p	4.15	4.20	4.17	4.13
Fast delivery	4.02	4.11bcd	3.97	4.01	4.03b	4.02	4.02	4.09h	3.93	4.02	4.00	3.97	4.03k	4.04k	4.00	4.00	4.01	4.03	4.02	3.98
Next day delivery option	3.75	3.84bcd	3.68	3.74	3.70	3.77	3.72	3.85h	3.60	3.72	3.73	3.68	3.73	3.75	3.71	3.73	3.73	3.73	3.74	3.92qr
Delivery within 3 days	4.06	4.11b	4.02	4.07	4.07	4.05	4.07	4.09h	4.03	4.02	4.08	4.00	4.07	4.07	4.04	4.01	4.06	4.04	4.07	3.95
Convenient to post (within 1/2 mile)	4.11	4.11	4.09	4.10	4.15	4.10	4.13	4.12	4.12	4.15	4.16	4.09	4.08	4.07	4.10	4.14	4.10	4.17rs	4.10s	3.96
Same price to send to anywhere within the UK	4.16	4.11	4.15	4.15	4.23abc	4.13	4.19e	4.13	4.21g	4.20	4.23m	4.17	4.14	4.09	4.17	4.19	4.15	4.20	4.16	4.08
Delivery to recipient's door	4.30	4.31	4.32	4.26	4.32	4.31	4.30	4.30	4.33	4.33	4.32	4.27	4.31	4.26	4.30	4.33	4.30	4.33s	4.31s	4.18
Daily collection service	3.97	4.03c	3.96	3.92	3.97	3.99	3.95	3.97	3.96	3.95	3.98	3.97	3.93	3.91	3.96	3.94	3.96	3.97	3.97	3.96
Letter delivery is fulfilled in an environmentally responsible way	3.56	3.65c	3.56	3.52	3.55	3.59	3.54	3.64h	3.45	3.53	3.61	3.54	3.55	3.56	3.56	3.53	3.56	3.54	3.56	3.73qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Low cost	4.17	4.18	4.15	4.12	4.18	4.14	4.12	4.21	4.23p	4.24jklmnpr	4.16	4.16	4.23mnpr	4.11	4.13	4.24jklmnpr	4.09	4.19	4.13
Fast delivery	4.02	4.02	4.03	3.98	4.01	4.03	4.04	4.12	4.06	4.04jmp	3.92	3.98	4.07jmp	3.94	4.13jklmopq	4.00j	3.94	3.91	4.05jmp
Next day delivery option	3.75	3.76b	3.66	3.64	3.75	3.72	3.79	3.76	3.75	3.78	3.67	3.64	3.82kp	3.68	3.88jkmpr	3.77	3.63	3.66	3.73
Delivery within 3 days	4.06	4.07c	4.01	3.92	4.06	4.05	4.04	4.15df	4.04	4.05	4.06	4.00	4.13q	4.01	4.07	4.09	4.04	3.87	4.08
Convenient to post (within 1/2 mile)	4.11	4.12c	4.08c	3.93	4.12e	4.02	4.14e	4.07	4.15r	4.14r	4.18r	4.07	4.15r	4.09	4.10	4.15r	4.08	4.39jklmnpr	4.12
Same price to send to anywhere within the UK	4.16	4.16	4.19	4.17	4.16	4.16	4.21	4.25d	4.18	4.18	4.13	4.08	4.15	4.18	4.16	4.21kp	4.08	4.39jklmnpr	4.12
Delivery to recipient's door	4.30	4.30	4.31	4.35	4.30	4.30	4.33	4.33	4.34	4.29	4.32	4.25	4.31	4.27	4.27	4.36	4.30	4.34	4.30
Daily collection service	3.97	3.97	3.94	3.92	3.98	3.89	3.97	4.00	4.02kr	4.02kr	3.95	3.84	4.04kr	3.95	4.01kr	3.97	3.94	4.03	3.87
Letter delivery is fulfilled in an environmentally responsible way	3.56	3.58bc	3.44	3.42	3.58f	3.49	3.47	3.57	3.48	3.53	3.49	3.56	3.70hijpr	3.62p	3.64pr	3.61p	3.45	3.46	3.49

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Low cost	4.17	4.14	4.29acd	4.11	4.21ac	4.14	4.26eg	4.10	4.29	4.41hj	4.30	4.32lmnopq	4.15mo	3.94	4.18moq	3.89	4.23lmoq	4.10mo	4.29stuvwx	4.14tux	3.94	4.01	4.10t	4.22stuvx	4.04t	4.22z	4.16
Fast delivery	4.02	4.18bcd	3.88	4.13bd	3.92	4.18fg	4.04	4.09	3.88j	3.97j	3.81	4.15lmnopq	4.02mo	3.76	3.99m	3.89m	4.08lmnoq	3.96m	4.18stuvwx	3.99tu	3.69	3.74	3.93tu	4.09stuvx	3.80t	4.02	4.02
Next day delivery option	3.75	3.88bd	3.48	3.93bd	3.59b	3.98g	3.81	3.80	3.48	3.57	3.40	3.80moq	3.78mo	3.58	3.74m	3.55	3.79moq	3.68	3.85tuvx	3.78tuvx	3.48	3.43	3.50	3.81tuvx	3.45	3.88z	3.70
Delivery within 3 days	4.06	4.16bd	4.03	4.10bd	4.01	4.16	4.01	4.09	4.03	4.08	4.01	4.24lmnopq	4.07mo	3.80	3.99m	3.89	4.12mnoq	3.96m	4.23stuvwx	3.99tu	3.77	3.86	4.01t	4.12stux	3.91t	4.05	4.06
Convenient to post (within 1/2 mile)	4.11	4.17d	4.13	4.12	4.10	4.17	4.23	4.16	4.13	4.19	4.14	4.32lmnopq	4.07mo	3.81	4.05m	3.90	4.18lmnoq	4.01m	4.29stuvwx	4.05t	3.77	3.97t	4.08t	4.17stux	4.00t	4.10	4.12
Same price to send to anywhere within the UK	4.16	4.16	4.23ac	4.14	4.19	4.16	4.22	4.21	4.23	4.23	4.27	4.36lmnopq	4.13moq	3.87	4.06m	3.93	4.24lmnoq	4.02m	4.33stuvwx	4.09t	3.87	4.00	4.12t	4.22stux	4.04t	4.11	4.18y
Delivery to recipient's door	4.30	4.35c	4.36cd	4.29	4.30	4.35	4.45	4.37	4.36	4.31	4.38	4.54lmnopq	4.25mo	3.99	4.24mo	4.03	4.38lmnoq	4.18m	4.52stuvwx	4.20t	3.94	4.16t	4.29t	4.37stux	4.20t	4.20	4.34y
Daily collection service	3.97	4.07bd	3.92	4.03bd	3.92	4.07	4.05	3.99	3.92	3.87	3.97	4.17lmnopq	3.95mnoq	3.69	3.81	3.75	4.05lmnoq	3.79	4.12stuvwx	3.92tux	3.73	3.71	3.81	4.03stuvx	3.74	3.95	3.97
Letter delivery is fulfilled in an environmentally responsible way	3.56	3.70bd	3.44	3.67bd	3.49	3.70g	3.64	3.54	3.44	3.48	3.41	3.66lmnoq	3.58mnoq	3.46	3.42	3.32	3.61mnoq	3.39	3.63tuvx	3.60tuvx	3.36	3.33	3.28	3.62tuvx	3.32	3.75z	3.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Low cost	4.17	4.20	4.17	4.17	4.18f	4.18f	4.07	4.19hijl	3.94il	3.52	4.03il	4.18hijl	3.51
Fast delivery	4.02	4.04	4.02	3.96	3.99	4.04df	3.92	4.04hil	3.77il	3.30	3.94il	4.02hil	3.41
Next day delivery option	3.75	3.86	3.74	3.66	3.71	3.75	3.83	3.76i	3.70	3.36	3.58	3.75i	3.45
Delivery within 3 days	4.06	4.10	4.06	3.88	4.05	4.07f	3.92	4.08hi	3.78	3.50	4.06i	4.06hi	3.31
Convenient to post (within 1/2 mile)	4.11	4.15	4.11	3.87	4.14f	4.12f	3.92	4.13hi	3.85	3.75	4.20i	4.12hi	3.14
Same price to send to anywhere within the UK	4.16	4.18	4.16	4.36	4.20f	4.15	4.04	4.18hi	3.84	3.62	4.27hi	4.16hi	3.63
Delivery to recipient's door	4.30	4.32	4.30	4.08	4.32f	4.32f	4.06	4.33hi	3.93	3.75	4.29hi	4.31hi	3.53
Daily collection service	3.97	3.93	3.97	4.02	3.97f	3.98f	3.78	3.99hi	3.66	3.49	3.79	3.97hi	3.58
Letter delivery is fulfilled in an environmentally responsible way	3.56	3.60	3.56	3.82	3.56	3.57	3.58	3.57i	3.45	3.08	3.51	3.57i	3.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Low cost	4.17	4.15	4.17	4.16	4.21ac	4.10	4.17k	4.19kp	4.15k	4.20ekp	4.17kp	4.07	4.18ekp	4.21ekp	4.26efhjklp	4.28efghijklp	4.09
Fast delivery	4.02	3.94	4.01a	4.03a	4.10abc	3.98f	3.87	3.97f	4.01f	3.96f	4.06fgi	3.99f	4.11efghikmp	4.00f	4.10efghikmp	4.18efghijkmp	4.01f
Next day delivery option	3.75	3.70	3.72	3.75	3.81a	3.75	3.66	3.71	3.74	3.70	3.74	3.72	3.79	3.72	3.84f	3.91efghijkmp	3.69
Delivery within 3 days	4.06	4.01	4.06	4.10a	4.06	4.06	3.96	4.03	4.03	4.03	4.11fp	4.07	4.21efghikmnp	4.01	4.06	4.17fghimp	3.96
Convenient to post (within 1/2 mile)	4.11	4.09	4.07	4.13	4.15b	4.12	4.08	4.06	4.05	4.03	4.14	4.07	4.19hi	4.14	4.12	4.25efghikp	4.10
Same price to send to anywhere within the UK	4.16	4.18	4.12	4.13	4.22bc	4.16	4.21m	4.16	4.12	4.12	4.13	4.13	4.16	4.09	4.21	4.26hijkm	4.19
Delivery to recipient's door	4.30	4.26	4.30	4.32	4.33	4.26	4.20	4.33f	4.33f	4.29	4.29	4.28	4.36f	4.32f	4.33f	4.42efijkp	4.25
Daily collection service	3.97	3.97	3.92	3.98	4.00	4.00	3.91	3.99	3.94	3.92	3.90	3.94	4.03	3.97	4.06fjp	4.05	3.90
Letter delivery is fulfilled in an environmentally responsible way	3.56	3.57	3.58	3.57	3.53	3.59p	3.57	3.56	3.61p	3.58p	3.54	3.49	3.65kp	3.56	3.60p	3.59p	3.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
£0.00-£0.09	12 *	7 1%b	5 *	2 *	10 *	6 *	6 *	2 *	6 1%	2 *	1 *	1 *	-	-	8 *pq	3 *	1 *	-	7 *	5 1%r
£0.20-£0.29	15 *	10 1%b	6 *	-	15 *	9 *	6 *	*	*	-	2 *	3 *	9 1%ghikm	-	1 *	2 *	13 *n	9 1%no	15 *	-
£0.30-£0.39	21 *	8 1%	14 *	3 *	19 *	10 *	11 *	1 *	8 1%	3 *	1 *	5 *	3 *	1 *	9 1%	4 *	8 *	4 *	18 *	4 *
£0.40-£0.49	19 *	7 1%	12 *	5 1%	15 *	7 *	12 *	3 *	1 *	3 *	6 1%	2 *	4 1%	-	4 *	9 *	7 *	4 *	18 *	-
£0.50-£0.59	49 1%	22 2%b	27 1%	9 1%	40 1%	31 1%	18 1%	12 1%	12 1%	7 1%	5 1%	6 1%	4 *	2 *	25 1%pq	12 1%	12 *	6 *	41 1%	9 1%
£0.60-£0.69	78 1%	37 3%b	40 1%	8 1%	70 1%	42 1%	36 1%	5 1%	19 2%g	13 1%	9 1%	14 1%	11 1%	6 1%	24 1%	22 1%	31 1%	18 1%	64 1%	14 1%
£0.70-£0.79	211 3%	57 5%b	154 3%	16 2%	195 4%c	115 4%	96 3%	18 2%	25 3%	37 3%	45 5%g	45 4%	30 4%	19 3%	43 3%	74 4%	94 4%	49 4%	196 4%s	15 2%
£0.80-£0.89	461 7%	106 9%	355 7%	47 6%	414 8%	199 7%	260 8%	29 3%	65 7%g	94 8%g	77 9%g	96 8%g	53 7%g	47 7%g	94 6%	172 9%n	196 8%n	99 7%	399 8%	62 7%
£0.90-£0.99	1028 17%	210 17%	818 17%	107 12%	921 17%c	470 16%	557 18%	49 6%	76 9%	176 16%gh	179 22%ghi	251 22%ghi	167 22%ghi	131 21%ghi	125 7%	355 18%n	549 22%no	298 21%no	973 19%s	52 6%
£1.00-£1.09	1049 17%	271 22%b	777 16%	98 11%	951 18%c	546 18%	500 16%	108 13%	126 14%	205 18%g	158 19%gh	207 18%g	136 18%g	109 17%	234 14%	363 19%n	452 18%n	245 18%n	882 17%	151 17%
£1.10-£1.19	811 13%	184 15%	627 13%	86 10%	725 14%c	386 13%	425 14%	40 5%	65 7%	127 11%gh	136 17%ghi	186 18%ghi	140 18%ghi	117 18%ghi	105 6%	253 14%n	442 17%no	257 18%no	714 14%s	86 10%
£1.20-£1.29	845 14%	154 13%	691 14%	116 14%	729 14%	424 14%	418 13%	53 6%	81 9%	149 13%g	103 13%g	190 17%gh	138 18%ghij	131 21%ghij	134 8%	252 13%n	459 18%no	269 19%no	752 14%s	89 10%
£1.30-£1.39	121 2%	13 1%	108 2%a	16 2%	105 2%	50 2%	71 2%	7 1%	14 2%	20 2%	13 2%	28 2%g	18 2%	20 3%g	21 1%	33 2%	67 3%n	39 3%n	113 2%s	5 1%
£1.40-£1.49	57 1%	6 *	51 1%	3 *	54 1%	32 1%	25 1%	5 1%	7 1%	16 1%	7 1%	13 1%	4 1%	5 1%	11 1%	23 1%	23 1%	9 1%	47 1%	8 1%
£1.50-£1.59	248 4%	61 5%	187 4%	33 4%	215 4%	129 4%	119 4%	43 5%jl	44 5%l	60 5%l	23 3%	38 3%	17 2%	22 4%	87 5%pq	83 4%	78 3%	40 3%	210 4%	33 4%
£1.60-£1.69	52 1%	3 *	49 1%a	9 1%	43 1%	21 1%	31 1%	8 1%	13 2%m	11 1%	6 1%	6 1%	6 1%	1 *	22 1%p	17 1%	13 1%	7 *	42 1%	7 1%
£1.70-£1.79	55 1%	3 *	52 1%a	12 1%	44 1%	24 1%	29 1%	8 1%	6 1%	9 1%	12 1%	8 1%	9 1%	4 1%	14 1%	20 1%	21 1%	12 1%	49 1%	5 1%
£1.80-£1.89	42 1%	6 *	36 1%	6 1%	36 1%	13 *	29 1%	6 1%	12 1%lm	14 1%lm	3 *	6 1%	-	*	18 1%pq	17 1%pq	7 *	*	38 1%	4 *
£1.90-£1.99	35 1%	2 *	33 1%	4 *	31 1%	19 1%	16 *	8 1%l	3 *	10 1%l	7 1%	7 1%	*	-	10 1%q	18 1%pq	7 *	*	26 *	9 1%
Over £2.00	960 16%	67 5%	893 18%a	282 33%d	678 13%	480 16%	478 15%	419 51%hijklm	290 33%ijklm	164 16%jklm	36 4%lm	30 3%	11 1%	11 2%	708 42%opq	200 10%pq	51 2%	22 2%	600 12%	347 38%r
Gave correct price (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	1052 17%	218 18%	834 17%	117 14%	935 18%c	474 16%	578 18%e	48 6%	75 9%	139 12%gh	142 17%ghi	272 24%ghij	185 24%ghij	190 30%ghijk	124 7%	281 14%n	647 26%no	375 27%no	949 18%s	93 10%
Over estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2322 38%	277 22%	2045 41%a	444 52%d	1878 35%	1176 39%	1139 36%	555 67%hijklm	480 55%ijklm	463 41%jklm	210 26%	288 25%	168 22%	159 25%	1034 61%opq	673 35%pq	615 24%	328 24%	1770 34%	523 58%r
Under estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2795 45%	738 60%b	2057 42%	300 35%	2495 47%c	1363 45%	1425 45%	221 27%	318 36%g	519 46%gh	470 57%ghikm	583 51%ghm	406 53%ghim	277 44%gh	538 32%	990 51%n	1266 50%n	684 49%n	2493 48%s	289 32%
Mean	1.47	1.10	1.56a	2.09d	1.37	1.49	1.45	2.56hijklm	1.83ijklm	1.45jklm	1.22klm	1.11	1.06	1.09	2.18opq	1.35pq	1.09	1.08	1.32	2.29r
Std Dev.	1.27	0.54	1.37	1.93	1.09	1.33	1.20	2.08	1.54	1.17	1.00	0.51	0.30	0.25	1.86	1.11	0.40	0.28	1.00	2.07
Std Error	0.02	0.02	0.02	0.07	0.01	0.02	0.02	0.07	0.05	0.03	0.04	0.01	0.01	0.01	0.05	0.03	0.01	0.01	0.01	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
£0.00-£0.09	12 *	3 *	4 *	3 *	2 *	7 *	5 *	8 *	4 *	-	5 1%klmn	1 *	-	-	5 *	-	8 *	3 *	5 *	3 1%r
£0.20-£0.29	15 *	5 *	3 *	2 *	6 *	8 *	7 *	5 *	10 *	4 1%	1 *	3 *	2 *	2 *	7 *	4 1%	11 *	4 *	11 *	* *
£0.30-£0.39	21 *	5 *	4 *	4 *	9 1%	8 *	13 *	17 *	5 *	3 *	-	6 *	1 *	11 1%llr	7 *	3 *	19 *	3 *	18 *	1 *
£0.40-£0.49	19 *	4 *	8 *	1 *	6 *	13 *	7 *	13 *	6 *	2 *	1 *	2 *	6 *	4 *	10 *	2 *	15 *	6 *	12 *	2 1%
£0.50-£0.59	49 1%	14 1%	13 1%	7 1%	15 1%	27 1%	22 1%	30 1%	19 1%	4 1%	11 1%	11 1%	8 *	13 1%	29 1%	4 1%	44 1%	15 1%	34 1%	* *
£0.60-£0.69	78 1%	15 1%	28 1%	14 1%	22 1%	42 1%	35 1%	43 1%	34 1%	6 1%	5 1%	18 1%	15 1%	20 2%	39 1%	6 1%	61 1%	20 2%	52 1%	5 2%
£0.70-£0.79	211 3%	24 2%	51 3%	53 4%a	82 5%ab	76 2%	135 4%e	115 3%	88 4%	25 5%	38 5%klmn	43 3%	47 3%	31 3%	128 3%	27 5%	164 3%	38 4%	144 3%	14 5%
£0.80-£0.89	461 7%	46 4%	164 8%a	126 9%a	126 7%a	209 7%	252 8%	274 7%	180 8%	38 7%	58 8%	132 8%	108 7%	67 6%	298 8%	39 7%	393 8%	128 10%a	314 7%	19 6%
£0.90-£0.99	1028 17%	181 16%	335 17%	211 15%	301 18%	516 17%	512 17%	562 15%	454 19%g	102 18%	115 16%	279 18%	250 16%	166 16%	645 17%	105 18%	858 17%	197 15%	793 17%	38 13%
£1.00-£1.09	1049 17%	202 17%	328 17%	225 16%	295 18%	530 17%	519 17%	622 17%	415 17%	102 18%	104 14%	227 14%	262 17%	200 19%kn	593 15%	109 19%	861 17%	191 15%	818 18%q	40 13%
£1.10-£1.19	811 13%	128 11%	290 15%a	185 13%	207 12%	418 14%	392 13%	455 12%	348 15%g	66 12%	106 15%	204 13%	209 13%	139 13%	519 14%	69 12%	692 13%	143 11%	636 14%q	32 11%
£1.20-£1.29	845 14%	164 14%	241 12%	190 14%	249 15%	405 13%	439 14%	455 12%	381 16%g	68 12%	100 14%	224 14%	233 15%	128 12%	557 15%	73 12%	717 14%	176 14%	630 14%	39 13%
£1.30-£1.39	121 2%	16 1%	42 2%	28 2%	35 2%	58 2%	63 2%	62 2%	56 2%	13 2%	11 2%	38 2%m	35 2%	10 1%	85 2%m	15 3%	97 2%	32 2%	80 2%	8 3%
£1.40-£1.49	57 1%	6 1%	20 1%	10 1%	21 1%	26 1%	31 1%	32 1%	23 1%	3 1%	5 1%	17 1%	15 1%	10 1%	37 1%	3 1%	48 1%	11 1%	41 1%	6 2%
£1.50-£1.59	248 4%	47 4%	73 4%	63 5%	65 4%	120 4%	128 4%	155 4%	89 4%	28 5%	31 4%	51 3%	61 4%	57 5%k	143 4%	30 5%	204 4%	47 4%	191 4%	10 3%
£1.60-£1.69	52 1%	5 *	19 1%	14 1%	14 1%	24 1%	28 1%	35 1%	16 1%	6 1%	3 *	19 1%	13 1%	8 1%	35 1%	6 1%	44 1%	9 1%	39 1%	4 1%
£1.70-£1.79	55 1%	15 1%	18 1%	13 1%	9 1%	33 1%	22 1%	40 1%	15 1%	5 1%	3 *	22 1%l	7 *	9 1%	32 1%	5 1%	45 1%	14 1%	38 1%	3 1%
£1.80-£1.89	42 1%	7 1%	11 1%	14 1%	9 1%	18 1%	23 1%	30 1%	9 *	3 1%	8 1%	7 *	12 1%	5 *	27 1%	3 1%	35 1%	13 1%	25 1%	5 2%
£1.90-£1.99	35 1%	* *	11 1%	4 *	17 1%	15 *	20 1%	23 1%	11 *	7 1%m	3 *	10 1%	13 1%m	* *	26 1%	7 1%	27 1%	14 1%r	17 *	4 1%
Over £2.00	960 16%	261 23%bcd	282 15%d	228 16%d	189 11%	543 18%f	417 14%	710 19%h	232 10%	77 14%	109 15%	257 16%	254 16%	187 17%	621 16%	78 13%	829 16%	218 17%	675 15%	67 22%r
Gave correct price (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	1052 17%	172 15%	364 19%a	234 17%	282 17%	536 17%	516 17%	523 14%	522 22%g	93 17%	127 18%	279 18%	268 17%	165 15%	675 18%	100 17%	897 17%	189 15%	823 18%q	40 13%
Over estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2322 38%	512 44%bcd	725 37%	514 37%	571 34%	1236 40%f	1085 35%	1515 41%h	769 32%	207 37%	267 37%	618 39%	605 39%	417 39%	1489 39%	213 36%	1966 38%	509 39%	1676 37%	137 46%r
Under estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2795 45%	469 41%	855 44%	646 46%a	825 49%ab	1324 43%	1471 48%e	1649 45%	1103 46%	261 46%	324 45%	675 43%	680 44%	486 45%	1679 44%	275 47%	2309 45%	598 46%	2073 45%	123 41%
Mean	1.47	1.72bcd	1.42	1.49d	1.34	1.53f	1.41	1.58h	1.31	1.45	1.46	1.49	1.50	1.57	1.49	1.43	1.49	1.54r	1.44	1.63r
Std Dev.	1.27	1.54	1.13	1.32	1.13	1.30	1.22	1.39	1.02	1.36	1.29	1.28	1.22	1.47	1.26	1.33	1.29	1.44	1.20	1.40
Std Error	0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.06	0.05	0.03	0.03	0.05	0.02	0.05	0.02	0.04	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	351	338	64	441
£0.00-£0.09	12 *	9 *	2 *	*	12 *	*	-	-	1 *	5 1%	2 *	-	-	-	-	-	3 1%	-	*
£0.20-£0.29	15 *	15 *	*	-	13 *	1	1 *	*	-	6 1%	-	-	-	-	2 *	2 *	3 *	-	1 *
£0.30-£0.39	21 *	17 *	5	1%	21 *	-	*	*	-	-	3 1%	2 1%	-	5 1%	3 *	7 1%	-	-	-
£0.40-£0.49	19 *	18 *	*	*	14 *	3 1%	2 1%d	*	1 *	2 *	-	-	-	2 *	7 1%	-	2 *	1 2%ijklmo	1 *
£0.50-£0.59	49 1%	48 1%	1 *	1 *	42 1%	3 1%	4 1%p	*	3 1%io	-	4 1%	4 1%io	5 1%o	6 1%io	10 1%	-	10 2%io	-	3 1%
£0.60-£0.69	78 1%	67 1%	11 1%	1 1%	64 1%	6 1%	6 2%	2 1%	4 2%	12 2%	14 3%lno	5 1%	3 1%	10 2%	6 1%	6 1%	4 1%	-	6 1%
£0.70-£0.79	211 3%	185 3%	26 3%	6 3%	178 3%	16 3%	12 4%	5 3%	14 6%jnp	30 4%	11 2%	21 5%	23 4%	18 3%	19 2%	28 3%	14 3%	1 2%	15 3%
£0.80-£0.89	461 7%	400 8%	61 7%	11 6%	387 7%	35 7%	27 9%	12 7%	23 9%	42 6%	46 9%	36 8%	47 9%	32 6%	57 7%	60 7%	44 8%	2 4%	33 7%
£0.90-£0.99	1028 17%	869 16%	159 18%	34 20%	845 16%	90 17%	59 20%d	34 20%d	49 19%ln	126 19%n	104 20%lmn	83 18%n	72 13%	83 14%	104 13%	140 17%	84 16%	19 27%lmnopr	72 16%
£1.00-£1.09	1049 17%	884 17%	165 19%	29 17%	886 17%	79 15%	54 18%	30 17%	43 17%	108 16%	78 15%	67 15%	109 20%	100 18%	123 15%	168 20%	91 17%	10 15%	68 15%
£1.10-£1.19	811 13%	683 13%	128 15%	28 16%	668 13%	82 16%	36 12%	25 15%	32 13%	75 11%	58 11%	60 13%	71 13%	87 15%	97 12%	106 13%	83 16%	12 18%	70 15%
£1.20-£1.29	845 14%	720 14%	126 15%	26 15%	714 14%	68 13%	38 13%	25 15%	31 12%	88 13%	70 14%	76 17%	85 16%	87 15%	96 12%	104 12%	77 14%	8 12%	59 13%
£1.30-£1.39	121 2%	97 2%	23 3%	8 2%	105 2%	9 2%	4 1%	3 2%	4 1%n	23 3%kn	20 4%kmn	5 1%	9 2%n	8 1%	2 *	25 3%n	10 2%n	1 1%	8 2%n
£1.40-£1.49	57 1%	50 1%	8 1%	*	49 1%	4 1%	3 1%	*	2 1%	7 1%	6 1%	1 *	4 1%	6 1%	11 1%	8 1%	5 1%	-	4 1%
£1.50-£1.59	248 4%	205 4%	43 5%	9 5%	211 4%	20 4%	7 2%	10 6%df	5 2%	18 3%	17 3%	11 3%	14 3%	31 5%h	32 4%	57 7%hikl	26 5%h	2 2%	19 4%
£1.60-£1.69	52 1%	49 1%	3 *	*	41 1%	7 1%	2 1%	2 1%	1 1%	2 *	6 1%	2 *	5 1%	7 1%	11 1%	2 *	4 1%	*	7 1%o
£1.70-£1.79	55 1%	48 1%	7 1%	4 2%	43 1%	8 2%	3 1%	1 *	2 1%	4 1%	4 1%	1 *	4 1%	4 1%	15 2%p	8 1%	1 *	3 4%ijklmop	6 1%
£1.80-£1.89	42 1%	39 1%	3 *	3 2%b	36 1%	2 *	3 1%	1 1%	2 1%n	4 1%	1 *	4 1%n	5 1%n	6 1%n	-	8 1%	6 1%n	-	2 *
£1.90-£1.99	35 1%	31 1%	4 *	*	27 1%	3 *	3 1%	2 1%d	1 1%n	7 1%n	1 *	2 1%	4 1%	2 *	-	4 *	3 1%	1 1%n	2 *
Over £2.00	960 16%	872 16%bc	88 10%	16 9%	830 16%fg	83 16%fg	31 10%	16 10%	32 13%	117 17%p	63 12%	68 15%	83 15%	81 14%	216 27%hijklmopqr	123 13%	58 11%	9 13%	74 17%p
Gave correct price (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	1052 17%	893 17%	159 18%	31 18%	864 17%	96 19%	59 20%	33 20%	42 17%	98 15%	74 14%	79 18%	89 16%	94 16%	137 17%	149 18%	102 19%	16 23%	80 18%
Over estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2322 38%	2037 38%b	285 33%	62 36%	1964 38%f	205 40%f	90 31%	63 37%f	78 31%	255 38%	179 35%	157 35%	194 36%	237 41%h	357 44%hjklp	320 38%	188 35%	23 33%	182 40%h
Under estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2795 45%	2376 45%	419 49%	80 46%	2358 45%	217 42%	146 50%eg	74 43%	131 52%mnor	323 48%n	256 50%mnr	213 48%n	260 48%n	243 42%	317 39%	374 44%	239 45%	30 43%	187 42%
Mean	1.47	1.50bc	1.27	1.26	1.48fg	1.55fg	1.33	1.33	1.33	1.43	1.31	1.49jp	1.44p	1.36	1.94hijklmopr	1.43	1.29	1.77hijlmp	1.51jp
Std Dev.	1.27	1.33	0.76	0.68	1.26	1.49	1.05	0.97	1.09	1.10	0.83	1.40	1.04	0.89	1.94	1.20	0.84	2.20	1.35
Std Error	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.04	0.06	0.06	0.04	0.07	0.05	0.05	0.10	0.06	0.04	0.17	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Stamp usage – 1st class all/most of the time (a)	2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage – Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage – Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters – Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels – Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
£0.00-£0.09	12 *	4	3	4	4	4	-	-	3	-	1	2	6	2	1	-	8	1	4	4	-	4 1%rstw	-	8	4 1%w	5	7
£0.20-£0.29	15	4	2	6	4	4	-	2	2	-	-	2	4	7 1%klp	-	2	7	2	7	6	2	-	-	12	-	-	15
£0.30-£0.39	21	11 *b	2	18 1%b	9	11	-	*	2	2 1%h	2	6	12 1%	2	1	-	18	1	17 1%s	3	-	1	-	20	1	1	20
£0.40-£0.49	19 *	13 1%bd	1	16 *bd	4	13 1%	2 1%	4	1	-	*	8	7	*	3	1 1%	15	4 1%	6	12	1	1	-	18	1	6	14
£0.50-£0.59	49 1%	22 1%	13 1%	28 1%	20 1%	22 1%	2 1%	10 1%	13 1%	2 1%	4	11 1%	17 1%	6 1%	6 1%	9 4%klmnp	28 1%	15 2%klp	20 1%	17 1%	7 1%	1 *	5 3%rsuw	36 1%	6 1%	15 1%	34 1%
£0.60-£0.69	78 1%	36 1%	25 1%	48 1%	38 1%	36 1%	3 1%	17 2%	25 1%	2 1%	8 1%	36 2%l	20 1%	8 1%	5 1%	7 3%l	56 1%	13 2%	39 2%	22 1%	7 1%	6 2%	-	62 1%	6 1%	13 1%	65 1%
£0.70-£0.79	211 3%	65 3%	88 4%	102 3%	125 4%	65 3%	8 4%	32 4%	88 4%	9 4%	35 3%	80 4%m	82 3%	14 2%	18 3%	14 6%m	162 4%	31 4%m	95 4%u	87 4%	14 2%	2 *	10 6%tux	182 4%	12 2%	38 2%	173 4%y
£0.80-£0.89	461 7%	147 6%	208 9%ac	223 6%	284 9%ac	147 6%	7 3%	46 6%	208 9%	18 8%	91 9%	155 7%	192 8%	51 6%	43 7%	20 8%	347 8%	63 8%	200 8%	160 7%	55 8%	39 11%s	9 5%	360 7%	47 9%	104 6%	358 8%
£0.90-£0.99	1028 17%	366 15%	464 21%ac	516 15%	614 19%ac	366 15%	27 14%	142 18%	464 21%	48 21%	234 22%	404 20%lmnq	397 16%	110 14%	77 13%	38 16%	801 18%lmnq	115 14%	447 17%	391 17%	109 16%	45 13%	31 19%	838 17%	76 15%	172 11%	856 19%y
£1.00-£1.09	1049 17%	370 15%	386 17%	572 17%	588 18%	370 15%	27 14%	119 15%	386 17%	37 16%	190 18%	320 16%	426 17%	147 18%	112 19%	34 14%	746 17%	147 18%	413 16%	381 16%	120 19%	85 24%rsw	34 21%	794 16%	119 23%rsw	237 15%	812 18%y
£1.10-£1.19	811 13%	337 14%	327 14%	460 13%	449 14%	337 14%	30 16%	119 15%	327 14%	26 12%	179 17%	320 16%lmnq	307 13%	94 12%	65 11%	23 10%	627 14%q	89 11%	366 14%	299 13%	75 11%	40 11%	27 17%	665 13%	67 13%	165 10%	646 14%y
£1.20-£1.29	845 14%	337 14%	354 16%c	458 13%	475 14%	337 14%	17 9%	122 16%f	354 16%	40 18%	192 18%	288 14%	355 15%	94 12%	77 13%	27 11%	644 14%	104 13%	323 13%	349 15%	103 15%	51 15%	15 10%	672 14%	67 13%	201 12%	644 14%
£1.30-£1.39	121 2%	53 2%	42 2%	69 2%	59 2%	53 2%	4 2%	22 3%	42 2%	7 3%	26 2%	42 2%	44 2%	11 1%	13 2%	9 4%	87 2%	22 3%	53 2%	43 2%	14 2%	10 3%	2 1%	96 2%	11 2%	28 2%	92 2%
£1.40-£1.49	57 1%	22 1%	28 1%	28 1%	33 1%	22 1%	1 1%	10 1%	28 1%	1 1%	8 1%	22 1%	17 1%	5 1%	14 2%lmp	-	38 1%	14 2%l	27 1%	19 1%	7 1%	4 1%	1 1%	45 1%	5 1%	23 1%	35 1%
£1.50-£1.59	248 4%	109 5%bd	56 2%	172 5%bd	120 4%	109 5%	14 7%	35 4%	56 2%	9 4%	28 3%	58 3%	103 4%k	32 4%	37 6%kp	16 7%kp	161 4%	53 6%klp	99 4%	109 5%t	15 2%	8 2%	14 9%rtuw	208 4%	22 4%	53 3%	195 4%
£1.60-£1.69	52 1%	27 1%	16 1%	34 1%	22 1%	27 1%	3 2%	8 1%	16 1%	3 1%	*	16 1%	18 1%	* 2%klnpq	1 *	1 *	34 1%	2 *	22 1%	19 1%	4 1%	5 2%	-	42 1%	1 *	23 1%z	29 1%
£1.70-£1.79	55 1%	24 1%	18 1%	31 1%	25 1%	24 1%	4 2%	10 1%	18 1%	-	3 *	29 1%l	13 1%	7 1%	5 1%	1 *	42 1%	6 1%	26 1%	18 1%	5 1%	6 2%	-	44 1%	6 1%	17 1%	38 1%
£1.80-£1.89	42 1%	20 1%	10 *	28 1%	18 1%	20 1%	2 1%	2 *	10 *	-	3 *	10 *	20 1%	6 1%	6 1%	1 *	29 1%	7 1%	20 1%	16 1%	2 *	4 1%	-	36 1%	4 1%	13 1%	29 1%
£1.90-£1.99	35 1%	19 1%	6 *	28 1%bd	15 *	19 1%	*	8 1%	6 *	2 1%	2 *	17 1%	9 *	6 1%	1 *	2 1%	26 1%	3 *	19 1%	11 *	5 1%	-	1 1%	30 1%	1 *	14 1%	21 *
Over £2.00	960 16%	419 17%bd	213 9%	615 18%bd	409 12%	419 17%g	39 20%g	69 9%	213 9%j	19 9%	63 6%	238 12%	385 16%	192 24%klnopq	107 18%klp	33 14%	623 14%	140 17%k	366 14%v	402 17%rvx	128 19%ruvx	44 12%	11 7%	768 16%vx	55 11%	500 31%z	459 10%
Gave correct price (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	1052 17%	440 18%	434 19%	593 17%	587 18%	440 18%	32 16%	183 24%e	434 19%	48 21%	252 23%h	452 22%lmnopq	392 16%oc	104 13%	78 13%	23 10%	844 19%lmnoq	101 12%	456 18%	397 17%	115 17%	55 16%	26 16%	853 17%	81 16%	185 11%	866 19%y
Over estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2322 38%	965 40%bd	694 31%	1403 41%bd	1131 34%b	965 40%g	96 50%eg	262 34%	694 31%	67 29%	286 27%	656 32%	914 38%k	382 47%klop	270 45%klp	90 38%	1570 35%	360 43%kln	908 35%	956 40%rvx	264 39%	130 37%	46 29%	1865 38%	175 34%	871 53%z	1451 32%
Under estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2795 45%	999 42%	1133 50%ac	1462 42%	1595 48%ac	999 42%	66 34%	332 43%	1133 50%	112 50%	533 50%	955 46%m	1129 46%m	324 40%	246 41%	124 52%mn	2084 46%m	370 44%	1204 47%s	1015 43%	302 44%	169 48%	89 55%stw	2218 45%	257 50%s	572 35%	2223 49%y
Mean	1.47	1.53bd	1.30	1.53bd	1.37	1.53g	1.75g	1.29	1.30j	1.23	1.20	1.39	1.47	1.57kp	1.63klp	1.39	1.44	1.56kp	1.45x	1.50vx	1.56uvx	1.33	1.21	1.47vx	1.29	1.93z	1.31
Std Dev.	1.27	1.30	1.04	1.30	1.14	1.30	1.77	0.90	1.04	0.92	0.81	1.22	1.26	1.15	1.48	1.35	1.24	1.45	1.28	1.24	1.51	0.84	0.80	1.26	0.83	1.73	1.00
Std Error	0.02	0.03	0.02	0.02	0.02	0.03	0.12	0.03	0.02	0.06	0.02	0.03	0.03	0.04	0.06	0.08	0.02	0.05	0.02	0.03	0.06	0.05	0.06	0.02	0.04	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
								Internet access					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
£0.00-£0.09	12 *	2 1%	10 *	- -	3 *	8 *	1 *	10 *	* *	- -	1 2%·gjk	11 *	- -
£0.20-£0.29	15 *	- -	13 *	2 4%·ab	6 *	9 *	- -	12 *	1 1%	- -	* 1%	13 *	2 5%
£0.30-£0.39	21 *	1 *	20 *	- -	5 *	16 *	- -	21 *	1 1%	- -	- -	21 *	- -
£0.40-£0.49	19 *	2 *	18 *	- -	8 *	11 *	* *	19 *	- -	* *	- -	19 *	* 1%
£0.50-£0.59	49 1%	8 2%·b	41 1%	* *	17 1%	30 1%	2 1%	46 1%	- -	2 2%	1 2%	48 1%	- -
£0.60-£0.69	78 1%	8 2%	69 1%	- -	22 1%	51 1%	4 1%	70 1%	6 4%	- -	2 2%	76 1%	- -
£0.70-£0.79	211 3%	21 5%	190 3%	- -	50 3%	156 4%	6 2%	201 3%	2 1%	5 7%·h	2 3%	208 3%	1 2%
£0.80-£0.89	461 7%	23 6%	438 8%	- -	114 7%	326 8%	22 7%	438 8%	7 4%	5 7%	10 13%	449 7%	2 7%
£0.90-£0.99	1028 17%	57 14%	963 17%	8 20%	259 15%	728 18%	41 13%	989 17%·j	14 9%	10 14%	16 21%·h	1012 17%	* 1%
£1.00-£1.09	1049 17%	65 16%	974 17%	10 23%	264 15%	732 18%	54 17%	981 17%	28 17%	11 16%	22 30%·gjk	1020 17%	6 18%
£1.10-£1.19	811 13%	62 15%	742 13%	7 18%	220 13%	557 13%	34 10%	782 13%·i	14 9%	1 2%	10 13%	797 13%·i	4 11%
£1.20-£1.29	845 14%	58 15%	786 14%	2 4%	260 15%·f	558 13%·f	27 8%	818 14%	13 8%	7 11%	3 5%	838 14%	4 11%
£1.30-£1.39	121 2%	7 2%	113 2%	1 1%	42 2%	73 2%	6 2%	118 2%	- -	2 2%	2 2%	119 2%	- -
£1.40-£1.49	57 1%	1 *	56 1%	* *	17 1%	33 1%	6 2%	53 1%	- -	3 4%·gj	- -	55 1%	2 5%
£1.50-£1.59	248 4%	15 4%	233 4%	- -	74 4%	160 4%	15 5%	236 4%	7 4%	1 2%	2 3%	244 4%	2 4%
£1.60-£1.69	52 1%	2 1%	49 1%	1 1%	14 1%	32 1%	6 2%	51 1%	- -	1 1%	- -	52 1%	- -
£1.70-£1.79	55 1%	8 2%	46 1%	1 2%	18 1%	30 1%	7 2%·e	51 1%	2 1%	3 4%·gj	- -	55 1%	- -
£1.80-£1.89	42 1%	4 1%	38 1%	- -	9 1%	32 1%	* *	38 1%	1 1%	- -	- -	40 1%	2 6%
£1.90-£1.99	35 1%	4 1%	30 1%	1 1%	14 1%	18 *	3 1%	35 1%	- -	- -	- -	35 1%	- -
Over £2.00	960 16%	52 13%	897 16%	11 26%	289 17%·e	581 14%	89 28%·de	863 15%·j	66 41%·gjk	19 28%·gjk	3 4%	948 16%·j	10 28%
Gave correct price (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	1052 17%	70 18%	975 17%	7 16%	281 16%·f	735 18%·f	36 11%	1022 18%·j	8 5%	5 8%	14 19%·h	1035 17%·i	2 6%
Over estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2322 38%	146 36%	2157 38%	20 48%	696 41%·e	1463 35%	163 51%·de	2156 37%·j	100 62%·gjk	35 51%·j	11 15%	2291 38%·j	21 59%
Under estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2795 45%	185 46%	2595 45%	15 36%	728 43%	1944 47%·df	123 38%	2653 46%·h	52 33%	28 41%	49 66%·ghik	2734 45%·h	12 35%
Mean	1.47	1.49	1.47	2.01b	1.54e	1.42	1.75de	1.45j	2.30gjk	1.65j	1.06	1.47j	1.84
Std Dev.	1.27	1.45	1.24	2.29	1.37	1.20	1.46	1.22	2.38	1.20	0.43	1.27	1.56
Std Error	0.02	0.07	0.02	0.32	0.03	0.02	0.08	0.02	0.20	0.16	0.05	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 213

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
£0.00-£0.09	12	3	3	6	-	1	2	-	-	3 1%	-	3 1%	-	2 *	-	-	-
£0.20-£0.29	15 *	2 *	8 1%	3 *	2 *	-	-	2 *	4 1%	1 *	3 1%	-	*	3 1%	*	-	1 *
£0.30-£0.39	21 *	6 *	6 *	6 *	3 *	2 *	5 1%	-	4 1%	1 *	1 *	-	6 1%	-	3 *	-	-
£0.40-£0.49	19 *	9 1%b	1 *	1 *	9 1%bc	5 1%	1 *	3 1%	1	-	-	-	1	-	3 1%	5 1%	*
£0.50-£0.59	49 1%	14 1%	13 1%	14 1%	8 1%	7 1%	1 *	6 1%	4 1%	6 1%	3 1%	6 1%	4 1%	4 1%	3 *	1%	2 *
£0.60-£0.69	78 1%	29 2%d	20 1%	17 1%	11 1%	12 2%	8 2%	9 2%	9 2%	8 2%	3 1%	7 1%	4 1%	7 1%	4 1%	4 1%	3 1%
£0.70-£0.79	211 3%	90 6%bcd	49 3%	46 3%	27 2%	34 6%iklnop	33 6%ilnop	23 5%op	17 3%	15 3%	17 3%	15 3%	14 3%	17 3%	11 2%	9 2%	6 1%
£0.80-£0.89	461 7%	207 13%bcd	103 7%	73 5%	79 5%	79 15%ghijklmnop	82 16%ghijklmnop	46 9%lmn	35 7%m	34 7%m	34 7%m	35 7%m	26 5%	11 2%	23 4%	28 6%m	27 6%m
£0.90-£0.99	1028 17%	529 34%bcd	230 15%cd	174 11%d	95 6%	192 36%hijklmnop	177 34%hijklmnop	161 32%hijklmnop	87 17%mnop	73 14%mnop	70 14%mnop	68 14%mnop	68 13%mnop	39 7%	37 7%	29 6%	28 6%
£1.00-£1.09	1049 17%	195 13%	325 21%ad	326 21%ad	203 13%	58 11%	51 10%	87 17%efn	119 23%efnop	96 19%efn	109 21%efnop	88 18%efn	136 26%efgiknop	102 19%efn	61 11%	69 14%	73 15%
£1.10-£1.19	811 13%	75 5%	297 19%ad	278 18%ad	161 10%a	14 3%	17 3%	44 9%ef	95 18%efgnop	100 20%efgnop	103 20%efgnop	78 16%efgn	85 16%efgn	115 22%efgnop	50 9%ef	56 11%ef	55 11%ef
£1.20-£1.29	845 14%	71 5%	116 8%a	169 11%ab	489 32%abc	23 4%	21 4%	28 6%	31 6%	36 7%	49 10%ef	41 8%ef	49 9%ef	80 15%efghijkl	180 34%efghijklm	164 32%efghijklm	145 28%efghijklm
£1.30-£1.39	121 2%	12 1%	22 1%	33 2%a	53 3%ab	4 1%	6 1%	2 *	7 1%	10 2%	5 1%	17 3%egj	6 1%	10 2%	27 5%efghijlm	12 2%g	14 3%g
£1.40-£1.49	57 1%	7 *	9 1%	16 1%	25 2%ab	-	6 1%	1 *	4 1%	2 *	3 1%	3 1%	3 1%	7 1%e	10 2%eg	11 2%egj	4 1%
£1.50-£1.59	248 4%	30 2%	58 4%a	77 5%a	82 5%a	15 3%	7 1%	8 2%	14 3%	29 6%fgh	15 3%	22 4%fg	32 6%fgh	23 4%fg	27 5%fg	25 5%fg	31 6%efgh
£1.60-£1.69	52 1%	7 *	18 1%	11 1%	15 1%	4 1%	1 *	2 *	3 1%	4 1%	11 2%fo	2 *	4 1%	5 1%	8 2%	1 *	6 1%
£1.70-£1.79	55 1%	8 1%	15 1%	16 1%	17 1%	4 1%	2 *	2 *	4 1%	5 1%	6 1%	4 1%	11 2%m	1 *	8 1%	4 1%	5 1%
£1.80-£1.89	42 1%	8 1%	14 1%	13 1%	7 *	4 1%	1 *	3 1%	5 1%	3 1%	6 1%	2 *	4 1%	7 1%	*	*	4 1%
£1.90-£1.99	35 1%	10 1%	10 1%	6 *	9 1%	4 1%	2 *	3 1%	4 1%	2 *	4 1%	-	1 *	5 1%	4 1%	2 *	3 1%
Over £2.00	960 16%	230 15%	224 15%	264 17%	242 16%	65 12%	96 19%e	69 14%	78 15%	80 16%	66 13%	100 20%egijln	75 14%	89 17%	71 13%	84 17%	87 18%
Gave correct price (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	1052 17%	225 15%	271 18%	253 16%	303 20%a	70 13%	75 15%	80 16%	90 17%	93 18%	89 18%	68 14%	71 13%	113 21%efkl	130 24%efghjklop	86 17%	87 18%
Over estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2322 38%	742 48%bcd	512 33%	610 39%bd	458 30%	237 45%hijnop	242 47%hijlnop	264 53%ehijklmnop	155 30%	178 35%	179 35%	201 41%hnop	200 38%hno	209 40%hnop	158 30%	146 29%	154 31%
Under estimated (=0.95 if complete on 4th April 2022-2nd April 2023, =1.10 if complete on 3rd April 2023-1st Oct 2023, =1.25 if complete on 2nd october 2023 onwards)	2795 45%	576 37%	758 49%ac	687 44%a	774 50%ac	221 42%g	200 39%g	154 31%	280 53%efgkm	239 47%fgm	239 47%fgm	221 45%g	261 49%fgm	205 39%g	245 46%g	275 54%efgkmn	254 51%efgm
Mean	1.47	1.36	1.43	1.52eg	1.58ab	1.33	1.49g	1.27	1.45g	1.40	1.43	1.61egi	1.41	1.53eg	1.54eg	1.60egi	1.60egil
Std. Dev.	1.27	1.26	1.20	1.27	1.33	1.27	1.53	0.88	1.28	1.04	1.25	1.51	1.02	1.24	1.36	1.32	1.29
Std Error	0.02	0.03	0.03	0.03	0.03	0.06	0.07	0.04	0.06	0.05	0.06	0.07	0.04	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
£0.00-£0.09	22 *	6 1%	16 *	3 *	19 *	14 *	8 *	5 1%	8 1%kl	3 *	6 1%	1 *	-	- *	13 1%pq	9 *p	1 *	* *	19 *	3 *
£0.10-£0.19	11 *	8 1%b	4 *	-	11 *	7 *	4 *	* *	* *	-	-	3 *	7 1%ghij	-	1 *	* *	11 *o	7 1%no	11 *	-
£0.20-£0.29	31 1%	12 1%b	19 *	2 *	29 1%	14 *	17 1%	5 1%	10 1%m	4 *	3 *	3 *	6 1%	-	15 1%	6 *	9 *	6 *	27 1%	3 *
£0.30-£0.39	52 1%	26 2%b	26 1%	12 1%	41 1%	28 1%	24 1%	5 1%	13 1%	10 1%	9 1%	9 1%	5 1%	3 *	18 1%	19 1%	16 1%	7 1%	41 1%	12 1%
£0.40-£0.49	76 1%	23 2%	53 1%	8 1%	68 1%	47 2%	28 1%	10 1%	24 2%k	24 2%k	11 1%	5 *	11 1%	4 1%	23 1%	33 2%p	20 1%	15 1%	61 1%	15 2%
£0.50-£0.59	327 5%	131 11%b	196 4%	28 3%	299 6%c	177 6%	151 5%	60 7%klm	68 8%klm	57 5%l	51 6%l	51 4%l	16 2%	23 4%	129 8%pq	108 6%pq	91 4%	40 3%	279 5%	46 5%
£0.60-£0.69	852 14%	225 18%b	626 13%	90 10%	762 14%c	420 14%	426 14%	57 7%	100 11%g	143 13%g	156 19%ghi	184 16%gh	114 15%g	98 16%g	157 9%	299 15%n	396 16%n	211 15%n	742 14%	104 11%
£0.70-£0.79	1490 24%	352 29%b	1138 23%	173 20%	1317 25%c	747 25%	740 24%	90 11%	134 15%g	256 23%gh	204 25%gh	368 32%ghij	221 29%ghi	217 35%ghij	224 13%	460 24%n	806 32%no	438 32%no	1342 26%s	140 15%
£0.80-£0.89	1046 17%	219 18%	827 17%	109 13%	937 18%c	499 17%	547 17%	65 8%	90 10%	211 19%gh	184 22%gh	209 18%gh	171 22%gh	115 18%gh	156 9%	395 20%n	495 20%n	286 21%n	935 18%s	102 11%
£0.90-£0.99	707 11%	79 6%	628 13%a	79 9%	628 12%	322 11%	385 12%	41 5%	61 7%	115 10%g	97 12%gh	166 15%ghi	131 17%ghi	95 15%ghi	103 6%	212 11%n	392 16%no	226 16%no	629 12%s	73 8%
£1.00-£1.09	528 9%	95 8%	433 9%	77 9%	451 8%	267 9%	260 8%	98 12%jklm	105 12%jklm	110 10%jl	42 5%	82 7%	42 6%	49 8%	203 12%opq	152 8%	174 7%	91 7%	426 8%	94 10%
£1.10-£1.19	92 1%	5 *	87 2%a	10 1%	82 2%	34 1%	58 2%	8 1%	14 2%	19 2%	12 2%	17 1%	14 2%	8 1%	22 1%	31 2%	39 2%	22 2%	88 2%s	3 *
£1.20-£1.29	109 2%	6 *	103 2%a	26 3%d	82 2%	52 2%	54 2%	22 3%klm	29 3%klm	29 3%klm	8 1%	11 1%	5 1%	4 1%	52 3%pq	37 2%pq	20 1%	9 1%	95 2%	13 1%
£1.30-£1.39	23 *	3 *	21 *	3 *	21 *	9 *	14 *	2 *	9 1%km	7 1%k	3 *	* *	2 *	-	11 1%p	10 1%p	* *	* *	18 *	5 1%
£1.40-£1.49	29 *	3 *	26 1%	4 *	26 *	10 *	19 1%	5 1%	12 1%klm	2 *	3 *	6 1%	1 *	-	18 1%opq	6 *	6 *	1 *	23 *	6 1%
£1.50-£1.59	152 2%	18 1%	134 3%a	22 3%	129 2%	72 2%	78 2%	67 8%hijklm	39 4%ijklm	21 2%j	3 *	10 1%	7 1%	5 1%	105 8%opq	24 1%	22 1%	12 1%	117 2%	34 4%r
£1.60-£1.69	27 *	3 *	24 *	3 *	24 *	13 *	14 *	7 1%	4 1%	3 *	2 *	6 1%	4 *	2 *	11 1%	4 *	12 *	6 *	27 1%	-
£1.70-£1.79	21 *	2 *	20 *	3 *	18 *	11 *	11 *	10 1%hi	2 *	3 *	2 *	3 *	-	1 *	12 1%pq	6 *	4 *	1 *	18 *	1 *
£1.80-£1.89	22 *	1 *	22 *	8 1%d	14 *	4 *	18 1%e	8 1%k	6 1%k	4 *	2 *	-	2 *	-	14 1%pq	6 *	2 *	2 *	19 *	4 *
£1.90-£1.99	15 *	-	15 *	6 1%d	9 *	7 *	8 *	6 1%k	3 *	4 *	2 *	-	-	-	9 1%pq	6 *p	-	-	11 *	2 *
Over £2.00	535 9%	17 1%	518 11%a	196 23%d	339 6%	257 9%	278 9%	252 31%hijklm	151 17%klm	97 9%jklm	25 3%klm	7 1%	3 *	2 *	402 24%opq	122 6%p	11 *	5 *	283 5%	244 27%r
Gave correct price (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	834 14%	138 11%	696 14%a	105 12%	729 14%	420 14%	414 13%	44 5%	59 7%	105 9%g	115 14%ghi	219 19%ghij	147 18%ghij	145 23%ghij	103 6%	221 11%n	511 20%no	292 21%no	762 15%s	64 7%
Over estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	3752 61%	533 43%	3219 65%a	602 70%d	3150 59%	1762 58%	1984 63%e	610 74%hijklm	564 65%jklm	706 63%jklm	457 56%	632 55%	438 58%	344 55%	1174 69%opq	1164 60%p	1415 56%	782 56%	3082 59%	632 70%r
Under estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	1583 26%	561 45%b	1022 21%	153 18%	1429 27%c	831 28%f	744 24%	170 21%	249 29%glm	310 28%gm	249 30%glm	291 25%g	174 23%	138 22%	420 25%	559 29%npq	603 24%	312 23%	1368 26%	209 23%
Mean	1.03	0.78	1.09a	1.44d	0.96	1.02	1.03	1.62hijklm	1.25ijklm	1.04iklm	0.86lm	0.81	0.80	0.80	1.43opq	0.96pq	0.81	0.80	0.94	1.82r
Std Dev.	0.82	0.51	0.87	1.29	0.69	0.85	0.79	1.31	1.07	0.87	0.54	0.34	0.23	0.18	1.21	0.75	0.28	0.21	0.65	1.35
Std Error	0.01	0.02	0.01	0.04	0.01	0.02	0.01	0.05	0.04	0.03	0.02	0.01	0.01	0.01	0.03	0.02	0.01	0.01	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 214

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 (i)	£11,500-£17,499 (j)	£17,500-£29,999 (k)	£30,000-£49,999 (l)	£50,000+ (m)	£11,500-£49,999 (n)	Under £11,500 comb. (o)	Over £11,500 (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
		Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
£0.00-£0.09	22 *	4 *	7 *	*	4 *	10 *	12 *	14 *	6 *	7 1%kmn	2 *	3 *	6 *	*	11 *	7 1%p	13 *	5 *	15 *	2 1%
£0.10-£0.19	11 *	5 *	3 *c	-	3 *	8 *	3 *	5 *	7 *	2 *	1 *	1 *	2 *	2 *	5 *	2 *	9 *	2 *	9 *	-
£0.20-£0.29	31 1%	7 1%	9 *	-	10 1%	16 1%	15 *	21 1%	10 *	5 1%	6 1%	5 *	7 *	10 1%	13 *	5 1%	23 *	4 *	24 1%	2 1%
£0.30-£0.39	52 1%	14 1%	11 1%	10 1%	17 1%	25 1%	27 1%	36 1%	16 1%	*	6 1%	14 1%	7 *	16 1%l	28 1%	2 *	48 1%	14 1%	36 1%	2 1%
£0.40-£0.49	76 1%	11 1%	35 2%	12 1%	17 1%	46 1%	30 1%	46 1%	28 1%	6 1%	15 2%k	12 1%	20 1%	16 2%	48 1%	6 1%	65 1%	22 2%	50 1%	4 1%
£0.50-£0.59	327 5%	46 4%	102 5%	76 5%	103 6%a	148 5%	179 6%	209 6%	113 5%	34 6%l	52 7%kln	65 4%	48 3%	60 6%l	165 4%	39 7%	251 5%	93 7%r	217 5%	17 6%
£0.60-£0.69	852 14%	147 13%	281 14%	178 13%	246 15%	428 14%	424 14%	487 13%	350 15%	79 14%	87 12%	230 15%	202 13%	144 14%	519 14%	84 14%	711 14%	155 12%	664 15%	32 11%
£0.70-£0.79	1490 24%	258 22%	508 26%d	348 25%	376 22%	766 25%	724 24%	822 22%	650 27%g	147 26%	175 24%	377 24%	390 25%	246 23%	943 25%	151 26%	1242 24%	287 22%	1132 25%	70 23%
£0.80-£0.89	1046 17%	187 16%	338 17%	241 17%	280 17%	525 17%	521 17%	611 17%	424 18%	79 14%	109 15%	259 16%	272 17%	191 18%	639 17%	85 14%	886 17%	203 16%	804 18%	39 13%
£0.90-£0.99	707 11%	108 9%	214 11%	160 12%	225 13%a	322 10%	385 13%e	385 10%	316 13%g	65 12%	84 12%	191 12%	182 12%	116 11%	458 12%	66 11%	600 12%	148 11%	532 12%	27 9%
£1.00-£1.09	528 9%	107 9%	145 7%	121 9%	153 9%	253 8%	274 9%	322 9%	194 8%	53 9%	73 10%	114 7%	133 9%	90 8%	320 8%	57 10%	432 8%	106 8%	389 9%	32 11%
£1.10-£1.19	92 1%	6 1%	27 1%	29 2%a	31 2%a	33 1%	60 2%e	45 1%	44 2%	3 *	8 1%	36 2%im	31 2%im	5 1%	75 2%im	4 1%	81 2%	21 2%	63 1%	8 3%
£1.20-£1.29	109 2%	29 3%b	22 1%	25 2%	32 2%	51 2%	57 2%	79 2%h	28 1%	9 2%	14 2%	29 2%	29 2%	20 2%	72 2%	9 1%	93 2%	28 2%	74 2%	7 2%
£1.30-£1.39	23 *	5 *	10 *	3 *	5 *	15 *	8 *	17 *	6 *	3 *	3 *	5 *	6 *	3 *	14 *	3 *	20 *	7 1%	13 *	3 1%
£1.40-£1.49	29 *	2 *	8 *	8 1%	11 1%	10 *	19 1%	22 1%	7 *	7 1%m	3 *	6 *	9 1%	2 *	18 *	7 1%p	21 *	10 1%	18 *	2 1%
£1.50-£1.59	152 2%	36 3%	50 3%	37 3%	29 2%	85 3%	66 2%	105 3%	46 2%	8 2%	14 2%	50 3%	37 2%	25 2%	101 3%	9 2%	133 3%	32 3%	112 2%	7 2%
£1.60-£1.69	27 *	7 1%	8 *	4 *	9 1%	14 *	13 *	15 *	11 *	5 1%	2 *	5 *	7 *	6 1%	13 *	5 1%	23 *	9 1%	17 *	2 1%
£1.70-£1.79	21 *	4 *	9 *	4 *	4 *	13 *	8 *	19 1%h	2 *	1 *	2 *	6 *	6 *	6 1%	14 *	1 *	20 *	*	20 *	1 *
£1.80-£1.89	22 *	2 *	7 *	9 1%	4 *	9 *	13 *	17 *	5 *	*	-	13 1%jl	2 *	5 *	15 *	*	20 *	9 1%	14 *	-
£1.90-£1.99	15 *	3 *	8 *	4 *d	-	11 *	4 *	15 *h	*	1 *	*	5 *	6 *	3 *	11 *	1 *	14 *	*	13 *	2 1%q
Over £2.00	535 9%	164 14%bcd	143 7%	116 8%	112 7%	307 10%f	228 7%	396 11%h	131 5%	45 8%	63 9%	145 9%	152 10%	101 9%	360 9%	45 8%	467 9%	139 11%r	355 8%	42 14%r
Gave correct price (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	834 14%	147 13%	290 15%	184 13%	213 13%	437 14%	397 13%	423 11%	406 17%g	88 16%	85 12%	253 16%jl	199 13%	137 13%	537 14%	90 15%	698 14%	136 11%	657 14%q	41 14%
Over estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	3752 61%	730 63%	1146 59%	858 62%	1016 61%	1876 61%	1875 61%	2291 62%h	1409 59%	322 57%	437 61%	975 62%	992 64%i	635 59%	2404 63%	335 57%	3176 61%	822 63%	2742 60%	189 63%
Under estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	1583 26%	276 24%	508 26%	351 25%	447 27%	784 25%	799 26%	972 26%	580 24%	151 27%	197 27%k	343 22%	362 23%	297 28%kln	902 23%	162 28%	1297 25%	338 26%	1174 26%	71 24%
Mean	1.03	1.17bcd	0.98	1.05d	0.97	1.05	1.01	1.08h	0.94	1.01	1.04	1.04	1.04	1.06	1.04	1.00	1.04	1.11r	0.99	1.18r
Std Dev.	0.82	1.01	0.70	0.89	0.72	0.84	0.80	0.90	0.66	0.87	0.87	0.78	0.77	0.95	0.79	0.85	0.82	0.99	0.74	1.13
Std Error	0.01	0.03	0.02	0.03	0.02	0.01	0.02	0.02	0.01	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.03	0.01	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
£0.00-£0.09	22 *	20 *	2 *	*	19 *	3 1%	*	*	2 1%klmo	2 *	2 *	-	-	-	7 1%	-	6 1%klmo	1 1%klmnr	2 *
£0.10-£0.19	11 *	11 *	-	-	10 *	1	*	*	-	3 *	-	-	-	-	2 *	2 *	3	-	1 *
£0.20-£0.29	31 1%	25 *	6 1%	-	28 1%	1	1	1	1 *	3	4 1%	4 1%	-	5 1%	3	5 1%	3	-	1
£0.30-£0.39	52 1%	49 1%	3 *	*	41 1%	5 1%	6 2%dg	*	2 1%	8 1%	4 1%	-	-	6 1%	9 1%	4 1%	6 1%l	1 2%l	3 1%
£0.40-£0.49	76 1%	70 1%	5 1%	1 1%	68 1%	3 1%	3 1%	1 1%	3 1%	11 2%	8 2%	10 2%	10 2%	8 1%	9 1%	8 2%	3 1%	-	3 1%
£0.50-£0.59	327 5%	287 5%	40 5%	7 4%	266 5%	25 5%	19 6%	18 10%def	13 5%	31 5%	24 5%	25 6%	34 6%	37 6%	38 5%	39 5%	26 5%	3 4%	22 5%
£0.60-£0.69	852 14%	720 14%	131 15%	22 13%	710 14%	75 14%	40 14%	27 16%	33 13%	83 12%	81 16%	61 14%	77 14%	67 12%	122 15%	109 13%	77 14%	7 11%	67 15%
£0.70-£0.79	1490 24%	1280 24%	210 24%	46 27%	1259 24%	122 24%	70 24%	39 23%	63 25%	169 25%	118 23%	117 26%	154 28%nr	128 22%	167 21%	211 25%	132 25%	24 35%jmnr	98 22%
£0.80-£0.89	1046 17%	892 17%	154 18%	33 19%	865 17%	89 17%	62 21%d	31 18%	50 20%kn	124 18%n	81 16%	64 14%	80 15%	109 19%n	98 12%	157 19%n	102 19%n	14 21%	74 17%
£0.90-£0.99	707 11%	571 11%	136 16%a	30 18%a	582 11%	66 13%	39 13%	19 11%	28 11%	70 10%	72 14%n	64 14%n	52 10%	61 11%	67 8%	106 13%	62 12%	6 8%	61 13%n
£1.00-£1.09	528 9%	450 9%	78 9%	11 6%	448 9%	45 9%	19 6%	16 10%f	17 7%	58 9%	42 8%	36 8%	36 7%	68 12%hlq	73 9%	76 9%	42 8%	2 2%	44 10%
£1.10-£1.19	92 1%	84 2%	8 1%	4 2%	77 1%	10 2%	3 1%	3 2%	5 2%k	8 1%	9 2%	2 *	10 2%	9 2%	10 1%	15 2%	8 2%	*	10 2%k
£1.20-£1.29	109 2%	86 2%	23 3%	4 2%	96 2%	5 1%	4 1%	3 2%	4 2%	5 1%	9 2%	5 1%	11 2%	9 2%	22 3%	17 2%	13 2%	1 1%	4 1%
£1.30-£1.39	23 *	23 *	1 *	*	17 *	5 1%	2 1%	*	*	3 *	1 *	-	4 1%	2 *	2 *	4 1%	-	-	5 1%kp
£1.40-£1.49	29 *	27 1%	2 *	2 1%	25 *	3 *	1 *	1 *	2 1%o	5 1%	4 1%	2 *	5 1%o	2 *	3	-	2 *	1 2%o	1 *
£1.50-£1.59	152 2%	136 3%	16 2%	5 3%	131 3%	13 3%	5 2%	3 2%	9 4%l	16 2%	10 2%	14 3%l	5 1%	16 3%	32 4%l	20 2%	8 1%	1 1%	13 3%
£1.60-£1.69	27 *	25 *	2 *	*	27 1%	*	*	*	1 *	5 1%	3 1%	2 *	5 1%	2 *	5 1%	3 *	2 *	-	*
£1.70-£1.79	21 *	15 *	6 1%	*	19 *	1	1	*	1 1%	5 1%	1 *	-	2 *	5 1%	2 *	3	-	-	1 *
£1.80-£1.89	22 *	20 *	2 *	*	19 *	3	*	*	1 1%	5 1%	-	-	5 1%	1 *	2 *	4	1 *	-	3 1%
£1.90-£1.99	15 *	15 *	*	*	14 *	*	*	*	-	2 *	1 *	-	-	-	-	9 1%n	2 *	-	*
Over £2.00	535 9%	498 9%bc	37 4%	6 3%	463 9%g	43 8%	21 7%	9 5%	14 5%	60 9%	36 7%	38 8%	54 10%h	29 7%	139 17%hijklmopr	67 6%	33 6%	8 11%	35 8%
Gave correct price (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	834 14%	716 13%	119 14%	32 19%a	691 13%	79 15%	37 13%	27 16%	36 14%	105 16%	57 11%	65 14%	77 14%	69 12%	95 12%	123 15%	65 12%	16 23%jmnp	63 14%
Over estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	3752 61%	3205 60%	547 63%	111 64%	3170 61%	309 60%	177 60%	97 57%	151 60%	412 61%	311 61%	264 59%	326 60%	367 64%	488 60%	537 64%	315 60%	38 55%	271 60%
Under estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	1583 26%	1384 26%c	198 23%	29 17%	1324 26%	130 25%	81 27%	47 28%	64 25%	158 23%	141 28%	120 27%	141 26%	138 24%	228 28%	185 22%	149 28%	15 22%	115 26%
Mean	1.03	1.05bc	0.91	0.92	1.03g	1.03g	0.96	0.90	0.95	1.06jp	0.94	1.00	1.01p	0.96	1.32hijklmopr	0.97	0.91	1.21hjmop	1.01p
Std Dev.	0.82	0.86	0.49	0.50	0.82	0.88	0.77	0.55	0.63	0.92	0.55	0.83	0.66	0.64	1.28	0.66	0.52	1.43	0.76
Std Error	0.01	0.01	0.01	0.02	0.01	0.03	0.02	0.02	0.03	0.05	0.03	0.04	0.03	0.03	0.07	0.03	0.03	0.11	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

Column groups:
- **Stamp usage:** (a) 1st class - all/most of the time; (b) 2nd class - all/most of the time; (c) Use 1st class; (d) Use 2nd class
- **1st class usage:** (e) Use 1st class all/most of the time; (f) Use 1st class all/most of the time and HH income <£11.5; (g) Use 1st class all/most of the time and Not Working
- **2nd class usage:** (h) Use 2nd class all/most of the time; (i) Use 2nd class all/most of the time and HH income <£11.5; (j) Use 2nd class all/most of the time and Not Working
- **Reliance on postal service for sending/receiving letters and cards:** (k) Very reliant; (l) Fairly reliant; (m) Neither reliant nor not reliant; (n) Not very reliant; (o) Not at all reliant; (p) Net reliant; (q) Net not reliant
- **Reliance on postal service for sending/receiving parcels:** (r) Very reliant; (s) Fairly reliant; (t) Neither reliant nor not reliant; (u) Not very reliant; (v) Not at all reliant; (w) Net reliant; (x) Net not reliant
- **Affordability challenges:** (y) ANY affordability challenges; (z) No affordability challenges

	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
£0.00-£0.09	22 *	9 *	3 *	18 1%	13 *	9 *	5 3%eg	2 *	3 *	2 1%	2 *	4 *	8 *	7 1%kp	3 *	1 *	12 *	4 *	5 *	9 *	2 *	6 2%rsw	-	14 *	6 1%rw	5 *	18 *
£0.10-£0.19	11 *	4 *	2 *	4 *	2 *	4 *	-	2 *	2 *	-	-	*	4 *	5 1%kp	-	2 1%k	5 *	2 *	5 *	5 *	-	1 *	-	10 *	-	-	11
£0.20-£0.29	31 1%	15 1%b	3 *	23 1%b	11 *	15 1%	2 1%	5 1%	3 *	2 1%	2 *	12 1%	10 *	3 *	1 *	1 1%	22 *	6 1%	17 1%	13 1%	-	1 *	-	30 1%	1 *	4 *	27 1%
£0.30-£0.39	52 1%	19 1%	11 *	33 1%	25 1%	19 1%	*	5 1%	11 *	2 1%	3 *	8 *	27 1%	8 1%	6 1%	3 1%	35 1%	9 1%	27 1%	16 1%	5 1%	4 1%	1 1%	43 1%	5 1%	8 1%	44 1%
£0.40-£0.49	76 1%	33 1%	32 1%	38 1%	37 1%	33 1%	2 1%	13 2%	32 1%	2 1%	8 1%	33 2%n	24 1%	8 1%	1 *	9 4%lmnpq	57 1%	10 1%	34 1%	25 1%	12 2%	1 *	3 3%u	59 1%	5 1%	19 1%	57 1%
£0.50-£0.59	327 5%	117 5%	86 4%	197 6%b	167 5%	117 5%	17 9%	44 6%	86 4%	5 2%	26 2%	100 5%	129 5%	40 5%	30 5%	24 10%klmnp	229 5%	53 6%	131 5%	121 5%	35 5%	19 5%	15 10%w	252 5%	35 7%	66 4%	261 6%y
£0.60-£0.69	852 14%	299 12%	380 17%ac	428 12%	510 15%ac	299 12%	17 9%	101 13%	380 17%	40 18%	185 17%	334 16%lm	315 13%	81 10%	81 14%	36 15%	649 14%m	117 14%	384 15%	309 13%	78 12%	48 13%	28 17%	694 14%	75 15%	168 10%	684 15%y
£0.70-£0.79	1490 24%	532 22%	646 29%ac	768 22%	882 27%ac	532 22%	35 18%	183 23%	646 29%	72 32%	352 33%h	531 26%moq	622 26%moq	165 20%	125 21%	39 16%	1153 26%moq	164 20%	646 25%	573 24%	151 22%	82 23%	30 19%	1218 25%	112 22%	294 18%	1196 26%y
£0.80-£0.89	1046 17%	408 17%	420 19%	569 16%	581 18%	408 17%	30 15%	142 18%	420 19%	34 15%	200 19%	352 17%	428 18%	118 15%	105 18%	41 17%	780 17%	146 18%	435 17%	398 17%	119 17%	57 16%	32 20%	833 17%	89 17%	219 13%	827 18%y
£0.90-£0.99	707 11%	267 11%	294 13%	398 11%	414 12%	267 11%	17 9%	102 13%	294 13%	29 13%	150 14%	261 13%	252 10%	92 11%	80 13%	20 8%	513 11%	100 12%	290 11%	250 11%	93 14%	53 15%	18 11%	541 11%	71 14%	168 10%	539 12%y
£1.00-£1.09	528 9%	241 10%bd	150 7%	315 9%bd	223 7%	241 10%	25 13%	74 10%	150 7%	17 8%	69 6%	134 6%	231 9%k	86 11%k	25 10%	25 10%	365 8%	76 9%	197 8%	230 10%r	56 8%	25 7%	13 8%	427 9%	38 7%	176 11%z	353 8%
£1.10-£1.19	92 1%	39 1%	25 1%	57 1%	43 1%	39 2%	*	19 3%	25 1%	3 2%	13 1%	36 2%	30 1%	18 2%	8 1%	1 *	65 1%	9 1%	43 2%	30 1%	12 2%	8 2%	*	73 1%	8 2%	32 2%	61 1%
£1.20-£1.29	109 2%	49 2%b	22 1%	75 2%b	49 1%	49 2%	3 1%	11 1%	22 1%	4 2%	6 1%	32 2%	37 2%	22 3%	10 2%	8 3%	69 2%	18 2%	45 2%	41 2%	8 1%	8 2%	10 6%rstuw	86 2%	15 3%	41 3%z	68 1%
£1.30-£1.39	23 *	9 *	6 *	16 *	13 *	9 *	1 *	2 *	6 *	2 1%j	*	2 *	8 *	8 1%klp	4 *	-	10 *	4 *	6 *	9 *	6 *	2 *	-	14 *	2 *	10 1%	13 *
£1.40-£1.49	29 *	17 1%	8 *	22 1%	12 *	17 1%	5 3%e	7 1%	8 *	*	1 *	14 1%	8 *	3 *	3 *	1 *	22 *	4 *	16 1%	8 *	3 *	3 *	-	24 *	3 1%	14 1%z	15 *
£1.50-£1.59	152 2%	70 3%b	32 1%	107 3%bd	68 2%	70 3%	6 3%	20 3%	32 1%	1 *	10 1%	32 2%	66 3%k	26 3%k	25 4%kp	5 2%	97 2%	28 3%k	59 2%	61 3%	21 3%	11 3%	-	120 2%	11 2%	61 4%z	91 2%
£1.60-£1.69	27 *	5 *	14 1%	12 *	21 1%	5 *	2 1%	1 *	14 1%	1 1%	6 1%	7 *	11 *	8 1%	2 *	*	18 *	2 *	8 *	10 *	6 1%	1 *	2 1%	18 *	3 1%	8 1%	19 *
£1.70-£1.79	21 *	10 *	1 *	19 1%b	10 *	10 *	1 *	*	1 *	-	1 *	9 *	8 *	3 *	1 *	1 *	17 *	2 *	10 *	9 *	1 *	2 *	-	19 *	2 *	8 *	13 *
£1.80-£1.89	22 *	11 *	4 *	19 1%	11 *	11 *	*	4 *	4 *	*	2 *	8 *	6 *	3 *	4 1%	2 1%	14 *	5 1%	10 *	9 *	1 *	2 *	-	20 *	2 *	11 1%z	11 *
£1.90-£1.99	15 *	11 *d	4 *	11 *	4 *	11 *	1 *	*	4 *	-	*	2 *	8 *	3 *	-	2 1%k	10 *	2 *	5 *	5 *	2 *	3 *	-	10 *	3 *	10 1%z	5 *
Over £2.00	535 9%	238 10%bd	117 5%	338 10%bd	216 7%	238 10%g	26 13%g	40 5%	117 5%	8 3%	35 3%	153 7%	204 8%	103 13%klpq	55 9%	17 7%	357 8%	72 9%	196 8%	238 10%rux	70 10%rux	20 6%	7 4%	433 9%x	27 5%	307 19%z	228 5%
Gave correct price (=0.68 if complete on 4th April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	834 14%	276 11%	405 18%ac	401 12%	529 16%ac	276 11%	21 11%	118 15%e	405 18%	45 20%	235 22%h	328 16%mnoq	352 14%moq	76 9%	63 11%	13 5%	680 15%mnoq	76 9%	393 15%tvx	311 13%	77 11%	38 11%	10 7%	704 14%vx	49 10%	177 11%	657 14%y
Over estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	3752 61%	1521 63%bd	1308 58%	2159 62%bd	1947 59%	1521 63%	123 64%	473 61%	1308 58%	125 55%	598 56%	1201 58%	1471 60%	544 67%klp	382 64%k	140 59%	2672 59%	522 63%	1510 59%	1471 62%	438 64%r	218 62%	94 58%	2981 60%	311 61%	1170 72%z	2582 57%
Under estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	1583 26%	607 25%	547 24%	897 26%	837 25%	607 25%	50 26%	186 24%	547 24%	56 25%	238 22%	534 26%	612 25%	191 24%	148 25%	86 36%klmnp	1146 25%	234 28%	666 26%	586 25%	166 24%	97 28%	56 35%rstw	1252 25%	154 30%	281 17%	1301 29%y
Mean	1.03	1.08bd	0.92	1.07bd	0.96	1.08g	1.22g	0.94	0.92	0.88	0.87	1.00	1.02	1.11klp	1.05	0.99	1.01	1.03	1.00	1.05vx	1.09vx	0.97	0.89	1.03	0.94	1.33z	0.92
Std Dev.	0.82	0.91	0.61	0.88	0.69	0.91	1.22	0.66	0.61	0.50	0.46	0.81	0.82	0.81	0.83	0.80	0.82	0.82	0.80	0.83	0.94	0.65	0.57	0.82	0.63	1.15	0.63
Std Error	0.01	0.02	0.01	0.02	0.01	0.02	0.09	0.02	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.05	0.01	0.03	0.02	0.02	0.04	0.04	0.05	0.01	0.03	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
£0.00-£0.09	22 *	1 *	21 *	-	4 *	17 *	2 1%	22 *	* *	-	-	22 *	-
£0.10-£0.19	11 *	-	11 *	-	4 *	7 *	-	10 *	1 1%	-	-	11 *	-
£0.20-£0.29	31 1%	2 *	29 1%	*	8 *	23 1%	*	30 1%	-	-	* 1%	30 *	* 1%
£0.30-£0.39	52 1%	3 1%	48 1%	2 4%b	17 1%	35 1%	* *	48 1%	-	1 2%	2 2%	49 1%	2 5%
£0.40-£0.49	76 1%	8 2%	68 1%	-	25 1%	48 1%	3 1%	68 1%	3 2%	2 2%	-	73 1%	3 9%
£0.50-£0.59	327 5%	29 7%	295 5%	3 7%	80 5%	231 6%	16 5%	301 5%	7 5%	2 3%	17 23%ghik	310 5%	* 1%
£0.60-£0.69	852 14%	49 12%	799 14%	4 9%	192 11%	626 15%d	33 10%	803 14%	21 13%	9 14%	16 22%	833 14%	3 7%
£0.70-£0.79	1490 24%	99 25%	1382 24%	9 21%	419 25%f	1017 25%f	53 17%	1443 25%h	18 11%	9 14%	16 21%	1470 24%h	4 12%
£0.80-£0.89	1046 17%	67 17%	975 17%	4 10%	269 16%	729 18%	48 15%	1002 17%	26 16%	7 10%	7 9%	1035 17%	4 11%
£0.90-£0.99	707 11%	46 11%	656 11%	5 13%	209 12%	466 11%	32 10%	686 12%	10 6%	4 6%	4 5%	699 12%	3 9%
£1.00-£1.09	528 9%	32 8%	493 9%	3 7%	155 9%	329 8%	44 14%de	483 8%	19 12%	12 17%gjk	9 12%	514 8%	5 15%
£1.10-£1.19	92 1%	6 1%	85 1%	1 2%	29 2%	59 1%	4 1%	85 1%	2 1%	3 4%	-	90 1%	2 6%
£1.20-£1.29	109 2%	10 3%	97 2%	1 3%	43 3%e	51 1%	15 5%e	105 2%	1 1%	2 2%	-	108 2%	1 2%
£1.30-£1.39	23 *	1 *	23 *	-	5 *	16 *	2 1%	22 *	2 1%	-	-	23 *	-
£1.40-£1.49	29 *	2 *	28 *	-	10 1%	16 *	4 1%	28 *	1 1%	-	-	29 *	-
£1.50-£1.59	152 2%	9 2%	142 2%	1 1%	50 3%	92 2%	9 3%	142 2%	5 3%	3 4%	3 4%	149 2%	-
£1.60-£1.69	27 *	1 *	26 *	-	10 1%	14 *	3 1%	24 *	2 1%	-	-	26 *	1 4%
£1.70-£1.79	21 *	1 *	20 *	* 1%	4 *	16 *	1 *	21 *	-	-	-	21 *	-
£1.80-£1.89	22 *	-	22 *	-	7 *	12 *	4 1%e	22 *	-	-	-	22 *	-
£1.90-£1.99	15 *	-	15 *	-	2 *	13 *	-	13 *	* *	2 2%gjk	* *	15 *	-
Over £2.00	535 9%	35 9%	492 9%	8 20%b	164 10%	323 8%	49 15%de	472 8%	43 27%gjk	14 20%gjk	1 2%	528 9%	6 17%
Gave correct price (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	834 14%	54 14%	775 14%	4 10%	219 13%	590 14%f	26 8%	811 14%i	12 8%	2 3%	7 10%	826 14%	1 3%
Over estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	3752 61%	241 60%	3480 61%	31 75%	1095 64%e	2428 59%	230 71%de	3535 61%j	112 70%j	53 78%gjk	27 37%	3701 61%j	24 69%
Under estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	1583 26%	106 26%	1471 26%	6 15%	392 23%	1124 27%df	66 21%	1484 25%	36 22%	13 19%	40 53%ghik	1533 25%	10 28%
Mean	1.03	1.05	1.02	1.53ab	1.08e	0.99	1.26de	1.01	1.61gjk	1.28gjk	0.83	1.03	1.19
Std Dev.	0.82	1.02	0.79	1.87	0.93	0.74	1.09	0.78	1.56	0.98	0.81	0.82	0.91
Std Error	0.01	0.05	0.01	0.26	0.02	0.01	0.06	0.01	0.13	0.13	0.10	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	524	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
£0.00-£0.09	22 *	12 1%bd	2 *	8 *	1 *	4 1%	5 1%	3 1%	-	*	2 *	5 1%	-	3 1%	1 *	-	-
£0.10-£0.19	11 *	-	7 *	3 *a	1 *	-	-	-	3 1%	*	3 1%	-	*	3 1%	-	-	1
£0.20-£0.29	31 1%	9 1%	11 1%	4 *	8 1%	5 1%	3 1%	-	7 1%gjk	4 1%	-	-	2 *	1 *	6 1%	1 *	*
£0.30-£0.39	52 1%	22 1%d	11 1%	12 1%	8 1%	10 2%jnp	4 1%	8 2%j	5 1%	5 1%	-	3 1%	6 1%	3 1%	1 *	6 1%	1
£0.40-£0.49	76 1%	22 1%	26 2%	17 1%	12 1%	11 2%	3 1%	8 2%	9 2%	5 1%	5 1%	5 1%	5 1%	9 2%	3 1%	3 1%	6 1%
£0.50-£0.59	327 5%	95 6%	84 5%	80 5%	68 4%	39 7%o	25 5%	30 6%	29 6%	28 5%	27 5%	34 7%o	25 5%	21 4%	26 5%	14 3%	27 6%
£0.60-£0.69	852 14%	423 27%bcd	159 10%	146 9%	123 8%	152 29%hijklmnop	150 29%hijklmnop	121 24%hijklmnop	54 10%	56 11%m	48 10%	49 10%	64 12%mn	34 6%	37 7%	50 10%	36 7%
£0.70-£0.79	1490 24%	313 20%	422 27%a	368 24%	388 25%a	103 19%	101 20%	109 22%	127 24%	144 28%efk	151 30%efgjk	88 18%	143 27%efk	137 26%ek	130 24%k	130 26%k	127 26%k
£0.80-£0.89	1046 17%	244 16%	270 18%	296 19%d	236 15%	74 14%	82 16%	89 18%	97 19%	80 16%	93 18%	98 20%e	98 18%	100 19%	90 17%	74 15%	71 14%
£0.90-£0.99	707 11%	85 6%	170 11%a	201 13%a	250 16%abc	25 5%	25 5%	35 7%	61 12%efg	51 10%ef	58 11%ef	71 15%efg	61 11%ef	69 13%efg	84 16%efgi	101 20%efghijlmp	66 13%efg
£1.00-£1.09	528 9%	84 5%	137 9%a	136 9%a	171 11%a	33 6%	22 4%	29 6%	46 9%f	51 10%fn	40 8%	45 9%f	42 8%f	50 9%f	62 12%efg	39 8%	70 14%efghijklo
£1.10-£1.19	92 1%	15 1%	19 1%	27 2%	32 2%a	4 1%	7 1%	4 1%	9 2%	3 1%	8 1%	5 1%	9 2%	13 2%i	16 3%egi	6 1%	9 2%
£1.20-£1.29	109 2%	26 2%	29 2%	24 2%	30 2%	6 1%	9 2%	12 2%	7 1%	10 2%	12 2%	7 1%	8 1%	9 2%	12 2%	7 1%	10 2%
£1.30-£1.39	23 *	6 *	7 *	6 *	5 *	4 1%	-	2 *	-	4 1%	3 1%	2 *	2 *	2 *	2 *	2 *	*
£1.40-£1.49	29 *	5 *	13 1%	5 *	5 *	3 1%	1 *	1 *	8 1%mp	3 1%	3 1%	3 1%	3 *	-	2 *	3 1%	*
£1.50-£1.59	152 2%	43 3%	30 2%	49 3%	30 2%	15 3%h	13 3%	15 3%h	4 1%	15 3%h	10 2%	17 3%h	13 2%	19 4%h	14 3%	8 2%	9 2%
£1.60-£1.69	27 *	3 *	6 *	11 1%	7 *	-	1 *	1 *	*	2 *	3 1%	-	8 1%eko	3 1%	6 1%	*	2 *
£1.70-£1.79	21 *	5 *	7 *	6 *	4 *	*	2 *	2 *	3 1%	2 *	2 *	1 *	1 *	4 1%	-	1 *	3 1%
£1.80-£1.89	22 *	4 *	8 1%	8 1%	3 *	1 *	3 1%	-	5 1%	1 *	3 1%	4 1%	2 *	1 *	1 *	-	2 *
£1.90-£1.99	15 *	5 *	4 *	2 *	5 *	-	5 1%	*	*	*	1 *	2 *	2 *	-	*	-	5 1%
Over £2.00	535 9%	122 8%	121 8%	143 9%	149 10%	39 7%	55 11%g	29 6%	45 9%	39 8%	37 7%	56 11%g	41 8%	45 9%	39 7%	60 12%g	50 10%g
Gave correct price (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	834 14%	130 8%	224 15%a	224 14%a	256 17%a	45 9%	42 8%	43 9%	53 10%	84 17%efghk	88 17%efghk	47 10%	88 17%efghk	88 17%efghk	90 17%efghk	88 17%efghk	78 16%efghk
Over estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	3752 61%	978 63%b	876 57%	947 61%	952 62%b	314 59%	340 66%ijl	325 65%ijl	315 60%	270 53%	291 57%	319 65%il	298 56%	330 63%i	341 64%il	308 61%	303 61%i
Under estimated (=0.68 if complete on 4th April 2022-2nd April 2023, =0.75 if complete on 3rd April 2023-1st Oct 2023, =0.75 if complete on 2nd october 2023 onwards)	1583 26%	434 28%d	441 29%cd	380 24%	328 21%	169 32%mnop	136 26%n	130 26%n	157 30%mno	155 30%mnop	129 25%	125 26%	146 27%mn	108 21%	102 19%	111 22%	115 23%
Mean	1.03	0.97	0.99	1.06a	1.08ab	0.94	1.05g	0.92	1.00	1.01	0.96	1.15egjl	0.99	1.06g	1.04g	1.12egj	1.09egj
Std Dev.	0.82	0.78	0.74	0.86	0.89	0.79	0.91	0.62	0.75	0.86	0.60	1.07	0.67	0.80	0.85	0.95	0.86
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.03	0.04	0.03	0.05	0.03	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.25* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very poor (1)	796 13%	139 11%	657 13%	51 6%	745 14%c	360 12%	434 14%	33 4%	44 5%	149 13%gh	141 17%gh	207 18%ghi	123 16%gh	100 16%gh	77 5%	289 16%n	430 17%n	223 16%n	722 14%s	67 7%
Fairly poor (2)	1102 18%	227 18%	874 18%	99 11%	1003 19%c	500 17%	599 19%e	73 9%	125 14%g	177 16%g	176 21%ghi	265 23%ghi	163 21%ghi	123 20%gh	198 12%	353 18%n	551 22%no	286 21%n	1022 20%s	75 8%
Neither good nor poor (3)	1401 23%	307 25%	1094 22%	161 19%	1241 23%c	648 22%	751 24%	135 16%	138 16%	238 21%gh	200 24%gh	276 24%gh	220 29%ghi	194 31%ghijk	273 16%	438 23%n	690 27%no	415 30%no	1227 24%s	158 17%
Fairly good (4)	1905 31%	443 36%b	1463 30%	310 36%d	1595 30%	1005 33%f	897 29%	320 39%jklm	370 42%jklm	376 33%jklm	229 28%	285 25%	175 23%	152 24%	690 41%opq	604 31%pq	611 24%	327 24%	1554 30%	341 38%r
Very good (5)	885 14%	108 9%	777 16%a	238 28%d	647 12%	463 15%	419 13%	250 30%hijklm	183 21%ijklm	173 15%jklm	71 9%	104 9%	68 9%	36 6%	433 26%opq	244 13%pq	208 8%	104 8%	619 12%	252 28%r
I don't know	80 1%	8 1%	72 1%	2 *	77 1%c	36 1%	43 1%	13 2%	12 1%	9 1%	6 1%	7 1%	12 2%	21 3%hijk	25 1%	15 1%	39 2%	33 2%o	67 1%	11 1%
NET Very/fairly good	2790 45%	551 45%	2239 45%	548 64%d	2242 42%	1468 49%f	1315 42%	570 69%ijklm	553 63%ijklm	549 49%jklm	299 36%	388 34%	243 32%	188 30%	1123 66%opq	848 44%pq	819 31%	431 31%	2174 42%	593 66%r
NET Very/fairly poor	1898 31%	367 30%	1531 31%	150 17%	1748 33%c	861 29%	1033 33%e	106 13%	169 19%g	326 29%gh	317 39%ghi	471 41%ghi	285 38%ghi	223 36%ghi	275 16%	643 33%n	980 39%no	509 37%no	1745 33%s	143 16%
Mean	3.16	3.12	3.17	3.66d	3.08	3.24f	3.09	3.84hijklm	3.61ijklm	3.22jklm	2.89	2.84	2.87	2.84	3.72opq	3.08pq	2.85	2.85	3.06	3.71r
Std Dev.	1.25	1.16	1.28	1.17	1.25	1.25	1.26	1.08	1.12	1.27	1.23	1.25	1.21	1.15	1.11	1.26	1.21	1.18	1.24	1.18
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
3rd April 2023 - £1.10
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.25* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very poor (1)	796 13%	94 8%	274 14%a	174 13%a	254 15%a	367 12%	429 14%	418 11%	361 15%g	97 17%klmn	95 13%	201 13%	172 11%	120 11%	467 12%	99 17%p	604 12%	158 12%	591 13%	47 16%
Fairly poor (2)	1102 18%	191 17%	367 19%	235 17%	309 18%	558 18%	544 18%	617 17%	468 20%g	111 20%	125 17%	283 18%	270 17%	178 17%	677 18%	120 20%	906 18%	226 17%	837 18%	38 13%
Neither good nor poor (3)	1401 23%	214 19%	436 22%a	332 24%a	418 25%a	650 21%	750 24%e	779 21%	605 25%g	130 23%	171 24%	353 22%	343 22%	225 21%	867 23%	136 23%	1150 22%	283 22%	1043 23%	76 25%
Fairly good (4)	1905 31%	437 38%bcd	587 30%	424 30%	458 27%	1024 33%f	882 29%	1231 33%h	655 27%	134 24%	224 31%i	479 30%i	500 32%i	371 35%i	1203 31%i	141 24%	1686 33%o	411 32%s	1424 31%s	70 23%
Very good (5)	885 14%	207 18%bcd	244 13%	221 16%bd	212 13%	452 15%	433 14%	609 17%h	263 11%	75 13%	92 13%	237 15%	253 16%	167 16%	582 15%	78 13%	770 15%	200 15%	624 14%	61 20%r
I don't know	80 1%	11 1%	34 2%c	7 1%	27 2%c	46 1%	34 1%	32 1%	44 2%g	13 2%m	12 2%	18 1%	15 1%	8 1%	45 1%	13 2%	56 1%	17 1%	53 1%	9 3%r
NET Very/fairly good	2790 45%	644 56%bcd	831 43%	645 46%d	670 40%	1476 48%f	1315 43%	1840 50%h	917 38%	209 37%	316 44%	716 46%i	754 49%i	538 50%ij	1786 46%i	219 37%	2456 47%o	611 47%	2048 45%	131 44%
NET Very/fairly poor	1898 31%	284 25%	641 33%a	409 29%a	563 34%ac	925 30%	972 32%	1035 28%	828 35%g	208 37%jklmn	219 31%	484 31%	441 28%	298 28%	1145 30%	219 37%p	1510 29%	385 30%	1428 31%	85 28%
Mean	3.16	3.41bcd	3.08	3.20bd	3.04	3.21f	3.11	3.27h	3.00	2.96	3.13	3.17i	3.26i	3.27i	3.20i	2.96	3.22o	3.21	3.14	3.21
Std Dev.	1.25	1.20	1.26	1.26	1.26	1.24	1.26	1.25	1.24	1.31	1.24	1.26	1.24	1.24	1.25	1.30	1.24	1.26	1.25	1.35
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.06	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.08

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
3rd April 2023 - £1.10
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.25* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very poor (1)	796 13%	689 13%	107 12%	14 8%	698 13%eg	48 9%	38 13%g	13 8%	32 13%	98 14%r	73 14%r	58 13%	73 14%	89 15%nr	83 10%	132 16%nr	60 11%	6 8%	42 9%
Fairly poor (2)	1102 18%	952 18%	150 17%	31 18%	914 18%	94 18%	63 21%d	30 18%	46 18%n	100 15%	104 20%n	88 20%n	100 18%n	105 18%n	99 12%	161 19%n	111 21%in	14 20%	80 18%n
Neither good nor poor (3)	1401 23%	1175 22%	226 26%a	58 33%a	1174 23%	120 23%	65 22%	43 25%	56 23%	117 26%j	90 18%	106 26%jlm	114 20%	114 20%	199 24%j	179 21%	141 27%jlm	19 27%	101 22%
Fairly good (4)	1905 31%	1625 31%	280 32%	50 29%	1584 31%	178 34%f	83 28%	60 35%df	75 30%	194 29%	154 30%	133 30%	176 32%	193 34%p	257 32%	264 31%	138 26%	22 32%	155 35%p
Very good (5)	885 14%	798 15%b	87 10%	19 11%	745 14%	75 14%	43 15%	22 13%	34 14%	104 15%	81 16%	51 11%	79 15%	69 12%	161 20%hkmop	101 12%	64 12%	8 12%	66 15%
I don't know	80 1%	66 1%	14 2%	1 *	70 1%	5 1%	3 1%	2 1%	7 3%kmo	7 1%	6 1%	2 *	9 2%	4 1%	13 2%	7 1%	16 3%kmo	- -	5 1%
NET Very/fairly good	2790 45%	2423 46%	367 43%	69 40%	2329 45%	253 49%	126 43%	83 48%	109 44%	298 44%	236 46%p	184 41%	255 47%p	262 46%p	418 52%hikop	365 43%	202 38%	31 45%	222 49%kp
NET Very/fairly poor	1898 31%	1641 31%	256 30%	46 26%	1612 31%g	141 27%	101 34%eg	43 25%	78 31%n	198 29%n	177 35%nr	145 32%n	174 32%n	194 34%nr	182 22%	293 35%nr	171 32%n	20 28%	122 27%
Mean	3.16	3.17	3.11	3.16	3.15	3.27df	3.10	3.29df	3.14	3.16	3.13	3.07	3.16	3.09	3.39hijklmop	3.05	3.07	3.20	3.28kmop
Std Dev.	1.25	1.26	1.19	1.11	1.26	1.19	1.27	1.14	1.25	1.27	1.32	1.21	1.28	1.27	1.23	1.27	1.20	1.15	1.20
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.06	0.07	0.07	0.06	0.07	0.06	0.09	0.04

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
3rd April 2023 - £1.10
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.25* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	Stamp usage: 2nd class - all/most of the time (b)	Stamp usage: Use 1st class (c)	Stamp usage: Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	1st class usage: Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage: Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	2nd class usage: Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage: Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Reliance letters/cards: Fairly reliant (l)	Reliance letters/cards: Neither reliant nor not reliant (m)	Reliance letters/cards: Not very reliant (n)	Reliance letters/cards: Not at all reliant (o)	Reliance letters/cards: Net reliant (p)	Reliance letters/cards: Net not reliant (q)	Reliance parcels: Very reliant (r)	Reliance parcels: Fairly reliant (s)	Reliance parcels: Neither reliant nor not reliant (t)	Reliance parcels: Not very reliant (u)	Reliance parcels: Not at all reliant (v)	Reliance parcels: Net reliant (w)	Reliance parcels: Net not reliant (x)	Affordability: ANY affordability challenges (y)	Affordability: No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very poor (1)	796 13%	169 7%	457 20%acd	265 8%	553 17%ac	169 7%	23 12%	72 9%	457 20%	53 24%	209 20%	274 13%	273 11%	81 10%	93 16%klm	66 28%klmnpq	548 12%	158 19%klmp	315 12%s	235 10%	122 18%rsw	69 19%rsw	42 26%rsw	551 11%	110 21%rsw	228 14%	568 13%
Fairly poor (2)	1102 18%	308 13%	569 25%acd	464 13%	726 22%ac	308 13%	27 14%	124 16%	569 25%	64 28%	263 25%	343 17%	448 18%	138 17%	131 22%kp	38 16%	792 18%	170 20%	426 17%	420 18%	139 20%	84 24%rsw	30 19%	846 17%	115 22%rw	243 15%	859 19%y
Neither good nor poor (3)	1401 23%	477 20%	563 25%ac	742 21%	827 25%ac	477 20%	31 16%	170 22%	563 25%	59 26%	307 29%	449 22%	555 23%q	245 30%klnopq	110 19%	40 17%	1004 22%q	150 18%	522 20%	587 25%r	180 26%r	77 22%	28 17%	1109 22%	105 20%	275 17%	1127 28%y
Fairly good (4)	1905 31%	923 38%bd	482 21%	1304 38%bd	864 26%b	923 38%fg	57 29%	258 33%	482 21%	37 16%	217 20%	580 28%	845 35%kmopq	236 29%	191 32%o	53 22%	1425 32%ko	244 29%	801 31%t	810 34%tuvx	161 24%	95 27%	37 23%	1610 33%tvx	132 26%	534 33%	1371 30%
Very good (5)	885 14%	511 21%bd	158 7%	662 19%bd	309 9%b	511 21%	54 28%g	142 18%	158 7%	11 5%	55 5%	391 19%lmnpq	291 12%	97 12%	65 11%	36 15%	682 15%ln	101 12%	475 18%stuvwx	297 13%ux	65 10%	27 8%	15 10%	772 16%stux	42 8%	339 21%z	546 12%
I don't know	80 1%	17 1%	32 1%c	20 1%	35 1%	17 1%	3 1%	12 2%	32 1%	3 1%	19 2%	26 1%	22 1%	14 2%	3 1%	6 2%	48 1%	9 1%	30 1%	19 1%	13 2%s	1 *	8 5%rsuw	49 1%	10 2%	10 1%	69 2%y
NET Very/fairly good	2790 45%	1434 60%bd	640 28%	1967 57%bd	1173 35%b	1434 60%g	110 57%	400 51%	640 28%	47 21%	272 25%	971 47%moq	1136 47%moq	333 41%	256 43%	89 37%	2106 47%moq	345 41%	1275 50%tuvx	1107 47%tuvx	227 33%	122 34%	52 32%	2382 48%tuvx	174 34%	873 54%z	1918 42%
NET Very/fairly poor	1898 31%	477 20%	1026 45%acd	729 21%	1278 39%ac	477 20%	49 26%	196 25%e	1026 45%	118 52%	473 44%	618 30%	722 30%	219 27%	224 38%klmp	104 44%klmp	1339 30%	328 39%klmp	741 29%	655 28%	261 38%rsw	153 43%rsw	72 45%rsw	1397 28%	225 44%rsw	471 29%	1427 31%
Mean	3.16	3.54bd	2.69	3.48bd	2.89bd	3.54g	3.48	3.36	2.69	2.49	2.66	3.23noq	3.18noq	3.16oq	3.01	2.80	3.20noq	2.95	3.27tuvx	3.22tuvx	2.86	2.79	2.69	3.25tuvx	2.76	3.32z	3.10
Std Dev.	1.25	1.17	1.22	1.17	1.24	1.17	1.35	1.22	1.22	1.16	1.16	1.31	1.20	1.16	1.27	1.45	1.25	1.33	1.29	1.18	1.25	1.25	1.36	1.23	1.28	1.33	1.22
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.09	0.04	0.03	0.08	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.05	0.02	0.02	0.05	0.07	0.11	0.02	0.06	0.03	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
3rd April 2023 - £1.10
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.25* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very poor (1)	796 13%	43 11%	745 13%	8 18%	226 13%	534 13%	37 11%	763 13%	13 8%	7 10%	11 14%	782 13%	3 9%
Fairly poor (2)	1102 18%	72 18%	1024 18%	6 14%	301 18%	753 18%	47 15%	1047 18%	27 17%	14 20%	11 15%	1088 18%	2 6%
Neither good nor poor (3)	1401 23%	81 20%	1312 23%	8 19%	387 23%	929 22%	85 26%	1315 23%	27 17%	20 29%	21 28%	1362 22%	19 53%
Fairly good (4)	1905 31%	129 32%	1769 31%	8 18%	498 29%	1318 32%	89 28%	1800 31%	63 39%	17 25%	20 27%	1881 31%	5 14%
Very good (5)	885 14%	69 17%	803 14%	12 30%b	268 16%	559 13%	58 18%	834 14%	29 18%	10 15%	8 11%	873 14%	3 9%
I don't know	80 1%	7 2%	73 1%	-	26 2%	48 1%	6 2%	71 1%	2 1%	-	3 5%gk	73 1%	3 9%
NET Very/fairly good	2790 45%	198 49%	2572 45%	20 48%	766 45%	1877 45%	147 46%	2634 45%	92 57%gjk	28 40%	28 38%	2754 45%	8 23%
NET Very/fairly poor	1898 31%	115 29%	1769 31%	14 33%	527 31%	1287 31%	84 26%	1810 31%	40 25%	21 31%	22 29%	1871 31%	5 15%
Mean	3.16	3.28	3.15	3.27	3.17	3.15	3.27	3.16	3.43gk	3.14	3.05	3.16	3.10
Std Dev.	1.25	1.26	1.25	1.49	1.27	1.25	1.25	1.26	1.20	1.21	1.23	1.26	1.02
Std Error	0.02	0.06	0.02	0.21	0.03	0.02	0.07	0.02	0.10	0.16	0.15	0.02	0.20

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
3rd April 2023 - £1.10
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH5. We can tell you that a first class stamp for a standard letter currently costs £1.25* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very poor (1)	796 / 13%	183 / 12%	183 / 12%	165 / 11%	265 / 17%abc	74 / 14%	49 / 10%	60 / 12%	68 / 13%	60 / 12%	55 / 11%	60 / 12%	52 / 10%	53 / 10%	86 / 16%flm	93 / 18%fgjklm	86 / 17%flm
Fairly poor (2)	1102 / 18%	286 / 19%	319 / 21%cd	253 / 16%	244 / 16%	94 / 18%o	91 / 18%	100 / 20%mo	114 / 22%mo	96 / 19%o	109 / 22%mo	88 / 18%o	91 / 17%	74 / 14%	94 / 18%	62 / 12%	87 / 18%
Neither good nor poor (3)	1401 / 23%	325 / 21%	361 / 23%	364 / 23%	351 / 23%	122 / 23%	114 / 22%	88 / 18%	110 / 21%	131 / 26%g	121 / 24%	99 / 20%	134 / 25%g	131 / 25%g	106 / 20%	136 / 27%gn	109 / 22%
Fairly good (4)	1905 / 31%	490 / 32%	441 / 29%	530 / 34%bd	445 / 29%	150 / 28%	185 / 36%ejc	155 / 31%	153 / 29%	148 / 29%	140 / 28%	166 / 34%	177 / 33%	187 / 35%jc	159 / 30%	141 / 28%	145 / 29%
Very good (5)	885 / 14%	242 / 16%	212 / 14%	214 / 14%	217 / 14%	82 / 15%	77 / 15%	83 / 17%	67 / 13%	71 / 14%	75 / 15%	70 / 14%	70 / 13%	74 / 14%	78 / 15%	71 / 14%	67 / 14%
I don't know	80 / 1%	18 / 1%	24 / 2%	24 / 2%	14 / 1%	7 / 1%	1 / *	11 / 2%fp	12 / 2%fp	4 / 1%	8 / 2%	7 / 1%	8 / 2%	8 / 2%	8 / 2%	4 / 1%	1 / *
NET Very/fairly good	2790 / 45%	731 / 47%b	653 / 42%	744 / 48%bd	661 / 43%	231 / 44%	261 / 51%hjc	239 / 48%	220 / 42%	218 / 43%	215 / 42%	236 / 48%	248 / 47%	261 / 50%	238 / 45%	212 / 42%	212 / 43%
NET Very/fairly poor	1898 / 31%	469 / 30%	503 / 33%c	418 / 27%	509 / 33%c	168 / 32%m	140 / 27%	161 / 32%m	182 / 35%flm	156 / 31%	164 / 32%m	149 / 30%	142 / 27%	127 / 24%	180 / 34%m	155 / 31%	174 / 35%flm
Mean	3.16	3.21d	3.12	3.25bd	3.07	3.14	3.29hop	3.21	3.07	3.14	3.14	3.20	3.24p	3.30hnop	3.10	3.07	3.04
Std Dev.	1.25	1.26	1.24	1.20	1.31	1.28	1.20	1.29	1.26	1.22	1.23	1.25	1.18	1.18	1.32	1.31	1.31
Std Error	0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.06	0.06	0.05	0.06	0.06	0.05	0.05	0.06	0.06	0.06

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
4th April 2022 - 95p
3rd April 2023 - £1.10
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH6. We can tell you that a second class stamp for a standard letter currently costs 75p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Very poor (1)	481 8%	88 7%	393 8%	23 3%	458 9%c	240 8%	238 8%	21 3%	33 4%	88 8%gh	89 11%gh	117 10%gh	71 9%gh	62 10%gh	54 3%	177 9%n	249 10%n	133 10%n	435 8%s	42 5%
Fairly poor (2)	877 14%	193 16%	685 14%	75 9%	803 15%c	414 14%	463 15%	67 8%	116 13%g	144 13%g	132 16%g	195 17%gi	131 17%gi	93 15%g	182 11%	276 14%n	419 17%n	224 16%n	790 15%s	80 9%
Neither good nor poor (3)	1367 22%	311 25%b	1056 21%	156 18%	1211 23%c	624 21%	739 24%e	144 17%	143 16%	224 20%	197 24%gh	286 25%ghi	189 25%ghi	185 29%ghi	286 17%	421 22%n	660 26%no	374 27%no	1219 23%s	134 15%
Fairly good (4)	2201 36%	496 40%b	1705 35%	345 40%d	1856 35%	1107 37%	1090 35%	296 36%	339 39%kl	432 39%kl	299 36%	368 32%	249 33%	217 35%	635 37%p	731 38%p	834 33%	466 34%	1832 35%	355 39%
Very good (5)	1182 19%	135 11%	1047 21%a	262 30%d	920 17%	595 20%	583 19%	284 35%hijklm	230 26%ijklm	228 20%jklm	98 12%	168 15%m	109 14%	64 10%	514 30%opq	327 17%pq	341 13%	173 12%	884 17%	284 31%r
I don't know	61 1%	11 1%	50 1%	1 *	61 1%c	32 1%	29 1%	12 1%	12 1%	6 *	7 1%	8 1%	11 1%	6 1%	24 1%	12 1%	25 1%	17 1%	52 1%	9 1%
NET Very/fairly good	3383 55%	631 51%	2752 56%a	607 71%d	2776 52%	1702 56%f	1673 53%	580 70%ijklm	569 65%ijklm	660 59%jklm	398 48%	537 47%	357 47%	282 45%	1149 68%opq	1058 54%pq	1176 46%	639 46%	2717 52%	639 71%r
NET Very/fairly poor	1358 22%	280 23%	1078 22%	97 11%	1261 24%c	655 22%	701 22%	88 11%	149 17%g	232 21%g	221 27%ghi	312 27%ghi	202 27%ghi	155 25%ghi	237 14%	453 23%n	668 26%n	357 26%n	1225 24%s	123 14%
Mean	3.45	3.33	3.48a	3.87d	3.38	3.47	3.42	3.93hijklm	3.72ijklm	3.51jklm	3.23	3.24	3.26	3.21	3.82opq	3.39pq	3.24	3.24	3.38	3.85r
Std Dev.	1.18	1.09	1.20	1.03	1.19	1.19	1.17	1.04	1.11	1.18	1.18	1.20	1.18	1.13	1.08	1.19	1.18	1.16	1.18	1.11
Std Error	0.02	0.03	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.04

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p
3rd April 2023 - 75p
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH6. We can tell you that a second class stamp for a standard letter currently costs 75p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Very poor (1)	481 8%	61 5%	165 9%a	102 7%	153 9%a	226 7%	255 8%	256 7%	208 9%g	57 10%l	63 9%	117 7%	104 7%	73 7%	284 7%	59 10%p	370 7%	95 7%	358 8%	28 9%
Fairly poor (2)	877 14%	143 12%	314 16%a	184 13%	236 14%	457 15%	420 14%	509 14%	357 15%	90 16%	103 14%	196 12%	225 14%	145 14%	524 14%	95 16%	705 14%	185 14%	662 14%	30 10%
Neither good nor poor (3)	1367 22%	211 18%	437 23%a	342 25%a	375 22%a	649 21%	717 23%	755 20%	596 25%g	133 24%	166 23%	348 22%	311 20%	227 21%	825 21%	140 24%	1112 21%	246 19%	1047 23%q	74 25%
Fairly good (4)	2201 36%	485 42%bcd	658 34%	482 35%	576 34%	1143 37%	1058 34%	1389 37%h	809 34%	166 30%	237 33%	566 36%l	582 37%l	414 39%l	1385 36%l	176 30%	1916 37%o	503 39%r	1602 35%	95 32%
Very good (5)	1182 19%	242 21%	340 18%	279 20%	321 19%	583 19%	600 20%	769 21%h	397 17%	105 19%	144 20%	332 21%	317 20%	208 19%	792 21%	107 18%	1030 20%	257 20%	860 19%	66 22%
I don't know	61 1%	11 1%	28 1%c	5 *	17 1%	39 1%	22 1%	28 1%	28 1%	10 2%m	6 1%	13 1%	15 1%	2 *	33 1%	10 2%	40 1%	11 1%	43 1%	7 2%r
NET Very/fairly good	3383 55%	727 63%bcd	999 51%	761 55%	896 53%	1725 56%	1657 54%	2138 58%h	1206 50%	271 48%	380 53%	898 57%l	899 58%l	622 58%l	2176 57%l	283 48%	2946 57%o	760 59%r	2462 54%	161 54%
NET Very/fairly poor	1358 22%	204 18%	479 25%ac	285 20%	389 23%a	684 22%	674 22%	766 21%	564 24%g	148 26%klmn	167 23%	313 20%	329 21%	218 20%	808 21%	155 26%p	1075 21%	280 22%	1020 22%	58 19%
Mean	3.45	3.62bcd	3.36	3.47b	3.41	3.46	3.44	3.51h	3.35	3.31	3.41	3.51l	3.51l	3.51l	3.49l	3.30	3.49o	3.50	3.43	3.48
Std Dev.	1.18	1.11	1.20	1.16	1.21	1.17	1.19	1.17	1.18	1.24	1.21	1.17	1.17	1.15	1.18	1.24	1.17	1.18	1.18	1.22
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p
3rd April 2023 - 75p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH6. We can tell you that a second class stamp for a standard letter currently costs 75p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Very poor (1)	481 8%	422 8%	59 7%	9 5%	421 8%ep	28 5%	23 8%	8 5%	19 8%	55 8%	47 9%r	38 8%	40 7%	62 11%nr	51 6%	65 8%	44 8%	4 6%	24 5%
Fairly poor (2)	877 14%	769 14%	108 13%	20 11%	738 14%	70 13%	44 15%	26 15%	34 14%	90 13%	70 14%	58 13%	82 15%	87 15%	98 12%	144 17%q	75 14%	5 7%	65 14%
Neither good nor poor (3)	1367 22%	1153 22%	214 25%	45 26%	1142 22%	119 23%	65 22%	41 24%	53 21%	140 21%	94 19%	114 25%j	106 19%	116 20%	185 23%	183 22%	150 28%hijlmor	20 29%	99 22%
Fairly good (4)	2201 36%	1862 35%	339 39%	60 34%	1838 35%	204 39%g	103 35%	56 33%	100 40%p	233 34%	179 35%	154 34%	187 34%	209 36%p	302 37%p	323 38%p	152 29%	31 45%p	173 39%p
Very good (5)	1182 19%	1048 20%b	134 16%	39 23%b	990 19%	94 18%	60 20%	37 22%	41 17%	149 22%o	111 22%o	82 18%	125 23%hmo	95 17%	166 20%	126 24%	95 18%	10 14%	84 19%
I don't know	61 1%	51 1%	10 1%	*	55 1%	4 1%	1 *	2 1%	3 1%	9 1%	6 1%	3 1%	4 1%	4 1%	8 1%	4 *	13 3%o	-	4 1%
NET Very/fairly good	3383 55%	2910 55%	473 55%	99 57%	2828 55%	298 57%	163 55%	94 55%	141 56%p	382 56%p	290 57%p	235 52%	312 57%p	304 53%	468 58%p	449 53%	247 47%	41 59%	257 57%p
NET Very/fairly poor	1358 22%	1191 22%	167 19%	29 17%	1160 22%	98 19%	67 23%	34 20%	53 21%	145 21%	118 23%	96 21%	122 23%	149 26%nqr	149 18%	208 25%no	119 22%	9 12%	89 20%
Mean	3.45	3.45	3.45	3.58	3.44	3.52	3.45	3.53	3.45	3.50	3.47	3.41	3.51	3.33	3.54mop	3.36	3.35	3.55	3.51m
Std Dev.	1.18	1.19	1.11	1.12	1.19	1.10	1.19	1.14	1.15	1.21	1.24	1.18	1.21	1.23	1.14	1.16	1.18	1.01	1.12
Std Error	0.02	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.08	0.04

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p
3rd April 2023 - 75p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH6. We can tell you that a second class stamp for a standard letter currently costs 75p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Very poor (1)	481 / 8%	118 / 5%	252 / 11%ac	175 / 5%	309 / 9%ac	118 / 5%	13 / 7%	42 / 5%	252 / 11%	30 / 13%	111 / 10%	137 / 7%	165 / 7%	63 / 8%	63 / 11%klp	44 / 18%klmnp	302 / 7%	107 / 13%klmp	172 / 7%	141 / 6%	85 / 12%rsw	43 / 12%rsw	28 / 17%rsw	313 / 6%	71 / 14%rsw	138 / 8%	343 / 8%
Fairly poor (2)	877 / 14%	258 / 11%	419 / 19%ac	387 / 11%	548 / 17%ac	258 / 11%	25 / 13%	90 / 12%	419 / 19%	39 / 17%	191 / 18%	269 / 13%	347 / 14%	112 / 14%	107 / 18%kp	36 / 15%	616 / 14%	143 / 17%kp	318 / 12%	337 / 14%	115 / 17%rsw	80 / 23%rsw	25 / 16%	655 / 13%	106 / 21%rsw	204 / 13%	673 / 15%
Neither good nor poor (3)	1367 / 22%	470 / 20%	581 / 26%ac	692 / 20%	804 / 24%ac	470 / 20%	35 / 18%	184 / 24%e	581 / 26%	67 / 29%	297 / 28%	422 / 20%	532 / 22%	228 / 28%klnpq	129 / 22%	53 / 22%	954 / 21%	183 / 22%	531 / 21%	500 / 21%	222 / 33%rsuvwx	73 / 21%	34 / 21%	1031 / 21%	106 / 21%	312 / 19%	1055 / 23%y
Fairly good (4)	2201 / 36%	940 / 39%bd	709 / 31%	1357 / 39%bd	1126 / 34%	940 / 39%	64 / 33%	275 / 35%	709 / 31%	67 / 30%	346 / 32%	694 / 34%o	977 / 40%kmnoq	277 / 34%o	198 / 33%o	53 / 22%	1671 / 37%koq	252 / 30%	884 / 34%t	983 / 42%rtuvwx	170 / 25%	112 / 32%	47 / 29%	1867 / 38%rtx	160 / 31%	574 / 35%	1627 / 36%
Very good (5)	1182 / 19%	603 / 25%bd	282 / 12%	829 / 24%bd	508 / 15%b	603 / 25%	54 / 28%	177 / 23%	282 / 12%	23 / 10%	119 / 11%	523 / 25%lmnpq	399 / 16%	117 / 14%	94 / 16%	46 / 19%	922 / 20%lmn	140 / 17%	642 / 25%stuvwx	393 / 17%t	79 / 12%	44 / 12%	20 / 12%	1035 / 21%stuvx	63 / 12%	395 / 24%z	787 / 17%
I don't know	61 / 1%	15 / 1%	17 / 1%	18 / 1%	20 / 1%	15 / 1%	2 / 1%	11 / 1%	17 / 1%	*	7 / 1%	17 / 1%	16 / 1%	13 / 2%lp	2 / *	6 / 3%klmp	33 / 1%	8 / 1%	21 / 1%	14 / 1%	10 / 1%	2 / *	6 / 4%rsuw	35 / 1%	8 / 2%	5 / *	56 / 1%y
NET Very/fairly good	3383 / 55%	1543 / 64%bd	991 / 44%	2185 / 63%bd	1634 / 49%b	1543 / 64%g	118 / 61%	451 / 58%	991 / 44%	90 / 40%	465 / 43%	1217 / 59%mnoq	1376 / 56%mnoq	394 / 49%	292 / 49%	99 / 42%	2593 / 58%mnoq	391 / 47%	1527 / 59%tuvx	1375 / 58%tuvx	249 / 37%	156 / 44%	67 / 42%	2902 / 59%tuvx	223 / 43%	969 / 60%z	2414 / 53%
NET Very/fairly poor	1358 / 22%	376 / 16%	671 / 30%acd	562 / 16%	856 / 26%b	376 / 16%	38 / 20%	132 / 17%	671 / 30%	69 / 30%	302 / 28%	407 / 20%	512 / 21%	175 / 22%	170 / 29%klmp	80 / 33%klmp	919 / 20%	250 / 30%klmp	489 / 19%	479 / 20%	200 / 29%rsw	123 / 35%rsw	53 / 33%rsw	968 / 20%	176 / 34%rsw	342 / 21%	1016 / 22%
Mean	3.45	3.69bd	3.16	3.66bd	3.30b	3.69	3.63	3.59	3.16	3.06	3.16	3.58lmnoq	3.45noq	3.34o	3.26	3.09	3.51mnoq	3.21	3.59stuvx	3.49tuvx	3.06	3.10	3.04	3.54tuvx	3.08	3.54z	3.41
Std Dev.	1.18	1.11	1.20	1.11	1.19	1.11	1.22	1.12	1.20	1.19	1.16	1.19	1.13	1.13	1.23	1.39	1.16	1.28	1.18	1.11	1.18	1.23	1.31	1.15	1.26	1.22	1.16
Std Error	0.02	0.02	0.03	0.02	0.02	0.02	0.09	0.04	0.03	0.08	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.04	0.02	0.02	0.05	0.07	0.11	0.02	0.06	0.03	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p
3rd April 2023 - 75p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH6. We can tell you that a second class stamp for a standard letter currently costs 75p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Very poor (1)	481 8%	26 7%	452 8%	3 6%	142 8%	316 8%	22 7%	459 8%	7 5%	6 8%	6 7%	472 8%	3 9%
Fairly poor (2)	877 14%	57 14%	818 14%	3 6%	236 14%	606 15%	35 11%	835 14%	21 13%	8 11%	10 13%	864 14%	4 10%
Neither good nor poor (3)	1367 22%	93 23%	1261 22%	14 33%	380 22%	903 22%	84 26%	1270 22%	38 23%	19 28%	26 36%gk	1327 22%	13 38%
Fairly good (4)	2201 36%	148 37%c	2045 36%c	7 17%	580 34%	1521 37%	100 31%	2096 36%	55 34%	23 33%	19 26%	2174 36%	7 20%
Very good (5)	1182 19%	70 17%	1097 19%	16 38%ab	344 20%	762 18%	76 24%	1117 19%	37 23%	13 19%	11 15%	1168 19%	3 9%
I don't know	61 1%	6 2%	55 1%	-	23 1%	34 1%	5 1%	53 1%	2 1%	-	2 3%	54 1%	5 14%
NET Very/fairly good	3383 55%	218 54%	3142 55%	23 55%	924 54%	2283 55%	176 55%	3214 55%	93 58%	36 52%	30 41%	3342 55%	10 29%
NET Very/fairly poor	1358 22%	83 21%	1270 22%	5 12%	379 22%	922 22%	57 18%	1294 22%	29 18%	13 19%	15 21%	1336 22%	7 19%
Mean	3.45	3.45	3.44	3.74	3.44	3.44	3.55	3.45	3.59	3.44	3.29	3.45	3.12
Std Dev.	1.18	1.14	1.18	1.21	1.20	1.17	1.17	1.18	1.12	1.17	1.12	1.18	1.11
Std Error	0.02	0.06	0.02	0.17	0.03	0.02	0.07	0.02	0.10	0.15	0.13	0.02	0.22

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p
3rd April 2023 - 75p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH6. We can tell you that a second class stamp for a standard letter currently costs 75p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Total	Quarter				Month												
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Very poor	(1)	481 8%	124 8%	116 8%	102 7%	138 9%	54 10%m	33 6%	37 7%	40 8%	38 8%	38 7%	37 7%	34 6%	31 6%	44 8%	50 10%	45 9%
Fairly poor	(2)	877 14%	202 13%	239 15%	235 15%	201 13%	71 13%	61 12%	71 14%	85 16%o	71 14%	82 16%o	64 13%	97 18%fo	74 14%	83 16%o	49 10%	68 14%
Neither good nor poor	(3)	1367 22%	359 23%	361 23%	329 21%	318 21%	124 23%	120 23%	115 23%	120 23%	130 26%l	111 22%	112 23%	101 19%	115 22%	104 20%	105 21%	109 22%
Fairly good	(4)	2201 36%	538 35%	524 34%	575 37%	563 37%	176 33%	191 37%	171 34%	163 31%	178 35%	183 36%	188 38%	191 36%	196 37%	194 36%	208 41%ehg	162 33%
Very good	(5)	1182 19%	305 20%	284 18%	285 18%	308 20%	99 19%	110 21%	95 19%	108 21%	86 17%	90 18%	82 17%	103 19%	101 19%	104 19%	93 18%	111 22%
I don't know		61 1%	15 1%	17 1%	24 2%d	6 *	4 1%	2 *	9 2%p	8 1%	5 1%	4 1%	8 2%p	6 1%	9 2%p	4 1%	2 *	1 *
NET Very/fairly good		3383 55%	843 55%	808 52%	860 55%	872 57%	276 52%	301 58%	266 53%	271 52%	264 52%	273 54%	270 55%	294 55%	296 56%	297 56%	301 59%	273 55%
NET Very/fairly poor		1358 22%	326 21%	355 23%	337 22%	339 22%	125 24%	94 18%	108 22%	126 24%	110 22%	120 24%	100 20%	131 25%f	106 20%	127 24%	99 20%	113 23%
Mean		3.45	3.46	3.41	3.46	3.46	3.37	3.55	3.44	3.41	3.40	3.41	3.45	3.44	3.50	3.43	3.48	3.46
Std Dev.		1.18	1.18	1.18	1.15	1.21	1.23	1.14	1.18	1.21	1.15	1.17	1.14	1.18	1.14	1.21	1.19	1.23
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
4th April 2022 - 68p
3rd April 2023 - 75p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH7. It currently costs £2.20 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	772	120	652	87	685	381	391	98	91	164	117	141	101	60	189	281	302	161	745	24
Weighted Base	171	33*	138	17*	154	85	86	23*	21*	37*	23*	32	19*	16*	44	60	68	35*	164	6**
Effective Base	486	79	410	56	430	245	241	72	65	91	78	100	61	31	137	165	185	87	466	18
Very poor (1)	49 29%	7 23%	42 30%	4 21%	46 30%	24 28%	25 29%	3 11%	5 22%	12 33%g	6 26%g	12 38%gh	7 35%g	5 30%g	7 16%	18 30%n	24 38%n	12 33%n	49 30%	* 2%
Fairly poor (2)	49 29%	12 35%	38 27%	3 18%	46 30%	21 25%	28 33%	8 33%	6 29%	10 28%	6 24%	9 27%	5 28%	6 38%	14 31%	16 26%	20 30%	11 32%	48 29%	1 18%
Neither good nor poor (3)	33 19%	11 32%b	22 16%	3 15%	30 20%	18 21%	15 18%	5 22%	6 26%	5 14%	6 24%	5 17%	3 15%	3 20%	11 24%	11 18%	11 17%	6 17%	31 19%	2 27%
Fairly good (4)	22 13%	3 10%	19 14%	4 23%d	18 12%	12 14%	11 12%	4 17%	3 13%	5 14%	3 14%	4 12%	2 12%	1 8%	7 15%	8 14%	7 11%	3 10%	21 12%	2 25%
Very good (5)	14 8%	-	14 10%a	4 21%d	10 6%	9 10%	5 6%	4 15%k	1 6%	3 8%	2 10%	1 5%	1 7%	1 5%	5 11%	5 9%	4 5%	2 6%	12 7%	2 24%
I don't know	4 2%	*	4 3%	* 3%	4 2%	2 2%	2 3%	* 2%	1 4%	1 3%	* 1%	1 2%	1 4%	-	1 3%	1 2%	1 2%	1 2%	4 2%	* 5%
NET Very/fairly good	36 21%	3 10%	32 23%a	8 44%d	28 18%	20 24%	16 18%	7 32%km	4 19%	8 22%	5 24%	5 16%	4 19%	2 12%	12 26%p	13 23%	11 16%	6 16%	33 20%	3 49%
NET Very/fairly poor	99 58%	19 58%	80 58%	7 39%	92 60%c	46 53%	53 62%	10 44%	11 51%	22 61%g	12 51%	21 65%gj	12 63%g	11 66%g	21 47%	34 57%	44 65%n	23 65%n	97 59%	1 19%
Mean	2.41	2.30	2.44	3.06d	2.34	2.51	2.31	2.92iklm	2.51	2.34	2.56k	2.15	2.25	2.19	2.73opq	2.43	2.19	2.22	2.37	3.55
Std Dev.	1.26	0.95	1.33	1.50	1.22	1.32	1.20	1.29	1.20	1.32	1.31	1.22	1.30	1.13	1.25	1.31	1.20	1.21	1.25	1.21
Std Error	0.05	0.09	0.05	0.16	0.05	0.07	0.06	0.13	0.13	0.10	0.12	0.10	0.13	0.15	0.09	0.08	0.07	0.10	0.05	0.25

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH7. It currently costs £2.20 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	772	225	236	121	190	461	311	465	303	54	100	194	183	144	477	58	631	183	550	39
Weighted Base	171	46	54	25*	46	100	71	103	67	13*	26*	41	37*	29*	104	14*	136	39	122	11**
Effective Base	486	126	143	85	136	268	220	294	188	45	62	125	99	99	282	47	385	118	339	29
Very poor (1)	49 29%	16 35%	16 29%	6 22%	12 26%	32 32%	18 25%	30 29%	19 29%	3 20%	8 32%	11 28%	9 23%	12 41%ikln	28 27%	3 21%	41 30%	10 25%	37 30%	3 25%
Fairly poor (2)	49 29%	13 27%	17 32%	8 31%	12 25%	30 30%	19 27%	29 28%	20 30%	3 26%	9 35%	11 27%	11 28%	8 29%	31 29%	3 25%	41 30%	10 26%	36 29%	3 33%
Neither good nor poor (3)	33 19%	5 11%	11 20%	6 24%a	11 24%a	16 16%	17 24%e	19 18%	14 21%	4 30%m	4 17%	7 17%	8 21%m	3 10%	19 18%	4 28%	22 16%	7 18%	23 19%	3 27%
Fairly good (4)	22 13%	6 12%	7 13%	3 11%	6 14%	13 13%	9 13%	14 14%	8 12%	2 14%	3 12%	6 15%	5 14%	4 13%	14 14%	2 17%	18 13%	7 17%	15 12%	1 8%
Very good (5)	14 8%	6 12%b	3 5%	2 8%	3 7%	8 8%	5 7%	10 10%	3 5%	1 8%	1 2%	4 11%j	5 14%j	2 5%	10 10%j	1 7%	12 9%	4 9%	10 8%	* *
I don't know	4 2%	1 2%	1 1%	1 3%	1 3%	2 2%	2 3%	1 1%	3 4%	* *	1 3%	1 3%	* *	* *	2 2%	* *	2 2%	2 2%	2 2%	* *
NET Very/fairly good	36 21%	11 24%	10 18%	5 19%	10 21%	21 21%	15 21%	24 24%	11 17%	3 22%	4 14%	10 26%	10 28%l	5 18%	24 23%	3 25%	30 22%	10 26%	24 20%	1 12%
NET Very/fairly poor	99 58%	29 62%	33 61%	14 54%	23 51%	62 61%f	37 52%	59 57%	39 59%	6 46%	18 67%il	22 55%	19 51%	20 70%ikln	59 57%	6 46%	81 60%	20 52%	72 59%	6 58%
Mean	2.41	2.38	2.33	2.49	2.49	2.35	2.49	2.47	2.32	2.63jm	2.14	2.53m	2.67jm	2.11	2.48m	2.65	2.40	2.57	2.37	2.31
Std Dev.	1.26	1.41	1.19	1.22	1.25	1.29	1.23	1.31	1.19	1.24	1.09	1.36	1.36	1.26	1.30	1.25	1.29	1.33	1.26	1.13
Std Error	0.05	0.09	0.08	0.11	0.09	0.06	0.07	0.06	0.07	0.17	0.11	0.10	0.10	0.11	0.06	0.17	0.05	0.10	0.05	0.19

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.25
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH7. It currently costs £2.20 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	772	340	432	226	1	-	-	771	-	-	-	-	1	-	-	-	-	-	-
Weighted Base	171	118	54	27	2**	-**	-**	169	-**	-**	-**	-**	2**	-**	-**	-**	-**	-**	-**
Effective Base	486	298	206	144	1	-	-	507	-	-	-	-	1	-	-	-	-	-	-
Very poor (1)	49 29%	37 32%b	12 22%	6 23%	-	-	-	49 29%	-	-	-	-	-	-	-	-	-	-	-
Fairly poor (2)	49 29%	31 26%	19 35%a	9 34%	-	-	-	49 29%	-	-	-	-	-	-	-	-	-	-	-
Neither good nor poor (3)	33 19%	24 21%	8 16%	5 18%	-	-	-	33 19%	-	-	-	-	-	-	-	-	-	-	-
Fairly good (4)	22 13%	14 12%	8 15%	4 16%	-	-	-	22 13%	-	-	-	-	-	-	-	-	-	-	-
Very good (5)	14 8%	8 7%	5 10%	2 6%	2 100%	-	-	12 7%	-	-	-	-	2 100%	-	-	-	-	-	-
I don't know	4 2%	3 2%	1 3%	1 3%	-	-	-	4 2%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly good	36 21%	22 19%	13 25%	6 22%	2 100%	-	-	34 20%	-	-	-	-	2 100%	-	-	-	-	-	-
NET Very/fairly poor	99 58%	68 58%	31 57%	15 57%	-	-	-	99 58%	-	-	-	-	-	-	-	-	-	-	-
Mean	2.41	2.35	2.54	2.48	5.00	-	-	2.38	-	-	-	-	5.00	-	-	-	-	-	-
Std Dev.	1.26	1.26	1.28	1.22	-	-	-	1.24	-	-	-	-	-	-	-	-	-	-	-
Std Error	0.05	0.07	0.06	0.08	-	-	-	0.05	-	-	-	-	-	-	-	-	-	-	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH7. It currently costs £2.20 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	772	298	247	436	385	298	21	113	247	15	104	230	288	126	90	36	518	126	337	306	77	36	16	643	52	180	592
Weighted Base	171	66	52	97	83	66	5**	24*	52	4**	21*	47	64	30*	21*	9**	111	30*	74	63	22*	9**	3**	137	12*	41	130
Effective Base	486	175	162	260	246	175	16	68	162	13	64	124	197	82	58	26	320	83	197	209	52	24	11	402	34	105	382
Very poor (1)	49 29%	15 22%	22 42%ac	21 22%	29 35%ac	15 22%	* 9%	6 26%	22 42%	1 30%	7 35%	16 35%	18 28%	7 22%	5 25%	3 30%	35 31%	8 26%	24 33%	16 25%	6 28%	2 17%	2 50%	40 29%	3 26%	12 28%	38 29%
Fairly poor (2)	49 29%	15 22%	16 32%a	26 27%	28 34%a	15 22%	1 10%	5 23%	16 32%	1 35%	8 38%	13 27%	17 27%	9 31%	7 35%	3 30%	30 27%	10 34%	19 26%	19 30%	7 33%	3 34%	1 35%	38 28%	4 35%	11 26%	39 30%
Neither good nor poor (3)	33 19%	15 22%d	8 15%	19 20%	12 15%	15 22%	1 30%	6 25%	8 15%	1 35%	4 21%	5 10%	12 18%	11 36%klnpq	4 18%	2 22%	16 15%	6 19%	11 15%	14 22%	6 27%r	2 24%	* 6%	25 18%	2 20%	5 13%	28 21%
Fairly good (4)	22 13%	11 17%b	4 8%	16 16%b	9 11%	11 17%	1 25%	3 13%	4 8%	- -	1 5%	5 10%	11 17%m	2 8%	3 13%	1 15%	16 14%	4 13%	8 11%	11 17%	2 7%	2 22%	* 9%	18 13%	2 18%	7 17%	15 12%
Very good (5)	14 8%	9 14%bd	1 2%	11 12%bd	4 4%	9 14%	1 20%	2 9%	1 2%	- -	- -	8 16%lmq	4 6%	* 1%	1 7%	* 3%	12 10%m	2 6%	10 14%stx	3 5%	* 2%	- -	- -	13 10%s	- -	7 16%z	7 5%
I don't know	4 2%	3 3%	1 1%	3 3%	2 2%	2 3%	* 6%	1 4%	1 1%	- -	* 2%	1 2%	2 3%	1 2%	1 2%	- -	3 3%	1 2%	2 3%	1 2%	1 3%	* 3%	- -	3 2%	* *	* *	4 3%
NET Very/fairly good	36 21%	20 31%bd	5 10%	28 28%bd	12 15%	20 31%	2 45%	5 22%	5 10%	- -	1 5%	12 26%m	15 24%m	3 9%	4 20%	2 18%	27 25%m	6 19%	18 24%t	14 22%t	2 9%	2 22%	* 9%	32 23%t	2 18%	14 33%z	22 17%
NET Very/fairly poor	99 58%	29 44%	38 74%ac	48 49%	57 69%ac	29 44%	1 19%	12 49%	38 74%	3 65%	15 72%	29 62%	36 55%	16 53%	12 60%	5 60%	65 58%	18 60%	43 58%	35 55%	13 61%	5 52%	3 85%	78 57%	7 60%	22 54%	77 59%
Mean	2.41	2.78bd	1.95	2.68bd	2.14	2.78	3.39	2.55	1.95	2.05	1.97	2.44	2.44	2.33	2.41	2.31	2.44	2.38	2.46	2.45	2.19	2.52	1.75	2.45	2.32	2.68z	2.32
Std Dev.	1.26	1.36	1.06	1.33	1.15	1.36	1.36	1.31	1.06	0.93	0.90	1.48	1.26	0.96	1.22	1.22	1.35	1.20	1.42	1.19	1.02	1.08	1.12	1.31	1.10	1.47	1.18
Std Error	0.05	0.08	0.07	0.06	0.06	0.08	0.30	0.12	0.07	0.24	0.09	0.10	0.08	0.09	0.13	0.20	0.06	0.11	0.08	0.07	0.12	0.19	0.28	0.05	0.16	0.11	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH7. It currently costs £2.20 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	772	52	712	8	220	518	34	751	7	6	4	764	4
Weighted Base	171	11*	158	3**	48	117	7**	167	1**	1**	2**	169	***
Effective Base	486	34	447	5	122	345	21	474	4	4	3	482	3
Very poor (1)	49 / 29%	5 / 45%b	44 / 28%	1 / 26%	15 / 31%	33 / 28%	2 / 23%	49 / 29%	-	* / 9%	1 / 36%	49 / 29%	-
Fairly poor (2)	49 / 29%	1 / 8%	48 / 31%a	* / 5%	10 / 21%	37 / 32%d	2 / 24%	48 / 29%	* / 29%	* / 26%	* / 15%	49 / 29%	* / 31%
Neither good nor poor (3)	33 / 19%	2 / 14%	31 / 20%	* / 3%	9 / 20%	22 / 19%	1 / 16%	32 / 19%	* / 33%	-	* / 4%	33 / 19%	* / 40%
Fairly good (4)	22 / 13%	2 / 16%	20 / 13%	-	6 / 13%	15 / 13%	1 / 15%	21 / 12%	* / 38%	* / 26%	1 / 45%	21 / 13%	* / 17%
Very good (5)	14 / 8%	1 / 12%	11 / 7%	1 / 54%	6 / 12%e	7 / 6%	1 / 20%	13 / 8%	-	* / 39%	-	14 / 8%	-
I don't know	4 / 2%	1 / 5%	3 / 2%	* / 12%	1 / 3%	2 / 2%	* / 2%	4 / 2%	-	-	-	4 / 2%	3 / 11%
NET Very/fairly good	36 / 21%	3 / 28%	31 / 20%	1 / 54%	12 / 25%	22 / 19%	2 / 34%	34 / 20%	* / 38%	1 / 65%	1 / 45%	35 / 21%	* / 17%
NET Very/fairly poor	99 / 58%	6 / 53%	92 / 58%	1 / 31%	25 / 53%	70 / 60%	3 / 47%	97 / 58%	* / *	* / 35%	1 / 51%	98 / 58%	* / 31%
Mean	2.41	2.39	2.40	3.58	2.51	2.34	2.84	2.39	3.09	3.59	2.58	2.41	2.84
Std Dev.	1.26	1.59	1.23	2.47	1.39	1.19	1.58	1.26	-	-	-	1.26	-
Std Error	0.05	0.23	0.05	0.94	0.10	0.05	0.28	0.05	-	-	-	0.05	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH7. It currently costs £2.20 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	772	186	193	193	200	62	64	60	67	64	62	70	67	56	67	72	61
Weighted Base	171	42	42	43	44	14*	14*	14*	15*	13*	14*	13*	16*	13*	16**	14*	14*
Effective Base	486	119	154	121	103	39	42	39	53	54	48	45	42	35	27	46	38
Very poor (1)	49 29%	12 28%	12 28%	12 29%	13 30%	3 24%	6 41%gij	3 19%	7 42%gij	2 17%	3 22%	4 30%	5 34%	3 22%	3 21%	4 31%	6 40%l
Fairly poor (2)	49 29%	11 26%	12 28%	15 34%	12 27%	3 24%	3 23%	4 31%	3 16%	6 45%efh	4 26%	5 34%	6 34%	4 34%	3 22%	4 28%	4 31%
Neither good nor poor (3)	33 19%	9 20%	8 18%	7 16%	10 22%	3 19%	3 23%	3 19%	3 18%	1 11%	3 25%	2 13%	3 17%	2 17%	4 25%	4 25%	3 18%
Fairly good (4)	22 13%	7 17%	6 15%	5 12%	4 9%	3 22%l	1 9%	3 20%l	2 15%	2 14%	2 15%	1 11%	1 5%	3 21%l	1 9%	1 8%	1 9%
Very good (5)	14 8%	3 7%	4 9%	3 6%	4 10%	1 9%	* 3%	1 10%	1 9%	1 8%	1 9%	1 9%	1 8%	* 1%	3 20%	1 5%	* 3%
I don't know	4 2%	1 1%	1 3%	1 3%	1 2%	* 2%	* 1%	* 1%	- -	1 5%	* 3%	* 2%	* 3%	1 5%	* 3%	* 3%	- -
NET Very/fairly good	36 21%	10 24%	10 23%	8 18%	8 18%	4 31%fp	2 12%	4 30%f	4 24%	3 22%	3 25%	3 20%	2 13%	3 22%	4 29%	2 14%	2 12%
NET Very/fairly poor	99 58%	23 54%	24 56%	27 63%	25 57%	7 48%	9 64%	7 50%	9 59%	8 62%	6 47%	9 64%	11 67%	7 56%	7 43%	8 59%	10 70%ej
Mean	2.41	2.49	2.46	2.30	2.40	2.67fp	2.08	2.71fp	2.31	2.47	2.64fp	2.33	2.18	2.42	2.84	2.27	2.05
Std Dev.	1.26	1.28	1.30	1.21	1.29	1.36	1.17	1.31	1.42	1.23	1.30	1.33	1.23	1.15	1.46	1.20	1.14
Std Error	0.05	0.09	0.10	0.09	0.09	0.17	0.15	0.17	0.17	0.16	0.17	0.16	0.15	0.16	0.18	0.14	0.15

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - £1.25
25th March 2019 - £1.35
23rd March 2020 - £1.35
4th April 2022 - £1.85
3rd April 2023 - £2.20
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
1st class - all the time	1144 19%	326 26%b	817 17%	165 19%	979 18%	621 21%f	521 17%	128 16%m	209 24%glm	242 22%glm	176 21%glm	228 20%glm	109 14%m	51 8%	338 20%pq	418 22%pq	388 15%q	160 12%	942 18%	189 21%
1st class - most of the time	1260 20%	266 22%	995 20%	221 26%d	1040 20%	611 20%	649 21%	163 20%	226 26%gjklm	275 25%jklm	160 19%	188 16%	137 18%	111 18%	389 23%pq	435 22%pq	436 17%	248 18%	1029 20%	220 24%r
1st and 2nd class in equal amounts	1053 17%	219 18%	834 17%	140 16%	914 17%	534 18%	519 17%	181 22%klm	160 18%k	200 18%k	154 19%k	156 14%	113 15%	89 14%	340 20%pq	354 18%pq	358 14%	203 15%	855 16%	187 21%r
2nd class - most of the time	1519 25%	215 17%	1304 26%a	215 25%	1304 25%	687 23%	828 26%e	139 17%	156 18%	225 20%	189 23%gh	344 30%ghij	232 31%ghij	233 37%ghijkl	296 17%	415 21%n	809 32%no	465 34%no	1366 26%s	148 16%
2nd class - all the time	741 12%	81 7%	660 13%a	90 10%	651 12%	307 10%	430 14%e	64 8%h	40 5%	100 9%h	94 11%h	179 16%ghij	138 18%ghij	127 20%ghijkl	104 6%	194 10%n	444 18%no	264 19%no	694 13%s	43 5%
I never send letters or cards	380 6%	116 9%b	264 5%	20 2%	360 7%c	213 7%f	166 5%	126 15%hijklm	65 7%klm	62 6%m	41 5%m	43 4%	31 4%m	11 2%	192 11%opq	103 5%pq	86 3%	42 3%	281 5%	92 10%r
I don't know	72 1%	9 1%	63 1%	11 1%	61 1%	42 1%	30 1%	22 3%jklm	16 2%kl	17 2%kl	8 1%l	5 *	* *	5 1%	37 2%pq	25 1%pq	9 *	5 *	45 1%	26 3%r
NET 1st Class all/most of the time	2404 39%	592 48%b	1812 37%	385 45%d	2019 38%	1232 41%f	1170 37%	291 35%m	436 50%gjklm	517 46%glm	336 41%klm	415 36%m	246 32%m	162 26%	727 43%pq	854 44%pq	823 33%	408 29%	1971 38%	408 45%r
NET 2nd Class all/most of the time	2260 37%	296 24%	1964 40%a	305 35%	1955 37%	994 33%	1258 40%e	204 25%	196 22%	325 29%h	283 34%ghi	523 46%ghij	370 49%ghij	359 57%ghijkl	400 24%	608 31%n	1252 50%no	729 53%no	2060 40%s	191 21%
NET Any 1st Class	3457 56%	811 66%b	2646 54%	525 61%d	2932 55%	1765 59%f	1688 54%	472 57%klm	595 68%gjklm	717 64%gklm	491 60%klm	571 50%m	359 47%m	252 40%	1067 63%pq	1208 62%pq	1182 47%	611 44%	2826 54%	596 66%r
Any 2nd Class	3313 54%	515 42%	2798 57%a	445 52%	2869 54%	1527 51%	1777 57%e	384 47%	356 41%	525 47%h	437 53%ghij	679 59%ghij	483 64%ghij	449 72%ghijkl	740 44%	963 50%n	1611 64%no	932 67%no	2915 56%s	379 42%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
1st class - all the time	1144 19%	244 21%b	313 16%	274 20%b	312 19%	557 18%	587 19%	814 22%h	322 13%	94 17%	114 16%	296 19%	306 20%	226 21%j	715 19%	94 16%	991 19%	281 22%r	806 18%	56 19%
1st class - most of the time	1260 20%	242 21%	416 21%d	305 22%d	297 18%	658 21%	602 20%	788 21%	455 19%	97 17%	143 20%	297 19%	368 24%ik	228 21%	808 21%	100 17%	1079 21%	243 19%	949 21%	69 23%
1st and 2nd class in equal amounts	1053 17%	218 19%	321 16%	239 17%	275 16%	539 17%	513 17%	676 18%h	365 15%	105 19%	138 19%	258 16%	238 15%	174 16%	634 17%	113 19%	870 17%	219 17%	785 17%	49 16%
2nd class - most of the time	1519 25%	291 25%	509 26%	329 24%	390 23%	800 26%	720 23%	801 22%	705 29%g	124 22%	179 25%	399 25%	383 25%	289 27%	961 25%	129 22%	1305 25%	279 22%	1190 26%qs	50 17%
2nd class - all the time	741 12%	95 8%	243 12%a	156 11%	247 15%ac	338 11%	403 13%e	364 10%	367 15%g	93 17%lmn	87 12%	201 13%m	168 11%	97 9%	456 12%	98 17%p	582 11%	147 11%	566 12%	28 9%
I never send letters or cards	380 6%	53 5%	126 7%	74 5%	127 8%ac	179 6%	201 7%	207 6%	156 6%	39 7%	51 7%	99 6%	79 5%	48 5%	228 6%	44 8%	297 6%	120 9%r	230 5%	30 10%r
I don't know	72 1%	10 1%	16 1%	16 1%	29 2%b	27 1%	45 1%	37 1%	25 1%	10 2%	6 1%	22 1%	12 1%	7 1%	40 1%	10 2%	47 1%	6 *	47 1%	19 6%qr
NET 1st Class all/most of the time	2404 39%	486 42%bd	729 37%	579 42%d	610 36%	1215 39%	1189 39%	1602 43%h	778 32%	191 34%	257 36%	593 38%	674 43%ijkn	454 42%ij	1523 40%i	194 33%	2070 40%o	524 40%	1755 38%	125 42%
NET 2nd Class all/most of the time	2260 37%	386 33%	752 39%a	486 35%	637 38%	1138 37%	1123 37%	1165 32%	1071 45%g	217 39%	266 37%	600 38%	551 35%	385 36%	1417 37%	227 39%	1887 36%	426 33%	1756 38%qs	78 26%
NET Any 1st Class	3457 56%	704 61%bd	1049 54%	818 59%bd	884 53%	1754 57%	1702 55%	2278 62%h	1143 48%	295 53%	395 55%	851 54%	912 59%ik	628 59%	2158 56%	306 52%	2940 57%	744 57%	2540 56%	174 58%
Any 2nd Class	3313 54%	604 52%	1072 55%	724 52%	911 54%	1676 54%	1636 53%	1841 50%	1436 60%g	321 57%l	405 56%	858 55%	789 51%	560 52%	2051 53%	339 58%	2758 53%	646 50%	2541 56%qs	127 42%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
1st class - all the time	1144 / 19%	1034 / 19%bc	110 / 13%	23 / 13%	967 / 19%	89 / 17%	60 / 20%	28 / 16%	48 / 19%	146 / 22%o	119 / 23%kmopr	77 / 17%	124 / 23%opr	98 / 17%	143 / 18%	128 / 15%	84 / 16%	16 / 24%	73 / 16%
1st class - most of the time	1260 / 20%	1086 / 20%	174 / 20%	34 / 19%	1084 / 21%f	94 / 18%	46 / 15%	37 / 22%f	48 / 19%	132 / 19%	78 / 15%	101 / 23%jm	116 / 21%j	94 / 16%	222 / 27%hijmpr	187 / 22%j	106 / 20%	12 / 17%	82 / 18%
1st and 2nd class in equal amounts	1053 / 17%	892 / 17%	161 / 19%	35 / 20%	868 / 17%	100 / 19%	53 / 18%	31 / 18%	45 / 18%	105 / 15%	80 / 16%	78 / 17%	83 / 15%	103 / 18%	150 / 18%	142 / 17%	84 / 16%	11 / 16%	89 / 20%
2nd class - most of the time	1519 / 25%	1271 / 24%	248 / 29%a	56 / 32%a	1259 / 24%	147 / 28%dg	75 / 25%	38 / 22%	58 / 23%	167 / 25%n	126 / 25%n	113 / 25%n	127 / 23%	163 / 28%n	150 / 19%	203 / 24%	152 / 29%n	19 / 27%	129 / 29%n
2nd class - all the time	741 / 12%	601 / 11%	140 / 16%a	19 / 11%	647 / 12%eg	42 / 8%	37 / 13%eg	14 / 8%	35 / 14%r	77 / 11%	64 / 13%r	55 / 12%r	66 / 12%r	81 / 14%r	77 / 10%	123 / 15%nr	68 / 13%r	7 / 11%	35 / 8%
I never send letters or cards	380 / 6%	354 / 7%bc	26 / 3%	5 / 3%	299 / 6%	36 / 7%	22 / 8%	22 / 13%def	16 / 6%	34 / 5%	40 / 8%l	21 / 5%	22 / 4%	27 / 5%	56 / 7%	56 / 7%	28 / 5%	2 / 3%	34 / 8%l
I don't know	72 / 1%	66 / 1%	5 / 1%	1 / 1%	60 / 1%	9 / 2%	2 / 1%	1 / *	1 / 1%	16 / 2%j	1 / *	3 / 1%	6 / 1%	7 / 1%	13 / 2%	5 / 1%	8 / 1%	1 / 2%	8 / 2%j
NET 1st Class all/most of the time	2404 / 39%	2120 / 40%bc	284 / 33%	57 / 33%	2051 / 40%	183 / 35%	106 / 36%	65 / 38%	96 / 38%	277 / 41%m	197 / 39%	178 / 40%	241 / 44%m	192 / 33%	365 / 45%mopr	315 / 37%	190 / 36%	28 / 41%	155 / 34%
NET 2nd Class all/most of the time	2260 / 37%	1873 / 35%	388 / 45%a	75 / 43%a	1906 / 37%g	190 / 37%g	113 / 38%g	52 / 30%	93 / 37%n	244 / 36%n	191 / 37%n	169 / 38%n	193 / 35%n	244 / 43%n	228 / 28%	326 / 39%n	220 / 42%n	26 / 38%	163 / 36%n
NET Any 1st Class	3457 / 56%	3012 / 57%b	445 / 52%	92 / 53%	2919 / 56%	283 / 55%	158 / 54%	96 / 56%	141 / 56%	382 / 57%	277 / 54%	256 / 57%	324 / 60%mp	295 / 51%	515 / 63%jmopr	457 / 54%	274 / 52%	39 / 57%	244 / 54%
Any 2nd Class	3313 / 54%	2765 / 52%	549 / 64%a	110 / 63%a	2774 / 54%	290 / 56%g	165 / 56%g	83 / 49%	138 / 55%n	348 / 52%	270 / 53%	246 / 55%n	276 / 51%	347 / 61%iln	377 / 47%	468 / 55%n	303 / 57%n	38 / 55%	252 / 56%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
1st class - all the time	1144 19%	1144 48%bcd	-	1144 33%bd	-	1144 48%g	94 49%	322 41%	-	-	-	414 20%m	440 18%	130 16%	107 18%	48 20%	854 19%	156 19%	529 21%tu	423 18%	101 15%	52 15%	33 21%	952 19%t	85 17%	261 16%	883 19%y
1st class - most of the time	1260 20%	1260 52%bcd	-	1260 36%bd	-	1260 52%	100 51%	455 59%e	-	-	-	419 20%oq	550 23%noq	164 20%oq	104 17%o	22 9%	969 22%oq	126 15%	532 21%	518 22%x	127 19%	58 17%	24 15%	1050 21%x	82 16%	392 24%z	868 19%
1st and 2nd class in equal amounts	1053 17%	-	-	1053 30%ab	1053 32%ab	-	-	-	-	-	-	314 15%o	469 19%o	148 18%o	101 17%o	17 7%	783 17%o	119 14%o	421 16%v	425 18%v	126 18%v	62 18%v	11 7%	846 17%v	74 14%	324 20%z	729 16%
2nd class - most of the time	1519 25%	-	1519 67%acd	-	1519 46%ac	-	-	-	1519 67%j	129 57%	705 66%l	584 28%lmnoq	583 24%o	183 23%	129 22%	38 16%	1167 26%oq	167 20%	655 25%	578 24%	166 24%	89 25%	29 18%	1233 25%	118 23%	350 21%	1169 26%y
2nd class - all the time	741 12%	-	741 33%acd	-	741 22%ac	-	-	-	741 33%	98 43%hj	367 34%	284 14%lo	271 11%	87 11%	77 13%	19 8%	555 12%	96 12%	295 11%	270 11%	92 13%	46 13%	33 21%rsw	565 11%	80 15%rsw	229 14%z	513 11%
I never send letters or cards	380 6%	-	-	-	-	-	-	-	-	-	-	43 2%	89 4%k	77 9%klp	72 12%klp	91 38%klmnpq	132 3%	163 20%klmnpq	126 5%	122 5%	51 8%rsw	44 12%rstw	28 17%rstw	248 5%	72 14%rstw	61 4%	319 7%y
I don't know	72 1%	-	-	-	-	-	-	-	-	-	-	5 *	33 1%k	23 3%klnpq	3 1%	2 1%	38 1%	5 1%	10 *	32 1%	19 3%rsw	2 1%	2 1%	43 1%	4 1%	11 1%	60 1%
NET 1st Class all/most of the time	2404 39%	2404 100%bcd	-	2404 70%bd	-	2404 100%	194 100%	778 100%	-	-	-	833 40%oq	991 41%oq	294 36%	211 36%	70 29%	1824 41%oq	281 34%	1061 41%tux	941 40%tux	227 33%	110 31%	57 35%	2002 41%tux	167 32%	653 40%	1751 39%
NET 2nd Class all/most of the time	2260 37%	-	2260 100%acd	-	2260 68%ac	-	-	-	2260 100%	227 100%	1071 100%	868 42%lmnopq	854 35%o	270 33%o	206 35%o	57 24%	1722 38%lmnoq	263 32%	950 37%	848 36%	258 38%	135 38%	62 39%	1798 36%	197 38%	579 36%	1682 37%
NET Any 1st Class	3457 56%	2404 100%bd	-	3457 100%bd	1053 32%b	2404 100%	194 100%	778 100%	-	-	-	1147 56%oq	1460 60%kmnoq	441 54%oq	312 53%o	88 37%	2607 58%oq	400 48%o	1482 58%tuvx	1366 58%tuvx	353 52%	172 49%	68 42%	2848 58%tuvx	240 47%	977 60%z	2480 55%
Any 2nd Class	3313 54%	-	2260 100%ac	1053 30%a	3313 100%ac	-	-	-	2260 100%	227 100%	1071 100%	1182 57%moq	1323 54%oq	417 51%o	308 52%o	74 31%	2505 56%oq	382 46%o	1371 53%	1273 54%	383 56%	198 56%	73 46%	2644 54%	271 53%	903 55%	2410 53%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
1st class - all the time	1144 *19%*	100 *25%bc*	1042 *18%c*	1 *3%*	303 *18%*	793 *19%*	47 *15%*	1086 *19%*	30 *19%*	14 *20%*	10 *14%*	1130 *19%*	3 *9%*
1st class - most of the time	1260 *20%*	74 *18%*	1171 *20%*	16 *38%ab*	331 *19%*	878 *21%*	51 *16%*	1207 *21%j*	38 *23%j*	7 *10%*	6 *9%*	1251 *21%j*	3 *9%*
1st and 2nd class in equal amounts	1053 *17%*	68 *17%*	977 *17%*	9 *21%*	282 *17%*	691 *17%*	80 *25%de*	969 *17%*	41 *26%gjk*	13 *19%*	21 *28%gjk*	1024 *17%*	9 *24%*
2nd class - most of the time	1519 *25%*	90 *22%*	1422 *25%*	7 *18%*	443 *26%f*	1020 *25%f*	56 *18%*	1445 *25%*	31 *20%*	19 *28%*	18 *24%*	1496 *25%*	5 *15%*
2nd class - all the time	741 *12%*	40 *10%*	698 *12%*	3 *7%*	207 *12%*	487 *12%*	47 *15%*	698 *12%*	16 *10%*	11 *16%*	13 *17%*	725 *12%*	4 *11%*
I never send letters or cards	380 *6%*	25 *6%*	351 *6%*	3 *8%*	123 *7%*	234 *6%*	22 *7%*	363 *6%*	5 *3%*	4 *5%*	6 *8%*	371 *6%*	2 *7%*
I don't know	72 *1%*	4 *1%*	66 *1%*	2 *4%*	16 *1%*	38 *1%*	18 *5%de*	61 *1%*	-	2 *2%*	-	63 *1%*	9 *25%*
NET 1st Class all/most of the time	2404 *39%*	174 *43%*	2213 *39%*	17 *42%*	635 *37%*	1671 *40%f*	98 *31%*	2293 *39%j*	68 *42%j*	21 *30%*	17 *22%*	2381 *39%j*	6 *18%*
NET 2nd Class all/most of the time	2260 *37%*	130 *32%*	2120 *37%*	10 *25%*	650 *38%*	1507 *36%*	103 *32%*	2144 *37%*	47 *29%*	30 *43%*	31 *41%*	2220 *37%*	9 *26%*
NET Any 1st Class	3457 *56%*	242 *60%*	3190 *56%*	26 *63%*	916 *54%*	2362 *57%*	178 *55%*	3262 *56%*	109 *68%gijk*	34 *49%*	38 *51%*	3405 *56%*	15 *42%*
Any 2nd Class	3313 *54%*	198 *49%*	3096 *54%*	19 *46%*	932 *55%*	2198 *53%*	184 *57%*	3113 *53%*	88 *55%*	43 *62%*	52 *69%gjk*	3244 *54%*	18 *51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 218

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
1st class - all the time	1144 19%	292 19%	282 18%	306 20%	264 17%	104 20%	96 19%	92 19%	98 19%	88 17%	96 19%	91 19%	99 19%	115 22%o	114 21%o	71 14%	78 16%
1st class - most of the time	1260 20%	319 21%	315 20%	312 20%	313 20%	91 17%	101 20%	127 28%ekp	104 20%	99 20%	112 22%k	76 15%	120 22%k	117 22%k	123 23%k	101 20%	89 18%
1st and 2nd class in equal amounts	1053 17%	248 16%	285 18%	260 17%	259 17%	92 17%	95 18%g	61 12%	100 19%g	97 19%g	89 17%	96 20%g	81 15%	84 16%	81 15%	89 18%	90 18%g
2nd class - most of the time	1519 25%	406 26%	371 24%	370 24%	372 24%	145 27%m	141 27%	121 24%	117 22%	124 24%	131 26%	127 26%	133 25%	109 21%	114 21%	135 27%	123 25%
2nd class - all the time	741 12%	172 11%	164 11%	185 12%	220 14%ab	72 14%	47 9%	54 11%	64 12%	51 10%	49 10%	60 12%	59 11%	66 13%	67 13%	71 14%	82 17%lgij
I never send letters or cards	380 6%	81 5%	106 7%	106 7%	87 6%	21 4%	23 4%	37 7%	36 7%	42 8%efn	27 5%	36 7%	35 7%	35 7%	23 4%	33 6%	31 6%
I don't know	72 1%	23 1%	18 1%	11 1%	19 1%	3 1%	14 3%emp	6 1%	5 1%	8 2%m	4 1%	6 1%	5 1%	1 *	10 2%m	8 1%	2
NET 1st Class all/most of the time	2404 39%	612 40%	597 39%	618 40%	577 38%	195 37%	198 38%	219 44%kop	203 39%	187 37%	208 41%	167 34%	218 41%	232 44%kop	237 45%eikop	173 34%	167 34%
NET 2nd Class all/most of the time	2260 37%	579 38%	535 35%	554 36%	592 39%	217 41%m	188 36%	174 35%	180 34%	175 34%	180 35%	187 38%	192 36%	175 33%	182 34%	205 40%	205 41%m
NET Any 1st Class	3457 56%	860 56%	882 57%	878 57%	837 55%	287 54%	293 57%	280 56%	302 58%	283 56%	296 58%	263 54%	299 56%	316 60%op	318 60%o	262 52%	257 52%
Any 2nd Class	3313 54%	827 54%	820 53%	815 53%	852 55%	309 59%gmn	283 55%	236 47%	280 53%	272 53%	268 53%	283 58%gmn	273 51%	259 49%	262 49%	294 58%gmn	295 60%glmn

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	5681	854	4827	816	4865	2709	2961	637	721	1055	724	1118	810	616	1358	1779	2544	1426	5116	528
Weighted Base	5717	1107	4610	830	4888	2759	2947	676	792	1043	774	1094	729	611	1467	1816	2434	1340	4886	787
Effective Base	3494	647	2848	495	2999	1673	1812	428	467	636	451	690	459	366	894	1087	1514	824	3047	430
What stamps I have to hand	1269 22%	234 21%	1036 22%	161 19%	1109 23%	618 22%	650 22%	157 23%h	134 17%	229 22%h	156 20%	244 22%h	182 25%h	167 27%hi	291 20%	385 21%	593 24%n	349 26%no	1108 23%	151 19%
Cost of postage	2489 44%	311 28%	2178 47%a	381 46%	2108 43%	1108 40%	1373 47%e	229 34%	271 34%	397 38%	338 44%gh	566 52%ghij	357 49%ghi	330 54%ghij	501 34%	735 40%n	1254 52%no	687 51%no	2214 45%s	260 33%
Speed of delivery	2475 43%	575 52%b	1900 41%	361 43%	2113 43%	1214 44%	1257 43%	341 50%iklm	364 46%km	462 44%km	369 48%klm	413 38%	300 41%	225 37%	705 48%pq	832 46%pq	938 39%	526 39%	2063 42%	396 50%r
I don't want others to think that I don't want to use a 1st class stamp	288 5%	43 4%	244 5%	87 11%d	200 4%	163 6%f	125 4%	55 8%iklm	68 9%iklm	51 5%m	45 6%klm	35 3%	19 3%	14 2%	123 8%opq	96 5%pq	69 3%	34 3%	246 5%	40 5%
Value of the item to be sent	1197 21%	200 18%	997 22%a	233 28%d	964 20%	611 22%	585 20%	188 28%jklm	193 24%klm	256 25%klm	147 19%	203 19%	117 16%	93 15%	381 26%opq	403 22%pq	412 17%	210 16%	914 19%	273 35%r
Security (i.e. that items sent will reach their destination intact)	758 13%	106 10%	652 14%a	184 22%d	574 12%	388 14%	368 12%	131 19%ijklm	136 17%klm	150 14%klm	100 13%m	104 9%	87 12%	50 8%	267 18%opq	250 14%pq	241 10%	137 10%	561 11%	186 24%r
Not much difference in cost between 1st and 2nd class post	713 12%	125 11%	589 13%	112 13%	602 12%	368 13%	342 12%	86 13%m	100 13%m	144 14%m	99 13%m	144 13%m	92 13%m	49 8%	186 13%	242 13%	285 12%	140 10%	615 13%	87 11%
Postal service are less likely to lose the mail / will treat it better	616 11%	87 8%	529 11%a	142 17%d	474 10%	324 12%	291 10%	108 16%ijklm	106 13%klm	110 11%m	88 11%m	92 8%	71 10%	41 7%	214 15%opq	198 11%p	204 8%	113 8%	473 10%	134 17%r
Other (please specify)	54 1%	9 1%	45 1%	6 1%	47 1%	26 1%	28 1%	2 *	1 *	10 1%	8 1%	18 2%gh	6 1%	9 1%h	3 *	18 1%n	33 1%n	15 1%n	50 1%	3 *
No particular reason	327 6%	44 4%	283 6%a	17 2%	310 6%c	176 6%	151 5%	28 4%	56 7%	50 5%	39 5%	79 7%g	41 6%	34 6%	84 6%	89 5%	154 6%	75 6%	289 6%	38 5%
I don't know	60 1%	10 1%	50 1%	5 1%	55 1%	25 1%	35 1%	10 1%k	14 2%k	10 1%	11 1%k	3 *	8 1%	3 *	24 2%p	22 1%	14 1%	11 1%	46 1%	11 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 220

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	5681	1383	1695	1125	1477	3078	2602	3127	2495	511	676	1412	1478	1019	3566	528	4789	1244	4189	248
Weighted Base	5717	1090	1801	1304	1521	2891	2825	3443	2214	512	661	1450	1462	1014	3574	533	4828	1170	4296	252
Effective Base	3494	676	1074	781	964	1750	1743	1962	1522	329	419	909	887	579	2215	343	2929	769	2571	159
What stamps I have to hand	1269 22%	261 24%	432 24%d	272 21%	304 20%	693 24%f	576 20%	720 21%	542 24%g	106 21%	159 24%	313 22%	315 22%	229 23%	787 22%	108 20%	1085 22%	226 19%	1010 24%qs	34 13%
Cost of postage	2489 44%	396 36%	809 45%d	564 43%a	720 47%a	1205 42%	1284 45%e	1386 40%	1072 48%g	243 47%	289 44%	662 46%	611 42%	427 42%	1563 44%	253 47%	2070 43%	533 46%	1858 43%	98 39%
Speed of delivery	2475 43%	542 50%bcd	788 44%d	551 42%	592 39%	1330 46%f	1143 40%	1550 45%h	901 41%	199 39%	236 36%	621 43%j	682 47%ij	464 46%ij	1539 43%j	205 39%	2112 44%	497 43%	1863 43%	115 46%
I don't want others to think that I don't want to use a 1st class stamp	288 5%	72 7%b	72 4%	66 5%	77 5%	144 5%	143 5%	212 6%h	75 3%	29 6%	39 6%	73 5%	60 4%	68 7%l	172 5%	29 6%	251 5%	82 7%r	190 4%	15 6%
Value of the item to be sent	1197 21%	254 23%d	393 22%	264 20%	285 19%	647 22%f	549 19%	783 23%h	399 18%	102 20%	112 17%	288 20%	354 24%jk	230 23%j	754 21%	106 20%	1031 21%	218 19%	933 22%	46 18%
Security (i.e. that items sent will reach their destination intact)	758 13%	193 18%bc	223 12%	184 14%d	158 10%	416 14%f	342 12%	505 15%h	239 11%	53 10%	74 11%	187 13%	215 15%i	162 16%ij	477 13%	56 10%	660 14%	181 15%r	527 12%	49 19%r
Not much difference in cost between 1st and 2nd class post	713 12%	149 14%	211 12%	170 13%	183 12%	360 12%	354 13%	467 14%h	240 11%	53 10%	101 15%il	182 13%	158 11%	153 15%il	441 12%	56 11%	626 13%	160 14%	531 12%	22 9%
Postal service are less likely to lose the mail / will treat it better	616 11%	138 13%d	177 10%	158 12%	144 9%	314 11%	302 11%	405 12%h	202 9%	52 10%	62 9%	186 13%m	175 12%m	88 9%	422 12%m	54 10%	531 11%	151 13%r	427 10%	38 15%
Other (please specify)	54 1%	10 1%	15 1%	8 1%	20 1%	25 1%	28 1%	22 1%	28 1%	5 1%	10 1%	21 1%l	7 *	9 1%	37 1%	5 1%	49 1%	14 1%	39 1%	-
No particular reason	327 6%	37 3%	110 6%a	88 7%a	91 6%a	147 5%	180 6%	194 6%	132 6%	35 7%	46 7%	86 6%	78 5%	59 6%	209 6%	36 7%	278 6%	77 7%	241 6%	9 4%
I don't know	60 1%	7 1%	18 1%	19 1%	16 1%	25 1%	35 1%	20 1%	36 2%g	8 2%	3 1%	12 1%	19 1%	5 *	34 1%	8 2%	39 1%	15 1%	40 1%	5 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5681	3797	1884	874	3065	1040	890	686	327	345	327	341	347	350	348	343	337	160	880
Weighted Base	5717	4885	833	166	4825	473	271	148	234	626	467	424	516	539	742	783	494	65*	407
Effective Base	3494	3020	477	194	2688	453	485	444	308	328	308	322	327	326	333	325	315	59	394
What stamps I have to hand	1269 22%	1069 22%	201 24%	45 27%	1059 22%	120 25%	59 22%	32 21%	45 19%	131 21%	100 21%	96 23%	122 24%	114 21%	147 20%	186 24%	118 24%	18 27%	102 25%
Cost of postage	2489 44%	2078 43%	411 49%a	75 45%	2121 44%f	199 42%	104 38%	65 44%	99 42%	295 47%n	210 45%n	192 45%n	242 47%n	247 46%n	275 37%	346 44%	216 44%	25 38%	174 43%
Speed of delivery	2475 43%	2142 44%	333 40%	74 45%	2071 43%	222 47%	119 44%	62 42%	103 44%m	272 44%m	187 40%	207 49%jmo	225 43%m	194 36%	356 48%jm	318 41%	209 42%	35 54%jm	187 46%m
I don't want others to think that I don't want to use a 1st class stamp	288 5%	255 5%	33 4%	9 5%	247 5%	22 5%	12 4%	7 5%	8 3%	40 6%	18 4%	14 3%	31 6%	29 5%	44 6%	42 5%	21 4%	6 10%hk	16 4%
Value of the item to be sent	1197 21%	1042 21%	154 19%	35 21%	1028 21%f	93 20%	45 17%	30 20%	46 20%	112 18%	92 20%	88 21%	111 22%	122 23%	196 26%hijr	157 20%	104 21%	11 17%	82 20%
Security (i.e. that items sent will reach their destination intact)	758 13%	673 14%b	85 10%	28 17%b	638 13%	66 14%	37 13%	16 11%	21 9%	78 12%	54 11%	46 11%	61 12%	64 12%	164 22%hijklmopr	88 11%	64 13%	9 14%	57 14%
Not much difference in cost between 1st and 2nd class post	713 12%	628 13%	85 10%	21 12%	586 12%	63 13%	41 15%	23 15%	30 13%	74 12%	46 10%	53 12%	74 14%	73 14%	87 12%	90 12%	60 12%	9 14%	54 13%
Postal service are less likely to lose the mail / will treat it better	616 11%	550 11%bc	66 8%	10 6%	508 11%	55 12%	40 15%de	13 9%	22 9%	59 9%	40 9%	39 9%	51 10%	50 9%	120 16%hijklmo	68 9%	58 12%	7 11%	48 12%
Other (please specify)	54 1%	46 1%	8 1%	4 2%	46 1%	4 1%	2 1%	1 1%	1 1%	6 1%	5 1%	5 1%	6 1%	6 1%	4 1%	9 1%	4 1%	*	4 1%
No particular reason	327 6%	289 6%	38 5%	6 4%	268 6%	30 6%	21 8%	8 6%	17 7%	30 5%	39 8%l	23 5%	20 4%	34 6%	39 5%	42 5%	24 5%	3 5%	27 7%
I don't know	60 1%	47 1%	13 2%	3 2%	55 1%	2 1%	1 1%	1 1%	2 1%j	12 2%j	- -	1 *	9 2%j	3 1%	12 2%j	12 2%j	3 1%	*	2 1%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	5681	2347	2279	3402	3334	2347	203	896	2279	215	1164	2046	2260	720	485	156	4306	641	2520	2182	569	272	118	4702	390	1448	4233
Weighted Base	5717	2404	2260	3457	3313	2404	194	778	2260	227	1071	2015	2314	711	519	145*	4328	663	2432	2214	611	308	130*	4646	438	1556	4161
Effective Base	3494	1459	1392	2102	2035	1459	129	553	1392	146	712	1237	1399	454	307	89	2636	396	1504	1353	364	180	79	2857	259	940	2553
What stamps I have to hand	1269 22%	523 22%	465 21%	804 23%	746 23%	523 22%	31 16%	171 22%	465 20%	46 21%	255 24%	492 24%mnoq	536 23%mnoq	133 19%o	92 18%	14 9%	1028 24%mnoc	105 16%	582 24%tu	492 22%	109 18%	53 17%	29 23%	1075 23%t	83 19%	326 21%	943 23%
Cost of postage	2489 44%	462 19%	1649 73%acd	840 24%a	2028 61%ac	462 19%	46 24%	129 17%	1649 73%	169 75%	812 76%	994 49%lmnopq	974 42%mo	261 37%	216 42%o	40 27%	1968 45%lmoq	256 39%	1119 46%st	931 42%	231 38%	141 46%	62 47%	2050 44%t	202 46%t	733 47%z	1756 42%
Speed of delivery	2475 43%	1558 65%bcd	403 18%	2071 60%bd	917 28%b	1558 65%	115 59%	507 65%	403 18%	39 17%	214 20%	945 47%lm	977 42%m	252 35%	239 46%m	58 40%	1922 44%m	297 45%m	1146 47%stvx	933 42%	219 36%	131 43%	42 32%	2079 45%tv	174 40%	602 39%	1873 45%y
I don't want others to think that I don't want to use a 1st class stamp	288 5%	183 8%bd	51 2%	237 7%bd	105 3%	183 8%	19 10%	47 6%	51 2%	6 2%	13 1%	91 5%	114 5%	48 7%	26 5%	8 6%	205 5%	34 5%	94 4%	127 6%r	34 6%	21 7%	9 7%	221 5%	30 7%r	157 10%z	130 3%
Value of the item to be sent	1197 21%	500 21%b	391 17%	805 23%b	697 21%b	500 21%	35 18%	133 17%	391 17%	28 12%	163 15%	417 21%	513 22%	140 20%	98 19%	28 19%	930 21%	126 19%	521 21%tvx	512 23%tvx	98 16%	56 18%v	7 6%	1033 22%tvx	63 14%v	384 25%z	813 20%
Security (i.e. that items sent will reach their destination intact)	758 13%	452 19%bd	126 6%	631 18%bd	306 9%b	452 19%	28 15%	127 16%	126 6%i	4 2%	56 5%	264 13%	328 14%	80 11%	73 14%	7 7%	592 14%	83 13%	353 14%tv	293 13%v	62 10%	43 14%v	6 4%	645 14%tv	49 11%	297 19%z	461 11%
Not much difference in cost between 1st and 2nd class post	713 12%	301 13%	241 11%	472 14%b	412 12%	301 13%	21 11%	91 12%	241 10%	23 10%	107 10%	247 12%	302 13%	85 12%	68 13%	11 7%	549 13%	78 12%	302 12%	285 13%	78 13%	27 9%	18 14%	588 13%	45 10%	204 13%	509 12%
Postal service are less likely to lose the mail / will treat it better	616 11%	395 16%bcd	107 5%	509 15%bd	221 7%b	395 16%	41 21%	120 15%	107 5%	7 3%	53 5%	246 12%m	246 11%	59 8%	53 10%	11 8%	493 11%	65 10%	285 12%	235 11%	58 10%	31 10%	7 5%	520 11%	38 9%	242 16%z	374 9%
Other (please specify)	54 1%	14 1%	2%ac	17 1%	40 1%c	14 1%	3 2%	9 1%	36 2%	2 1%	17 2%	23 1%	17 1%	3 *	8 2%	1 1%	41 1%	10 1%	20 1%	21 1%	8 1%	2 1%	2 2%	41 1%	4 1%	5 *	48 1%y
No particular reason	327 6%	137 6%	115 5%	212 6%	190 6%	137 6%	12 6%	47 6%	115 5%	16 7%	51 5%	103 5%	124 5%	52 7%	36 7%	10 7%	227 5%	46 7%	133 5%	128 6%	36 6%	17 6%	5 4%	262 6%	23 5%	46 3%	281 7%y
I don't know	60 1%	23 1%	28 1%	32 1%	37 1%	23 1%	2 1%	12 2%	28 1%	3 1%	15 1%	12 1%	29 1%	8 1%	5 1%	3 2%	42 1%	9 1%	18 1%	22 1%	15 2%rsuw	*	3 2%	40 1%	3 1%	15 1%	45 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5681	390	5245	46	1675	3722	284	5412	131	53	64	5596	21
Weighted Base	5717	372	5309	36**	1566	3869	282	5406	156*	63*	68*	5625	24**
Effective Base	3494	231	3237	26	1010	2305	184	3308	90	39	43	3436	15
What stamps I have to hand	1269 22%	93 25%	1170 22%	7 18%	331 21%	884 23%	54 19%	1207 22%i	39 25%i	5 7%	14 21%	1251 22%i	4 18%
Cost of postage	2489 44%	147 40%	2318 44%	23 64%	744 48%ef	1637 42%	108 38%	2387 44%h	40 25%	26 42%	33 49%h	2453 44%h	3 12%
Speed of delivery	2475 43%	141 38%	2322 44%	12 34%	665 42%f	1720 44%f	89 32%	2392 44%ij	54 35%	14 23%	13 18%	2461 44%ij	1 6%
I don't want others to think that I don't want to use a 1st class stamp	288 5%	29 8%b	253 5%	5 15%	119 8%e	151 4%	18 6%	242 4%	38 25%gjk	7 11%j	*	287 5%	-
Value of the item to be sent	1197 21%	73 20%	1118 21%	5 13%	324 21%	816 21%	56 20%	1136 21%	29 19%	10 16%	19 29%	1175 21%	2 9%
Security (i.e. that items sent will reach their destination intact)	758 13%	59 16%	685 13%	13 37%	224 14%	495 13%	38 14%	711 13%	28 18%	11 18%	7 10%	750 13%	1 2%
Not much difference in cost between 1st and 2nd class post	713 12%	62 17%b	645 12%	6 16%	201 13%	480 12%	32 11%	665 12%	26 17%	13 21%	5 7%	705 13%	3 13%
Postal service are less likely to lose the mail / will treat it better	616 11%	50 13%	562 11%	4 12%	189 12%e	377 10%	50 18%de	577 11%	29 18%gjk	5 8%	1 2%	610 11%	5 21%
Other (please specify)	54 1%	4 1%	49 1%	* 1%	24 2%e	30 1%	-	54 1%	-	-	-	54 1%	-
No particular reason	327 6%	20 5%	306 6%	1 3%	77 5%	236 6%	14 5%	311 6%	5 3%	3 5%	5 7%	320 6%	3 11%
I don't know	60 1%	6 2%	53 1%	1 1%	19 1%	31 1%	10 4%de	47 1%	1 1%	-	4 6%gjk	48 1%	8 34%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	5681	1432	1404	1427	1418	492	480	460	471	467	466	466	488	473	484	471	463
Weighted Base	5717	1439	1417	1433	1429	504	480	455	483	459	476	450	492	491	499	467	462
Effective Base	3494	905	880	854	856	320	293	293	294	293	294	278	289	288	299	279	278
What stamps I have to hand	1269 22%	348 24%cd	302 21%	331 23%	288 20%	120 24%p	116 24%p	112 25%p	97 20%	91 20%	115 24%p	103 23%	125 25%p	103 21%	103 21%	105 22%	80 17%
Cost of postage	2489 44%	595 41%	566 40%	657 46%b	672 47%ab	204 41%	200 42%	191 42%	212 44%	186 41%	168 35%	207 46%j	235 48%j	215 44%j	206 41%	241 52%efgijn	225 49%ej
Speed of delivery	2475 43%	573 40%	647 46%a	647 45%a	607 42%	193 38%	183 38%	198 43%	234 49%ef	207 45%	206 43%	183 41%	226 46%	238 48%ef	211 42%	200 43%	197 43%
I don't want others to think that I don't want to use a 1st class stamp	288 5%	93 6%bc	60 4%	56 4%	79 6%	34 7%jk	32 7%jk	27 6%jk	19 4%	31 7%jk	11 2%	9 2%	20 4%	26 5%k	23 5%	28 6%jk	28 6%jk
Value of the item to be sent	1197 21%	305 21%	278 20%	302 21%	311 22%	97 19%	102 21%	107 23%h	77 16%	104 23%h	98 21%	80 18%	98 20%	124 25%hk	97 19%	90 19%	125 27%ehkino
Security (i.e. that items sent will reach their destination intact)	758 13%	155 11%	209 15%a	179 12%	215 15%a	41 8%	57 12%	57 12%	63 13%	71 16%ek	75 16%ek	41 9%	61 12%	77 16%ek	71 14%e	63 13%e	81 18%ek
Not much difference in cost between 1st and 2nd class post	713 12%	206 14%bd	159 11%	202 14%d	146 10%	77 15%io	64 13%o	65 14%o	61 13%o	43 9%	55 12%	62 14%o	77 16%io	64 13%o	51 10%	33 7%	62 13%o
Postal service are less likely to lose the mail / will treat it better	616 11%	159 11%	143 10%	155 11%	160 11%	57 11%	56 12%	46 10%	46 10%	53 11%	44 9%	36 8%	52 11%	67 14%k	63 13%	48 10%	49 11%
Other (please specify)	54 1%	9 1%	16 1%	12 1%	17 1%	3 1%	4 1%	2 *	3 1%	7 2%	5 1%	3 1%	5 1%	4 1%	3 1%	6 1%	8 2%
No particular reason	327 6%	72 5%	91 6%	77 5%	87 6%	23 5%	19 4%	30 7%	27 6%	24 5%	40 8%f	30 7%	25 5%	22 5%	37 7%	22 5%	27 6%
I don't know	60 1%	11 1%	16 1%	19 1%	14 1%	6 1%	3 1%	1 *	5 1%	7 1%	4 1%	3 1%	5 1%	11 2%go	9 2%	2 *	3 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	5681	854	4827	816	4865	2709	2961	637	721	1055	724	1118	810	616	1358	1779	2544	1426	5116	528
Weighted Base	5717	1107	4610	830	4888	2759	2947	676	792	1043	774	1094	729	611	1467	1816	2434	1340	4886	787
Effective Base	3494	647	2848	495	2999	1673	1812	428	467	636	451	690	459	366	894	1087	1514	824	3047	430
Online - on the Royal Mail website	395 7%	24 2%	371 8%a	160 19%d	235 5%	231 8%f	164 6%	100 15%ijklm	102 13%ijklm	65 6%m	41 5%m	43 4%	28 4%	15 2%	202 14%opq	106 6%pq	86 4%	43 3%	313 6%	79 10%r
Using the Royal Mail smartphone app	255 4%	18 2%	237 5%a	97 12%d	158 3%	154 6%f	101 3%	76 11%ijklm	77 10%jklm	49 5%klm	31 4%klm	15 1%m	7 1%	* *	153 10%opq	80 4%pq	22 1%	7 1%	180 4%	73 9%r
Post office	3920 69%	869 79%b	3051 66%	517 62%	3403 70%c	1865 68%	2048 70%	409 61%	469 59%	712 68%gh	540 70%gh	775 71%gh	533 73%gh	481 79%ghijk	878 60%	1252 69%n	1789 74%no	1014 76%no	3363 69%	530 67%
Convenience store	1182 21%	221 20%	960 21%	195 23%	987 20%	598 22%	578 20%	178 26%hilm	149 19%	211 20%	179 23%lm	234 21%	130 18%	101 17%	327 22%q	390 21%q	465 19%	231 17%	1029 21%	150 19%
Supermarket (including when ordering a delivery to your home)	1219 21%	211 19%	1008 22%	145 17%	1074 22%c	567 21%	650 22%	124 18%	121 15%	202 19%	185 24%gh	264 24%ghi	178 24%ghi	144 24%h	245 17%	388 21%n	586 24%n	322 24%n	1074 22%s	136 17%
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	334 6%	18 2%	316 7%a	121 15%d	212 4%	184 7%f	150 5%	84 12%ijklm	78 10%ijklm	71 7%klm	33 4%	31 3%	17 2%	18 3%	163 11%opq	105 6%pq	67 3%	35 3%	273 6%	60 8%
Other (please specify)	80 1%	14 1%	66 1%	7 1%	74 2%	24 1%	54 2%e	2 *	6 1%	9 1%	9 1%	11 1%	19 3%ghik	26 4%ghijk	8 1%	17 1%	55 2%no	44 3%no	76 2%s	2 *
None of these/ I have not purchased stamps in the last year	409 7%	58 5%	351 8%a	30 4%	379 8%c	208 8%	198 7%	54 8%m	82 10%jklm	85 8%m	50 6%	75 7%	39 5%	24 4%	136 9%pq	135 7%q	138 6%	63 5%	348 7%	51 6%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 221

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	5681	1383	1695	1125	1477	3078	2602	3127	2495	511	676	1412	1478	1019	3566	528	4789	1244	4189	248
Weighted Base	5717	1090	1801	1304	1521	2891	2825	3443	2214	512	661	1450	1462	1014	3574	533	4828	1170	4296	252
Effective Base	3494	676	1074	781	964	1750	1743	1962	1522	329	419	909	887	579	2215	343	2929	769	2571	159
Online - on the Royal Mail website	395 7%	120 11%bcd	128 7%d	75 6%	72 5%	247 9%f	147 5%	302 9%h	87 4%	33 6%	46 7%	86 6%	126 9%k	87 9%	258 7%	33 6%	349 7%	102 9%r	268 6%	24 10%
Using the Royal Mail smartphone app	255 4%	79 7%bcd	75 4%	59 5%	42 3%	154 5%f	101 4%	229 7%h	24 1%	18 4%	17 2%	66 5%	80 5%j	65 6%j	162 5%	20 4%	228 5%	57 5%	182 4%	16 6%
Post office	3920 69%	741 68%	1264 70%	880 68%	1033 68%	2005 69%	1914 68%	2312 67%	1573 71%g	365 71%m	442 67%	989 68%	1028 70%m	656 65%	2459 69%	377 71%	3296 68%	780 67%	2986 70%s	154 61%
Convenience store	1182 21%	235 22%	354 20%	287 22%	306 20%	589 20%	593 21%	765 22%h	405 18%	100 20%	140 21%	293 20%	300 21%	228 22%	733 21%	101 19%	1003 21%	215 18%	906 21%	61 24%
Supermarket (including when ordering a delivery to your home)	1219 21%	243 22%d	420 23%d	290 22%d	265 17%	663 23%f	556 20%	743 22%	468 21%	81 16%	123 19%	333 23%il	280 19%	249 25%ijln	736 21%	85 16%	1034 21%o	220 19%	962 22%q	38 15%
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	334 6%	92 8%bcd	91 5%	84 6%	67 4%	183 6%	151 5%	258 7%h	72 3%	32 6%	37 6%	90 6%	80 5%	79 8%	208 6%	33 6%	292 6%	91 8%rs	235 5%	8 3%
Other (please specify)	80 1%	8 1%	27 2%	19 1%	25 2%	35 1%	45 2%	26 1%	54 2%g	3 1%	11 2%	26 2%	19 1%	10 1%	55 2%	5 1%	71 1%	16 1%	62 1%	3 1%
None of these/ I have not purchased stamps in the last year	409 7%	49 5%	115 6%	91 7%a	153 10%abc	165 6%	244 9%e	198 6%	201 9%g	44 9%	55 8%	95 7%	91 6%	67 7%	241 7%	49 9%	328 7%	100 9%r	278 6%	30 12%r

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 221

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5681	3797	1884	874	3065	1040	890	686	327	345	327	341	347	350	348	343	337	160	880
Weighted Base	5717	4885	833	166	4825	473	271	148	234	626	467	424	516	539	742	783	494	65*	407
Effective Base	3494	3020	477	194	2688	453	485	444	308	328	308	322	327	326	333	325	315	59	394
Online - on the Royal Mail website	395 7%	326 7%	69 8%	10 6%	342 7%g	30 6%	17 6%	6 4%	14 6%	43 7%	30 6%	33 8%	35 7%	33 6%	77 10%ho	43 5%	34 7%	2 3%	28 7%
Using the Royal Mail smartphone app	255 4%	217 4%	38 5%	5 3%	214 4%	20 4%	15 5%	6 4%	8 3%	34 5%jkp	10 2%	7 2%	20 4%	29 5%jkp	66 9%hjklopr	30 4%	10 2%	2 3%	18 4%k
Post office	3920 69%	3351 69%	569 68%	126 76%s	3298 68%	318 67%	195 72%	110 74%de	157 67%	434 69%	322 69%	281 66%	389 75%hkmnor	362 67%	505 68%	508 65%	339 69%	43 66%	274 67%
Convenience store	1182 21%	1013 21%	169 20%	36 21%	968 20%	117 25%d	58 21%	38 26%d	51 22%	132 21%	91 19%	98 23%	115 22%	111 21%	127 17%	147 19%	96 19%	24 38%hijklmnopr	93 23%n
Supermarket (including when ordering a delivery to your home)	1219 21%	1012 21%	207 25%a	34 21%	1025 21%	114 24%g	54 20%	26 18%	52 22%n	111 18%	80 17%	91 21%	100 19%	133 25%ijn	118 16%	222 28%ijking	120 24%ijn	10 15%	104 25%ijn
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	334 6%	293 6%	41 5%	9 5%	275 6%	34 7%	16 6%	9 6%	10 4%	43 7%p	22 5%	20 5%	28 5%	29 5%	63 8%hp	44 6%	16 3%	5 8%	28 7%p
Other (please specify)	80 1%	72 1%	8 1%	1 *	66 1%	10 2%g	3 1%	1 *	4 2%	5 1%	12 3%	3 1%	8 1%	5 1%	11 1%	9 1%	10 2%	* *	10 3%st
None of these/ I have not purchased stamps in the last year	409 7%	368 8%b	41 5%	9 5%	346 7%	35 7%	19 7%	8 5%	17 7%	45 7%	36 8%	24 6%	34 7%	37 7%	64 9%	54 7%	36 7%	7 11%	28 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 221

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	5681	2347	2279	3402	3334	2347	203	896	2279	215	1164	2046	2260	720	485	156	4306	641	2520	2182	569	272	118	4702	390	1448	4233
Weighted Base	5717	2404	2260	3457	3313	2404	194	778	2260	227	1071	2015	2314	711	519	145*	4328	663	2432	2214	611	308	130*	4646	438	1556	4161
Effective Base	3494	1459	1392	2102	2035	1459	129	553	1392	146	712	1237	1399	454	307	89	2636	396	1504	1353	364	180	79	2857	259	940	2553
Online - on the Royal Mail website	395 7%	197 8%bd	109 5%	285 8%bd	197 6%	197 8%g	12 6%	37 5%	109 5%j	13 6%	30 3%	139 7%	158 7%	50 7%	43 8%	5 4%	297 7%	48 7%	182 7%x	160 7%x	34 6%	13 4%	2 2%	342 7%x	16 4%	211 14%z	183 4%
Using the Royal Mail smartphone app	255 4%	147 6%bd	42 2%	213 6%bd	108 3%b	147 6%g	11 6%	14 2%	42 2%	5 2%	5 *	101 5%	94 4%	28 4%	30 6%	2 1%	196 5%	32 5%	114 5%	101 5%	25 4%	11 3%	3 3%	215 5%	14 3%	185 12%z	70 2%
Post office	3920 69%	1605 67%	1583 70%	2337 68%	2315 70%	1605 67%	123 64%	516 66%	1583 70%	163 72%	804 75%h	1488 74%lmnoq	1616 70%mnq	428 60%	294 57%	89 62%	3105 72%mnoq	383 58%	1777 73%stuvx	1510 68%tuvx	373 61%	182 59%	70 54%	3287 71%tuvx	251 57%	964 62%	2958 71%y
Convenience store	1182 21%	539 22%bd	410 18%	772 22%bd	642 19%	539 22%	42 22%	153 20%	410 18%	41 18%	180 17%	439 22%	453 20%	153 21%	108 21%	28 19%	892 21%	136 20%	512 21%	453 20%	126 21%	68 22%	21 16%	965 21%	89 20%	386 25%z	795 19%
Supermarket (including when ordering a delivery to your home)	1219 21%	438 18%	508 22%a	711 21%	781 24%ac	438 18%	31 16%	148 19%	508 22%i	34 15%	230 21%	487 24%mnoq	495 21%oq	124 17%	93 18%	14 10%	982 23%moq	107 16%	528 22%	479 22%	121 20%	63 21%	21 16%	1007 22%	85 19%	343 22%	875 21%
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	334 6%	175 7%bd	92 4%	242 7%bd	159 5%	175 7%g	16 8%g	27 3%	92 4%	10 4%	29 3%	132 7%oq	128 6%o	51 7%ot	21 4%	*	259 6%o	22 3%	150 6%	141 6%	25 4%	10 3%	7 6%	292 6%	17 4%	206 13%z	128 3%
Other (please specify)	80 1%	28 1%	36 2%	44 1%	52 2%	28 1%	-	12 2%	36 2%	5 2%	26 2%	41 2%rm	29 1%	4 1%	7 1%	-	70 2%	7 1%	37 2%	24 1%	10 2%	7 2%	3 2%	61 1%	10 2%	16 1%	64 2%
None of these/ I have not purchased stamps in the last year	409 7%	191 8%	157 7%	252 7%	218 7%	191 8%	18 10%	93 12%e	157 7%	23 10%	80 7%	87 4%	154 7%k	74 10%klp	64 12%klp	25 17%klp	241 6%	89 13%klp	121 5%	172 8%r	61 10%rw	30 10%r	17 13%rw	293 6%	47 11%rw	64 4%	345 8%y

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 221

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5681	390	5245	46	1675	3722	284	5412	131	53	64	5596	21
Weighted Base	5717	372	5309	36**	1566	3869	282	5406	156*	63*	68*	5625	24**
Effective Base	3494	231	3237	26	1010	2305	184	3308	90	39	43	3436	15
Online - on the Royal Mail website	395 7%	35 9%	357 7%	3 9%	136 9%e	228 6%	31 11%e	366 7%	20 13%gjk	7 11%j	* *	393 7%	2 6%
Using the Royal Mail smartphone app	255 4%	26 7%	228 4%	1 4%	75 5%	166 4%	14 5%	240 4%	11 7%	3 5%	1 1%	254 5%	- -
Post office	3920 69%	213 57%	3677 69%a	30 83%	1017 65%	2723 70%d	179 64%	3727 69%	95 61%	41 65%	51 74%	3863 69%	6 25%
Convenience store	1182 21%	71 19%	1102 21%	9 24%	337 22%	782 20%	62 22%	1126 21%	31 20%	15 24%	7 10%	1172 21%	2 10%
Supermarket (including when ordering a delivery to your home)	1219 21%	89 24%	1122 21%	8 22%	351 22%	817 21%	51 18%	1173 22%	22 14%	7 11%	11 17%	1202 21%	5 22%
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	334 6%	31 8%	296 6%	7 18%	126 8%e	184 5%	24 8%e	290 5%	31 20%gjk	9 14%gjk	* *	331 6%	3 13%
Other (please specify)	80 1%	7 2%	74 1%	- -	33 2%e	42 1%	5 2%	77 1%	- -	- -	3 4%	77 1%	- -
None of these/ I have not purchased stamps in the last year	409 7%	28 8%	378 7%	2 6%	106 7%	275 7%	28 10%	387 7%	5 3%	* 1%	4 6%	392 7%	12 51%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	5681	1432	1404	1427	1418	492	480	460	471	467	466	466	488	473	484	471	463
Weighted Base	5717	1439	1417	1433	1429	504	480	455	483	459	476	450	492	491	499	467	462
Effective Base	3494	905	880	854	856	320	293	293	294	293	294	278	289	288	299	279	278
Online - on the Royal Mail website	395 7%	99 7%	89 6%	78 5%	128 9%hc	40 8%	37 8%	22 5%	33 7%	32 7%	25 5%	19 4%	32 7%	27 6%	42 8%k	42 9%gik	44 10%gik
Using the Royal Mail smartphone app	255 4%	55 4%	50 4%	78 5%	72 5%	22 4%	19 4%	14 3%	25 5%	11 2%	15 3%	13 3%	33 7%gik	32 6%ik	21 4%	30 6%i	21 5%
Post office	3920 69%	986 69%	948 67%	989 69%	996 70%	333 66%	322 67%	331 73%k	328 68%	305 66%	315 66%	284 63%	352 71%k	354 72%k	333 67%	335 72%k	328 71%k
Convenience store	1182 21%	276 19%	293 21%	300 21%	312 22%	101 20%	91 19%	84 18%	90 19%	108 24%	95 20%	88 20%	87 18%	125 26%ghl	102 20%	115 25%l	96 21%
Supermarket (including when ordering a delivery to your home)	1219 21%	317 22%	321 23%	301 21%	280 20%	120 24%o	106 22%	91 20%	103 21%	99 22%	118 25%o	88 20%	119 24%o	94 19%	102 20%	77 17%	101 22%
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	334 6%	87 6%	101 7%c	69 5%	77 5%	32 6%l	40 8%glp	15 3%	36 8%gl	41 9%glop	24 5%	23 5%	12 2%	34 7%gl	37 7%gl	22 5%	18 4%
Other (please specify)	80 1%	17 1%	23 2%	14 1%	25 2%	9 2%	7 1%	2 *	8 2%	9 2%	6 1%	6 1%	7 1%	2 *	9 2%	7 1%	10 2%
None of these/ I have not purchased stamps in the last year	409 7%	107 7%	104 7%	107 7%	92 6%	38 8%	25 5%	43 10%flo	40 8%	32 7%	32 7%	46 10%flo	21 4%	40 8%	40 8%	21 5%	30 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI1. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2739	417	2322	634	2105	1220	1511	383	416	598	335	490	321	196	799	933	1007	517	2404	313
Weighted Base	2747	544	2204	653	2095	1294	1443	434	450	583	360	463	273	184	884	943	920	457	2241	478
Effective Base	1659	316	1343	383	1277	750	906	262	261	351	208	294	172	112	523	559	578	284	1389	259
I paid for the postage	1975 72%	374 69%	1601 73%	525 80%d	1450 69%	964 75%f	1007 70%	319 74%hm	288 64%	454 78%hm	258 72%	332 72%	210 77%hm	114 62%	607 69%	713 76%n	656 71%	324 71%	1583 71%	375 78%r
I used a pre-paid returns label	1026 37%	263 48%b	763 35%	221 34%	805 38%	448 35%	572 40%e	167 38%	189 42%k	203 35%	139 39%	149 32%	95 35%	85 46%ik	356 40%	342 36%	328 36%	179 39%	849 38%	166 35%
Other (please specify)	56 2%	5 1%	51 2%	15 2%	41 2%	14 1%	42 3%e	6 1%	6 1%	4 1%	12 3%i	15 3%i	5 2%	8 4%i	12 1%	16 2%	28 3%	13 3%	53 2%	3 1%
I don't know	76 3%	14 3%	62 3%	5 1%	71 3%c	39 3%	37 3%	11 2%	20 4%	11 2%	13 4%	10 2%	7 3%	4 2%	31 3%	24 3%	21 2%	11 2%	66 3%	10 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI1. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2739	763	832	549	595	1595	1144	1699	1009	195	292	660	777	552	1729	201	2379	607	2005	127
Weighted Base	2747	653	869	631	594	1522	1226	1871	844	180	284	678	782	555	1745	186	2410	554	2058	135*
Effective Base	1659	381	524	382	373	905	755	1063	592	115	179	416	475	314	1069	119	1444	359	1219	84
I paid for the postage	1975 72%	471 72%	638 73%d	471 75%d	395 66%	1110 73%	866 71%	1371 73%h	573 68%	130 72%	194 68%	495 73%	598 76%jm	388 70%	1287 74%	135 72%	1738 72%	395 71%	1499 73%s	81 60%
I used a pre-paid returns label	1026 37%	267 41%c	331 38%	206 33%	223 37%	598 39%	428 35%	709 38%	312 37%	60 33%	115 40%	236 35%	274 35%	220 40%	624 36%	63 34%	904 37%	224 40%	750 36%	52 39%
Other (please specify)	56 2%	9 1%	17 2%	11 2%	20 3%	26 2%	31 3%	26 1%	30 4%g	9 5%lmn	8 3%	14 2%	11 1%	6 1%	34 2%	9 5%p	43 2%	15 3%	40 2%	1 1%
I don't know	76 3%	12 2%	21 2%	22 3%	22 4%	33 2%	43 4%	51 3%	25 3%	4 2%	9 3%	26 4%	20 3%	10 2%	56 3%	4 2%	65 3%	11 2%	54 3%	12 8%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 222

QI1. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2739	1782	957	443	1425	512	476	326	137	169	149	146	163	167	199	141	154	90	422
Weighted Base	2747	2339	409	86*	2309	228	142	69	100	309	219	185	246	257	434	327	231	29*	198
Effective Base	1659	1430	231	86	1261	237	257	210	130	161	140	139	154	156	191	134	145	33	204
I paid for the postage	1975 72%	1670 71%	306 75%	63 73%	1669 72%f	167 74%	94 66%	45 66%	69 68%	223 72%	143 65%	135 73%	196 80%hjp	184 71%	317 73%	244 75%	159 69%	21 73%	146 74%
I used a pre-paid returns label	1026 37%	891 38%	135 33%	31 36%	840 36%	91 40%	61 43%	34 50%de	45 45%lm	105 34%	87 40%	63 34%	81 33%	81 32%	177 41%	119 36%	83 36%	10 35%	81 41%
Other (please specify)	56 2%	38 2%	19 5%a	4 5%a	50 2%	4 2%	2 1%	1 1%	1 1%	4 1%	12 5%iknor	2 1%	6 2%	9 3%	5 1%	3 1%	9 4%	1 5%	2 1%
I don't know	76 3%	71 3%	5 1%	1 1%	67 3%	4 2%	5 3%	1 1%	3 3%	10 3%	10 4%	3 2%	4 2%	8 3%	11 3%	5 2%	13 6%	* *	4 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 222

QI1. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2739	1089	1016	1611	1538	1089	65	346	1016	79	441	1016	1090	327	228	77	2106	305	1416	1014	194	87	27	2430	114	824	1915
Weighted Base	2747	1135	957	1683	1506	1135	59*	289	957	81*	376	986	1132	333	233	64*	2118	297	1377	1052	200	95*	24**	2429	119*	880	1867
Effective Base	1659	675	603	991	918	675	40	206	603	52	262	597	677	204	140	41	1274	181	834	634	120	55	17	1468	72	525	1134
I paid for the postage	1975 72%	829 73%	694 73%	1237 73%	1102 73%	829 73%	43 73%	210 73%	694 73%	55 68%	254 68%	734 74%mo	830 73%mo	208 63%	166 71%	37 58%	1564 74%mo	203 68%	1036 75%st	736 70%	122 61%	67 71%	14 60%	1772 73%t	81 68%	631 72%	1344 72%
I used a pre-paid returns label	1026 37%	446 39%bc	320 33%	643 38%	517 34%	446 39%	17 29%	93 32%	320 33%	26 32%	139 37%	374 38%	391 35%	143 43%l	88 38%	30 47%	766 36%	117 40%	523 38%	387 37%	75 37%	35 37%	6 27%	910 37%	41 35%	323 37%	704 38%
Other (please specify)	56 2%	18 2%	31 3%ac	24 1%	37 2%	18 2%	3 4%	8 3%	31 3%	7 8%	16 4%	23 2%	27 2%	1 *	5 2%	* *	51 2%	5 2%	34 2%	16 2%	1 1%	4 4%	1 5%	50 2%	5 4%	16 2%	40 2%
I don't know	76 3%	27 2%	23 2%	41 2%	37 2%	27 2%	* *	8 3%	23 2%	2 2%	8 2%	16 2%	28 2%	17 5%kp	12 5%kp	4 6%k	43 2%	16 5%kp	22 2%	32 3%	18 9%rsw	2 2%	2 9%	54 2%	4 4%	28 3%	48 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI1. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2739	200	2515	24	819	1773	147	2633	70	18	13	2721	5
Weighted Base	2747	185	2539	23**	761	1838	148*	2626	81*	25**	13**	2732	3**
Effective Base	1659	114	1531	15	476	1090	94	1587	49	13	8	1650	1
I paid for the postage	1975 72%	131 71%	1824 72%	20 83%	527 69%	1344 73%	104 70%	1912 73%h	36 45%	17 68%	9 71%	1966 72%h	* 8%
I used a pre-paid returns label	1026 37%	69 37%	953 38%	4 17%	308 40%	665 36%	53 36%	975 37%	39 49%	6 23%	6 45%	1020 37%	* 3%
Other (please specify)	56 2%	- -	56 2%	* 1%	20 3%	37 2%	* *	56 2%	- -	- -	- -	56 2%	* 4%
I don't know	76 3%	3 2%	72 3%	1 5%	23 3%	48 3%	5 3%	64 2%	7 9%gk	2 9%	1 4%	73 3%	2 85%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI1. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2739	670	656	707	706	242	215	213	209	233	214	221	243	243	228	245	233
Weighted Base	2747	669	667	687	725	247	207	215	219	229	218	191	240	256	225	254	246
Effective Base	1659	412	408	418	422	152	127	133	133	144	132	123	146	148	136	143	143
I paid for the postage	1975 72%	475 71%	486 73%	492 72%	523 72%	163 66%	155 75%	157 73%	145 66%	174 76%	167 76%	131 69%	163 68%	198 77%eh	153 68%	183 72%	188 76%e
I used a pre-paid returns label	1026 37%	254 38%	221 33%	285 42%b	266 37%	100 40%	79 38%	75 35%	77 35%	75 33%	69 32%	72 38%	107 45%ijp	107 42%	92 41%	93 37%	81 33%
Other (please specify)	56 2%	12 2%	16 2%	10 1%	19 3%	5 2%	3 1%	4 2%	8 4%	2 1%	6 3%	3 2%	3 1%	3 1%	8 3%	8 3%	3 1%
I don't know	76 3%	18 3%	26 4%	14 2%	18 3%	11 4%	4 2%	3 1%	16 7%fgilmp	2 1%	8 3%	6 3%	4 2%	4 1%	6 3%	9 4%	3 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	1941	262	1679	511	1430	891	1047	269	261	451	236	354	235	135	530	687	724	370	1688	238
Weighted Base	1973	372	1601	525	1447	963	1006	318	288	454	258	332	209	114*	606	713	654	323	1580	375
Effective Base	1175	209	967	309	866	551	623	188	166	271	145	207	126	73	354	416	406	199	970	199
I haven't spent anything on postage for parcels in the last month (0)	91 5%	19 5%	71 4%	7 1%	83 6%c	46 5%	45 4%	15 5%	9 3%	13 3%	17 7%	18 5%	13 6%	6 6%	24 4%	30 4%	37 6%	19 6%	75 5%	14 4%
Up to £1.00 (0.5)	24 1%	3 1%	21 1%	12 2%d	11 1%	12 1%	12 1%	9 3%j	7 3%	6 1%	- -	1 *	- -	- -	16 3%pq	6 1%	1 *	- -	10 1%	14 4%r
£1.01 to £2.00 (1.5)	106 5%	8 2%	98 6%a	36 7%	70 5%	63 7%	43 4%	38 12%ijklm	22 8%jkl	26 6%j	4 1%	8 3%	4 2%	4 3%	60 10%opq	30 4%	16 2%	8 2%	68 4%	38 10%r
£2.01 to £4.00 (3)	350 18%	40 11%	309 19%a	78 15%	271 19%	165 17%	184 18%	66 21%	59 20%	64 14%	45 17%	45 14%	48 23%jk	23 20%	125 21%	109 15%	116 18%	71 22%o	259 16%	88 23%r
£4.01 to £6.00 (5)	326 17%	55 15%	272 17%	63 12%	264 18%c	143 15%	183 18%	58 18%	53 18%	68 15%	41 16%	47 14%	34 16%	26 23%	111 18%	109 15%	107 16%	60 19%	270 17%	51 14%
£6.01 to £10.00 (8)	407 21%	100 27%b	306 19%	110 21%	296 20%	198 21%	208 21%	62 19%	56 20%	106 23%	52 20%	68 21%	42 20%	21 19%	118 19%	157 22%	131 20%	63 20%	326 21%	81 22%
£10.01 to £20.00 (15)	307 16%	55 15%	252 16%	87 17%	221 15%	174 18%f	134 13%	22 7%	36 13%	82 18%g	46 18%g	79 24%ghi	26 13%	15 13%	58 10%	128 18%n	121 18%n	41 13%	273 17%s	35 9%
£20.01 to £30.00 (25)	163 8%	32 9%	131 8%	62 12%d	100 7%	94 10%	68 7%	24 8%	19 7%	46 10%	28 11%	25 8%	16 8%	4 4%	43 7%	74 10%	45 7%	20 6%	129 8%	31 8%
£30.01 to £40.00 (35)	56 3%	14 4%	42 2%	22 4%	34 2%	17 2%	37 4%e	6 2%	7 2%	15 3%	3 1%	11 3%	11 5%	4 3%	13 2%	18 2%	25 4%	14 4%	51 3%	5 1%
£40.01 to £50.00 (45)	25 1%	9 2%	16 1%	15 3%d	9 1%	11 1%	14 1%	2 *	3 1%	3 1%	6 2%	3 1%	3 2%	2 2%	4 1%	8 1%	12 2%	5 2%	22 1%	2 1%
Over £50 (55)	43 2%	15 4%b	28 2%	23 4%d	20 1%	19 2%	24 2%	9 3%	5 2%	8 2%	6 2%	11 3%	4 2%	- -	14 2%	14 2%	15 2%	4 1%	38 2%	4 1%
I don't know	73 4%	21 6%	52 3%	7 1%	66 5%c	22 2%	52 5%e	8 2%	9 3%	16 3%	13 5%	12 4%	8 4%	8 7%	17 3%	29 4%	28 4%	16 5%	60 4%	10 3%
I prefer not to say	2 *	- -	2 *	1 *	2 *	- -	2 *	- -	1 1%	1 *	- -	* *	- -	- -	1 *	1 *	* *	- -	* *	1 *
NET: Up to £10 (excluding not spending anything)	1212 61%	207 56%	1005 63%	300 57%	912 63%	581 60%	630 63%	233 73%ijklm	197 69%lk	270 59%	141 55%	170 51%	127 61%	74 65%k	430 71%opq	411 58%	371 57%	201 62%	932 59%	272 73%r
NET: Up to £20 (excluding not spending anything)	1520 77%	262 70%	1258 79%a	387 74%	1133 78%	754 78%	763 76%	255 80%	233 81%	352 77%	187 72%	249 75%	154 74%	89 78%	488 81%	539 76%	492 75%	243 75%	1205 76%	306 82%
NET: Over £10	594 30%	125 34%	469 29%	210 40%d	384 27%	315 33%	277 28%	63 20%	70 24%	155 34%gh	87 34%g	132 40%ghim	61 29%	25 22%	133 22%	242 34%n	218 33%n	86 27%	512 32%s	77 21%
NET: Over £20	287 15%	70 19%	217 14%	124 24%d	163 11%	141 15%	143 14%	41 13%	34 12%	73 16%	41 16%	53 16%	34 16%	10 9%	75 12%	114 16%	97 15%	44 14%	240 15%	43 11%
Mean	10.67	12.97b	10.15	13.76d	9.51	10.60	10.69	8.91	9.44	11.31g	11.26	12.49ghm	11.02	8.82	9.16	11.30n	11.40n	10.26	11.19s	8.38
Std. Dev.	11.30	13.34	10.72	13.89	9.93	10.83	11.73	11.32	10.69	10.85	11.32	12.25	11.99	9.15	11.02	11.01	11.75	11.12	11.56	9.53
Std Error	0.26	0.85	0.27	0.62	0.27	0.37	0.37	0.70	0.68	0.52	0.75	0.66	0.80	0.82	0.49	0.43	0.45	0.59	0.29	0.63

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1941	557	594	392	398	1151	790	1210	702	137	198	484	580	384	1262	141	1704	432	1435	74
Weighted Base	1973	470	638	469	395	1108	864	1368	573	130*	194	495	598	388	1287	135*	1737	395	1498	80*
Effective Base	1175	277	376	278	246	652	523	767	400	80	119	305	352	219	776	83	1031	253	874	50
I haven't spent anything on postage for parcels in the last month (0)	91 5%	29 6%	28 4%	14 3%	21 5%	56 5%	34 4%	61 4%	28 5%	8 6%	8 4%	22 4%	35 6%	13 3%	65 5%	9 7%	79 5%	17 4%	68 5%	5 6%
Up to £1.00 (0.5)	24 1%	7 2%	3 1%	9 2%	4 1%	11 1%	13 2%	18 1%	6 1%	5 4%kln	5 3%	2 *	3 1%	6 2%	11 1%	5 4%p	17 1%	9 2%r	11 1%	3 4%r
£1.01 to £2.00 (1.5)	106 5%	23 5%	28 4%	29 6%	26 7%	51 5%	55 6%	80 6%	26 4%	8 6%	8 4%	38 8%	25 4%	20 5%	71 5%	8 6%	93 5%	23 6%	79 5%	4 5%
£2.01 to £4.00 (3)	350 18%	85 18%	124 19%	76 16%	64 16%	209 19%	141 16%	228 17%	114 20%	22 17%	43 22%	102 21%l	87 15%	62 16%	233 18%	24 18%	304 18%	76 19%	263 18%	11 13%
£4.01 to £6.00 (5)	326 17%	53 11%	111 17%a	80 17%	82 21%a	164 15%	162 19%	210 15%	110 19%	25 20%	30 16%	81 16%	96 16%	60 15%	207 16%	26 20%	280 16%	81 21%	233 16%	12 15%
£6.01 to £10.00 (8)	407 21%	110 23%d	147 23%d	88 19%	62 16%	257 23%f	150 17%	297 22%	107 19%	22 17%	40 20%	102 21%	120 20%	93 24%	262 20%	22 16%	369 21%	65 16%	330 22%	12 15%
£10.01 to £20.00 (15)	307 16%	79 17%	99 15%	82 17%	48 12%	177 16%	130 15%	221 16%	80 14%	18 14%	28 15%	61 12%	105 17%	81 21%kn	194 15%	18 13%	283 16%	50 13%	243 16%	15 18%
£20.01 to £30.00 (25)	163 8%	41 9%	42 7%	50 11%	30 8%	83 8%	79 9%	126 9%	34 6%	9 7%	7 4%	37 8%	58 10%j	37 9%j	102 8%	9 7%	141 8%	35 9%	122 8%	6 8%
£30.01 to £40.00 (35)	56 3%	12 3%	15 2%	10 2%	18 5%	27 2%	29 3%	29 2%	27 8%g	6 5%m	4 2%	11 2%m	27 4%m	1 *	42 3%m	6 5%	47 3%	8 2%	45 3%	3 3%
£40.01 to £50.00 (45)	25 1%	5 1%	6 1%	4 1%	9 2%	11 1%	13 2%	19 1%	5 1%	* *	2 1%	11 2%m	11 2%	1 *	24 2%	* *	24 1%	8 2%	16 1%	* *
Over £50 (55)	43 2%	12 2%	14 2%	5 1%	13 3%	26 2%	17 2%	28 2%	15 3%	3 2%	6 3%	14 3%	12 2%	7 2%	33 3%	3 2%	41 2%	9 2%	31 2%	3 4%
I don't know	73 4%	14 3%	21 3%	22 5%	17 4%	34 3%	39 5%	49 4%	21 4%	4 3%	12 6%	13 3%	19 3%	8 2%	44 3%	4 3%	59 3%	13 3%	56 4%	5 6%
I prefer not to say	2 *	1 *	- -	- -	2 *	1 *	2 *	2 *	- -	- -	* *	- -	- -	- -	* *	- -	* *	- -	1 *	1 2%qr
NET: Up to £10 (excluding not spending anything)	1212 61%	279 59%	413 65%	283 60%	238 60%	692 62%	521 60%	833 61%	363 63%	82 63%	126 65%	325 66%l	332 56%	241 62%	783 61%	85 63%	1063 61%	255 65%	915 61%	42 52%
NET: Up to £20 (excluding not spending anything)	1520 77%	357 76%	512 80%d	364 78%	286 72%	869 78%	650 75%	1054 77%	443 77%	100 77%	154 80%	387 78%	437 73%	322 83%ln	978 76%	103 77%	1346 77%	305 77%	1158 77%	56 70%
NET: Over £10	594 30%	148 32%	177 28%	150 32%	118 30%	325 29%	268 31%	423 31%	162 28%	36 28%	48 25%	135 27%	212 36%jk	125 32%	395 31%	36 27%	538 31%	110 28%	457 31%	27 33%
NET: Over £20	287 15%	70 15%	78 12%	69 15%	70 18%	148 13%	139 16%	202 15%	82 14%	18 14%	20 10%	73 15%	108 18%jm	45 12%	201 16%	18 14%	253 15%	60 15%	214 14%	12 15%
Mean	10.67	10.84	10.18	10.40	11.58	10.46	10.94	10.73	10.63	9.94	9.93	10.55	11.83	10.05	11.06	9.68	10.82	10.37	10.71	11.47
Std Dev.	11.30	11.43	10.86	9.99	13.17	11.10	11.56	11.13	11.87	11.15	11.87	12.15	11.82	9.38	11.97	11.05	11.42	11.80	11.09	12.77
Std Error	0.26	0.49	0.45	0.52	0.67	0.33	0.42	0.33	0.46	0.97	0.86	0.56	0.50	0.48	0.34	0.95	0.28	0.58	0.30	1.55

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1941	1243	698	344	1013	387	322	219	93	122	96	103	127	118	144	105	105	76	311
Weighted Base	1973	1667	306	63*	1668	166	94	45	69*	223	143*	133*	196	184	317	244*	159*	21**	145
Effective Base	1175	1003	173	68	900	176	172	140	89	116	92	98	120	110	139	100	99	28	149
I haven't spent anything on postage for parcels in the last month (0)	91 5%	82 5%	9 3%	7 11%ab	74 4%	9 6%	4 4%	4 8%	5 7%p	8 3%	7 5%	9 6%	7 4%	7 4%	18 6%	12 5%	3 2%	2 11%	7 5%
Up to £1.00 (0.5)	24 1%	23 1%	1 *	* 1%	22 1%	* *	1 1%	* *	- -	3 1%	3 2%	3 2%	1 1%	2 1%	4 1%	5 2%	1 1%	- -	* *
£1.01 to £2.00 (1.5)	106 5%	93 6%	13 4%	3 5%	95 6%	6 4%	3 3%	1 3%	5 7%	7 3%	4 3%	8 6%	17 9%	9 5%	19 6%	11 4%	16 10%ij	1%	6 4%
£2.01 to £4.00 (3)	350 18%	294 18%c	55 18%	5 8%	307 18%g	21 13%	16 18%	5 11%	14 20%r	49 22%lr	27 19%	27 20%r	21 11%	38 21%lr	63 20%r	38 16%	30 19%	6 28%	15 10%
£4.01 to £6.00 (5)	326 17%	281 17%	46 15%	12 19%	274 16%	28 17%	15 17%	10 22%	16 24%np	30 14%	26 18%	26 19%	31 16%	36 20%	43 14%	47 19%	18 11%	2 10%	25 18%
£6.01 to £10.00 (8)	407 21%	337 20%	69 23%	13 20%	345 21%	32 19%	20 21%	10 22%	11 16%	50 22%	27 19%	30 22%	32 17%	36 19%	75 24%	55 22%	30 19%	4 17%	28 19%
£10.01 to £20.00 (15)	307 16%	255 15%	53 17%	10 16%	257 15%	25 15%	18 19%	7 16%	6 9%	41 18%	22 16%	18 13%	45 23%hno	28 16%	39 12%	28 11%	30 19%	2 10%	23 16%
£20.01 to £30.00 (25)	163 8%	136 8%	27 9%	3 4%	135 8%	16 9%	8 9%	4 8%	2 3%	13 6%	12 8%	8 6%	15 7%	17 9%	29 9%	22 9%	18 12%h	2 10%	14 9%
£30.01 to £40.00 (35)	56 3%	44 3%	12 4%	6 9%a	44 3%	8 5%	2 2%	2 4%	2 3%	3 1%	3 2%	1 1%	8 4%	1 1%	11 3%	11 4%	4	1%	8 6%hikm
£40.01 to £50.00 (45)	25 1%	20 1%	4 1%	2 3%	22 1%	* *	2 2%	1 1%	3 4%iopr	-	4 3%	2 2%	6 3%i	2 1%	5 1%	-	-	* 1%	* *
Over £50 (55)	43 2%	38 2%	5 2%	1 2%	34 2%	8 5%d	1 1%	1 2%	-	4 2%	1 1%	2 1%	3 2%	3 2%	6 2%	9 4%	6 4%	1 4%	7 5%h
I don't know	73 4%	62 4%	11 4%	1 2%	57 3%	12 7%d	3 3%	1 3%	5 7%kn	16 7%k	6 4%	1 1%	9 4%	4 2%	7 2%	7 3%	3 2%	2 8%	10 7%knp
I prefer not to say	2 *	2 *	* *	* *	1 *	1 1%	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	1 1%
NET: Up to £10 (excluding not spending anything)	1212 61%	1028 62%	184 60%	33 53%	1043 63%e	86 52%	56 60%	27 59%	46 67%lr	139 62%	87 61%	93 69%lr	103 52%	121 66%lr	204 64%r	156 64%r	95 60%	12 56%	74 51%
NET: Up to £20 (excluding not spending anything)	1520 77%	1283 77%	237 77%	43 69%	1300 78%e	112 67%	74 79%e	34 75%	52 76%	180 81%r	109 76%	111 83%r	148 76%	149 81%r	243 76%	183 75%	125 79%	14 66%	97 67%
NET: Over £10	594 30%	493 30%	101 33%	22 34%	492 29%	57 35%	31 33%	14 30%	13 19%	61 27%	41 29%	31 24%	78 40%hikn	52 28%	89 28%	68 28%	59 37%hik	5 26%	52 36%hik
NET: Over £20	287 15%	238 14%	48 16%	12 19%	235 14%	32 19%	13 14%	7 14%	7 10%	20 9%	19 13%	13 10%	32 17%	23 13%	50 16%	41 17%	18 18%	3 16%	29 20%hik
Mean	10.67	10.55	11.33	12.24	10.45	12.87d	10.77	10.67	8.74	9.43	10.22	8.88	12.28hik	9.74	10.51	11.01	11.71	10.47	13.23hik
Std Dev.	11.30	11.33	11.15	13.13	11.11	13.47	10.54	11.08	10.72	9.34	10.52	9.95	12.03	10.13	11.46	12.18	12.10	13.25	13.52
Std Error	0.26	0.33	0.43	0.72	0.36	0.71	0.60	0.76	1.15	0.88	1.10	0.99	1.09	0.94	0.97	1.20	1.19	1.56	0.79

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	1941	785	745	1154	1114	785	47	250	745	57	317	762	777	207	152	43	1539	195	1056	708	105	55	17	1764	72	597	1344
Weighted Base	1973	829	693	1237	1101	829	43**	210	693	55*	254	733	830	207	166*	37**	1563	203	1033	736	122*	67*	14**	1769	81*	630	1343
Effective Base	1175	485	437	714	664	485	27	148	437	37	181	443	485	129	95	23	928	118	623	436	70	37	10	1059	47	374	801
I haven't spent anything on postage for parcels in the last month (0)	91 / 5%	39 / 5%	32 / 5%	53 / 4%	47 / 4%	39 / 5%	*	12 / 6%	32 / 5%	8 / 14%hj	11 / 4%	29 / 4%	37 / 4%	10 / 5%	15 / 9%kp	*	66 / 4%	15 / 7%	46 / 4%	26 / 4%	12 / 10%rsw	4 / 6%	3 / 19%	72 / 4%	7 / 8%	17 / 3%	74 / 6%y
Up to £1.00 (0.5)	24 / 1%	12 / 1%	6 / 1%	15 / 1%	10 / 1%	12 / 1%	1 / 3%	3 / 1%	6 / 1%	2 / 5%	3 / 1%	5 / 1%	13 / 2%	5 / 2%	-	1 / 2%	18 / 1%	1 / *	8 / 1%	13 / 2%	2 / 2%	-	* / 3%	21 / 1%	*	14 / 2%z	10 / 1%
£1.01 to £2.00 (1.5)	106 / 5%	58 / 7%cd	29 / 4%	77 / 6%	47 / 4%	58 / 7%	7 / 16%	19 / 9%	29 / 4%	*	4 / 2%	29 / 4%	48 / 6%	16 / 8%	11 / 6%	2 / 5%	77 / 5%	13 / 6%	40 / 4%	56 / 8%r	3 / 2%	5 / 8%	1 / 9%	97 / 5%	6 / 8%	51 / 8%z	55 / 4%
£2.01 to £4.00 (3)	350 / 18%	127 / 15%	133 / 19%	212 / 17%	218 / 20%a	127 / 15%	10 / 22%	37 / 17%	133 / 19%	9 / 16%	55 / 22%	126 / 17%	145 / 17%	47 / 23%	23 / 14%	9 / 24%	271 / 17%	32 / 16%	166 / 16%	140 / 19%	25 / 21%	17 / 26%	1 / 5%	306 / 17%	18 / 22%	119 / 19%	231 / 17%
£4.01 to £6.00 (5)	326 / 17%	136 / 16%	89 / 13%	228 / 18%b	181 / 16%	136 / 16%	7 / 17%	40 / 19%	89 / 13%	10 / 18%	41 / 16%	115 / 16%	148 / 18%	34 / 16%	21 / 13%	9 / 23%	263 / 17%	29 / 14%	152 / 15%	151 / 21%r	16 / 14%	5 / 8%	2 / 14%	303 / 17%	7 / 9%	99 / 16%	227 / 17%
£6.01 to £10.00 (8)	407 / 21%	185 / 22%	139 / 20%	262 / 21%	216 / 20%	185 / 22%	6 / 14%	37 / 17%	139 / 20%	5 / 9%	56 / 22%	164 / 22%	170 / 21%	35 / 17%	35 / 21%	4 / 10%	334 / 21%	38 / 19%	237 / 23%	133 / 18%	19 / 16%	11 / 16%	6 / 45%	370 / 21%	17 / 21%	133 / 21%	274 / 20%
£10.01 to £20.00 (15)	307 / 16%	104 / 13%	155 / 21%ac	155 / 13%	197 / 18%ac	104 / 13%	8 / 18%	28 / 13%	146 / 21%	9 / 15%	38 / 15%	120 / 16%	123 / 15%	33 / 16%	24 / 14%	8 / 21%	243 / 16%	32 / 16%	174 / 17%	102 / 14%	20 / 16%	11 / 17%	* / 1%	276 / 16%	11 / 14%	88 / 14%	219 / 16%
£20.01 to £30.00 (25)	163 / 8%	83 / 10%b	42 / 6%	116 / 9%b	75 / 7%	83 / 10%	1 / 3%	12 / 6%	42 / 6%	6 / 11%	14 / 6%	70 / 10%	70 / 8%	9 / 4%	13 / 8%	*	140 / 9%	13 / 7%	94 / 9%	57 / 8%	6 / 5%	6 / 9%	-	151 / 9%	6 / 7%	49 / 8%	114 / 8%
£30.01 to £40.00 (35)	56 / 3%	22 / 3%	24 / 3%	30 / 2%	31 / 3%	22 / 3%	2 / 5%	10 / 5%	24 / 3%	*	11 / 4%	16 / 2%	26 / 3%	8 / 4%	5 / 3%	1 / 4%	42 / 3%	6 / 3%	35 / 3%	15 / 2%	4 / 3%	1 / 2%	-	50 / 3%	1 / 2%	19 / 3%	37 / 3%
£40.01 to £50.00 (45)	25 / 1%	11 / 1%	11 / 2%	13 / 1%	13 / 1%	11 / 1%	-	3 / 1%	11 / 2%	*	2 / 1%	8 / 1%	10 / 1%	3 / 1%	2 / 1%	1 / 3%	19 / 1%	3 / 2%	15 / 1%	9 / 1%	1 / 1%	-	*	23 / 1%	*	9 / 1%	16 / 1%
Over £50 (55)	43 / 2%	20 / 2%	17 / 2%	26 / 2%	23 / 2%	20 / 2%	-	6 / 3%	17 / 2%	2 / 4%	7 / 3%	23 / 3%	14 / 2%	2 / 1%	4 / 3%	* / 1%	37 / 2%	5 / 2%	35 / 3%	6 / 1%	1 / 1%	1 / 2%	-	42 / 2%	1 / 2%	14 / 2%	29 / 2%
I don't know	73 / 4%	29 / 4%	26 / 4%	46 / 4%	42 / 4%	29 / 4%	1 / 1%	4 / 2%	26 / 4%	4 / 7%	12 / 5%	29 / 4%	24 / 3%	7 / 4%	13 / 8%klp	1 / 2%	53 / 3%	14 / 7%l	30 / 3%	26 / 3%	12 / 10%rsw	7 / *	1 / 5%	56 / 3%	5 / 6%	17 / 3%	56 / 4%
I prefer not to say	2 / *	1 / *	-	2 / *	1 / *	1 / *	-	-	-	-	-	-	1 / *	-	1 / 1%	4 / *	*	2 / 1%klp	*	2 / *	-	-	-	2 / *	-	1 / *	1 / *
NET: Up to £10 (excluding not spending anything)	1212 / 61%	518 / 63%	396 / 57%	794 / 64%b	672 / 61%	518 / 63%	31 / 73%	135 / 64%	396 / 57%	26 / 48%	159 / 63%	439 / 60%	525 / 63%	136 / 66%	89 / 54%	24 / 64%	963 / 62%	113 / 55%	604 / 58%	493 / 67%rt	66 / 54%	39 / 58%	11 / 75%	1097 / 62%	49 / 61%	416 / 66%z	797 / 59%
NET: Up to £20 (excluding not spending anything)	1520 / 77%	622 / 75%	542 / 78%	949 / 77%	868 / 79%	622 / 75%	38 / 90%	163 / 78%	542 / 78%i	35 / 64%	198 / 78%	559 / 76%	647 / 78%n	169 / 82%n	113 / 68%	31 / 85%	1206 / 77%n	144 / 71%	779 / 75%	595 / 81%rt	86 / 70%	50 / 74%	11 / 76%	1373 / 78%	61 / 75%	504 / 80%	1016 / 76%
NET: Over £10	594 / 30%	241 / 29%	239 / 35%c	341 / 28%	339 / 31%	241 / 29%	11 / 26%	59 / 28%	239 / 35%	17 / 31%	72 / 28%	236 / 32%	244 / 29%	54 / 26%	49 / 29%	11 / 29%	481 / 31%	59 / 29%	353 / 34%s	189 / 26%	31 / 26%	20 / 30%	1 / 1%	542 / 31%	20 / 25%	179 / 28%	415 / 31%
NET: Over £20	287 / 15%	137 / 16%	94 / 13%	186 / 15%	143 / 13%	137 / 16%	4 / 8%	31 / 15%	94 / 13%	9 / 16%	34 / 13%	117 / 16%	121 / 15%	21 / 10%	25 / 15%	3 / 8%	238 / 15%	28 / 14%	179 / 17%s	87 / 12%	12 / 10%	9 / 13%	*	266 / 15%	9 / 11%	91 / 14%	196 / 15%
Mean	10.67	10.86	11.21	10.37	10.53	10.86	8.22	10.59	11.21	10.45	10.75	11.40m	10.41	9.11	10.90	9.75	10.87	10.69	11.98s	9.25	9.02	9.88	5.11	10.85s	9.02	10.45	10.77
Std Dev.	11.30	11.68	11.58	11.15	11.03	11.68	8.53	12.43	11.58	12.81	11.60	11.84	10.95	10.11	12.06	10.74	11.38	11.81	12.40	9.70	9.71	10.78	4.44	11.44	10.09	11.43	11.25
Std Error	0.26	0.42	0.43	0.33	0.34	0.42	1.26	0.80	0.43	1.74	0.67	0.44	0.40	0.72	1.01	1.72	0.30	0.88	0.39	0.37	0.99	1.49	1.11	0.28	1.22	0.47	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1941	142	1780	19	579	1256	106	1883	38	10	9	1931	1
Weighted Base	1973	131*	1822	20**	527	1342	104*	1910	36**	17**	9**	1963	***
Effective Base	1175	80	1082	13	334	778	66	1139	23	8	5	1170	1
I haven't spent anything on postage for parcels in the last month (0)	91 5%	6 5%	84 5%	- -	23 4%	64 5%	4 4%	86 4%	3 8%	- -	2 22%	89 5%	- -
Up to £1.00 (0.5)	24 1%	* *	23 1%	- -	11 2%	13 1%	* *	18 1%	4 11%	1 8%	- -	24 1%	- -
£1.01 to £2.00 (1.5)	106 5%	14 **11%b**	89 5%	3 13%	33 6%	61 5%	11 **11%e**	103 5%	2 6%	- -	* 1%	106 5%	* 100%
£2.01 to £4.00 (3)	350 18%	15 12%	331 18%	3 17%	83 16%	248 18%	19 19%	339 18%	10 27%	* 3%	- -	350 18%	- -
£4.01 to £6.00 (5)	326 17%	24 18%	300 16%	2 11%	79 15%	231 17%	17 16%	315 16%	3 8%	8 45%	1 13%	325 17%	- -
£6.01 to £10.00 (8)	407 21%	21 16%	382 21%	4 20%	96 18%	298 22%	13 12%	396 21%	4 11%	5 30%	2 22%	405 21%	- -
£10.01 to £20.00 (15)	307 16%	25 19%	279 15%	4 20%	99 **19%f**	201 15%	8 8%	304 16%	1 4%	* 1%	1 14%	306 16%	- -
£20.01 to £30.00 (25)	163 8%	8 6%	151 8%	4 19%	47 9%	96 7%	20 **19%de**	154 8%	6 17%	2 14%	- -	163 8%	- -
£30.01 to £40.00 (35)	56 3%	5 4%	51 3%	- -	17 3%	36 3%	3 3%	53 3%	3 7%	- -	- -	56 3%	- -
£40.01 to £50.00 (45)	25 1%	3 2%	22 1%	- -	7 1%	17 1%	* *	24 1%	* *	- -	- -	25 1%	- -
Over £50 (55)	43 2%	4 3%	40 2%	- -	17 3%	24 2%	3 3%	43 2%	- -	- -	- -	43 2%	- -
I don't know	73 4%	5 4%	69 4%	- -	16 3%	53 4%	4 4%	71 4%	- -	- -	3 28%	71 4%	- -
I prefer not to say	2 *	- -	2 *	- -	- -	1 *	1 **1%de**	2 *	- -	- -	- -	2 *	- -
NET: Up to £10 (excluding not spending anything)	1212 61%	75 57%	1125 62%	12 61%	301 57%	851 **63%d**	61 58%	1171 61%	23 63%	14 85%	3 36%	1209 62%	* 100%
NET: Up to £20 (excluding not spending anything)	1520 77%	100 76%	1404 77%	16 81%	399 76%	1052 **78%f**	68 66%	1476 77%	24 67%	15 86%	5 50%	1515 77%	* 100%
NET: Over £10	594 30%	45 34%	542 30%	8 39%	187 **36%e**	373 28%	34 32%	580 30%	10 28%	2 15%	1 14%	593 30%	- -
NET: Over £20	287 15%	20 15%	263 14%	4 19%	89 17%	172 13%	26 **25%e**	275 14%	9 24%	2 14%	- -	287 15%	- -
Mean	10.67	11.43	10.61	10.56	**11.70e**	10.18	11.70	10.73	9.71	8.35	6.34	10.68	1.50
Std Dev.	11.30	12.49	11.24	8.54	12.34	10.74	12.47	11.35	11.37	7.29	5.78	11.32	-
Std Error	0.26	1.08	0.27	1.96	0.52	0.31	1.25	0.27	1.84	2.31	2.05	0.26	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 223

Ql2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	1941	491	460	495	495	171	161	159	138	167	155	150	167	178	158	168	169
Weighted Base	1973	474	486	492	522	161	155*	157*	145*	174	167*	131*	163*	198	153*	183	187
Effective Base	1175	293	292	290	300	100	95	98	87	106	100	83	96	111	93	102	106
I haven't spent anything on postage for parcels in the last month (0)	91 / 5%	27 / 6%d	25 / 5%	26 / 5%	13 / 2%	6 / 3%	11 / 7%o	11 / 7%o	9 / 6%o	6 / 4%	10 / 6%o	4 / 3%	12 / 8%o	9 / 5%	6 / 4%	1 / 1%	6 / 3%
Up to £1.00 (0.5)	24 / 1%	9 / 2%	2 / *	7 / 1%	6 / 1%	3 / 2%	* / *	6 / 4%mp	- / -	2 / 1%	- / -	3 / 2%	5 / 3%	- / -	2 / 1%	4 / 2%	- / -
£1.01 to £2.00 (1.5)	106 / 5%	25 / 5%	35 / 7%	22 / 4%	24 / 5%	9 / 6%	5 / 3%	11 / 7%	11 / 7%	8 / 5%	17 / 10%mp	7 / 5%	10 / 6%	6 / 3%	11 / 7%	8 / 5%	4 / 2%
£2.01 to £4.00 (3)	350 / 18%	94 / 20%	81 / 17%	79 / 16%	95 / 18%	29 / 18%	46 / 30%ghiklmp	18 / 12%	24 / 17%	25 / 14%	32 / 19%	20 / 16%	28 / 17%	31 / 16%	33 / 22%	34 / 19%	28 / 15%
£4.01 to £6.00 (5)	326 / 17%	75 / 16%	100 / 21%d	76 / 16%	75 / 14%	18 / 11%	25 / 16%	32 / 20%l	26 / 18%	45 / 26%elo	30 / 18%	26 / 20%l	15 / 9%	35 / 18%	23 / 15%	21 / 12%	31 / 17%
£6.01 to £10.00 (8)	407 / 21%	101 / 21%	96 / 20%	91 / 19%	119 / 23%	42 / 26%	23 / 15%	37 / 23%	29 / 20%	31 / 18%	34 / 21%	20 / 15%	33 / 20%	38 / 19%	30 / 20%	48 / 26%f	41 / 22%
£10.01 to £20.00 (15)	307 / 16%	62 / 13%	77 / 16%	92 / 19%	76 / 15%	21 / 13%	26 / 17%	16 / 10%	29 / 20%	27 / 16%	21 / 13%	25 / 19%	32 / 19%	35 / 18%	18 / 12%	23 / 13%	35 / 19%
£20.01 to £30.00 (25)	163 / 8%	38 / 8%	30 / 6%	46 / 9%	48 / 9%	15 / 10%	8 / 5%	15 / 9%	10 / 7%	15 / 9%	5 / 3%	8 / 6%	13 / 8%	25 / 12%j	15 / 10%	22 / 12%j	11 / 6%
£30.01 to £40.00 (35)	56 / 3%	12 / 3%	10 / 2%	19 / 4%	15 / 3%	5 / 3%	2 / 1%	6 / 4%	1 / 1%	6 / 3%	3 / 2%	2 / 2%	9 / 5%n	8 / 4%	* / *	2 / 1%	12 / 7%no
£40.01 to £50.00 (45)	25 / 1%	4 / 1%	4 / 1%	8 / 2%	9 / 2%	2 / 1%	1 / 1%	- / -	1 / *	3 / 2%	* / *	3 / 2%	4 / 2%	2 / 1%	4 / 2%	3 / 2%	2 / 1%
Over £50 (55)	43 / 2%	10 / 2%	10 / 2%	7 / 1%	16 / 3%	4 / 3%	4 / 2%	2 / 1%	3 / 2%	2 / 1%	5 / 3%	4 / 3%	* / *	3 / 2%	3 / 2%	8 / 4%	5 / 3%
I don't know	73 / 4%	15 / 3%	16 / 3%	15 / 3%	27 / 5%	7 / 5%	4 / 2%	4 / 3%	3 / 2%	2 / 1%	10 / 6%	8 / 6%	3 / 2%	4 / 2%	8 / 5%	7 / 4%	11 / 6%
I prefer not to say	2 / *	- / -	1 / *	1 / *	- / -	- / -	- / -	- / -	- / -	1 / 1%	- / -	1 / 1%	* / *	- / -	- / -	- / -	- / -
NET: Up to £10 (excluding not spending anything)	1212 / 61%	304 / 64%c	314 / 65%c	276 / 56%	318 / 61%	101 / 63%	99 / 64%	104 / 66%	90 / 62%	111 / 64%	113 / 68%	76 / 58%	89 / 55%	111 / 56%	99 / 65%	116 / 63%	104 / 56%
NET: Up to £20 (excluding not spending anything)	1520 / 77%	367 / 77%	390 / 80%	368 / 75%	394 / 76%	122 / 75%	125 / 81%	120 / 76%	118 / 81%	138 / 79%	134 / 81%	101 / 77%	121 / 74%	146 / 74%	117 / 77%	139 / 76%	139 / 74%
NET: Over £10	594 / 30%	127 / 27%	130 / 27%	173 / 35%ab	164 / 31%	47 / 29%	41 / 26%	38 / 24%	44 / 30%	53 / 30%	33 / 20%	42 / 32%	58 / 35%j	73 / 37%gj	40 / 26%	59 / 32%	66 / 35%j
NET: Over £20	287 / 15%	64 / 14%	53 / 11%	81 / 17%b	88 / 17%b	27 / 17%j	15 / 10%	22 / 14%	15 / 10%	26 / 15%	12 / 7%	17 / 13%	26 / 16%	38 / 19%j	22 / 14%	36 / 20%j	30 / 16%
Mean	10.67	9.94	9.60	11.32	11.72b	11.27	9.14	9.41	9.58	10.57	8.57	11.05	10.88	11.86j	10.11	12.40j	12.36j
Std Dev.	11.30	10.98	10.46	11.25	12.28	12.00	10.80	9.98	9.88	10.74	10.61	11.95	10.83	11.18	11.41	13.05	12.12
Std Error	0.26	0.50	0.50	0.51	0.56	0.94	0.86	0.80	0.86	0.85	0.88	1.00	0.85	0.85	0.93	1.03	0.96

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I haven't spent anything on postage for parcels in the last month (0)	4287 69%	880 71%	3407 69%	343 40%	3944 74%c	2096 70%	2181 69%	520 63%	594 68%i	680 61%	581 71%gi	828 73%gi	564 74%ghi	519 83%ghijkl	1114 66%	1261 65%	1911 76%no	1083 79%no	3708 71%s	545 60%
Up to £1.00 (0.5)	24 *	3 *	21 *	12 1%d	11 *	12 *	12 *	9 1%jklm	7 1%jl	6 1%	-	1 *	-	-	16 1%pq	6 *	1 *	-	10 *	14 2%r
£1.01 to £2.00 (1.5)	106 2%	8 1%	98 2%a	36 4%d	70 1%	63 2%	43 1%	38 5%ijklm	22 3%jklm	26 3%jklm	4 *	8 1%	4 1%	4 1%	60 4%opq	30 2%pc	16 1%	8 1%	68 1%	38 4%r
£2.01 to £4.00 (3)	350 6%	40 3%	309 6%a	78 9%d	271 5%	165 5%	184 6%	66 8%km	59 7%km	64 6%	45 5%	45 4%	48 6%	23 4%	125 7%pq	109 6%	116 5%	71 5%	259 5%	88 10%r
£4.01 to £6.00 (5)	326 5%	55 4%	272 6%	63 7%d	264 5%	143 5%	183 6%	58 7%k	53 6%	68 6%	41 5%	47 4%	34 4%	26 4%	111 7%pq	109 6%	107 4%	60 4%	270 5%	51 6%
£6.01 to £10.00 (8)	407 7%	100 8%	306 6%	110 13%d	296 6%	198 7%	208 7%	62 7%m	56 6%m	106 9%klm	52 6%	68 6%	42 5%	21 3%	118 7%q	157 8%pq	131 5%	63 5%	326 6%	81 9%r
£10.01 to £20.00 (15)	307 5%	55 4%	252 5%	87 10%d	221 4%	174 6%f	134 4%	22 3%	36 4%	82 7%ghlm	46 6%gm	79 7%ghlm	26 3%	15 2%	58 3%	128 7%npq	121 5%q	41 3%	273 5%	35 4%
£20.01 to £30.00 (25)	163 3%	32 3%	131 3%	62 7%d	100 2%	94 3%	68 2%	24 3%m	19 2%	46 4%km	28 3%m	25 2%	16 2%	4 1%	43 3%	74 4%pq	45 2%	20 1%	129 2%	31 3%
£30.01 to £40.00 (35)	56 1%	14 1%	42 1%	22 3%d	34 1%	17 1%	37 1%e	6 1%	7 1%	15 1%	3 *	11 1%	11 1%	4 1%	13 1%	18 1%	25 1%	14 1%	51 1%	5 1%
£40.01 to £50.00 (45)	25 *	9 1%	16 *	15 2%d	9 *	11 *	14 *	2 *	3 *	5 *	4 *	6 1%	3 *	2 *	4 *	8 *	12 *	5 *	22 *	2 *
Over £50 (55)	43 1%	15 1%	28 1%	23 3%d	20 *	19 1%	24 1%	9 1%m	5 1%	8 1%	6 1%	11 1%	4 1%	-	14 1%	14 1%	15 1%	4 *	38 1%	4 *
I don't know	73 1%	21 2%	52 1%	7 1%	66 1%	22 1%	52 2%e	8 1%	9 1%	16 1%	13 2%	12 1%	8 1%	8 1%	17 1%	29 1%	28 1%	16 1%	60 1%	10 1%
I prefer not to say	2 *	-	2 *	1 *	2 *	-	2 *	-	1 *	1 *	-	*	-	-	1 *	1 *	*	-	*	1 *r
NET: Up to £10 (excluding not spending anything)	1212 20%	207 17%	1005 20%a	300 35%d	912 17%	581 19%	630 20%	233 28%hjklm	197 23%klm	270 24%klm	141 17%m	170 15%	127 17%m	74 12%	430 25%opq	411 21%pc	371 15%	201 15%	932 18%	272 30%r
NET: Up to £20 (excluding not spending anything)	1520 25%	262 21%	1258 25%a	387 45%d	1133 21%	754 25%	763 24%	255 31%jklm	233 27%klm	352 31%jklm	187 23%m	249 22%m	154 20%m	89 14%	488 29%pq	539 28%pq	492 19%	243 18%	1205 23%	306 34%r
NET: Over £10	594 10%	125 10%	469 10%	210 24%d	384 7%	315 10%	277 9%	63 8%m	70 8%m	155 14%ghlm	87 11%m	132 12%ghlm	61 8%m	25 4%	133 8%	242 12%npq	218 9%q	86 6%	512 10%	77 9%
NET: Over £20	287 5%	70 6%	217 4%	124 14%d	163 3%	141 5%	143 5%	41 5%m	34 4%m	73 7%hm	41 5%m	53 5%m	34 5%m	10 2%	75 4%	114 6%pq	97 4%	44 3%	240 5%	43 5%
Mean	3.32	3.76	3.21	8.35d	2.50	3.34	3.29	3.39m	3.03m	4.48ghjklm	3.41m	3.53m	2.94m	1.51	3.21q	4.03npq	2.86	2.30	3.30	3.41
Std Dev.	8.01	9.28	7.66	12.73	6.59	7.82	8.17	8.21	7.49	8.79	8.09	8.60	7.87	5.03	7.85	8.52	7.68	6.78	8.09	7.34
Std Error	0.10	0.29	0.11	0.44	0.09	0.14	0.15	0.29	0.27	0.26	0.29	0.25	0.27	0.20	0.20	0.20	0.15	0.18	0.11	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I haven't spent anything on postage for parcels in the last month (0)	4287 69%	712 62%	1333 69%a	938 67%a	1303 78%abc	2045 66%	2241 73%e	2380 65%	1849 77%g	438 78%klmn	532 74%lmn	1098 70%lm	990 64%	694 65%	2620 66%l	462 79%p	3515 68%	919 71%	3143 69%	225 75%
Up to £1.00 (0.5)	24 *	7 1%	3 *	9 1%	4 *	11 *	13 *	18 *	6 *	5 1%k	5 1%	2 *	3 *	6 1%	11 *	5 1%	17 *	9 1%r	11 *	3 1%
£1.01 to £2.00 (1.5)	106 2%	23 2%	28 1%	29 2%	26 2%	51 2%	55 2%	80 2%h	26 1%	8 1%	8 1%	38 2%	25 2%	20 2%	71 2%	8 1%	93 2%	23 2%	79 2%	4 1%
£2.01 to £4.00 (3)	350 6%	85 7%d	124 6%d	76 5%	64 4%	209 7%f	141 5%	228 6%	114 5%	22 4%	43 6%	102 7%	87 6%	62 6%	233 6%	24 4%	304 6%	76 6%	263 6%	11 4%
£4.01 to £6.00 (5)	326 5%	53 5%	111 6%	80 6%	82 5%	164 5%	162 5%	210 6%	110 5%	25 5%	30 4%	81 5%	96 6%	60 6%	207 5%	26 4%	280 5%	81 6%	233 5%	12 4%
£6.01 to £10.00 (8)	407 7%	110 10%cd	147 8%d	88 6%d	62 4%	257 8%f	150 5%	297 8%h	107 4%	22 4%	40 6%	102 7%	120 8%i	93 9%i	262 7%i	22 4%	369 7%o	65 5%	330 7%q	12 4%
£10.01 to £20.00 (15)	307 5%	79 7%d	99 5%d	82 6%d	48 3%	177 6%f	130 4%	221 6%h	80 3%	18 3%	28 4%	61 4%	105 7%ijk	81 8%ijkn	194 5%	18 3%	283 5%o	50 4%	243 5%	15 5%
£20.01 to £30.00 (25)	163 3%	41 4%d	42 2%	50 4%d	30 2%	83 3%	79 3%	126 3%h	34 1%	9 2%	7 1%	37 2%	58 4%ij	37 3%j	102 3%i	9 2%	141 3%	35 3%	122 3%	6 2%
£30.01 to £40.00 (35)	56 1%	12 1%	15 1%	10 1%	18 1%	27 1%	29 1%	29 1%	27 1%	6 1%m	4 1%	11 1%	27 2%km	1 *	42 1%m	6 1%	47 1%	8 1%	45 1%	3 1%
£40.01 to £50.00 (45)	25 *	5 *	6 *	4 *	9 1%	11 *	13 *	19 1%	5 *	*	2 *	11 1%	11 1%	1 *	24 1%	*	24 *	8 1%	16 *	*
Over £50 (55)	43 1%	12 1%	14 1%	17 1%	13 1%	26 1%	17 1%	28 1%	15 1%	3 *	6 1%	14 1%	12 1%	7 1%	33 1%	3 *	41 1%	9 1%	31 1%	3 1%
I don't know	73 1%	14 1%	21 1%	22 2%	17 1%	34 1%	39 1%	49 1%	21 1%	4 1%	12 2%	13 1%	19 1%	8 1%	44 1%	4 1%	59 1%	13 1%	56 1%	5 2%
I prefer not to say	2 *	1 *	*	*	2 *	1 *	2 *	2 *	*	-	*	-	-	-	*	-	*	-	1 *	1 *qr
NET: Up to £10 (excluding not spending anything)	1212 20%	279 24%d	413 21%d	283 20%d	238 14%	692 22%f	521 17%	833 23%h	363 15%	82 15%	126 18%	325 21%i	332 21%i	241 23%ij	783 20%i	85 15%	1063 21%o	255 20%	915 20%s	42 14%
NET: Up to £20 (excluding not spending anything)	1520 25%	357 31%bcd	512 26%d	364 26%d	286 17%	869 28%f	650 21%	1054 29%h	443 19%	100 18%	154 21%	387 25%i	437 28%ij	322 30%ijkn	978 25%i	103 18%	1346 26%o	305 23%	1158 25%s	56 19%
NET: Over £10	594 10%	148 13%bd	177 9%	150 11%d	118 7%	325 11%	268 9%	423 11%h	162 7%	36 6%	48 7%	135 9%	212 14%ijkn	125 12%ijk	395 10%i	36 6%	536 10%o	110 8%	457 10%	27 9%
NET: Over £20	287 5%	70 6%b	78 4%	69 5%	70 4%	148 5%	139 5%	202 5%h	82 3%	18 3%	20 3%	73 5%	108 7%ijkm	45 4%	201 5%i	18 3%	253 5%o	60 5%	214 5%	12 4%
Mean	3.32	4.34bcd	3.27	3.39d	2.63	3.67f	2.97	3.89h	2.47	2.24	2.56	3.27i	4.46ijkn	3.60ij	3.62ij	2.16	3.55o	3.09	3.42	2.88
Std Dev.	8.01	8.97	7.77	7.50	7.93	8.25	7.74	8.45	7.27	6.73	7.41	8.33	9.25	7.39	8.59	6.59	8.28	7.99	8.01	8.08
Std Error	0.10	0.24	0.18	0.22	0.20	0.14	0.15	0.15	0.14	0.28	0.27	0.21	0.23	0.23	0.14	0.27	0.12	0.22	0.12	0.47

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I haven't spent anything on postage for parcels in the last month (0)		4287 69%	3720 70%b	567 66%	117 68%	3591 69%	361 70%	205 70%	129 76%def	187 75%ln	460 68%	372 73%ln	324 72%n	355 65%	397 69%	512 63%	613 73%ln	373 70%n	50 72%	312 69%
Up to £1.00 (0.5)		24 *	23 *	1 *	* *	22 *	* *	1 *	* *	- -	3 1%	3 1%	3 1%	1 *	2 *	4 1%	5 1%	1 *	- -	* *
£1.01 to £2.00 (1.5)		106 2%	93 2%	13 1%	3 2%	95 2%	6 1%	3 1%	1 1%	5 2%	7 1%	4 1%	8 2%	17 3%ij	9 2%	19 2%	11 1%	16 3%j	* *	6 1%
£2.01 to £4.00 (3)		350 6%	294 6%	55 6%	5 3%	307 6%g	21 4%	16 6%g	5 3%	14 5%	49 7%r	27 5%	27 6%	21 4%	38 7%r	63 8%lr	38 5%	30 6%	6 9%r	15 3%
£4.01 to £6.00 (5)		326 5%	281 5%	46 5%	12 7%	274 5%	28 5%	15 5%	10 6%	16 6%p	30 5%	26 5%	26 6%	31 6%	36 6%	43 5%	47 6%	18 3%	2 3%	25 6%
£6.01 to £10.00 (8)		407 7%	337 6%	69 8%	13 7%	345 7%	32 6%	20 7%	10 6%	11 4%	50 7%	27 5%	30 7%	32 6%	36 6%	75 9%h	55 6%	30 6%	4 5%	28 6%
£10.01 to £20.00 (15)		307 5%	255 5%	53 6%	10 6%	257 5%	25 5%	18 6%	7 4%	6 2%	41 6%h	22 4%	18 4%	45 8%hjkno	28 5%	39 5%	28 3%	30 6%	2 3%	23 5%
£20.01 to £30.00 (25)		163 3%	136 3%	27 3%	3 2%	135 3%	16 3%	8 3%	4 2%	2 1%	13 2%	12 2%	8 2%	15 3%	17 3%	29 4%h	22 3%	18 3%h	2 3%	14 3%h
£30.01 to £40.00 (35)		56 1%	44 1%	12 1%	6 3%a	44 1%	8 2%	2 1%	2 1%	2 1%	3 *	3 1%	1 *	8 2%	1 *	11 1%	11 1%	4 1%	* *	8 2%km
£40.01 to £50.00 (45)		25 *	20 *	4 1%	2 1%	22 *	* *	2 1%	1 *	3 1%iopr	- -	4 1%	2 1%	6 1%io	2 *	5 1%	- -	- -	* *	* *
Over £50 (55)		43 1%	38 1%	5 1%	1 1%	34 1%	8 1%d	1 *	1 *	- -	4 1%	* *	2 *	3 1%	3 1%	6 1%	9 1%	6 1%	1 1%	7 2%h
I don't know		73 1%	62 1%	11 1%	1 1%	57 1%	12 2%d	3 1%	1 1%	5 2%k	16 2%k	6 1%	* *	9 2%	4 1%	7 1%	7 1%	3 1%	2 2%k	10 2%kp
I prefer not to say		2 *	2 *	* *	* *	1 *	1 *	- -	- -	- -	- -	1 *	* *	- -	- -	- -	- -	- -	- -	1 *
NET: Up to £10 (excluding not spending anything)		1212 20%	1028 19%	184 21%	33 19%	1043 20%g	86 17%	56 19%	27 16%	46 18%	139 21%	87 17%	93 21%	103 19%	121 21%	204 25%hjlopr	156 18%	95 18%	12 18%	74 17%
NET: Up to £20 (excluding not spending anything)		1520 25%	1283 24%	237 27%	43 25%	1300 25%g	112 22%	74 25%	34 20%	52 21%	180 27%	109 21%	111 25%	148 27%	149 26%	243 30%hjor	183 22%	125 24%	14 21%	97 22%
NET: Over £10		594 10%	493 9%	101 12%	22 12%	492 9%	57 11%	31 11%	14 8%	13 5%	61 9%	41 8%	31 7%	78 14%hijkmo	52 9%	89 11%h	68 8%	59 11%h	5 8%	52 12%hk
NET: Over £20		287 5%	238 4%	48 6%	12 7%	235 5%	32 6%	13 4%	7 4%	7 3%	20 3%	19 4%	13 3%	32 6%	23 4%	50 6%hi	41 5%	29 5%	3 5%	29 6%hik
Mean		3.32	3.22	3.91	4.38a	3.28	3.90g	3.34	2.77	2.27	2.96	2.75	2.63	4.30hjk	3.07	4.06hjk	3.11	3.48	3.09	4.03hjk
Std Dev.		8.01	7.93	8.48	9.78	7.89	9.48	7.69	7.31	6.66	6.82	7.09	6.75	9.22	7.26	8.76	8.15	8.48	8.55	9.62
Std Error		0.10	0.12	0.19	0.33	0.14	0.29	0.25	0.26	0.36	0.36	0.38	0.35	0.48	0.38	0.45	0.42	0.45	0.67	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I haven't spent anything on postage for parcels in the last month (0)	4287 69%	1614 67%	1599 71%ac	2274 66%	2259 68%	1614 67%	151 78%e	579 75%e	1599 71%	179 79%h	828 77%h	1359 66%	1642 67%	613 76%klp	442 75%klp	202 85%klmnp	3002 67%	644 77%klp	1581 62%	1658 70%rw	571 84%rsw	290 82%rsw	149 93%rstuw	3238 66%r	439 85%rsw	1015 62%	3272 72%y
Up to £1.00 (0.5)	24 *	12 *	6 *	15 *	10 *	12 *	1 1%	3 *	6 *	2 1%	3 *	5 *	13 1%	5 1%	-	1 *	18 *	1 *	8 *	13 1%	2 *	-	*	21 *	*	14 1%z	10 *
£1.01 to £2.00 (1.5)	106 2%	58 2%bd	29 1%	77 2%b	47 1%	58 2%	7 4%	19 2%	29 1%	*	4 *	29 1%	48 2%	16 2%	11 2%	2 1%	77 2%	13 2%	40 2%	56 2%t	3 *	5 1%	1 1%	97 2%t	6 1%	51 3%z	55 1%
£2.01 to £4.00 (3)	350 6%	127 5%	133 6%	212 6%	218 7%	127 5%	10 5%	37 5%	133 6%	9 4%	55 5%	126 6%	145 6%	47 6%	23 4%	9 4%	271 6%q	32 4%	166 6%tvx	140 6%v	25 4%	17 5%v	1 *	306 6%tv	18 4%	119 7%z	231 5%
£4.01 to £6.00 (5)	326 5%	136 6%b	89 4%	228 7%b	181 5%b	136 6%	7 4%	40 5%	89 4%	10 4%	41 4%	115 6%	148 6%q	34 4%	21 4%	9 4%	263 6%q	29 4%	152 6%tuvx	151 6%tuvx	16 2%	5 1%	2 1%	303 6%tuvx	7 1%	99 6%	227 5%
£6.01 to £10.00 (8)	407 7%	185 8%	139 6%	262 8%	216 7%	185 8%g	6 3%	37 5%	139 6%	5 2%	56 5%	164 8%moq	170 7%mo	35 4%	35 6%o	4 2%	334 7%moq	38 5%	237 9%stuvx	133 6%t	19 3%	11 3%	6 4%	370 8%stux	17 3%	133 8%z	274 6%
£10.01 to £20.00 (15)	307 5%	104 4%	146 6%ac	155 4%	197 6%ac	104 4%	8 4%	28 4%	146 6%i	9 4%	38 4%	120 6%	123 5%	33 4%	24 4%	8 3%	243 5%	32 4%	174 7%stuvx	102 4%v	20 3%	11 3%	*	276 6%tvx	11 2%	88 5%	219 5%
£20.01 to £30.00 (25)	163 3%	83 3%b	42 2%	116 3%b	75 2%	83 3%g	1 *	12 2%	42 2%	6 3%	14 1%	70 3%moq	70 3%mo	9 1%	13 2%	*	140 3%mo	13 2%	94 4%stx	57 2%t	6 1%	6 2%	-	151 3%t	6 1%	49 3%	114 3%
£30.01 to £40.00 (35)	56 1%	22 1%	24 1%	30 1%	31 1%	22 1%	2 1%	10 1%	24 1%	-	11 1%	16 1%	26 1%	8 1%	5 1%	1 *	42 1%	6 1%	35 1%s	15 1%	4 1%	1 *	*	50 1%	1 *	19 1%	37 1%
£40.01 to £50.00 (45)	25 *	11 *	11 *	13 *	13 *	11 *	-	3 *	11 *	*	2 *	8 *	10 *	3 *	2 *	1 1%	19 *	3 *	15 1%	9 *	1 *	-	*	23 *	*	9 1%	16 *
Over £50 (55)	43 1%	20 1%	17 1%	26 1%	23 1%	20 1%	-	6 1%	17 1%	2 1%	7 1%	23 1%	14 1%	2 *	4 1%	*	37 1%	5 1%	35 1%st	6 *	1 *	1 *	-	42 1%s	1 *	14 1%	29 1%
I don't know	73 1%	29 1%	26 1%	46 1%	42 1%	29 1%	1 *	4 1%	26 1%	4 2%	12 1%	29 1%	24 1%	7 1%	13 2%	*	53 1%	14 2%	30 1%	26 1%	12 2%	4 1%	1	56 1%	5 1%	17 1%	56 1%
I prefer not to say	2 *	1 *	-	2 *	1 *	1 *	-	-	-	-	-	-	*	-	1 *	1 1%klp	*	2 *p	*	2 *	-	-	-	2 *	-	*	1 *
NET: Up to £10 (excluding not spending anything)	1212 20%	518 22%b	396 18%	794 23%bd	672 20%b	518 22%g	31 16%	135 17%	396 18%	26 12%	159 15%	439 21%mnoq	525 22%mnoq	136 17%o	89 15%	24 10%	963 21%mnoq	113 14%	604 24%tuvx	493 21%tuvx	66 10%	39 11%	11 7%	1097 22%tuvx	49 10%	416 26%z	797 18%
NET: Up to £20 (excluding not spending anything)	1520 25%	622 26%	542 24%	949 27%b	868 26%	622 26%g	38 20%	163 21%	542 24%ij	35 15%	198 18%	559 27%mnoq	647 27%mnoq	169 21%o	113 19%	31 13%	1206 27%mnoq	144 17%	779 30%stuvx	595 25%tuvx	86 13%	50 14%	11 7%	1373 28%tuvx	61 12%	504 31%z	1016 22%
NET: Over £10	594 10%	241 10%	239 11%	341 10%	339 10%	241 10%	11 6%	59 8%	239 11%j	17 8%	72 7%	236 11%moq	244 10%mo	54 7%	49 8%	11 5%	481 11%moq	59 7%	353 14%stuvwx	189 8%tvx	31 5%v	20 6%v	*	542 11%stuvx	20 4%	179 11%	415 9%
NET: Over £20	287 5%	137 6%	94 4%	186 5%	143 4%	137 6%	4 2%	31 4%	94 4%	9 4%	34 3%	117 6%moq	121 5%mo	21 3%	25 4%	3 1%	238 5%mo	28 3%	179 7%stuvx	87 4%t	12 2%	9 3%	*	266 5%stvx	9 2%	91 6%	196 4%
Mean	3.32	3.65	3.35	3.61	3.41	3.65fg	1.79	2.82	3.35j	2.40	2.46	3.94moq	3.48moq	2.27	2.87o	1.43	3.69moq	2.45	4.73stuvwx	2.80tuvx	1.48v	1.77v	0.44	3.80stuvx	1.35	3.97z	3.09
Std Dev.	8.01	8.49	8.15	8.23	7.97	8.49	5.21	7.93	8.15	7.53	7.15	8.83	8.01	6.39	7.82	5.33	8.40	7.21	9.75	6.82	5.15	5.91	1.91	8.53	5.04	8.68	7.74
Std Error	0.10	0.18	0.17	0.14	0.14	0.18	0.37	0.27	0.17	0.52	0.21	0.19	0.17	0.22	0.33	0.33	0.13	0.25	0.19	0.14	0.20	0.33	0.15	0.12	0.23	0.22	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I haven't spent anything on postage for parcels in the last month (0)	4287 69%	276 69%	3989 79%c	22 53%	1201 70%	2864 69%	222 69%	4006 69%	127 79%gk	51 75%	67 90%gk	4185 69%	35 99%
Up to £1.00 (0.5)	24 *	*	23 *	-	11 1%	13 *	*	18 *	4 2%gk	1 2%	-	24 *	-
£1.01 to £2.00 (1.5)	106 2%	14 4%cb	89 2%	3 6%b	33 2%	61 1%	11 4%e	103 2%	2 1%	-	*	106 2%	* 1%
£2.01 to £4.00 (3)	350 6%	15 4%	331 6%	3 8%	83 5%	248 6%	19 6%	339 6%	10 6%	* 1%	-	350 6%	-
£4.01 to £6.00 (5)	326 5%	24 6%	300 5%	2 5%	79 5%	231 6%	17 5%	315 5%	4 2%	8 11%h	2 2%	325 5%	-
£6.01 to £10.00 (8)	407 7%	21 5%	382 7%	4 9%	96 6%	298 7%	13 4%	396 7%	4 2%	5 7%	2 3%	405 7%	-
£10.01 to £20.00 (15)	307 5%	25 6%	279 5%	4 9%	99 6%f	201 5%	8 2%	304 5%	1 1%	* *	1 2%	306 5%	-
£20.01 to £30.00 (25)	163 3%	8 2%	151 3%	4 8%ab	47 3%	96 2%	20 6%de	154 3%	6 4%	2 3%	-	163 3%	-
£30.01 to £40.00 (35)	56 1%	5 1%	51 1%	-	17 1%	36 1%	3 1%	53 1%	3 2%	-	-	56 1%	-
£40.01 to £50.00 (45)	25 *	3 1%	22 *	-	7 *	17 *	*	24 *	*	-	-	25 *	-
Over £50 (55)	43 1%	4 1%	40 1%	-	17 1%	24 1%	3 1%	43 1%	-	-	-	43 1%	-
I don't know	73 1%	5 1%	69 1%	-	16 1%	53 1%	4 1%	71 1%	-	-	3 4%	71 1%	-
I prefer not to say	2 *	-	2 *	-	-	1 *	1 *de	2 *	-	-	-	2 *	* *
NET: Up to £10 (excluding not spending anything)	1212 20%	75 19%	1125 20%	12 29%	301 18%	851 21%d	61 19%	1171 20%j	23 14%	14 21%j	5 5%	1209 20%j	1%
NET: Up to £20 (excluding not spending anything)	1520 25%	100 25%	1404 25%	16 38%	399 23%	1052 25%	68 21%	1476 25%hj	24 15%	15 21%j	5 6%	1515 25%hj	* 1%
NET: Over £10	594 10%	45 11%	542 9%	8 18%	187 11%	373 9%	34 10%	580 10%	10 6%	2 4%	1 2%	593 10%	-
NET: Over £20	287 5%	20 5%	263 5%	4 9%	89 5%	172 4%	26 8%e	275 5%	9 5%	2 3%	-	287 5%	-
Mean	3.32	3.65	3.29	4.96	3.54	3.21	3.64	3.42j	2.20	2.07	0.59	3.37j	0.01
Std Dev.	8.01	8.84	7.95	7.86	8.66	7.66	8.80	8.13	6.72	5.08	2.48	8.07	0.12
Std Error	0.10	0.43	0.11	1.10	0.20	0.12	0.50	0.11	0.58	0.66	0.30	0.10	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 224

QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I haven't spent anything on postage for parcels in the last month (0)	4287 69%	1096 71%d	1081 70%	1084 70%	1026 67%	372 70%	373 72%mop	351 71%	388 74%mop	342 67%	351 69%	364 74%mop	382 72%mop	338 64%	385 72%mop	326 64%	315 64%
Up to £1.00 (0.5)	24 *	9 1%	2 *	7 *	6 *	3 1%	* *	6 1%h	- -	2 *	- -	3 1%	5 1%	- -	2 *	4 1%	- -
£1.01 to £2.00 (1.5)	106 2%	25 2%	35 2%	22 1%	24 2%	9 2%	5 1%	11 2%	11 2%	8 2%	17 3%fp	7 1%	10 2%	6 1%	11 2%	8 2%	4 1%
£2.01 to £4.00 (3)	350 6%	94 6%	81 5%	79 5%	95 6%	29 6%	46 9%ghik	18 4%	24 5%	25 5%	32 6%	20 4%	28 5%	31 6%	33 6%	34 7%	28 6%
£4.01 to £6.00 (5)	326 5%	75 5%	100 6%	76 5%	75 5%	18 3%	25 5%	32 6%l	26 5%	45 9%efinc	30 6%	26 5%	15 3%	35 7%l	23 4%	21 4%	31 6%l
£6.01 to £10.00 (8)	407 7%	101 7%	95 6%	91 6%	119 8%	42 8%k	23 4%	37 7%	29 6%	31 6%	34 7%	20 4%	33 6%	38 7%	30 6%	48 9%fk	41 8%k
£10.01 to £20.00 (15)	307 5%	62 4%	77 5%	92 6%	76 5%	21 4%	26 5%	16 3%	29 5%	27 5%	21 4%	25 5%	32 6%	35 7%cq	18 3%	23 5%	35 7%cn
£20.01 to £30.00 (25)	163 3%	38 2%	30 2%	46 3%	48 3%	15 3%	8 1%	15 3%	10 2%	15 3%	5 1%	8 2%	13 3%	25 5%fjk	15 3%	22 4%fj	11 2%
£30.01 to £40.00 (35)	56 1%	12 1%	10 1%	19 1%	15 1%	5 1%	2 *	6 1%	1 *	6 1%	3 *	2 *	9 2%n	8 2%n	* *	2 *	12 2%fhjkno
£40.01 to £50.00 (45)	25 *	4 *	4 *	8 1%	9 1%	2 *	1 *	- -	1 *	3 1%	* *	3 1%	4 1%	2 *	4 1%	3 1%	2 *
Over £50 (55)	43 1%	10 1%	10 1%	7 *	16 1%	4 1%	4 1%	2 *	3 1%	2 *	5 1%	4 1%	* *	3 1%	3 1%	8 2%l	5 1%
I don't know	73 1%	15 1%	16 1%	15 1%	27 2%	7 1%	4 1%	4 1%	3 1%	2 *	10 2%	8 2%	3 1%	4 1%	8 2%	7 1%	11 2%
I prefer not to say	2 *	- -	1 *	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	- -
NET: Up to £10 (excluding not spending anything)	1212 20%	304 20%	314 20%	276 18%	318 21%	101 19%	99 19%	104 21%	90 17%	111 22%k	113 22%k	76 15%	89 17%	111 21%	99 19%	116 23%k	104 21%
NET: Up to £20 (excluding not spending anything)	1520 25%	367 24%	390 25%	368 24%	394 26%	122 23%	125 24%	120 24%	118 23%	138 27%	134 26%	101 21%	121 23%	146 28%k	117 22%	139 27%	139 28%k
NET: Over £10	594 10%	127 8%	130 8%	173 11%ab	164 11%	47 9%	41 8%	38 8%	44 8%	53 10%	38 7%	42 9%	58 11%	73 14%efghjkn	40 8%	59 12%	66 13%fghjn
NET: Over £20	287 5%	64 4%	53 3%	81 5%	88 6%b	27 5%	15 3%	22 4%	15 3%	26 5%	12 2%	17 3%	26 5%	38 7%fhjk	22 4%	36 7%fh	30 6%hj
Mean	3.32	2.98	2.95	3.51	3.65ab	3.34	2.69	2.92	2.62	3.55	2.69	2.80	3.28	4.39fghjkn	2.79	4.35fghjkn	4.47fghjkn
Std Dev.	8.01	7.54	7.29	8.16	8.93	8.30	7.18	7.05	6.69	7.98	7.15	7.69	7.76	8.89	7.49	9.72	9.40
Std Error	0.10	0.19	0.19	0.21	0.23	0.37	0.32	0.32	0.30	0.35	0.32	0.34	0.34	0.40	0.33	0.43	0.42

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	4173	627	3546	723	3450	1950	2215	477	505	771	516	809	614	481	982	1287	1904	1095	3720	425
Weighted Base	4290	830	3460	756	3534	2035	2245	537	583	779	550	784	570	488	1120	1329	1842	1058	3617	644
Effective Base	2570	473	2099	444	2126	1206	1358	330	333	466	319	491	353	280	662	785	1123	633	2209	349
I haven't spent anything on postage for letters/ parcels in the last month (0)	278 6%	58 7%	220 6%	15 2%	263 7%c	119 6%	156 7%	34 6%	37 6%	41 5%	40 7%	53 7%	44 8%	29 6%	71 6%	81 6%	126 7%	73 7%	243 7%	32 5%
Up to £1.00	171 4%	19 2%	152 4%a	14 2%	157 4%c	78 4%	93 4%	19 4%	16 3%	30 4%	19 3%	31 4%	32 6%	25 5%	35 3%	49 4%	88 5%	57 5%m	151 4%	21 3%
£1.01 to £2.00	481 11%	71 9%	410 12%a	56 7%	425 12%c	228 11%	251 11%	54 10%	65 11%	72 9%	74 13%	92 12%	61 11%	64 13%	119 11%	146 11%	217 12%	125 12%	412 11%	65 10%
£2.01 to £4.00	628 15%	122 15%	506 15%	79 10%	550 16%c	316 16%	312 14%	77 14%	76 13%	95 12%	81 15%	110 14%	80 14%	109 22%ghijkl	153 14%	176 13%	300 16%	190 18%no	537 15%	88 14%
£4.01 to £6.00	540 13%	102 12%	439 13%	87 11%	454 13%	258 13%	280 12%	70 13%	82 14%	95 12%	64 12%	97 13%	67 12%	63 13%	152 14%	159 12%	229 12%	129 12%	451 12%	87 14%
£6.01 to £10.00	596 14%	111 13%	485 14%	128 17%d	468 13%	259 13%	336 15%	85 16%	88 15%	109 14%	72 13%	97 12%	82 14%	63 13%	173 15%	181 14%	242 13%	145 14%	509 14%	82 13%
£10.01 to £20.00	637 15%	123 15%	513 15%	144 19%d	492 14%	320 16%	317 14%	84 16%	100 17%m	146 19%klm	81 15%	100 13%	70 12%	55 11%	184 16%pq	227 17%pc	225 12%	125 12%	506 14%	128 20%r
£20.01 to £30.00	327 8%	75 9%	252 7%	76 10%d	251 7%	188 9%f	140 6%	38 7%	38 7%	80 10%m	50 9%m	69 9%m	33 6%	19 4%	76 7%	130 10%npc	121 7%	52 5%	270 7%	55 9%
£30.01 to £40.00	134 3%	21 3%	113 3%	46 6%d	89 3%	69 3%	66 3%	21 4%	14 2%	27 3%	16 3%	34 4%m	17 3%	7 1%	34 3%	43 3%	57 3%	23 2%	114 3%	21 3%
£40.01 to £50.00	80 2%	24 3%	57 2%	32 4%d	48 1%	38 2%	41 2%	12 2%	13 2%	21 3%	9 2%	12 2%	8 1%	5 1%	25 2%	30 2%	25 1%	13 1%	62 2%	18 3%
Over £50	139 3%	38 5%	101 3%	58 8%d	81 2%	66 3%	73 3%	20 4%	22 4%	22 3%	18 3%	27 3%	23 4%m	7 1%	42 4%	40 3%	57 3%	30 3%	122 3%	15 2%
I prefer not to say	24 1%	2 *	22 1%	1 *	23 1%	7 *	17 1%	3 *	4 1%	7 1%	1 *	2 *	5 1%	3 1%	7 1%	8 1%	10 1%	8 1%	17 *	6 1%
I don't know	252 6%	64 8%	189 5%	19 3%	233 7%c	90 4%	163 7%e	21 4%	27 5%	33 4%	27 5%	58 7%gi	48 8%ghi	39 8%gi	48 4%	60 5%	144 8%no	87 8%no	223 6%	25 4%
NET: Up to £10 (excluding not spending anything)	2418 56%	425 51%	1993 58%a	364 48%	2054 58%c	1139 56%	1273 57%	304 57%	327 56%	400 51%	310 56%	430 55%	322 57%	324 66%ghijkl	632 56%	710 53%	1076 58%o	646 61%o	2059 57%	343 53%
NET: Up to £20 (excluding not spending anything)	3054 71%	548 66%	2506 72%a	508 67%	2546 72%c	1459 72%	1590 71%	389 72%	428 73%	547 70%	390 71%	530 68%	392 69%	379 78%ikl	816 73%	937 71%	1301 71%	771 73%	2566 71%	471 73%
NET: Over £10	1318 31%	282 34%	1036 30%	357 47%d	961 27%	680 33%f	636 28%	175 33%m	187 32%m	297 38%klm	173 31%m	242 31%m	151 26%m	93 19%	362 32%pq	470 35%pc	486 26%	244 23%	1074 30%	237 37%r
NET: Over £20	681 16%	158 19%b	523 15%	212 28%d	469 13%	360 18%f	319 14%	90 17%m	87 15%	151 19%m	92 17%m	142 18%m	81 14%	38 8%	178 16%q	243 18%pc	261 14%	119 11%	568 16%	109 17%
Mean	11.77	13.59b	11.35	18.24d	10.32	12.09	11.48	12.68m	12.07m	13.44m	11.52m	12.17m	11.17m	7.95	12.36pq	12.64pq	10.75	9.68	11.66	12.28
Std Dev.	15.74	17.77	15.19	20.40	14.09	15.38	16.07	17.75	16.09	16.44	15.35	15.86	15.34	11.09	16.90	16.02	14.68	13.63	15.86	14.46
Std Error	0.25	0.74	0.26	0.77	0.25	0.36	0.35	0.84	0.74	0.61	0.69	0.58	0.65	0.53	0.55	0.46	0.35	0.43	0.27	0.72

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	4173	1113	1227	830	1003	2340	1833	2334	1795	346	473	1063	1119	759	2655	358	3562	900	3098	175
Weighted Base	4290	919	1342	986	1043	2261	2029	2645	1597	347	479	1130	1128	763	2737	360	3676	863	3246	182
Effective Base	2570	554	787	588	642	1341	1230	1490	1068	218	292	688	681	430	1661	227	2188	552	1909	113
I haven't spent anything on postage for letters/ parcels in the last month (0)	278 6%	43 5%	76 6%	55 6%	105 10%abc	118 5%	160 8%e	137 5%	140 9%g	35 10%lmn	33 7%	82 7%	60 5%	39 5%	175 6%	37 10%p	223 6%	69 8%	198 6%	12 6%
Up to £1.00	171 4%	26 3%	56 4%	45 5%	45 4%	82 4%	90 4%	100 4%	70 4%	25 7%ln	19 4%	47 4%	37 3%	34 4%	102 4%	25 7%p	142 4%	36 4%	128 4%	7 4%
£1.01 to £2.00	481 11%	86 9%	151 11%	94 10%	149 14%ac	238 11%	244 12%	276 10%	202 13%	56 16%lmn	74 15%l	141 13%l	96 9%	81 11%	311 11%	57 16%p	407 11%	106 12%	365 11%	11 6%
£2.01 to £4.00	628 15%	139 15%	177 13%	152 15%	160 15%	316 14%	312 15%	362 14%	262 16%	55 16%	65 14%	186 16%m	155 14%	91 12%	405 15%	55 15%	529 14%	124 14%	477 15%	27 15%
£4.01 to £6.00	540 13%	120 13%	178 13%	109 11%	133 13%	298 13%	242 12%	344 13%	187 12%	48 14%	71 15%	146 13%	125 11%	101 13%	342 12%	49 14%	469 13%	116 13%	408 13%	16 9%
£6.01 to £10.00	596 14%	125 14%	193 14%d	165 17%d	113 11%	318 14%	278 14%	375 14%	221 14%	39 11%	65 14%	161 14%	163 14%	98 13%	389 14%	43 12%	512 14%	136 16%s	445 14%	15 9%
£10.01 to £20.00	637 15%	146 16%	210 16%	152 15%	128 12%	356 16%	281 14%	449 17%h	184 12%	32 9%	61 13%	165 15%i	200 18%i	136 18%i	426 16%i	32 9%	591 16%o	115 13%	503 15%	19 11%
£20.01 to £30.00	327 8%	72 8%	108 8%	89 9%d	58 6%	180 8%	148 7%	223 8%h	94 6%	19 5%	32 7%	72 6%	103 9%	76 10%k	207 8%	20 6%	291 8%	55 6%	259 8%	13 7%
£30.01 to £40.00	134 3%	43 5%cd	50 4%	19 2%	23 2%	93 4%f	42 2%	96 4%	38 2%	5 2%	10 2%	31 3%	51 5%i	30 4%	93 3%	5 2%	125 3%	23 3%	109 3%	3 1%
£40.01 to £50.00	80 2%	23 2%	22 2%	17 2%	19 2%	44 2%	36 2%	55 2%	24 2%	* *	9 2%	22 2%i	21 2%	19 2%i	52 2%	* *	72 2%o	24 3%	53 2%	4 2%
Over £50	139 3%	43 5%c	41 3%	22 2%	34 3%	84 4%	55 3%	95 4%	44 3%	12 3%	12 3%	32 3%	53 5%m	18 2%	97 4%	12 3%	122 3%	23 3%	106 3%	10 6%
I prefer not to say	24 1%	6 1%	1 *	6 1%	11 1%b	7 *	17 1%	9 *	10 1%	1 *	* *	2 *	1 *	1 *	3 *	3 1%	5 *	1 *	9 *	15 8%qr
I don't know	252 6%	47 5%	80 6%	60 6%	65 6%	127 6%	125 6%	125 5%	120 8%g	18 5%	28 6%	42 4%	63 6%	40 5%	133 5%	19 5%	187 5%	36 4%	188 6%	29 16%qr
NET: Up to £10 (excluding not spending anything)	2418 56%	497 54%	755 56%	566 57%	600 58%	1252 55%	1166 57%	1456 55%	942 59%g	223 64%lmn	293 61%l	681 60%lm	576 51%	406 53%	1550 57%l	230 64%p	2059 56%	518 60%s	1822 56%s	77 43%
NET: Up to £20 (excluding not spending anything)	3054 71%	643 70%	965 72%	718 73%	728 70%	1608 71%	1446 71%	1905 72%	1126 70%	255 74%	355 74%	846 75%l	775 69%	541 71%	1975 72%	262 73%	2650 72%	633 73%s	2325 72%s	97 53%
NET: Over £10	1318 31%	326 36%d	430 32%d	300 30%d	261 25%	757 33%f	561 28%	919 35%h	384 24%	69 20%	124 26%	323 29%i	428 38%ijkn	278 38%ijk	875 32%ij	70 19%	1201 33%o	239 28%	1030 32%	49 27%
NET: Over £20	681 16%	181 20%cd	220 16%	147 15%	133 13%	401 18%f	281 14%	470 18%h	200 13%	36 11%	63 13%	158 14%	229 20%ijkn	143 19%ijk	449 16%i	38 10%	610 17%o	124 14%	527 16%	30 16%
Mean	11.77	13.92bcd	11.93d	11.16	10.23	12.74f	10.68	12.83h	9.96	8.50	9.81	10.87i	14.25ijkn	12.84ijk	12.07ij	8.47	12.16o	11.06	11.89	13.58
Std Dev.	15.74	17.62	15.48	13.94	15.70	16.41	14.87	16.49	14.29	13.81	12.80	15.35	17.72	15.97	16.08	13.66	15.98	15.75	15.66	17.25
Std Error	0.25	0.54	0.46	0.50	0.52	0.35	0.36	0.35	0.35	0.76	0.61	0.48	0.54	0.59	0.32	0.74	0.28	0.54	0.29	1.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4173	2771	1402	657	2267	761	684	461	221	250	228	250	256	271	271	257	263	127	634
Weighted Base	4290	3664	627	129	3638	348	203	100	160	457	329	313	382	425	587	595	391	48*	300
Effective Base	2570	2214	357	145	1994	323	367	302	211	237	217	236	241	252	259	244	246	47	276
I haven't spent anything on postage for letters/ parcels in the last month (0)	278 6%	249 7%	29 5%	8 6%	221 6%	26 7%	21 11%d	10 10%d	9 6%	19 4%	21 6%	22 7%	16 4%	25 6%	32 5%	50 8%	27 7%	4 8%	22 7%
Up to £1.00	171 4%	143 4%	29 5%	5 4%	147 4%	11 3%	9 4%	5 5%	5 3%	19 4%	12 4%	17 6%n	17 5%n	15 4%	9 2%	27 5%	24 6%n	* 1%	10 3%
£1.01 to £2.00	481 11%	415 11%	66 11%	17 13%	412 11%	36 10%	20 10%	13 13%	18 12%	48 11%	35 11%	40 13%	30 8%	45 11%	76 13%	77 13%	41 11%	4 8%	32 11%
£2.01 to £4.00	628 15%	545 15%c	83 13%c	9 7%	545 15%g	51 15%g	24 12%	9 9%	27 17%n	67 15%	59 18%n	54 17%n	55 14%	65 15%n	54 9%	104 18%n	59 15%n	13 28%ilmnpr	37 12%
£4.01 to £6.00	540 13%	467 13%	73 12%	16 12%	460 13%	43 12%	23 11%	14 14%	25 15%	62 14%	40 12%	46 15%	40 11%	66 16%n	57 10%	68 11%	55 14%	5 11%	37 12%
£6.01 to £10.00	596 14%	487 13%	109 17%a	28 22%sa	509 14%	46 13%	26 13%	15 15%	24 15%	51 11%	43 13%	37 12%	56 15%	77 18%l	84 14%	76 13%	61 16%	5 10%	41 14%
£10.01 to £20.00	637 15%	550 15%	87 14%	12 10%	555 15%e	35 10%	34 17%e	12 12%	21 13%	74 16%	49 15%	45 14%	55 14%	55 13%	122 21%hmpqr	87 15%	47 12%	3 6%	32 11%
£20.01 to £30.00	327 8%	288 8%	39 6%	12 10%	272 7%	26 8%	21 10%	8 8%	6 4%	37 8%	24 7%	18 6%	50 13%hjkmnopr	30 7%	45 8%	32 5%	29 7%	4 8%	23 8%
£30.01 to £40.00	134 3%	117 3%	17 3%	3 2%	111 3%	15 4%	4 2%	4 4%	3 2%	15 3%	7 2%	5 2%	18 5%m	7 2%	29 5%	13 2%	14 4%	3 6%	12 4%
£40.01 to £50.00	80 2%	67 2%	13 2%	2 2%	63 2%	12 3%	4 2%	1 1%	1 1%	8 2%	4 1%	6 2%	7 2%	11 3%o	16 3%o	3 1%	7 2%	* 1%	11 4%ho
Over £50	139 3%	114 3%	26 4%	10 8%a	114 3%	16 5%	6 3%	3 3%	5 3%	12 3%	5 2%	9 3%	11 3%	8 2%	30 5%	26 4%	8 2%	1 3%	15 5%j
I prefer not to say	24 1%	20 1%	4 1%	3 2%a	20 1%	1 *	2 1%	1 1%	3 2%mno	5 1%	3 1%	1 *	4 1%	-	-	2 *	1 *	*	1 *
I don't know	252 6%	202 6%	50 8%	4 3%	207 6%	32 9%dfg	9 4%	4 4%	13 8%k	38 8%k	27 8%k	11 3%	22 6%	19 4%	31 5%	30 5%	16 4%	5 11%kp	27 9%kmp
NET: Up to £10 (excluding not spending anything)	2418 56%	2058 56%	360 57%	75 58%	2073 57%f	185 53%	102 50%	57 57%	99 62%lnr	248 54%	189 57%n	195 62%lnr	199 52%	268 63%lnr	282 48%	352 59%n	241 62%lnr	31 57%	158 53%
NET: Up to £20 (excluding not spending anything)	3054 71%	2608 71%	447 71%	87 67%	2629 72%ef	221 63%	136 67%	69 69%	120 75%r	323 71%	238 72%r	240 77%lr	254 66%	324 76%lr	404 69%	439 74%r	288 74%r	31 63%	190 63%
NET: Over £10	1318 31%	1135 31%	183 29%	40 31%	1116 31%	104 30%	69 34%	28 28%	35 22%	145 32%h	90 27%	84 27%	142 37%hjkmop	113 27%	242 41%hjkmopqr	161 27%	105 27%	11 23%	93 31%h
NET: Over £20	681 16%	585 16%	96 15%	27 21%	561 15%	69 20%d	35 17%	17 17%	15 9%	71 16%	41 12%	38 12%	87 23%hjkmop	57 13%	120 20%hjkmo	74 12%	58 15%	8 17%	61 20%jkmo
Mean	11.77	11.65	12.50	14.17	11.61	13.65d	11.78	11.41	9.39	11.45	10.23	10.09	13.59hjkmp	10.76	14.83hjkmop	10.88	10.32	11.21	14.03hjkmo
Std Dev.	15.74	15.50	17.09	18.80	15.43	18.78	15.41	16.04	13.01	13.78	12.73	15.03	15.71	15.01	18.03	16.94	13.01	17.17	19.02
Std Error	0.25	0.30	0.47	0.76	0.33	0.71	0.61	0.77	0.92	0.91	0.88	0.97	1.02	0.93	1.13	1.08	0.82	1.62	0.79

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 225

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	4173	1635	1675	2404	2444	1635	125	598	1675	148	868	1627	1667	474	309	90	3294	399	1985	1565	361	180	70	3550	250	1180	2993
Weighted Base	4290	1743	1650	2548	2454	1743	126*	524	1650	148*	804	1635	1752	488	330	79*	3387	409	1959	1638	396	207	80*	3597	288	1294	2996
Effective Base	2570	1026	1013	1502	1489	1026	82	357	1013	96	523	982	1036	305	195	50	2018	245	1186	979	229	121	48	2165	170	774	1796
I haven't spent anything on postage for letters/parcels in the last month (0)	278 6%	115 7%	97 6%	159 6%	141 6%	115 7%	14 11%	53 10%e	97 6%	18 12%h	59 7%	100 6%	105 6%	30 6%	32 10%p	7 9%	206 6%	39 10%lp	126 6%	90 5%	38 10%sw	14 7%	8 10%	216 6%	22 8%	52 4%	227 8%y
Up to £1.00	171 4%	48 3%	101 6%ac	69 3%	122 5%ac	48 3%	5 4%	12 2%	101 6%	16 11%	53 7%	69 4%	78 4%	15 3%	6 2%	4 5%	147 4%	10 2%	63 3%	70 4%	22 6%	9 4%	8 10%rw	133 4%	17 6%	41 3%	130 4%
£1.01 to £2.00	481 11%	182 10%	211 13%	263 10%	292 12%	182 10%	17 13%	56 11%	211 13%	28 19%	119 15%	176 11%	194 11%	61 13%	34 10%	14 18%	370 11%	48 12%	178 9%	209 13%r	49 12%	30 15%r	15 19%r	386 11%	46 16%rw	135 10%	346 12%
£2.01 to £4.00	628 15%	269 15%	250 15%	373 15%	353 14%	269 15%	26 21%	92 18%	250 15%	16 11%	128 16%	231 14%	247 14%	92 19%lp	49 15%	9 11%	478 14%	58 14%	265 14%	261 16%	47 12%	39 19%	14 17%	526 15%	53 18%	168 13%	460 15%
£4.01 to £6.00	540 13%	229 13%b	165 10%	361 14%b	297 12%	229 13%	20 16%	58 11%	165 10%	12 8%	86 11%	189 12%	232 13%	66 13%	42 13%	11 14%	421 12%	54 13%	222 11%	216 13%	66 17%rvw	33 16%	4 5%	437 12%	37 13%	172 13%	368 12%
£6.01 to £10.00	596 14%	230 13%	232 14%	352 14%	354 14%	230 13%	15 12%	74 14%	232 14%	19 13%	111 14%	247 15%	240 14%	65 13%	41 12%	5 6%	486 14%	45 11%	299 15%x	220 13%	52 13%	19 9%	6 8%	519 14%x	26 9%	206 16%	390 13%
£10.01 to £20.00	637 15%	269 15%	243 15%	387 15%	361 15%	269 15%g	12 9%	58 11%	243 15%	14 10%	100 12%	233 14%	273 16%	64 13%	50 15%	16 20%	506 15%	66 16%	311 16%	241 15%	45 11%	31 15%	8 10%	551 15%	39 14%	217 17%	420 14%
£20.01 to £30.00	327 8%	138 8%	126 8%	198 8%	186 8%	138 8%	7 6%	34 6%	126 8%	8 5%	42 5%	148 9%cq	129 7%	30 6%	18 5%	3 4%	277 8%	21 5%	194 10%stux	103 6%	20 5%	7 3%	2 2%	297 8%ux	8 3%	128 10%z	200 7%
£30.01 to £40.00	134 3%	63 4%	46 3%	85 3%	68 3%	63 4%	5 4%	15 3%	46 3%	-	18 2%	62 4%	52 3%	9 2%	9 3%	3 3%	114 3%	12 3%	76 4%	46 3%	6 2%	5 2%	1 2%	122 3%	6 2%	62 5%z	73 2%
£40.01 to £50.00	80 2%	43 2%	22 1%	58 2%	38 2%	43 2%	-	9 2%	22 1%	-	11 1%	30 2%	36 2%	5 1%	8 2%	1 *	66 2%	9 2%	44 2%	30 2%	4 1%	1 1%	-	74 2%	2 1%	25 2%	55 2%
Over £50	139 3%	56 3%	48 3%	91 4%	82 3%	56 3%	-	13 2%	48 3%	5 4%	19 2%	65 4%	48 3%	15 3%	11 3%	-	113 3%	11 3%	85 4%s	38 2%	9 2%	5 2%	1 1%	124 3%	7 2%	47 4%	92 3%
I prefer not to say	24 1%	8 *	9 1%	12 *	13 1%	8 *	-	2 *	9 1%	-	6 1%	6 *	10 1%	4 1%	3 1%	2 2%	16 *	4 1%	5 *	15 1%	3 1%	-	1 1%	20 1%	1 *	10 1%	14 *
I don't know	252 6%	94 5%	101 6%	141 6%	148 6%	94 5%	4 3%	49 9%e	101 6%	11 8%	51 6%	78 5%	111 6%	30 6%	28 8%k	4 6%	189 6%	32 8%	92 5%	99 6%	35 9%rw	14 7%	12 15%rsw	191 5%	25 9%	30 2%	222 7%y
NET: Up to £10 (excluding not spending anything)	2418 56%	958 55%	959 58%	1417 56%	1418 58%	958 55%	83 66%	292 56%	959 58%	92 62%	497 62%	912 56%	989 56%	299 61%nq	172 52%	43 54%	1902 56%	214 52%	1025 52%	976 60%rw	236 60%r	130 63%r	47 59%	2001 56%	178 62%rw	723 56%	1695 57%
NET: Up to £20 (excluding not spending anything)	3054 71%	1227 70%	1202 73%	1804 71%	1779 72%	1227 70%	94 75%	349 67%	1202 73%	106 71%	597 74%	1145 70%	1263 72%	363 74%	222 67%	58 74%	2408 71%	280 69%	1336 68%	1217 74%r	281 71%	162 78%r	55 69%	2553 71%	217 75%	940 73%	2115 71%
NET: Over £10	1318 31%	569 33%	485 29%	819 32%	735 30%	569 33%fg	25 20%	128 24%	485 29%ij	28 19%	190 24%	538 33%m	538 31%	124 25%	96 29%	23 29%	1075 32%m	118 29%	710 36%stuvwx	459 28%t	84 21%	49 24%	12 15%	1168 32%stuvx	62 21%	479 37%z	838 28%
NET: Over £20	681 16%	300 17%	242 15%	432 17%	374 15%	300 17%	13 10%	70 13%	242 15%	13 9%	90 11%	305 19%lmq	264 15%	60 12%	45 14%	7 9%	569 17%m	52 13%	399 20%stuvwx	218 13%x	39 10%	18 9%	5 6%	617 17%stuvx	23 8%	262 20%z	419 14%
Mean	11.77	12.39	11.10	12.37	11.51	12.39f	7.40	10.51	11.10j	8.30	9.31	12.81m	11.52	10.11	11.31	8.42	12.15m	10.75	13.81stuvwx	10.59x	8.91	8.73	6.43	12.36stuvx	8.14	13.49z	10.99
Std Dev.	15.74	16.62	15.04	16.29	15.22	16.62	9.44	15.64	15.04	15.13	13.21	17.12	15.03	14.02	15.34	10.42	16.09	14.54	17.70	13.93	12.83	12.98	10.32	16.19	12.37	16.66	15.24
Std Error	0.25	0.42	0.38	0.34	0.32	0.42	0.86	0.67	0.38	1.29	0.47	0.44	0.38	0.66	0.91	1.16	0.29	0.76	0.41	0.37	0.71	1.00	1.32	0.28	0.82	0.49	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 225

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	4173	299	3843	31	1264	2709	200	3967	111	42	42	4120	11
Weighted Base	4290	287	3975	28**	1208	2875	207	4050	131*	50*	44**	4231	16**
Effective Base	2570	176	2375	19	754	1686	133	2429	75	30	28	2534	9
I haven't spent anything on postage for letters/ parcels in the last month (0)	278 6%	11 4%	267 7%	- -	87 7%	182 6%	9 5%	261 6%	6 5%	3 6%	7 16%	270 6%	2 10%
Up to £1.00	171 4%	5 2%	166 4%	- -	46 4%	117 4%	9 4%	165 4%	* *	5 9%·h	* *	170 4%	1 9%
£1.01 to £2.00	481 11%	33 12%	443 11%	5 17%	138 11%	321 11%	23 11%	443 11%	16 13%	15 30%·ghk	5 12%	475 11%	1 10%
£2.01 to £4.00	628 15%	39 14%	585 15%	4 16%	195 16%	408 14%	25 12%	590 15%	23 18%	5 9%	8 18%	533 13%	2 14%
£4.01 to £6.00	540 13%	42 15%	498 13%	* *	147 12%	357 12%	36 17%	511 13%	18 14%	4 8%	8 18%	533 13%	- -
£6.01 to £10.00	596 14%	40 14%	552 14%	4 13%	159 13%	411 14%	26 13%	561 14%	23 17%	6 11%	6 14%	590 14%	1 5%
£10.01 to £20.00	637 15%	49 17%	582 15%	7 24%	164 14%	451 16%	22 11%	607 15%	15 11%	9 18%	4 8%	631 15%	2 15%
£20.01 to £30.00	327 8%	20 7%	306 8%	1 5%	85 7%	226 8%	16 8%	313 8%	11 9%	3 5%	1 2%	327 8%	- -
£30.01 to £40.00	134 3%	11 4%	119 3%	4 13%	52 4%	79 3%	3 2%	127 3%	4 3%	1 3%	1 3%	133 3%	- -
£40.01 to £50.00	80 2%	5 2%	75 2%	- -	33 3%·e	41 1%	7 3%	74 2%	6 4%	- -	* *	80 2%	- -
Over £50	139 3%	14 5%	125 3%	1 2%	41 3%	89 3%	10 5%	136 3%	3 2%	- -	- -	139 3%	* 1%
I prefer not to say	24 1%	1 *	23 1%	* 2%	5 *	12 *	7 3%·de.	18 *	1 1%	- -	- -	18 *	6 37%
I don't know	252 6%	16 6%	233 6%	2 8%	56 5%	181 6%	15 7%	244 6%	4 3%	- -	4 9%	248 6%	- -
NET: Up to £10 (excluding not spending anything)	2418 56%	160 56%	2245 56%	13 46%	686 57%	1613 56%	119 57%	2271 56%	81 61%	34 68%	27 61%	2385 56%	6 37%
NET: Up to £20 (excluding not spending anything)	3054 71%	209 73%	2826 71%	19 69%	850 70%	2064 72%	140 68%	2878 71%	95 73%	43 86%	30 69%	3016 71%	8 52%
NET: Over £10	1318 31%	98 34%	1207 30%	12 44%	374 31%	886 31%	58 28%	1257 31%	39 30%	13 26%	6 14%	1309 31%	3 16%
NET: Over £20	681 16%	50 17%	626 16%	6 21%	210 17%	435 15%	36 17%	650 16%	24 19%	4 8%	2 5%	679 16%	* 1%
Mean	11.77	13.34	11.65	14.10	12.35	11.46	12.72	11.90	12.07	7.37	6.02	11.85	5.73
Std Dev.	15.74	16.85	15.66	13.81	17.02	15.01	17.63	15.89	15.05	8.96	7.81	15.80	8.00
Std Error	0.25	1.01	0.26	2.76	0.49	0.30	1.33	0.26	1.47	1.38	1.23	0.25	2.83

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 225

QH1/I2. Combined spend on letters and parcels in the last month

Base : All those who have sent a letter OR paid for parcel postage in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	4173	1050	1039	1051	1033	374	337	339	342	349	348	341	370	340	335	335	363
Weighted Base	4290	1076	1054	1067	1093	388	338	350	353	344	357	329	382	356	355	362	377
Effective Base	2570	664	650	630	628	243	204	218	212	218	220	196	222	212	201	206	222
I haven't spent anything on postage for letters/ parcels in the last month (0)	278 6%	64 6%	74 7%	76 7%	65 6%	25 6%	22 6%	17 5%	32 9%	21 6%	21 6%	24 7%	33 9%	19 5%	24 7%	23 6%	18 5%
Up to £1.00	171 4%	60 6%d	38 4%	50 5%d	23 2%	23 6%p	15 4%p	23 7%op	14 4%p	12 3%p	12 3%p	22 7%op	15 4%p	13 4%p	13 4%p	8 2%	2 *
£1.01 to £2.00	481 11%	128 12%	124 12%	126 12%	103 9%	35 9%	30 9%	64 18%efhkmop	28 8%	43 13%p	52 15%hp	37 11%p	52 13%p	39 11%p	50 14%p	33 9%	20 5%
£2.01 to £4.00	628 15%	163 15%	164 16%	170 16%d	131 12%	38 10%	63 19%ep	62 18%ep	66 19%ep	43 13%	55 15%p	49 15%p	73 19%ep	48 13%	53 15%p	47 13%	31 8%
£4.01 to £6.00	540 13%	138 13%	166 16%cd	115 11%	122 11%	51 13%	55 16%gm	31 9%	49 14%	67 20%gklmnop	49 14%	40 12%	43 11%	31 9%	41 12%	41 11%	41 11%
£6.01 to £10.00	596 14%	138 13%	144 14%	152 14%	162 15%	43 11%	51 15%	43 12%	58 16%	40 11%	47 13%	42 13%	55 14%	55 16%	53 15%	48 13%	60 16%
£10.01 to £20.00	637 15%	138 13%	144 14%	159 15%	196 18%ab	55 14%	43 13%	40 11%	39 11%	54 16%	51 14%	43 13%	52 14%	64 18%h	52 15%	68 19%gh	75 20%fgh
£20.01 to £30.00	327 8%	90 8%	85 8%	66 6%	87 8%	47 12%gikln	25 7%	19 5%	35 10%kn	24 7%	26 7%	15 4%	23 6%	28 8%	13 4%	28 8%	46 12%gikln
£30.01 to £40.00	134 3%	38 4%b	12 1%	39 4%b	45 4%b	18 5%fhi	3 1%	18 5%fhi	4 1%	2 1%	6 2%	12 4%i	13 3%i	15 4%fi	8 2%	16 5%fhi	20 5%fhi
£40.01 to £50.00	80 2%	22 2%	12 1%	21 2%	25 2%	10 3%	7 2%	5 1%	5 2%	5 1%	1 *	6 2%	7 2%	8 2%	9 3%	8 2%	8 2%
Over £50	139 3%	32 3%	23 2%	34 3%	50 5%b	19 5%gj	8 3%	5 1%	6 2%	13 4%	4 1%	5 1%	13 4%	16 4%j	10 3%	15 4%	25 7%fghijk
I prefer not to say	24 1%	1 *	10 1%a	3 *	10 1%a	-	1 *	-	2 1%	1 *	6 2%e	1 *	*	2 1%	4 1%	4 1%	2 1%
I don't know	252 6%	63 6%	58 6%	57 5%	74 7%	24 6%l	14 4%	24 7%l	14 4%	19 5%l	25 7%l	34 10%fhlm	5 1%	18 5%l	24 7%l	23 6%l	27 7%l
NET: Up to £10 (excluding not spending anything)	2418 56%	628 58%d	635 60%d	612 57%d	542 50%	191 49%	214 63%emop	223 64%emop	215 61%eop	205 59%eop	215 60%eop	189 58%p	236 62%emop	187 52%p	211 59%eop	177 49%	154 41%
NET: Up to £20 (excluding not spending anything)	3054 71%	766 71%	780 74%d	771 72%	738 67%	246 63%	257 76%ep	263 75%ep	254 72%ep	259 75%ep	267 75%ep	233 71%p	288 75%ep	251 70%p	263 74%ep	246 68%	229 61%
NET: Over £10	1318 31%	320 30%	277 26%	318 30%	402 37%abc	148 38%fghijkln	86 26%	85 24%	89 25%	99 29%	89 25%	80 24%	108 28%	131 37%fghijkn	92 26%	135 37%fghijkln	175 46%fghijklmn
NET: Over £20	681 16%	182 17%b	133 13%	160 15%	207 19%b	93 24%fghijkln	44 13%	46 13%	50 14%	44 13%	38 11%	37 11%	56 15%	67 19%jkn	40 11%	67 18%jkn	100 26%fghijklno
Mean	11.77	11.55	10.06	11.48	13.97abc	14.38fghijkln	10.36	9.57	9.79	11.13	9.27	10.03	10.83	13.46ghjk	10.63	13.59ghjk	17.47fghijklmno
Std Dev.	15.74	15.74	13.70	15.65	17.39	18.08	14.86	13.14	12.84	15.75	12.26	14.69	15.47	16.47	15.50	16.75	18.98
Std Error	0.25	0.50	0.44	0.50	0.56	0.96	0.83	0.73	0.72	0.88	0.69	0.82	0.82	0.92	0.88	0.95	1.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I haven't spent anything on postage for letters/ parcels in the last month (0)	2157 35%	460 37%	1697 34%	120 14%	2037 38%c	1097 36%	1053 34%	321 39%lm	327 37%lm	384 34%m	312 38%lm	411 36%m	234 31%	168 27%	648 38%pq	696 36%pc	813 32%	402 29%	1839 35%	293 32%
Up to £1.00	171 3%	19 2%	152 3%a	14 2%	157 3%	78 3%	93 3%	19 2%	16 2%	30 3%	19 2%	31 3%	32 4%h	25 4%	35 2%	49 2%	88 3%n	57 4%no	151 3%	21 2%
£1.01 to £2.00	481 8%	71 6%	410 8%a	56 7%	425 8%	228 8%	251 8%	54 7%	65 7%	72 6%	74 9%	92 8%	61 8%	64 10%i	119 7%	146 7%	217 9%	125 9%	412 8%	65 7%
£2.01 to £4.00	628 10%	122 10%	506 10%	79 9%	550 10%	316 10%	312 10%	77 9%	76 9%	95 8%	81 10%	110 10%	80 11%	109 17%ghijkl	153 9%	176 9%	300 12%no	190 14%no	537 10%	88 10%
£4.01 to £6.00	540 9%	102 8%	439 9%	87 10%	454 9%	258 9%	280 9%	70 8%	82 9%	95 8%	64 8%	100 9%	67 9%	63 10%	152 9%	159 8%	229 9%	145 9%	451 9%	87 10%
£6.01 to £10.00	596 10%	111 9%	485 10%	128 15%d	468 9%	259 9%	336 11%e	85 10%	88 10%	109 10%	72 9%	97 8%	82 11%	63 10%	173 10%	181 9%	242 10%	145 10%	509 10%	82 9%
£10.01 to £20.00	637 10%	123 10%	513 10%	144 17%d	492 9%	320 11%	317 10%	84 10%	100 11%	146 13%klm	81 10%	100 9%	70 9%	55 9%	184 11%	227 12%p	225 9%	125 9%	506 10%	128 14%r
£20.01 to £30.00	327 5%	75 6%	252 5%	76 9%d	251 5%	188 6%f	140 4%	38 5%	38 4%	80 7%hlm	50 6%	69 6%m	33 4%	19 3%	76 5%	130 7%npq	121 5%	52 4%	270 5%	55 6%
£30.01 to £40.00	134 2%	21 2%	113 2%	46 5%d	89 2%	69 2%	66 2%	21 3%	14 2%	27 2%	16 2%	34 3%m	17 2%	7 1%	34 2%	43 2%	57 2%	23 2%	114 2%	21 2%
£40.01 to £50.00	80 1%	24 2%	57 1%	32 4%d	48 1%	38 1%	41 1%	12 1%	13 2%	21 2%	9 1%	12 1%	8 1%	5 1%	25 1%	30 2%	25 1%	13 1%	62 1%	18 2%
Over £50	139 2%	38 3%	101 2%	58 7%d	81 2%	66 2%	73 2%	20 2%	22 2%	22 2%	18 2%	27 2%	23 3%m	7 1%	42 2%	40 2%	57 2%	30 2%	122 2%	15 2%
I prefer not to say	24 *	2 *	22 *	1 *	23 *	7 *	17 1%	3 *	4 *	7 1%	* *	2 *	5 1%	3 *	7 *	8 *	10 *	8 1%	17 *	6 1%
I don't know	252 4%	64 5%	189 4%	19 2%	233 4%c	90 3%	163 5%e	21 3%	27 3%	33 3%	27 3%	58 5%gi	48 6%ghi	39 6%no	48 3%	60 3%	144 6%no	87 6%no	223 4%	25 3%
NET: Up to £10 (excluding not spending anything)	2418 39%	425 34%	1993 40%a	364 42%	2054 39%	1139 38%	1273 41%	304 37%	327 38%	400 36%	310 38%	430 38%	322 42%i	324 52%ghijkl	632 37%	710 37%	1076 43%no	646 47%no	2059 40%	343 38%
NET: Up to £20 (excluding not spending anything)	3054 50%	548 44%	2506 51%a	508 59%d	2546 48%	1459 48%	1590 51%	389 47%	428 49%	547 49%	390 47%	530 46%	392 52%	379 60%ghijkl	816 48%	937 48%	1301 51%	771 56%no	2566 49%	471 52%
NET: Over £10	1316 21%	282 23%	1036 21%	357 41%d	961 18%	680 23%	636 20%	175 21%m	187 21%m	297 26%ghjklm	173 21%m	242 21%m	151 20%	93 15%	362 21%q	470 24%pc	486 19%	244 18%	1074 21%	237 26%r
NET: Over £20	681 11%	158 13%	523 11%	212 28%d	469 9%	360 12%	319 10%	90 11%	87 10%	151 13%m	92 11%	142 12%m	81 11%m	38 6%	178 10%	243 12%q	261 10%	119 9%	568 11%	109 12%
Mean	8.02	8.90	7.80	15.97d	6.70	8.04	8.00	8.13m	7.92m	9.18m	7.57	8.15m	8.17m	6.06	8.02	8.50q	7.64	7.22	7.92	8.61
Std Dev.	14.10	15.77	13.65	20.02	12.37	13.77	14.41	15.46	14.23	14.95	13.59	14.19	14.02	10.26	14.84	14.41	13.30	12.50	14.16	13.35
Std Error	0.18	0.51	0.19	0.70	0.17	0.26	0.26	0.56	0.51	0.45	0.50	0.42	0.50	0.42	0.38	0.34	0.27	0.34	0.19	0.55

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I haven't spent anything on postage for letters/ parcels in the last month (0)	2157 35%	277 24%	677 35%a	462 33%a	740 44%abc	954 31%	1202 39%e	1178 32%	938 39%g	249 44%klmn	273 38%lm	524 33%	485 31%	344 32%	1281 33%	265 45%p	1719 33%	503 39%r	1524 33%	130 43%r
Up to £1.00	171 3%	26 2%	56 3%	45 3%	45 3%	82 3%	90 3%	100 3%	70 3%	25 4%i	19 3%	47 3%	37 2%	34 3%	102 3%	25 4%	142 3%	36 3%	128 3%	7 2%
£1.01 to £2.00	481 8%	86 7%	151 8%	94 7%	149 9%	238 8%	244 8%	276 7%	202 8%	56 10%l	74 10%l	141 9%l	96 6%	81 8%	311 8%	57 10%	407 8%	106 8%s	365 8%s	11 4%
£2.01 to £4.00	628 10%	139 10%	177 9%	152 11%	160 10%	316 10%	312 11%	362 10%	262 11%	55 10%	65 9%	186 12%m	155 10%	91 9%	405 11%	55 9%	529 10%	124 10%	477 10%	27 9%
£4.01 to £6.00	540 9%	120 10%	178 9%	109 8%	133 8%	298 10%	242 8%	344 9%	187 8%	48 9%	71 10%	146 9%	125 8%	101 9%	342 9%	49 8%	469 9%	116 9%	408 9%	16 5%
£6.01 to £10.00	596 10%	125 11%d	193 10%d	165 12%d	113 7%	318 10%	278 9%	375 10%	221 9%	39 7%	65 9%	161 10%	163 10%d	98 9%	389 10%	43 7%	512 10%	136 11%s	445 10%s	15 5%
£10.01 to £20.00	637 10%	146 13%d	210 11%d	152 11%d	128 8%	356 12%f	281 9%	449 12%h	184 8%	32 6%	61 9%	165 10%i	200 13%ij	136 13%ij	426 11%	32 5%	591 11%o	115 9%	503 11%s	19 6%
£20.01 to £30.00	327 5%	72 6%d	108 6%d	89 6%d	58 3%	180 6%	148 5%	223 6%h	94 4%	72 3%	32 4%	72 5%	103 7%lk	76 7%lk	207 5%	20 3%	291 6%	55 4%	259 6%	13 4%
£30.01 to £40.00	134 2%	43 4%cd	50 3%d	19 1%	23 1%	93 3%f	42 2%	96 3%h	38 2%	5 1%	10 1%	31 2%	51 3%ij	30 3%	93 2%	5 1%	125 2%	23 2%	109 2%	3 1%
£40.01 to £50.00	80 1%	23 2%	22 1%	17 1%	19 1%	44 1%	36 1%	55 2%	24 1%	* *	9 1%i	22 1%i	21 1%i	19 2%i	52 1%	* *	72 1%o	24 2%	53 1%	4 1%
Over £50	139 2%	43 4%bcd	41 2%	22 2%	34 2%	84 3%	55 2%	95 3%	44 2%	12 2%	12 2%	32 2%	53 3%m	18 2%	97 3%	12 2%	122 2%	23 2%	106 2%	10 3%
I prefer not to say	24 *	6 *	1 *	6 *	11 1%b	7 *	17 1%	9 *	10 *	1 *	* *	2 *	1 *	1 *	3 *	3 1%p	5 *	1 *	9 *	15 5%qr
I don't know	252 4%	47 4%	80 4%	60 4%	65 4%	127 4%	125 4%	125 3%	120 5%g	18 3%	28 4%	42 3%	63 4%	40 4%	133 3%	19 3%	187 4%	36 3%	188 4%	29 10%qr
NET: Up to £10 (excluding not spending anything)	2418 39%	497 43%d	755 39%	566 41%d	600 36%	1252 40%	1166 38%	1456 39%	942 39%	223 40%	293 41%	681 43%lm	576 37%	406 38%	1550 40%	230 39%	2059 40%	518 40%s	1822 40%s	77 26%
NET: Up to £20 (excluding not spending anything)	3054 50%	643 56%d	965 50%d	718 52%d	728 43%	1608 52%f	1446 47%	1905 52%h	1126 47%	255 46%	355 49%	846 54%i	775 50%	541 51%	1975 51%	262 45%	2650 51%o	633 49%s	2325 51%s	97 32%
NET: Over £10	1318 21%	326 28%bcd	430 22%d	300 22%d	261 16%	757 24%f	561 18%	919 25%h	384 16%	69 12%	124 17%i	323 21%i	428 28%ijkn	278 28%ijk	875 23%ij	70 12%	1201 23%o	239 18%	1030 23%qs	49 16%
NET: Over £20	681 11%	181 16%bcd	220 11%d	147 11%d	133 8%	401 13%f	281 9%	470 13%h	200 8%	36 6%	63 9%	158 10%i	229 16%ijkn	143 13%ijk	449 12%i	38 6%	610 12%o	124 10%	527 12%	30 10%
Mean	8.02	10.96bcd	8.08d	7.73d	6.18	9.15f	6.88	9.07h	6.45	5.13	6.41	7.73i	10.18ijkn	9.02ij	8.47ij	5.06	8.50o	7.25	8.28	7.30
Std Dev.	14.10	16.64	13.91	12.69	13.18	15.04	12.98	15.04	12.45	11.50	11.35	13.85	16.30	14.62	14.55	11.34	14.48	13.80	14.17	14.33
Std Error	0.18	0.45	0.33	0.37	0.33	0.27	0.25	0.26	0.25	0.49	0.43	0.36	0.42	0.45	0.24	0.47	0.21	0.38	0.22	0.89

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I haven't spent anything on postage for letters/ parcels in the last month (0)	2157 35%	1891 36%b	266 31%	51 30%	1768 34%	195 38%	113 38%	80 47%def	100 40%lmnp	238 35%	200 39%mnp	158 35%	177 33%	174 30%	256 32%	299 35%	165 31%	25 36%	171 38%m
Up to £1.00	171 3%	143 3%	29 3%	5 3%	147 3%	11 2%	9 3%	5 3%	5 2%	19 3%	12 2%	17 4%n	17 3%	15 3%	9 1%	27 3%	24 5%n	* 1%	10 2%
£1.01 to £2.00	481 8%	415 8%	66 8%	17 10%	412 8%	36 7%	20 7%	13 8%	18 7%	48 7%	35 7%	40 9%	30 6%	45 8%	76 9%	77 9%	41 8%	4 5%	32 7%
£2.01 to £4.00	628 10%	545 10%c	83 10%	9 5%	545 11%g	51 10%g	24 8%	9 5%	27 11%n	67 10%	59 12%n	54 12%n	55 10%	65 11%n	54 7%	104 12%n	59 11%n	13 20%ilnr	37 8%
£4.01 to £6.00	540 9%	467 9%	73 8%	16 9%	460 9%	43 8%	23 8%	14 8%	25 10%	62 9%	40 8%	46 10%	40 7%	66 12%n	57 7%	68 8%	55 10%	5 8%	37 8%
£6.01 to £10.00	596 10%	487 9%	109 13%a	28 16%a	509 10%	46 9%	26 9%	15 9%	24 9%	51 8%	43 9%	37 8%	56 10%	77 13%ijk	84 10%	76 9%	61 12%	5 7%	41 9%
£10.01 to £20.00	637 10%	550 10%	87 10%	12 7%	555 11%eg	35 7%	34 12%eg	12 7%	21 8%	74 11%	49 10%	45 10%	55 10%	55 10%	122 15%hjkmopr	87 10%	47 9%	3 4%	32 7%
£20.01 to £30.00	327 5%	288 5%	39 5%	12 7%	272 5%	26 5%	21 7%	8 5%	6 2%	37 5%h	24 5%	18 4%	50 9%hjkmor	30 5%	45 6%h	32 4%	29 5%h	4 6%	23 5%
£30.01 to £40.00	134 2%	117 2%	17 2%	3 2%	111 2%	15 3%	4 1%	4 2%	3 1%	15 2%	7 1%	5 1%	18 3%	7 1%	29 4%	13 2%	14 3%	3 4%	12 3%
£40.01 to £50.00	80 1%	67 1%	13 2%	2 1%	63 1%	12 2%	4 1%	1 1%	1 *	8 1%	4 1%	6 1%	7 1%	11 2%o	16 2%o	3 1%	7 1%	* 1%	11 2%ho
Over £50	139 2%	114 2%	26 3%	10 6%a	114 2%	16 3%	6 2%	3 2%	5 2%	12 2%	5 1%	9 2%	11 2%	8 1%	30 4%j	26 3%	8 2%	1 2%	15 3%j
I prefer not to say	24 *	20 *	4 1%	3 1%a	20 *	1 *	2 1%	1 *	3 1%mn	5 1%	3 1%	1 *	4 1%	-	-	2 *	1 *	* *	1 *
I don't know	252 4%	202 4%	50 6%a	4 3%	207 4%	32 6%dfg	9 3%	4 2%	13 5%	38 6%k	27 5%	11 2%	22 4%	19 3%	31 4%	30 4%	16 3%	5 8%k	27 6%k
NET: Up to £10 (excluding not spending anything)	2418 39%	2058 39%	360 42%	75 43%	2073 40%fg	185 36%	102 35%	57 33%	99 40%	248 37%	189 37%	195 43%nr	199 37%	268 47%jjlnr	282 35%	352 42%	241 46%jjlnr	31 40%	158 35%
NET: Up to £20 (excluding not spending anything)	3054 50%	2608 49%	447 52%	87 50%	2629 51%eg	221 43%	136 46%	69 40%	120 48%	323 48%	238 47%	240 53%r	254 47%	324 56%hjjlr	404 50%r	439 52%r	288 54%jlr	31 44%	190 42%
NET: Over £10	1318 21%	1135 21%	183 21%	40 23%	1116 22%g	104 20%	69 23%g	28 17%	35 14%	145 22%h	90 18%	84 19%	142 26%hjkmop	113 20%	242 30%hjkmopr	161 19%	105 20%	11 16%	93 21%h
NET: Over £20	681 11%	585 11%	96 11%	27 16%a	561 11%	69 13%	35 12%	17 10%	15 6%	71 11%h	41 8%	38 9%	87 16%hijkmo	57 10%	120 15%hjko	74 9%	58 11%h	8 12%	61 14%hjko
Mean	8.02	7.89	8.83	10.44a	7.99g	6.88g	7.97	6.55	5.77	7.49	6.40	6.95	9.36hjk	7.87h	10.56hijkmop	7.54	7.53	7.56	9.08hj
Std Dev.	14.10	13.87	15.45	17.29	13.88	16.48	13.82	13.39	11.17	12.40	11.21	13.31	14.47	13.69	16.63	14.96	12.02	15.01	16.69
Std Error	0.18	0.22	0.35	0.59	0.25	0.51	0.45	0.49	0.62	0.66	0.61	0.71	0.77	0.72	0.87	0.79	0.64	1.21	0.55

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 226

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Stamp usage — 1st class all/most of the time (a)	2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards — Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels — Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I haven't spent anything on postage for letters/parcels in the last month (0)	2157 35%	775 32%	707 31%	1068 31%	1000 30%	775 32%	82 42%e	307 39%e	707 31%	96 42%hj	326 30%	529 26%	788 32%kp	353 44%klp	296 50%klp	167 70%klmnpq	1316 29%k	463 56%klmp	736 29%	819 35%rw	323 47%rw	160 45%rsw	88 55%rsw	1555 32%r	248 48%rsw	387 24%	1771 39%y
Up to £1.00	171 3%	48 2%	101 4%ac	69 2%	122 4%ac	48 2%	5 2%	12 2%	101 4%	16 7%	53 5%	69 3%nq	78 3%nq	15 2%	6 1%	4 2%	147 3%nq	10 1%	63 2%	70 3%	22 3%	9 2%	8 5%	133 3%	17 3%	41 3%	130 3%
£1.01 to £2.00	481 8%	182 8%	211 9%	263 8%	292 9%	182 8%	17 9%	56 7%	211 9%	28 12%	119 11%	176 9%	194 8%	61 8%	34 6%	14 6%	370 8%	48 6%	178 7%	209 9%	49 7%	30 9%	15 10%	386 8%	46 9%	135 8%	346 8%
£2.01 to £4.00	628 10%	269 11%	250 11%	373 11%	353 11%	269 11%	26 14%	92 12%	250 11%	16 7%	128 12%	231 11%oq	247 10%oq	92 11%oq	49 8%	9 4%	478 11%oq	58 7%	265 10%t	261 11%t	47 7%	39 11%	14 9%	526 11%t	53 10%	168 10%	460 10%
£4.01 to £6.00	540 9%	229 10%b	165 7%	361 10%b	297 9%	229 10%	20 10%	58 7%	165 7%	12 6%	86 8%	189 9%	232 10%	66 8%	42 7%	11 5%	421 9%q	54 6%	222 9%v	216 9%	66 10%v	33 9%	4 2%	437 9%v	37 7%	172 11%z	368 8%
£6.01 to £10.00	596 10%	230 10%	232 10%	352 10%	354 11%	230 10%	15 8%	74 10%	232 10%	19 8%	111 10%	247 12%mnoq	240 10%oq	65 8%o	41 7%o	5 2%	486 11%noq	45 5%	299 12%stuvwx	220 9%x	52 8%	19 5%	6 4%	519 11%stuvx	26 5%	206 13%z	390 9%
£10.01 to £20.00	637 10%	269 11%	243 11%	387 11%	361 11%	269 11%	12 6%	58 7%	243 11%	14 6%	100 9%	233 11%mnq	273 11%mnq	64 8%	50 8%	16 7%	506 11%mnq	66 8%	311 12%stuvx	241 10%t	45 7%	31 9%	8 5%	551 11%stuvx	39 8%	217 13%z	420 9%
£20.01 to £30.00	327 5%	138 6%	126 6%	198 6%	186 6%	138 6%	7 4%	34 4%	126 6%	8 3%	42 4%	148 7%lmnoq	129 5%oq	30 4%	18 3%	3 1%	277 6%mnoq	21 2%	194 8%stuvwx	103 4%x	20 3%	7 2%	2 1%	297 6%stuvx	8 2%	128 8%z	200 4%
£30.01 to £40.00	134 2%	63 3%	46 2%	85 2%	68 2%	63 3%	5 3%	15 2%	46 2%	-	18 2%	62 3%m	52 2%	9 1%	9 2%	3 1%	114 3%m	12 1%	76 3%vx	46 2%	6 1%	5 1%	1 1%	122 2%t	6 1%	62 4%z	73 2%
£40.01 to £50.00	80 1%	43 2%	22 1%	58 2%	38 1%	43 2%	-	9 1%	22 1%	-	11 1%	30 1%	36 1%	5 1%	8 1%	1 *	66 1%	9 1%	44 2%	30 1%	4 1%	1 *	-	74 2%	2 *	25 2%	55 1%
Over £50	139 2%	56 2%	48 2%	91 3%	82 2%	56 2%	-	13 2%	48 2%	5 2%	19 2%	65 3%oq	48 2%	15 2%	11 2%	*	113 3%oq	11 1%	85 3%st	38 2%	9 1%	5 1%	1 1%	124 3%	7 1%	47 3%	92 2%
I prefer not to say	24 *	8 *	9 *	12 *	13 *	8 *	-	2 *	9 *	-	6 1%	6 *	10 *	4 *	3 1%	2 1%	16 *	4 1%	5 *	15 1%	3 *	-	1 1%	20 *	1 *	10 1%	14 *
I don't know	252 4%	94 4%	101 4%	141 4%	148 4%	94 4%	4 2%	49 6%e	101 4%	11 5%	51 5%	78 4%	111 5%	30 4%	28 5%	4 2%	189 4%	32 4%	92 4%	99 4%	35 5%	14 4%	12 7%	191 4%	25 5%	30 2%	222 5%y
NET: Up to £10 (excluding not spending anything)	2418 39%	958 40%	959 42%	1417 41%	1418 43%	958 40%	83 43%	292 38%	959 42%	92 40%	497 46%	912 44%mnoq	989 41%noq	299 37%noq	172 29%o	43 18%	1902 42%mnoq	214 26%o	1025 40%v	976 41%tv	236 35%	130 37%	47 30%	2001 41%tvx	178 35%	723 44%z	1695 37%
NET: Up to £20 (excluding not spending anything)	3054 50%	1227 51%	1202 53%	1804 52%	1779 54%	1227 51%g	94 49%	349 45%	1202 53%	106 47%	597 56%i	1145 56%mnoq	1263 52%noq	363 45%noq	222 37%o	58 24%	2408 54%mnoq	280 34%o	1336 52%tvx	1217 51%tvx	281 41%	162 46%	55 34%	2553 52%tvx	217 42%	940 58%z	2115 47%
NET: Over £10	1318 21%	569 24%	485 21%	819 24%	735 22%	569 24%fg	25 13%	128 16%	485 21%ij	28 12%	190 18%	538 26%lmnoq	538 22%noq	124 15%o	96 16%o	23 10%	1075 24%mnoq	118 14%	710 28%stuvwx	459 19%x	84 12%	49 14%	12 8%	1168 24%stuvx	62 12%	479 29%z	838 18%
NET: Over £20	681 11%	300 12%	242 11%	432 13%	374 11%	300 12%g	13 7%	70 9%	242 11%	13 6%	90 8%	305 15%lmnoq	264 11%noq	60 7%o	45 8%o	7 3%	569 13%mnoq	52 6%	399 16%stuvwx	218 9%tx	39 6%	18 5%	5 3%	617 13%stuvx	23 4%	262 16%z	419 9%
Mean	8.02	8.83	7.95	8.97b	8.37	8.83fg	4.74	6.84	7.95i	5.28	6.86	10.04lmnoq	8.13mno	5.91o	6.02o	2.63	9.01mnoq	5.03o	10.40stuvwx	7.16tuvx	4.96	4.98	2.95	8.86stuvx	4.36	10.65z	7.05
Std Dev.	14.10	15.11	13.68	14.93	13.96	15.11	8.35	13.57	13.68	12.70	12.05	16.04	13.67	11.82	12.53	6.99	14.84	11.30	16.47	12.48	10.54	10.70	7.66	14.79	9.92	15.79	13.29
Std Error	0.18	0.32	0.29	0.26	0.25	0.32	0.59	0.47	0.29	0.89	0.36	0.36	0.29	0.42	0.53	0.44	0.23	0.40	0.32	0.26	0.43	0.61	0.64	0.21	0.47	0.41	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Table 226

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I haven't spent anything on postage for letters/parcels in the last month (0)	2157 35%	125 31%	2019 35%	14 33%	584 34%	1449 35%	124 38%	2041 35%h	36 22%	21 31%	38 51%ghk	2098 35%h	21 60%
Up to £1.00	171 3%	5 1%	166 3%	- -	46 3%	117 3%	9 3%	165 3%	* *	5 7%h	* *	170 3%	1 4%
£1.01 to £2.00	481 8%	33 8%	443 8%	5 12%	138 8%	321 8%	23 7%	443 8%	16 10%	15 22%ghk	5 7%	475 8%	1 4%
£2.01 to £4.00	628 10%	39 10%	585 10%	4 10%	195 11%	408 10%	25 8%	590 10%	23 14%	5 7%	8 11%	618 10%	2 6%
£4.01 to £6.00	540 9%	42 11%	498 9%	* *	147 9%	357 9%	36 11%	511 9%	18 11%	4 6%	8 10%	533 9%	- -
£6.01 to £10.00	596 10%	40 10%	552 10%	4 9%	159 9%	411 10%	26 8%	561 10%	23 14%	6 8%	6 8%	590 10%	1 2%
£10.01 to £20.00	637 10%	49 12%	582 10%	7 16%	164 10%	451 11%	22 7%	607 10%	15 9%	9 13%	4 5%	631 10%	2 7%
£20.01 to £30.00	327 5%	20 5%	306 5%	1 3%	85 5%	226 5%	16 5%	313 5%	11 7%	3 4%	1 1%	327 5%	- -
£30.01 to £40.00	134 2%	11 3%	119 2%	4 9%b	52 3%e	79 2%	3 1%	127 2%	4 3%	1 2%	1 2%	133 2%	- -
£40.01 to £50.00	80 1%	5 1%	75 1%	- -	33 2%e	41 1%	7 2%	74 1%	6 3%	- -	* *	80 1%	- -
Over £50	139 2%	14 3%	125 2%	1 1%	41 2%	89 2%	10 3%	136 2%	3 2%	- -	- -	139 2%	* *
I prefer not to say	24 *	1 *	23 *	* 1%	5 *	12 *	7 2%de	18 *	1 1%	- -	- -	18 *	6 16%
I don't know	252 4%	16 4%	233 4%	2 6%	56 3%	181 4%	15 5%	244 4%	4 3%	- -	4 5%	248 4%	- -
NET: Up to £10 (excluding not spending anything)	2418 39%	160 40%	2245 39%	13 31%	686 40%	1613 39%	119 37%	2271 39%	81 50%gk	34 50%	27 36%	2385 39%	6 16%
NET: Up to £20 (excluding not spending anything)	3054 50%	209 52%	2826 49%	19 47%	850 50%	2064 50%	140 44%	2878 49%	95 59%j	43 63%j	30 41%	3016 50%	8 23%
NET: Over £10	1318 21%	98 25%	1207 21%	12 30%	374 22%	886 21%	58 18%	1257 22%j	39 24%j	13 19%	6 8%	1309 22%j	3 7%
NET: Over £20	681 11%	50 12%	626 11%	6 14%	210 12%	435 11%	36 11%	650 11%	24 15%j	4 6%	2 3%	679 11%	* *
Mean	8.02	9.37	7.92	9.15	8.61	7.78	7.87	8.08j	9.77j	5.39	3.39	8.11j	1.93
Std Dev.	14.10	15.38	14.01	12.98	15.30	13.48	15.17	14.23	14.34	8.32	6.56	14.18	5.25
Std Error	0.18	0.77	0.19	1.94	0.37	0.22	0.88	0.19	1.26	1.08	0.79	0.19	1.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I haven't spent anything on postage for letters/ parcels in the last month (0)	2157 35%	531 34%	561 36%	559 36%	507 33%	165 31%	201 38%ep	165 33%	203 39%ep	186 36%p	172 34%	186 38%p	183 34%	189 36%p	201 38%p	168 33%	137 28%
Up to £1.00	171 3%	60 4%d	38 2%	50 3%d	23 2%	23 4%p	15 3%p	23 5%op	14 3%p	12 2%p	12 2%p	22 4%op	15 3%p	13 2%p	13 2%p	8 2%	2 *
£1.01 to £2.00	481 8%	128 8%	124 8%	126 8%	103 7%	35 7%	30 6%	64 13%efhkmop	28 5%	43 8%p	52 10%fhp	37 7%	50 9%p	39 7%	50 9%p	33 7%	20 4%
£2.01 to £4.00	628 10%	163 11%	164 11%	170 11%	131 9%	38 7%	63 12%ep	62 12%ep	66 13%ep	43 8%	55 11%p	49 10%	73 14%eip	48 9%	53 10%	47 9%	31 6%
£4.01 to £6.00	540 9%	138 9%	166 11%cd	115 7%	122 8%	51 10%	55 11%gm	31 6%	49 9%	67 13%gklmnop	49 10%	40 8%	43 8%	31 6%	41 8%	41 8%	60 12%
£6.01 to £10.00	596 10%	138 9%	144 9%	152 10%	162 11%	43 8%	51 10%	43 9%	58 11%	40 8%	47 9%	42 8%	55 10%	55 11%	53 10%	48 10%	60 12%
£10.01 to £20.00	637 10%	138 9%	144 9%	159 10%	196 13%ab	55 10%	43 8%	40 8%	39 7%	54 11%	51 10%	43 9%	52 10%	64 12%h	52 10%	68 13%fgh	75 15%fghkln
£20.01 to £30.00	327 5%	90 6%	85 6%	66 4%	87 6%	47 9%fgikln	25 5%	19 4%	35 7%kn	24 5%	26 5%	15 3%	23 4%	28 5%	13 2%	28 5%	46 9%fgijkln
£30.01 to £40.00	134 2%	38 2%b	12 1%	39 3%b	45 3%b	18 3%fhi	3 1%	18 4%fhi	4 1%	2 *	6 1%	12 2%i	13 2%fi	15 3%fi	8 1%	16 3%fhi	20 4%fhi
£40.01 to £50.00	80 1%	22 1%	12 1%	21 1%	25 2%	10 2%j	7 1%	5 1%	5 1%	5 1%	1 *	6 1%	7 1%	8 2%	9 2%	8 2%	8 2%
Over £50	139 2%	32 2%	23 2%	34 2%	50 3%b	19 4%ghjk	8 2%	5 1%	6 1%	13 3%	4 1%	5 1%	13 2%	16 3%j	10 2%	15 3%	25 5%fghjkn
I prefer not to say	24 *	1 *	10 1%a	3 *	10 1%a	-	1	-	2 *	1 *	6 1%	1 *	*	2 *	4 1%	4 *	2 *
I don't know	252 4%	63 4%	58 4%	57 4%	74 5%	24 5%l	14 3%	24 5%l	14 3%	19 4%l	25 5%l	34 7%fhim	5 1%	18 3%l	24 5%l	23 5%l	27 5%l
NET: Up to £10 (excluding not spending anything)	2418 39%	628 41%d	635 41%d	612 40%	542 35%	191 36%	214 41%p	223 45%emop	205 41%p	205 40%p	215 42%p	189 39%	236 44%emop	187 35%	211 40%p	177 35%	154 31%
NET: Up to £20 (excluding not spending anything)	3054 50%	766 50%	780 51%	771 50%	738 48%	246 47%	257 50%	263 53%	254 48%	259 51%	267 53%	233 47%	288 54%	251 48%	263 49%	246 48%	229 46%
NET: Over £10	1318 21%	320 21%	277 18%	318 21%	402 26%abc	148 28%fghijkln	86 17%	85 17%	89 17%	99 19%	89 18%	80 16%	108 20%	131 25%fghijkn	92 17%	135 27%fghijkn	175 35%fghijklmno
NET: Over £20	681 11%	182 12%b	133 9%	160 10%	207 13%abc	93 18%fghijkln	44 8%	46 9%	50 10%	44 9%	38 7%	37 8%	56 11%	67 13%jkn	40 8%	67 13%jkn	100 20%fghijklmno
Mean	8.02	7.90	6.74	7.75	9.72abc	10.39fghijkln	6.66	6.58	6.49	7.38	6.33	6.45	7.74	8.94fghjk	6.88	9.49fghjkn	13.02fghijklmno
Std Dev.	14.10	14.08	12.16	13.94	15.86	16.66	12.90	11.76	11.43	13.86	11.01	12.72	13.96	14.84	13.46	15.32	18.07
Std Error	0.18	0.37	0.32	0.36	0.41	0.75	0.57	0.53	0.51	0.62	0.51	0.57	0.62	0.67	0.60	0.69	0.83

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI3. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	2689	367	2322	634	2055	1198	1483	379	408	584	327	483	315	193	787	911	991	508	2367	300
Weighted Base	2662	459	2204	653	2009	1250	1402	426	439	556	347	451	264	179	865	903	895	443	2182	451
Effective Base	1615	272	1343	383	1233	730	881	259	255	340	200	288	166	109	513	540	564	275	1356	248
Royal Mail postbox (using stamps)	390 15%	63 14%	328 15%	132 20%d	258 13%	213 17%f	175 13%	100 24%ijklm	83 19%klm	88 16%klm	46 13%	42 9%	20 7%	12 7%	183 21%opq	134 15%pq	73 8%	32 7%	282 13%	98 22%r
At a Post Office, using Royal Mail or Parcelforce over the counter services	1861 70%	359 78%b	1502 68%	436 67%	1425 71%	863 69%	990 71%	263 62%	263 60%	381 68%h	264 76%gh	345 76%ghi	208 79%ghi	138 77%gh	526 61%	644 71%n	691 77%no	346 78%no	1535 70%	310 69%
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes,Parcelshop, Doddle, etc.)	421 16%	65 14%	357 16%	136 21%d	285 14%	174 14%	247 18%e	80 19%m	95 22%jklm	90 16%	44 13%	63 14%	33 12%	17 9%	175 20%opq	134 15%	112 13%	49 11%	346 16%	70 16%
Online collection and delivery services, i.e. organised pick-up from home	353 13%	34 7%	319 14%a	149 23%d	204 10%	189 15%f	164 12%	83 20%ijklm	82 19%klm	71 13%	42 12%	37 8%	24 9%	13 7%	165 19%opq	113 13%p	74 8%	37 8%	282 13%	66 15%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	384 14%	60 13%	324 15%	141 22%d	243 12%	155 12%	227 16%e	104 25%ijklm	91 21%jklm	84 15%klm	47 13%lm	42 9%l	10 4%	6 3%	195 23%opq	131 14%pq	58 6%	16 4%	309 14%	68 15%
Other method: please specify	30 1%	-	30 1%	1 *	29 1%c	13 1%	16 1%	-	2 *	1 *	3 1%	9 2%gi	4 2%g	10 6%ghij	2 *	5 1%	23 3%no	14 3%no	25 1%	5 1%
I don't know	68 3%	13 3%	55 2%	2 *	66 3%c	32 3%	36 3%	10 2%	12 3%	9 2%	12 3%	9 2%	7 3%	10 5%i	21 2%	21 2%	26 3%	17 4%	55 3%	13 3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 227

QI3. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2689	755	811	535	588	1566	1123	1663	995	193	289	650	759	544	1698	199	2334	604	1960	125
Weighted Base	2662	637	832	610	583	1469	1194	1805	825	178	281	663	750	537	1694	184	2332	550	1980	132*
Effective Base	1615	373	506	369	368	879	736	1031	579	113	176	407	459	307	1041	117	1405	357	1178	82*
Royal Mail postbox (using stamps)	390 15%	102 16%	115 14%	83 14%	90 15%	217 15%	173 14%	311 17%h	73 9%	23 13%	51 18%	102 15%	115 15%	71 13%	269 16%	23 13%	348 15%	83 15%	284 14%	23 18%
At a Post Office, using Royal Mail or Parcelforce over the counter services	1861 70%	434 68%	597 72%	433 71%	397 68%	1031 70%	830 70%	1248 69%	593 72%	124 70%	196 70%	460 69%	512 68%	389 72%	1168 69%	128 70%	1631 70%	363 66%	1415 71%q	83 63%
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes, Parcelshop, Doddle, etc.)	421 16%	114 18%	143 17%	87 14%	77 13%	257 18%f	164 14%	307 17%	113 14%	32 18%	30 11%	106 16%	120 16%	99 18%j	256 15%	32 18%	368 16%	100 18%	303 15%	19 14%
Online collection and delivery services, i.e. organised pick-up from home	353 13%	84 13%	112 13%	71 12%	87 15%	195 13%	158 13%	253 14%	93 11%	31 17%	30 11%	100 15%	97 13%	75 14%	228 13%	31 17%	314 13%	102 18%r	232 12%	19 14%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	384 14%	111 17%d	125 15%	83 14%	66 11%	235 16%f	148 12%	308 17%h	73 9%	22 12%	38 13%	94 14%	109 15%	95 18%	241 14%	22 12%	345 15%	81 15%	285 14%	18 13%
Other method: please specify	30 1%	1 *	11 1%	9 1%	8 1%	13 1%	17 1%	10 1%	19 2%g	1 1%	5 2%	8 1%	8 1%	2 *	21 1%	3 1%	27 1%	4 1%	26 1%	*
I don't know	68 3%	13 2%	21 2%	19 3%	15 3%	34 2%	34 3%	32 2%	33 4%g	6 3%m	11 4%m	14 2%	22 3%m	3 1%	47 3%m	6 3%	50 2%	17 3%	38 2%	14 10%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI3. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Rurality			Nation				Region									
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2689	1737	952	443	1380	511	472	326	137	168	148	141	158	158	185	137	148	90	421
Weighted Base	2662	2264	398	86*	2229	226	138	69	100	308	218	180	238	243	403	318	223	29*	197
Effective Base	1615	1390	227	86	1220	236	256	210	130	160	139	134	149	148	177	130	139	33	204
Royal Mail postbox (using stamps)	390 15%	341 15%	50 12%	8 9%	336 15%	25 11%	19 14%	10 15%	10 10%	43 14%	32 15%	24 13%	29 12%	38 16%	89 22%hIor	39 12%	32 14%	3 10%	22 11%
At a Post Office, using Royal Mail or Parcelforce over the counter services	1861 70%	1603 71%	258 65%	67 78%b	1552 70%	164 73%	96 69%	49 71%	76 76%p	234 76%p	151 69%	120 67%	178 75%p	174 72%	272 68%	210 66%	138 62%	26 87%jknopr	139 71%
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes,Parcelshop, Doddle, etc.)	421 16%	356 16%	65 16%	10 12%	350 16%	32 14%	28 20%	11 17%	17 17%	51 17%	24 11%	24 13%	33 14%	42 17%	45 11%	72 23%jn	40 15%	4 15%	28 14%
Online collection and delivery services, i.e. organised pick-up from home	353 13%	293 13%	60 15%	12 14%	293 13%	32 14%	19 14%	9 13%	12 12%	34 11%	21 10%	21 11%	37 16%	28 11%	57 14%	54 17%	30 13%	5 15%	27 14%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	384 14%	337 15%c	47 12%	6 7%	334 15%f	26 12%	13 10%	10 15%	12 12%	53 17%	28 13%	27 15%	41 17%	26 11%	76 19%m	36 11%	36 16%	2 7%	24 12%
Other method: please specify	30 1%	22 1%	7 2%	1 1%	27 1%	1 *	2 1%	-	3 3%inr	1 *	5 2%	5 3%	3 1%	3 1%	2 1%	2 1%	2 1%	* 1%	1 *
I don't know	68 3%	58 3%	10 3%	2 2%	56 3%	8 3%	3 2%	1 2%	3 3%	4 1%	13 6%i	4 2%	4 2%	4 2%	9 2%	7 2%	7 3%	* 1%	7 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 227

QI3. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2689	1064	1008	1574	1518	1064	65	342	1008	78	437	1007	1065	321	220	75	2072	295	1401	990	187	85	25	2391	110	821	1868
Weighted Base	2662	1090	944	1619	1473	1090	59*	285	944	80*	370	975	1084	323	220	60*	2059	280	1352	1007	190	91*	22**	2359	113*	877	1786
Effective Base	1615	652	596	958	900	652	40	203	596	51	258	589	655	199	132	40	1244	172	822	612	113	53	15	1433	68	522	1093
Royal Mail postbox (using stamps)	390 15%	206 19%bd	102 11%	285 18%bd	180 12%	206 19%g	11 19%	35 12%	102 11%	8 10%	24 7%	133 14%	179 17%q	49 15%	25 11%	3 5%	313 15%	28 10%	185 14%	165 16%	28 15%	10 11%	2 8%	350 15%	12 10%	204 23%z	186 10%
At a Post Office, using Royal Mail or Parcelforce over the counter services	1861 70%	736 68%	690 73%a	1112 69%	1066 72%a	736 68%	40 68%	201 71%	690 73%	55 69%	279 75%	742 76%lmnoq	737 68%	201 62%	144 66%	37 61%	1479 72%m	181 65%	993 73%tux	698 69%tx	107 56%	52 57%	11 51%	1691 72%tux	63 55%	520 59%	1341 75%y
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes, Parcelshop, Doddle, etc.)	421 16%	187 17%	137 15%	264 16%	214 15%	187 17%	9 15%	34 12%	137 15%	15 19%	55 15%	156 16%	162 15%	53 16%	35 16%	15 25%	319 15%	50 18%	214 16%	159 16%	25 13%	20 22%	3 13%	374 16%	23 20%	174 20%z	247 14%
Online collection and delivery services, i.e. organised pick-up from home	353 13%	160 15%bd	98 10%	228 14%b	166 11%	160 15%	12 21%	34 12%	98 10%	7 9%	36 10%	133 14%	142 13%	42 13%	25 11%	10 17%	275 13%	36 13%	186 14%	132 13%	22 11%	9 10%	4 17%	318 14%	13 11%	183 21%z	170 10%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	384 14%	183 17%bd	110 12%	255 16%bd	181 12%	183 17%g	7 12%	31 11%	110 12%j	10 13%	23 6%	116 12%	164 15%	57 18%k	36 17%	11 18%	280 14%	48 17%	171 13%	162 16%	33 17%	13 15%	4 20%	334 14%	18 16%	185 21%z	199 11%
Other method: please specify	30 1%	13 1%	13 1%	18 1%	16 1%	13 1%	2 2%	9 3%e	10 1%	1 2%	4 1%	8 1%	17 2%	2 1%	3 1%	1 1%	25 1%	3 1%	14 1%	9 1%	3 1%	2 3%	2 9%	23 1%	4 4%rsw	2 *	27 2%y
I don't know	68 3%	26 2%	22 2%	38 2%	34 2%	26 2%	2 3%	12 4%	22 2%	*	9 2%	17 2%	29 3%	10 3%	9 4%	4 6%	46 2%	12 4%k	19 1%	28 3%	12 6%rsw	7 8%rsw	3 11%	46 2%	10 8%rsw	20 2%	48 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI3. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2689	194	2471	24	815	1729	145	2584	70	18	12	2672	5
Weighted Base	2662	175	2464	23**	756	1761	145*	2543	81*	25**	11**	2648	3**
Effective Base	1615	108	1492	15	473	1052	92	1544	49	13	7	1606	1
Royal Mail postbox (using stamps)	390 *15%*	33 *19%*	351 *14%*	7 *28%*	113 *15%*	252 *14%*	26 *18%*	365 *14%*	20 *25%gk*	2 *10%*	3 *22%*	388 *15%*	* *8%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	1861 *70%*	102 *58%*	1742 *71%a*	18 *75%*	483 *64%*	1280 *73%d*	98 *68%*	1806 *71%h*	35 *44%*	15 *58%*	5 *45%*	1856 *70%h*	- -
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes,Parcelshop, Doddle, etc.)	421 *16%*	29 *17%*	387 *16%*	5 *22%*	139 *18%e*	253 *14%*	30 *20%*	393 *15%*	21 *26%*	6 *24%*	1 *11%*	420 *16%*	- -
Online collection and delivery services, i.e. organised pick-up from home	353 *13%*	30 *17%*	319 *13%*	4 *17%*	133 *18%e*	199 *11%*	21 *15%*	323 *13%*	25 *31%gk*	4 *17%*	* *1%*	353 *13%*	- -
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	384 *14%*	15 *9%*	365 *15%*	3 *13%*	108 *14%*	253 *14%*	23 *16%*	371 *15%*	9 *12%*	4 *14%*	* *1%*	384 *14%*	* *3%*
Other method: please specify	30 *1%*	2 *1%*	28 *1%*	-	8 *1%*	22 *1%*	-	30 *1%*	-	-	-	30 *1%*	-
I don't know	68 *3%*	9 *5%*	58 *2%*	1 *5%*	21 *3%*	39 *2%*	9 *6%e*	58 *2%*	3 *4%*	2 *9%*	3 *23%*	63 *2%*	2 *89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI3. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2689	659	639	698	693	239	212	208	206	226	207	215	242	241	225	238	230
Weighted Base	2662	652	639	670	701	243	203	206	215	218	206	182	239	250	219	242	241
Effective Base	1615	402	394	410	411	149	124	129	130	138	126	117	146	147	134	138	140
Royal Mail postbox (using stamps)	390 15%	86 13%	93 15%	85 13%	127 18%c	30 13%	33 16%	23 11%	24 11%	32 15%	36 18%	23 13%	31 13%	31 12%	32 15%	49 20%gh	46 19%
At a Post Office, using Royal Mail or Parcelforce over the counter services	1861 70%	431 66%	452 71%	473 71%	505 72%	152 63%	130 64%	149 72%	147 68%	165 76%efk	140 68%	117 64%	174 73%	182 73%	166 76%efk	165 68%	174 72%
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes,Parcelshop, Doddle, etc.)	421 16%	122 19%	91 14%	92 14%	115 16%	45 18%	42 21%i	35 17%	30 14%	32 15%	30 15%	30 16%	27 11%	36 14%	33 15%	38 16%	44 18%
Online collection and delivery services, i.e. organised pick-up from home	353 13%	96 15%	69 11%	92 14%	95 14%	47 19%in	26 13%	23 11%	24 11%	17 8%	29 14%	26 14%	30 13%	36 14%	21 10%	41 17%i	32 13%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	384 14%	94 14%	85 13%	102 15%	103 15%	38 15%	33 16%	24 11%	24 11%	34 16%	27 13%	27 15%	32 14%	43 17%	28 13%	33 13%	42 18%
Other method: please specify	30 1%	9 1%	4 1%	11 2%	6 1%	4 2%	3 1%	2 1%	3 1%	1 1%	1 *	2 1%	4 2%	5 2%	- -	2 1%	3 1%
I don't know	68 3%	14 2%	22 3%	17 3%	15 2%	5 2%	3 2%	5 3%	12 6%o	7 3%	3 1%	7 4%	6 2%	5 2%	6 3%	3 1%	6 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	2085	301	1784	492	1593	941	1138	280	283	443	259	398	258	164	563	702	820	422	1836	233
Weighted Base	2074	389	1685	501	1573	981	1086	321	309	438	279	365	218	146*	630	717	728	363	1695	357
Effective Base	1261	231	1030	299	962	576	680	197	181	267	157	236	136	89	377	424	461	225	1062	192
Royal Mail Small Parcels, 1st class	738 36%	187 48%b	550 33%	172 34%	566 36%	377 38%	359 33%	144 48%jklm	129 42%km	160 36%m	93 33%	108 30%	70 32%	34 23%	273 43%opq	253 35%	212 29%	104 29%	575 34%	147 41%
Royal Mail Small Parcels, 2nd class	687 33%	97 25%	590 35%a	237 47%d	450 29%	313 32%	372 34%	92 29%	82 26%	148 34%	87 31%	150 41%ghj	76 35%	52 35%	173 28%	235 33%	278 38%n	128 35%n	583 34%s	97 27%
Royal Mail Medium Parcels, 1st class	556 27%	89 23%	467 28%	156 31%d	400 25%	308 31%f	246 23%	114 35%jklm	128 41%ijklm	125 29%klm	55 20%	68 19%	42 19%	24 17%	242 38%opq	180 25%p	135 19%	67 18%	423 25%	129 36%r
Royal Mail Medium Parcels, 2nd class	604 29%	51 13%	553 33%a	214 43%d	390 25%	274 28%	328 30%	95 30%	81 26%	130 30%	95 34%l	120 33%	51 23%	33 23%	176 28%	225 31%q	203 28%	84 23%	489 29%	110 31%
Royal Mail Special Delivery, Guaranteed next day by 9am	66 3%	22 6%b	44 3%	18 4%	49 3%	33 3%	33 3%	7 2%	15 5%l	15 3%	14 5%l	11 3%	2 1%	3 2%	22 3%	29 4%	16 2%	5 1%	52 3%	12 3%
Royal Mail Special Delivery, Guaranteed next day by 1pm	368 18%	92 24%b	277 16%	119 24%d	250 16%	187 19%	180 17%	84 26%klm	70 23%km	93 21%km	51 18%km	34 9%	32 15%m	5 3%	154 24%pq	144 20%pq	70 10%	36 10%	265 16%	103 29%r
Other (please specify)	55 3%	14 4%	41 2%	9 2%	46 3%	26 3%	28 3%	3 1%	3 1%	5 1%	15 5%ghi	13 4%	7 3%	8 5%ghi	7 1%	20 3%	28 4%n	15 4%n	47 3%	8 2%
I don't remember the name of the Royal Mail product(s)	141 7%	18 5%	122 7%	18 4%	122 8%c	63 6%	75 7%	30 9%	20 6%	26 6%	15 5%	27 7%	10 4%	14 9%	50 8%	40 6%	50 7%	23 6%	112 7%	24 7%
None of the above	95 5%	19 5%	76 4%	9 2%	86 5%c	50 5%	43 4%	9 3%	15 5%	18 4%	11 4%	19 5%	12 5%	10 7%	24 4%	29 4%	42 6%	22 6%	88 5%s	6 2%
NET 1st Class	968 47%	227 58%b	741 44%	233 46%	735 47%	500 51%f	465 43%	181 56%jklm	186 60%ijklm	214 49%klm	117 42%	132 36%	91 42%	46 32%	368 58%opq	330 46%pq	270 37%	138 38%	746 44%	207 58%r
NET 2nd Class	982 47%	120 31%	861 51%a	325 65%d	657 42%	433 44%	547 50%e	142 44%	127 41%	196 45%	145 52%h	198 54%ghi	105 48%	68 47%	269 43%	341 48%	371 51%n	173 48%	815 48%	160 45%
NET Special Delivery	410 20%	108 28%b	302 18%	132 26%d	278 18%	211 21%	198 18%	91 28%klm	75 24%km	99 23%km	63 22%km	42 11%	33 15%m	8 5%	166 26%pq	162 23%pq	83 11%	41 11%	298 18%	110 31%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	2085	596	626	416	447	1222	863	1295	769	141	224	513	595	429	1332	146	1835	446	1552	87
Weighted Base	2074	496	647	480	451	1143	932	1416	636	139*	219	515	579	429	1313	144*	1823	413	1566	95*
Effective Base	1261	288	394	294	285	682	579	812	445	83	141	316	359	245	816	86	1106	272	935	56
Royal Mail Small Parcels, 1st class	738 36%	174 35%	227 35%	178 37%	158 35%	402 35%	336 36%	524 37%	203 32%	50 36%	69 31%	176 34%	224 39%	141 33%	469 36%	51 35%	641 35%	151 37%	549 35%	37 39%
Royal Mail Small Parcels, 2nd class	687 33%	154 31%	232 36%	162 34%	139 31%	386 34%	301 32%	454 32%	228 36%	46 33%	70 32%	177 34%	202 35%	132 31%	449 34%	48 34%	605 33%	141 34%	521 33%	25 26%
Royal Mail Medium Parcels, 1st class	556 27%	147 30%	176 27%	120 25%	113 25%	323 28%	233 25%	423 30%h	126 20%	43 31%	51 23%	131 25%	158 27%	129 30%	340 26%	43 30%	492 27%	105 25%	425 27%	27 28%
Royal Mail Medium Parcels, 2nd class	604 29%	125 25%	185 29%	160 33%a	133 29%	311 27%	293 31%	409 29%	185 29%	45 32%	61 28%	157 30%	184 32%	117 27%	402 31%	45 32%	526 29%	147 36%r	425 27%	31 33%
Royal Mail Special Delivery, Guaranteed next day by 9am	66 3%	22 4%	15 2%	17 3%	13 3%	37 3%	30 3%	52 4%	14 2%	2 2%	4 2%	16 3%	24 4%	12 3%	43 3%	2 2%	59 3%	20 5%r	39 2%	8 8%r
Royal Mail Special Delivery, Guaranteed next day by 1pm	368 18%	129 26%bcd	91 14%	80 17%	68 15%	221 19%	148 16%	296 21%h	73 11%	26 19%	45 21%	89 17%	92 16%	86 20%	226 17%	26 18%	326 18%	74 18%	281 18%	14 15%
Other (please specify)	55 3%	5 1%	15 2%	20 4%a	15 3%	20 2%	35 4%e	32 2%	22 3%	7 5%k	7 3%	6 1%	18 3%	11 3%	31 2%	7 5%	44 2%	10 3%	42 3%	2 2%
I don't remember the name of the Royal Mail product(s)	141 7%	37 7%	46 7%	20 4%	38 8%c	83 7%	58 6%	91 6%	48 8%	9 7%	18 8%	38 7%	28 5%	35 8%	83 6%	9 6%	128 7%	22 5%	111 7%	8 8%
None of the above	95 5%	24 5%	28 4%	18 4%	25 5%	52 5%	43 5%	60 4%	33 5%	3 2%	11 5%	17 3%	29 5%	19 4%	56 4%	4 3%	80 4%	15 4%	75 5%	6 6%
NET 1st Class	968 47%	250 50%	304 47%	220 46%	195 43%	553 48%	414 44%	705 50%h	252 40%	68 49%	92 42%	230 45%	287 50%	203 47%	608 46%	68 48%	852 47%	183 44%	742 47%	42 44%
NET 2nd Class	982 47%	217 44%	323 50%	234 49%	208 46%	539 47%	442 47%	649 46%	323 51%	73 53%	101 46%	249 48%	289 50%	190 44%	639 49%	76 53%	855 47%	219 53%r	719 46%	43 45%
NET Special Delivery	410 20%	146 29%bcd	102 16%	88 18%	75 17%	248 22%	162 17%	328 23%h	82 13%	27 20%	47 22%	101 20%	106 18%	95 22%	254 19%	27 19%	363 20%	87 21%	304 19%	20 21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2085	1364	721	350	1072	399	356	258	111	137	115	103	127	129	148	99	103	75	324
Weighted Base	2074	1787	287	71*	1733	178	108	55	81	251	174	130*	194	197	324	226*	156*	26**	152
Effective Base	1261	1090	171	66	948	189	196	165	105	130	108	99	119	120	141	95	96	28	161
Royal Mail Small Parcels, 1st class	738 36%	665 37%b	72 25%	19 26%	630 36%	56 32%	33 31%	18 33%	29 35%	87 35%	66 38%	33 25%	77 40%k	73 37%	128 39%k	85 38%	52 34%	3 11%	53 35%
Royal Mail Small Parcels, 2nd class	687 33%	555 31%	132 46%a	33 46%a	582 34%e	44 25%	42 38%e	18 34%	33 41%jr	83 33%	45 26%	40 31%	83 43%jr	65 33%	101 31%	72 32%	61 39%jr	7 26%	38 25%
Royal Mail Medium Parcels, 1st class	556 27%	497 28%b	59 21%	23 32%	477 28%	38 21%	25 23%	16 29%	14 17%	66 26%	48 28%	26 20%	63 32%hk	43 22%	107 33%hkmr	68 30%h	43 28%	3 13%	34 22%
Royal Mail Medium Parcels, 2nd class	604 29%	504 28%	100 35%	27 38%	504 29%	51 29%	33 31%	15 27%	23 29%	58 23%	52 30%	44 34%	69 35%l	58 29%	84 26%	77 34%	39 25%	9 36%	42 28%
Royal Mail Special Delivery, Guaranteed next day by 9am	66 3%	56 3%	10 4%	1 1%	53 3%	7 4%	5 5%	1 2%	2 2%	9 4%	6 3%	6 5%	8 4%	4 2%	4 1%	12 5%	2 1%	-	7 5%
Royal Mail Special Delivery, Guaranteed next day by 1pm	368 18%	322 18%	47 16%	11 15%	308 18%f	40 22%f	12 11%	8 15%	6 8%	28 11%	26 15%	18 14%	43 22%hip	36 18%h	84 26%hijkp	50 22%hi	18 11%	2 9%	37 25%hijkp
Other (please specify)	55 3%	48 3%	7 3%	1 2%	48 3%	3 2%	3 2%	1 2%	2 3%	7 3%	6 3%	5 4%	12 6%m	1 1%	7 2%	5 2%	3 2%	* 1%	3 2%
I don't remember the name of the Royal Mail product(s)	141 7%	118 7%	23 8%	3 4%	114 7%	16 9%	6 6%	4 7%	6 6%	29 11%lp	10 6%	7 5%	8 4%	15 8%	22 7%	13 6%	6 4%	3 12%	13 9%
None of the above	95 5%	85 5%	9 3%	1 2%	72 4%	13 7%d	5 4%	4 8%d	6 8%lmn	15 6%n	9 5%	10 7%lmn	4 2%	3 2%	4 1%	12 5%	9 6%n	5 19%	9 6%n
NET 1st Class	968 47%	865 48%b	102 36%	34 48%	828 48%e	71 40%	44 41%	25 46%	34 41%	116 46%	89 51%k	47 36%	100 51%k	86 44%	179 55%hkr	111 49%	67 43%	5 18%	66 43%
NET 2nd Class	982 47%	802 45%	179 62%a	47 65%a	825 48%	75 42%	56 51%	26 48%	45 56%r	110 44%	78 45%	65 50%	108 56%r	95 49%	146 45%	101 45%	76 49%	12 47%	63 41%
NET Special Delivery	410 20%	356 20%	54 19%	11 15%	342 20%	44 25%f	15 14%	9 16%	8 10%	32 13%	30 17%	23 18%	47 24%hip	39 20%h	86 27%hip	57 25%hip	19 13%	2 9%	42 27%hijp

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 229

QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	2085	827	808	1222	1203	827	49	263	808	60	356	831	833	226	155	40	1664	195	1131	771	122	48	13	1902	61	607	1478
Weighted Base	2074	847	752	1261	1166	847	47*	224	752	61*	294	792	849	233	163*	37**	1641	200	1087	791	127*	56*	13**	1878	69*	629	1446
Effective Base	1261	508	475	749	715	508	31	156	475	38	208	482	510	145	100	23	992	123	670	475	76	31	9	1144	40	383	877
Royal Mail Small Parcels, 1st class	738 36%	475 56%bd	76 10%	651 52%bd	252 22%b	475 56%	24 51%	123 55%	76 10%	5 8%	33 11%	283 36%	311 37%	72 31%	62 38%	9 25%	594 36%	71 36%	377 35%	297 37%	37 29%	22 39%	6 43%	673 36%	27 40%	231 37%	506 35%
Royal Mail Small Parcels, 2nd class	687 33%	113 13%	426 57%acd	248 20%a	560 48%ac	113 13%	9 18%	36 16%	426 57%	31 50%	165 56%	283 36%q	280 33%	72 31%	42 26%	10 27%	563 34%	52 26%	396 36%s	239 30%	37 29%	14 25%	1 10%	634 34%	16 22%	225 36%	462 32%
Royal Mail Medium Parcels, 1st class	556 27%	369 44%bd	54 7%	496 39%bd	181 16%b	369 44%g	28 59%q	77 35%	54 7%	2 4%	20 7%	201 25%	265 31%kmno	50 21%	34 21%	7 17%	466 28%	40 20%	273 25%	237 30%	29 23%	14 24%	4 33%	509 27%	18 26%	211 34%z	345 24%
Royal Mail Medium Parcels, 2nd class	604 29%	120 14%	334 44%ac	252 20%a	466 40%ac	120 14%	5 11%	42 19%	334 44%	30 49%	116 39%	245 31%	228 27%	69 29%	52 32%	10 27%	473 29%	62 31%	344 32%s	200 25%	38 30%	16 29%	6 44%	544 29%	22 32%	233 37%z	371 26%
Royal Mail Special Delivery, Guaranteed next day by 9am	66 3%	36 4%b	11 2%	53 4%b	29 2%	36 4%	1 2%	7 3%	11 2%	1 2%	5 2%	36 5%	20 2%	8 3%	2 1%	1 2%	56 3%	3 2%	40 4%	23 3%	2 2%	1 3%	-	63 3%	1 2%	32 5%z	34 2%
Royal Mail Special Delivery, Guaranteed next day by 1pm	368 18%	227 27%bd	61 8%	298 24%bd	132 11%	227 27%g	13 28%	39 17%	61 8%	4 7%	19 6%	139 18%	146 17%	45 19%	30 18%	9 23%	285 17%	38 19%	187 17%	141 18%	20 16%	14 26%	6 44%	328 17%	20 29%	153 24%z	215 15%
Other (please specify)	55 3%	18 2%	25 3%	24 2%	32 3%	18 2%	2 4%	5 2%	25 3%	5 8%	11 4%	25 3%	21 2%	3 1%	4 3%	1 3%	46 3%	6 3%	30 3%	18 2%	5 4%	2 3%	-	48 3%	2 3%	7 1%	48 3%y
I don't remember the name of the Royal Mail product(s)	141 7%	41 5%	51 7%	76 6%	87 7%	41 5%	-	11 5%	51 7%	8 12%	24 8%	43 5%	59 7%	20 8%	12 7%	7 19%	102 6%	19 9%	60 5%	58 7%	13 10%	9 17%rw	5%	118 6%	10 14%rw	23 4%	117 8%y
None of the above	95 5%	31 4%	45 6%c	41 3%	56 5%	31 4%	1 3%	8 3%	45 6%	3 5%	16 6%	36 5%	31 4%	19 8%lp	7 4%	2 4%	66 4%	9 4%	51 5%	34 4%	7 5%	1 3%	2 17%	84 4%	4 5%	29 5%	66 5%
NET 1st Class	968 47%	616 73%bd	101 13%	853 68%bd	338 29%b	616 73%	35 74%	152 68%	101 13%	5 8%	40 14%	362 46%	425 50%	97 42%	71 44%	13 34%	787 48%	84 42%	493 45%	392 50%	52 41%	24 42%	7 52%	885 47%	30 44%	317 51%	650 45%
NET 2nd Class	982 47%	189 22%	555 74%acd	404 32%a	770 66%ac	189 22%	11 23%	62 28%	555 74%	46 76%	212 72%	398 50%	388 46%	109 47%	70 43%	16 43%	786 48%	86 43%	542 50%	349 44%	63 49%	23 41%	6 44%	890 47%	28 41%	339 54%z	643 44%
NET Special Delivery	410 20%	247 29%bd	69 9%	330 26%bd	153 13%b	247 29%g	14 30%	43 19%	69 9%	4 7%	21 7%	161 20%	158 19%	51 22%	32 20%	9 24%	318 19%	41 20%	211 19%	156 20%	22 17%	14 26%	6 44%	368 20%	20 29%	175 28%z	235 16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2085	136	1930	19	608	1375	102	2023	42	10	9	2075	1
Weighted Base	2074	123*	1932	19**	552	1418	105*	2001	51*	15**	8**	2067	***
Effective Base	1261	82	1167	12	353	844	66	1216	32	7	6	1255	1
Royal Mail Small Parcels, 1st class	738 / 36%	45 / 37%	684 / 35%	9 / 47%	186 / 34%	517 / 36%	35 / 33%	715 / 36%	15 / 30%	6 / 44%	1 / 16%	737 / 36%	-
Royal Mail Small Parcels, 2nd class	687 / 33%	34 / 28%	644 / 33%	9 / 45%	193 / 35%	455 / 32%	38 / 37%	664 / 33%	18 / 36%	2 / 16%	2 / 24%	685 / 33%	-
Royal Mail Medium Parcels, 1st class	556 / 27%	30 / 25%	520 / 27%	6 / 31%	143 / 26%	383 / 27%	30 / 28%	530 / 27%	21 / 42%	2 / 16%	2 / 28%	554 / 27%	-
Royal Mail Medium Parcels, 2nd class	604 / 29%	40 / 32%	558 / 29%	6 / 32%	174 / 32%	395 / 28%	35 / 33%	582 / 29%	12 / 23%	6 / 44%	4 / 49%	600 / 29%	-
Royal Mail Special Delivery, Guaranteed next day by 9am	66 / 3%	3 / 3%	58 / 3%	5 / 25%	20 / 4%	43 / 3%	3 / 3%	65 / 3%	2 / 3%	-	-	66 / 3%	-
Royal Mail Special Delivery, Guaranteed next day by 1pm	368 / 18%	27 / 22%	336 / 17%	5 / 29%	108 / 20%	243 / 17%	17 / 16%	342 / 17%	20 / 39%gk	5 / 33%	2 / 27%	366 / 18%	-
Other (please specify)	55 / 3%	6 / 5%	49 / 3%	-	18 / 3%	34 / 2%	3 / 3%	55 / 3%	-	-	-	55 / 3%	-
I don't remember the name of the Royal Mail product(s)	141 / 7%	9 / 7%	132 / 7%	-	33 / 6%	93 / 7%	14 / 14%de	139 / 7%	1 / 2%	-	-	141 / 7%	-
None of the above	95 / 5%	10 / 8%	84 / 4%	-	25 / 5%	65 / 5%	4 / 4%	92 / 5%	2 / 5%	-	-	94 / 5%	* / 100%
NET 1st Class	968 / 47%	54 / 44%	902 / 47%	12 / 64%	242 / 44%	681 / 48%	45 / 43%	928 / 46%	28 / 55%	8 / 56%	3 / 44%	964 / 47%	-
NET 2nd Class	982 / 47%	58 / 47%	912 / 47%	12 / 63%	280 / 51%	647 / 46%	54 / 52%	944 / 47%	27 / 53%	6 / 44%	4 / 56%	977 / 47%	-
NET Special Delivery	410 / 20%	28 / 23%	374 / 19%	8 / 43%	120 / 22%	270 / 19%	20 / 19%	383 / 19%	20 / 39%gk	5 / 33%	2 / 27%	408 / 20%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	2085	502	495	541	547	172	163	167	156	178	161	160	190	191	179	189	179
Weighted Base	2074	473	508	521	573	164	145*	163	162*	179	167	129*	191	200	182	195	195
Effective Base	1261	302	313	317	330	105	90	107	98	115	100	86	113	119	108	111	110
Royal Mail Small Parcels, 1st class	738 36%	155 33%	178 35%	188 36%	217 38%	51 31%	54 37%	50 31%	59 36%	61 34%	58 35%	41 32%	67 35%	80 40%	72 40%	64 33%	81 42%
Royal Mail Small Parcels, 2nd class	687 33%	159 34%	152 30%	182 35%	193 34%	53 32%	45 31%	61 37%	51 31%	55 31%	46 28%	46 35%	65 34%	71 36%	61 33%	66 34%	67 34%
Royal Mail Medium Parcels, 1st class	556 27%	127 27%	127 25%	144 28%	159 28%	42 26%	48 33%	36 22%	43 26%	47 26%	37 22%	33 26%	55 29%	56 28%	39 22%	52 27%	67 35%gip
Royal Mail Medium Parcels, 2nd class	604 29%	134 28%	151 30%	137 26%	182 32%	49 30%	43 29%	43 26%	53 33%	43 24%	55 33%	35 27%	43 23%	59 29%	55 30%	63 32%	64 33%
Royal Mail Special Delivery, Guaranteed next day by 9am	66 3%	15 3%	7 1%	16 3%	28 5%b	1 1%	5 3%	9 6%eh	1 1%	2 1%	4 2%	5 4%	9 5%	2 1%	7 4%	8 4%	13 7%ehlm
Royal Mail Special Delivery, Guaranteed next day by 1pm	368 18%	88 19%	87 17%	75 14%	118 21%c	23 14%	33 23%k	31 19%	21 13%	36 20%k	30 18%	12 9%	33 17%	29 15%	46 25%ehkm	41 21%k	31 16%
Other (please specify)	55 3%	4 1%	23 5%a	12 2%	16 3%	-	1 1%	3 2%	6 4%	8 4%e	9 6%em	5 4%e	5 3%	1 1%	6 3%	4 2%	6 3%
I don't remember the name of the Royal Mail product(s)	141 7%	31 7%	44 9%	36 7%	29 5%	19 11%gip	7 5%	6 4%	13 8%	15 8%	16 10%	10 8%	8 4%	17 9%	9 5%	13 7%	7 4%
None of the above	95 5%	30 6%d	18 4%	31 6%d	16 3%	10 6%	8 6%	12 7%	5 3%	8 4%	3 3%	13 10%mop	11 6%	7 3%	6 3%	5 3%	5 2%
NET 1st Class	968 47%	211 45%	235 46%	251 48%	271 47%	72 44%	72 50%	66 41%	82 51%	83 46%	70 42%	55 43%	94 49%	102 51%	78 43%	91 47%	102 52%
NET 2nd Class	982 47%	224 47%	233 46%	240 46%	285 50%	77 47%	71 49%	77 47%	77 47%	76 43%	79 48%	60 47%	83 43%	97 48%	91 50%	98 50%	97 50%
NET Special Delivery	410 20%	96 20%	92 18%	86 16%	136 24%c	24 15%	38 26%hkm	34 21%	22 14%	36 20%	34 20%	16 12%	40 21%	30 15%	53 29%ehkm	44 22%	39 20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	932	121	811	282	650	382	549	184	192	218	113	121	72	32	376	331	225	104	808	113
Weighted Base	926	129*	797	306	620	421	504	202	209	198	107*	118*	59*	34**	411	305	211	93*	754	161*
Effective Base	550	87	464	175	375	230	322	121	117	119	66	72	35	20	238	185	127	55	452	91
Lower cost of postage	247 27%	24 18%	223 28%	82 27%	165 27%	115 27%	132 26%	63 31%h	41 20%	53 27%	29 27%	31 26%	19 32%	11 31%	104 25%	82 27%	61 29%	30 32%	201 27%	46 29%
Lower cost of insurance	99 11%	7 6%	92 12%	32 10%	67 11%	55 13%	44 9%	25 12%	26 12%	23 11%	9 8%	11 9%	7 11%	-	50 12%	32 10%	17 8%	7 7%	68 9%	28 17%r
Guarantee that the parcel would arrive on time	109 12%	11 8%	99 12%	40 13%	69 11%	56 13%	52 10%	37 18%il	23 11%	17 9%	19 18%	10 8%	3 4%	1 2%	60 15%pq	36 12%	13 6%	3 3%	74 10%	32 20%r
Better ability to track the delivery	171 18%	15 12%	155 20%	63 20%	108 17%	92 22%	78 16%	48 24%	36 17%	32 16%	24 23%	20 17%	10 16%	3 8%	83 20%	56 18%	32 15%	12 13%	131 17%	38 23%
Parcel less likely to get lost	134 14%	23 17%	111 14%	59 19%d	75 12%	67 16%	66 13%	33 16%	28 13%	23 12%	26 24%i	17 14%	6 10%	1 2%	61 15%	49 16%	24 11%	7 7%	101 13%	30 18%
Ability to select an express service	73 8%	8 6%	65 8%	30 10%	44 7%	44 10%	30 6%	23 11%	13 6%	12 6%	13 12%	10 9%	3 5%	-	35 9%	25 8%	13 6%	3 3%	53 7%	18 11%
Quicker delivery	184 20%	19 15%	165 21%	69 23%	115 19%	85 20%	99 20%	51 25%j	45 22%	32 16%	13 12%	28 24%	12 20%	3 9%	96 23%o	45 15%	43 20%	15 16%	143 19%	41 26%
More convenient for me to drop the parcel off	240 26%	57 44%b	183 23%	75 25%	164 26%	82 19%	158 31%e	46 23%	63 30%	40 20%	31 29%	22 19%	21 36%	16 46%	109 27%	71 23%	59 28%	37 40%no	198 26%	36 22%
More convenient for me to have the parcel collected	214 23%	16 12%	198 25%a	92 30%d	122 20%	102 24%	111 22%	42 21%	46 22%	43 22%	25 24%	28 24%	21 35%	9 28%	88 21%	68 22%	58 28%	30 32%	191 25%s	23 14%
More convenient for the recipient to take the delivery	165 18%	29 23%	136 17%	68 22%	98 16%	73 17%	93 18%	33 16%	40 19%	34 17%	20 19%	27 23%	7 12%	4 12%	73 18%	54 18%	38 18%	11 12%	134 18%	30 19%
Ability to set a specific date/time for delivery	99 11%	8 6%	92 11%	47 15%d	52 8%	61 14%f	37 7%	35 17%ik	26 13%	13 7%	13 12%	8 7%	3 6%	-	61 15%pq	26 9%	12 5%	3 4%	73 10%	26 16%
Guarantee that the parcel would arrive intact	76 8%	11 8%	65 8%	27 9%	49 8%	34 8%	40 8%	19 9%	24 12%	16 8%	8 7%	8 7%	1 2%	-	43 10%pq	24 8%	9 4%	1 1%	54 7%	22 14%r
Recommended by others	121 13%	2 2%	119 15%a	48 16%	73 12%	63 15%	58 11%	44 22%ikl	37 18%i	15 7%	12 12%	10 9%	3 6%	*	80 20%opq	27 9%	14 6%	3 4%	84 11%	32 20%r
Better delivery options for disabled consumers	84 9%	6 5%	78 10%	38 12%	46 7%	49 12%	35 7%	31 16%i	22 11%i	7 4%	11 10%	9 8%	3 5%	-	54 13%opq	18 6%	13 6%	3 3%	64 8%	20 12%
More environmentally friendly delivery options	90 10%	2 2%	87 11%a	37 12%	53 9%	57 13%f	33 7%	26 13%	22 10%	17 9%	12 11%	7 6%	5 8%	2 6%	47 12%	29 10%	13 6%	7 7%	67 9%	23 14%
Better complaint handling policy / procedure	59 6%	8 6%	51 6%	25 8%	34 6%	28 7%	31 6%	20 10%	12 6%	10 5%	8 7%	7 6%	1 2%	2 6%	31 8%	18 6%	9 4%	3 3%	48 6%	11 7%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	110 12%	11 8%	100 12%	53 17%d	58 9%	60 14%	50 10%	33 16%	32 15%	19 10%	8 8%	11 10%	3 5%	4 12%	65 16%o	27 9%	19 9%	7 8%	92 12%	18 11%
Other: please specify	61 7%	8 6%	52 7%	11 3%	50 8%c	18 4%	42 8%	5 3%	12 6%	11 5%	8 7%	8 7%	11 19%ghi	6 17%	17 4%	19 6%	25 12%n	17 18%no	56 7%	5 3%
NET Cost	304 33%	29 23%	274 34%a	97 32%	207 33%	150 36%	153 30%	70 35%	64 31%	66 33%	37 35%	35 29%	21 36%	11 31%	134 33%	103 34%	67 32%	32 35%	235 31%	65 40%
NET Reliability	231 25%	33 26%	197 25%	94 31%d	137 22%	116 28%	113 22%	64 32%l	54 26%	48 24%	34 32%l	22 19%	8 13%	1 4%	118 29%pq	82 27%pq	31 15%	9 10%	170 23%	57 36%r
NET Speed	223 24%	27 21%	196 25%	80 26%	144 23%	108 26%	115 23%	61 30%	50 24%	39 20%	25 23%	34 29%	12 21%	3 9%	111 27%	64 21%	49 23%	15 16%	172 23%	50 31%
NET Convenience	415 45%	69 54%	346 43%	145 47%	270 44%	187 44%	226 45%	97 48%	104 50%	73 37%	55 51%	43 37%	26 44%	16 47%	201 49%	128 42%	85 40%	42 45%	332 44%	78 48%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 230

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per yea (k)	£30,000 - £49,999 per yea (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	932	285	298	168	181	583	349	639	284	67	89	214	269	210	572	68	812	238	654	40
Weighted Base	926	243	300	196	187	543	383	686	233	67*	84*	233	268	206	584	67*	820	212	670	44**
Effective Base	550	145	182	110	113	327	223	386	163	43	52	138	159	116	348	43	482	132	391	28
Lower cost of postage	247 27%	47 19%	93 31%a	59 30%a	48 26%	140 26%	107 28%	183 27%	63 27%	24 36%	20 24%	68 29%	69 26%	57 28%	157 27%	24 36%	215 26%	66 31%	172 26%	9 21%
Lower cost of insurance	99 11%	29 12%	37 12%	21 11%	12 7%	66 12%	34 9%	77 11%	22 9%	6 8%	5 5%	40 17%jm	30 11%	16 8%	74 13%	6 8%	90 11%	29 14%	67 10%	3 7%
Guarantee that the parcel would arrive on time	109 12%	32 13%d	40 13%d	27 14%d	11 6%	72 13%	37 10%	85 12%	21 9%	9 13%	5 6%	25 11%	38 14%	26 12%	68 12%	9 13%	94 11%	32 15%	75 11%	3 7%
Better ability to track the delivery	171 18%	41 17%	70 23%	32 17%	27 15%	111 20%	60 16%	128 19%	39 17%	16 24%	11 13%	43 18%	60 23%	33 16%	114 20%	16 24%	149 18%	33 16%	129 19%	9 19%
Parcel less likely to get lost	134 14%	39 16%	33 11%	34 17%	28 15%	72 13%	62 16%	105 15%	29 12%	11 17%	11 14%	34 15%	44 17%	23 11%	90 15%	11 17%	117 14%	37 17%	91 14%	6 14%
Ability to select an express service	73 8%	26 11%	19 6%	17 9%	11 6%	45 8%	29 7%	62 9%	12 5%	7 10%	3 4%	26 11%	28 10%	9 4%	57 10%	7 10%	67 8%	22 11%	51 8%	1 1%
Quicker delivery	184 20%	50 20%	63 21%d	50 26%d	21 11%	113 21%	71 19%	138 20%	46 20%	9 14%	9 11%	62 27%jm	60 22%	31 15%	131 22%	9 14%	167 20%	37 18%	143 21%	4 8%
More convenient for me to drop the parcel off	240 26%	69 28%	86 28%c	35 18%	50 27%	154 28%	85 22%	174 25%	64 27%	17 25%	18 21%	67 29%	61 23%	52 25%	147 25%	17 25%	208 25%	54 25%	177 26%	8 19%
More convenient for me to have the parcel collected	214 23%	56 23%	59 20%	40 20%	58 31%b	116 21%	98 26%	148 21%	63 27%	21 32%l	22 27%	61 26%	46 17%	46 22%	129 22%	21 32%	183 22%	73 34%r	130 19%	11 25%
More convenient for the recipient to take the delivery	165 18%	46 19%	52 17%	39 20%	29 15%	98 18%	67 18%	121 18%	43 18%	11 17%	10 12%	45 20%	42 16%	42 20%	98 17%	11 17%	146 18%	38 18%	123 18%	4 8%
Ability to set a specific date/time for delivery	99 11%	34 14%	32 11%	18 9%	16 8%	66 12%	33 9%	81 12%	16 7%	10 15%	8 9%	28 12%	30 11%	24 12%	65 11%	10 15%	89 11%	31 14%	63 9%	6 13%
Guarantee that the parcel would arrive intact	76 8%	23 10%	21 7%	22 11%	10 5%	44 8%	32 8%	60 9%	16 7%	7 11%	6 7%	19 8%	16 6%	25 12%	42 7%	7 11%	67 8%	17 8%	57 8%	2 5%
Recommended by others	121 13%	38 16%	33 11%	28 14%	21 11%	72 13%	49 13%	101 15%h	19 8%	7 11%	2 3%	33 14%j	35 13%j	38 18%j	70 12%	7 11%	112 14%	17 8%	100 15%q	4 9%
Better delivery options for disabled consumers	84 9%	24 10%	32 11%	15 7%	14 7%	56 10%	28 7%	70 10%	14 6%	9 13%	5 5%	24 10%	21 8%	23 11%	50 8%	9 13%	75 9%	30 14%r	52 8%	2 4%
More environmentally friendly delivery options	90 10%	18 7%	37 12%d	25 13%d	9 5%	55 10%	35 9%	82 12%h	6 2%	8 11%	6 7%	25 11%	31 12%	19 9%	63 11%	8 11%	82 10%	22 11%	64 10%	3 7%
Better complaint handling policy / procedure	59 6%	17 7%	22 7%	7 4%	12 7%	40 7%	19 5%	48 7%	8 4%	7 11%	3 4%	16 7%	16 6%	14 7%	35 6%	7 11%	49 6%	20 10%	36 5%	2 5%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	110 12%	30 12%	30 10%	25 13%	26 14%	60 11%	51 13%	94 14%h	15 7%	5 8%	16 19%	32 14%	35 13%	20 9%	83 14%	5 8%	102 12%	45 21%r	61 9%	4 10%
Other: please specify	61 7%	15 6%	17 6%	11 6%	17 9%	33 6%	28 7%	34 5%	27 12%g	9 14%ln	7 9%	16 7%	8 3%	16 8%	31 5%	9 14%p	50 6%	13 6%	43 6%	4 10%
NET Cost	304 33%	70 29%	112 37%	70 36%	52 28%	182 33%	122 32%	231 34%	71 31%	25 38%	23 27%	90 39%	83 31%	72 35%	196 33%	25 38%	269 33%	83 39%	210 31%	11 25%
NET Reliability	231 25%	61 25%	72 24%	59 30%	38 20%	133 25%	97 25%	181 26%	46 20%	18 28%	20 23%	60 26%	70 26%	51 25%	149 26%	18 28%	205 25%	62 29%	161 24%	8 18%
NET Speed	223 24%	65 27%d	77 26%d	57 29%d	25 13%	141 26%	82 21%	173 25%	51 22%	10 16%	13 15%	73 31%ijm	78 29%jm	36 18%	163 28%jm	11 16%	205 25%	50 24%	169 25%	4 10%
NET Convenience	415 45%	115 48%	149 50%c	74 38%	77 41%	265 48%f	151 39%	312 46%	99 43%	26 39%	31 37%	109 47%	130 49%	88 43%	271 46%	26 39%	371 45%	94 44%	306 46%	15 35%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	932	598	334	135	471	172	173	116	43	58	43	50	53	51	63	55	55	26	146
Weighted Base	926	782	144*	25**	778	73*	50*	26*	33*	106*	62*	64*	81*	79*	137*	130*	86*	7**	66*
Effective Base	550	478	74	22	416	77	90	80	40	56	41	47	48	47	61	52	52	12	68
Lower cost of postage	247 27%	198 25%	50 34%	5 19%	216 28%e	9 13%	15 30%e	7 27%e	7 20%	28 26%	25 40%knr	11 17%	21 26%	25 31%r	30 22%	41 31%r	29 34%r	1 21%	8 12%
Lower cost of insurance	99 11%	84 11%	15 10%	2 9%	90 12%	3 4%	4 7%	3 11%	1 2%	13 12%	12 19%hkpr	1 2%	9 12%	14 18%hkpr	19 14%k	15 12%	5 5%	* 2%	3 5%
Guarantee that the parcel would arrive on time	109 12%	103 13%b	6 4%	1 5%	93 12%	10 10%	6 12%	3 11%	2 6%	17 16%	9 14%	7 11%	8 10%	15 19%o	23 17%	7 6%	6 7%	1 15%	7 10%
Better ability to track the delivery	171 18%	149 19%	22 15%	3 14%	141 18%	16 22%	10 20%	4 15%	6 19%	17 16%	4 7%	7 11%	19 23%j	10 12%	31 22%j	27 21%	21 24%j	1 16%	15 22%j
Parcel less likely to get lost	134 14%	123 16%	11 8%	3 12%	113 15%	11 15%	8 16%	2 8%	3 8%	22 21%p	12 20%p	13 21%p	7 8%	10 13%	23 17%	18 14%	5 6%	1 15%	10 15%
Ability to select an express service	73 8%	62 8%	11 8%	1 2%	60 8%	7 9%	5 11%	2 8%	1 3%	11 11%	3 5%	3 5%	6 7%	6 7%	18 13%	8 6%	3 3%	* 1%	7 10%
Quicker delivery	184 20%	161 21%	23 16%	2 8%	160 20%e	8 10%	12 25%e	4 17%	2 6%	32 30%hmr	11 17%	15 23%h	21 26%hr	8 11%	32 23%h	26 20%	13 15%	1 16%	6 10%
More convenient for me to drop the parcel off	240 26%	210 27%	29 20%	3 12%	199 26%	21 28%	14 27%	6 24%	9 28%	38 36%	14 22%	17 27%	16 19%	23 29%	33 24%	30 23%	20 23%	3 49%	17 26%
More convenient for me to have the parcel collected	214 23%	181 23%	33 23%	5 22%	174 22%	21 29%	14 28%	5 18%	8 24%	12 12%	17 27%l	11 18%	18 22%	17 22%	40 29%l	28 22%	22 26%	3 46%	18 27%l
More convenient for the recipient to take the delivery	165 18%	149 19%	16 11%	2 10%	140 18%	12 17%	7 15%	6 22%	6 18%	19 18%	10 15%	4 6%	14 18%	13 16%	27 19%	24 19%	24 28%k	3 47%	9 14%
Ability to set a specific date/time for delivery	99 11%	86 11%	14 10%	1 4%	88 11%	6 8%	4 9%	1 6%	2 5%	14 14%	10 17%	7 11%	8 10%	8 10%	17 12%	13 10%	8 9%	1 15%	4 7%
Guarantee that the parcel would arrive intact	76 8%	70 9%	6 4%	1 3%	59 8%	9 12%	7 14%d	1 5%	3 10%	7 6%	3 4%	3 4%	9 11%	3 4%	17 13%	6 5%	8 10%	1 16%	8 11%
Recommended by others	121 13%	106 14%	15 11%	4 15%	110 14%	5 6%	5 9%	2 8%	1 3%	17 16%	9 15%	12 18%h	11 17%	6 7%	23 17%	19 15%	9 11%	* 5%	4 6%
Better delivery options for disabled consumers	84 9%	80 10%b	4 3%	1 3%	73 9%	5 6%	4 9%	2 7%	2 7%	11 10%	6 10%	5 7%	11 13%	6 7%	19 14%p	11 9%	3 3%	* 5%	4 7%
More environmentally friendly delivery options	90 10%	82 10%	8 5%	* 1%	83 11%g	3 4%	4 7%	* 1%	2 7%	12 12%	8 13%	10 15%	10 12%	7 9%	16 12%	7 6%	10 12%	-	3 5%
Better complaint handling policy / procedure	59 6%	53 7%	6 4%	1 4%	47 6%	6 8%	5 10%	1 4%	-	5 5%	4 7%	4 6%	4 5%	7 9%	15 11%	3 2%	4 5%	-	6 9%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	110 12%	94 12%	16 11%	3 13%	95 12%	6 8%	8 16%	2 8%	2 5%	13 12%	12 19%	6 10%	8 10%	7 9%	24 18%	15 12%	8 9%	* 2%	5 8%
Other: please specify	61 7%	52 7%	9 6%	5 22%	43 6%	11 15%d	5 9%	2 8%	4 11%j	5 5%	-	4 6%	7 9%	3 4%	12 8%	4 3%	5 6%	1 22%	9 14%o
NET Cost	304 33%	247 32%	56 39%	5 20%	269 35%e	11 15%	16 32%e	8 31%e	7 20%	35 33%r	31 50%hknr	12 19%	26 33%r	35 44%hkr	42 31%r	47 36%r	34 39%kr	2 23%	10 15%
NET Reliability	231 25%	211 27%b	20 14%	4 17%	193 25%	20 28%	13 26%	5 19%	5 14%	32 30%	20 33%o	17 27%	16 20%	23 29%	44 32%o	19 15%	16 19%	4 20%	19 28%
NET Speed	223 24%	195 25%	28 20%	2 9%	192 25%	11 16%	15 30%e	6 22%	3 9%	40 37%hmopr	12 20%	16 25%	25 31%h	12 16%	44 32%hr	26 16%	14 16%	1 17%	10 16%
NET Convenience	415 45%	356 45%	59 41%	6 26%	353 45%	32 43%	21 42%	10 38%	15 45%	56 53%	23 36%	27 42%	36 45%	34 43%	60 44%	63 48%	40 47%	4 56%	28 42%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 230

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	932	391	299	575	483	391	23	101	299	26	110	299	376	124	91	42	675	133	452	351	79	39	11	803	50	364	568
Weighted Base	926	406	293	585	472	406	23**	79*	293	27**	97*	315	374	127*	83*	29**	688	111*	458	354	69*	36**	10**	811	46*	422	504
Effective Base	550	238	178	341	280	238	15	60	178	20	65	178	229	77	48	18	406	66	266	211	43	24	7	477	31	236	316
Lower cost of postage	247 27%	84 21%	105 36%ac	129 22%	149 32%ac	84 21%	5 22%	14 17%	105 36%	16 59%	38 40%	95 30%	87 23%	32 25%	25 30%	8 29%	182 26%	34 30%	132 29%	82 23%	20 29%	11 30%	2 20%	214 26%	13 28%	112 26%	135 27%
Lower cost of insurance	99 11%	49 12%	31 10%	66 11%	48 10%	49 12%	1 6%	4 5%	31 10%	4 16%	13 13%	36 11%	41 11%	9 7%	12 14%	1 5%	77 11%	13 12%	47 10%	42 12%	7 10%	3 9%	-	89 11%	3 7%	66 16%z	33 7%
Guarantee that the parcel would arrive on time	109 12%	56 14%	25 9%	78 13%	48 10%	56 14%	3 15%	10 13%	25 9%	3 11%	5 5%	37 12%	48 13%	16 12%	6 7%	2 9%	85 12%	9 8%	44 10%	51 15%	7 10%	7 18%	1 7%	95 12%	7 16%	80 19%z	30 6%
Better ability to track the delivery	171 18%	82 20%	44 15%	122 21%	84 18%	82 20%	8 37%	14 18%	44 15%	5 18%	18 18%	63 20%	71 19%	15 12%	16 20%	6 20%	134 19%	22 20%	70 15%	76 21%	14 20%	9 25%	2 25%	145 18%	12 25%	98 23%z	72 14%
Parcel less likely to get lost	134 14%	66 16%b	28 9%	101 17%b	63 13%	66 16%	5 25%	11 14%	28 9%	3 13%	11 11%	49 16%	53 14%	14 11%	16 19%	2 9%	102 15%	17 17%	71 16%	43 12%	8 12%	3 8%	5 51%	114 14%	8 17%	75 18%z	58 12%
Ability to select an express service	73 8%	47 11%bd	12 4%	57 10%bd	22 5%	47 11%	4 20%	5 6%	12 4%	2 9%	5 5%	35 11%q	23 6%	11 9%	2 2%	1 5%	59 9%	3 3%	36 8%	29 8%	3 4%	4 12%	1 13%	65 8%	6 12%	45 11%z	28 6%
Quicker delivery	184 20%	85 21%	55 19%	122 21%	92 20%	85 21%	5 20%	16 21%	55 19%	3 10%	18 19%	50 16%	79 21%	27 21%	24 29%k	4 14%	129 19%	28 25%	83 18%	75 21%	11 16%	10 28%	4 38%	159 20%	14 30%	95 22%	89 18%
More convenient for me to drop the parcel off	240 26%	107 26%	69 23%	157 27%	118 25%	107 26%	8 34%	20 25%	69 23%	7 26%	25 26%	92 29%	99 26%	29 23%	18 22%	8 28%	190 28%	21 18%	134 29%t	88 26%t	5 7%	9 24%	3 35%	223 27%t	12 26%t	108 26%	131 26%
More convenient for me to have the parcel collected	214 23%	90 22%	65 22%	132 23%	106 23%	90 22%	6 28%	17 21%	65 22%	7 25%	32 32%	90 29%l	68 18%	32 25%	13 16%	10 37%	158 23%	24 22%	122 27%	72 20%	12 18%	5 14%	2 25%	194 24%	8 16%	96 23%	118 23%
More convenient for the recipient to take the delivery	165 18%	80 20%	47 16%	109 19%	76 16%	80 20%	6 26%	14 18%	47 16%	4 14%	15 16%	54 17%m	80 21%m	8 6%	19 23%m	4 15%	134 19%m	24 21%m	83 18%	65 18%	7 11%	8 23%	2 19%	148 18%	10 22%	85 20%	81 16%
Ability to set a specific date/time for delivery	99 11%	50 12%	24 8%	71 12%	45 10%	50 12%	3 14%	6 8%	24 8%	5 18%	8 8%	41 13%	39 11%	13 10%	5 6%	1 5%	80 12%	6 6%	43 9%	47 13%t	2 6%	6 18%	1 14%	90 11%	17 17%t	71 17%z	29 6%
Guarantee that the parcel would arrive intact	76 8%	50 12%bd	8 3%	64 11%bd	22 5%	50 12%	4 20%	9 11%	8 3%	3 11%	6 6%	34 11%m	29 8%	3 3%	7 8%	3 11%	63 9%	10 9%	43 9%	23 7%	4 6%	5 15%	1 8%	66 8%	6 13%	44 10%	32 6%
Recommended by others	121 13%	64 16%	30 10%	88 15%	54 11%	64 16%	5 21%	6 8%	30 10%	2 6%	11 11%	30 9%	53 14%	24 19%k	14 17%	* 1%	82 12%	15 13%	48 10%	49 14%	16 23%rw	8 22%	* 1%	97 12%	8 18%	75 18%z	46 9%
Better delivery options for disabled consumers	84 9%	47 12%	20 7%	63 11%	36 8%	47 12%	6 26%	6 8%	20 7%	2 9%	7 7%	38 12%nd	34 9%	10 8%	1 2%	3 3%	72 10%q	2 2%	37 8%	36 10%	7 10%	2 5%	2 20%	73 9%	8 8%	69 16%z	15 3%
More environmentally friendly delivery options	90 10%	53 13%bd	4 4%	74 13%bd	34 7%	53 13%g	3 13%	3 3%	13 4%	3 11%	2 2%	31 10%	41 11%	12 9%	4 5%	2 7%	72 11%	6 5%	42 9%	30 9%	8 12%	8 23%	1 13%	72 9%	10 21%rsw	66 16%z	23 5%
Better complaint handling policy / procedure	59 6%	37 9%bd	7 2%	50 8%bd	19 4%	37 9%	1 6%	3 4%	7 2%	2 9%	4 4%	27 9%	22 6%	6 4%	3 4%	1 3%	49 7%	4 3%	26 6%	26 7%	4 6%	3 8%	-	51 6%	3 6%	47 11%z	11 2%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	110 12%	70 17%bd	16 5%	90 15%bd	35 8%	70 17%g	3 11%	5 7%	16 5%	2 9%	6 6%	50 16%nq	41 11%n	16 13%nq	1 2%	2 8%	91 13%	4 13%nq	56 12%	40 11%	12 18%	2 7%	* 1%	96 12%	2 5%	85 20%z	25 5%
Other: please specify	61 7%	23 6%	29 10%c	31 5%	38 8%	23 6%	3 11%	11 13%e	29 10%	3 11%	12 13%	23 7%	31 8%	4 3%	2 2%	1 5%	54 8%	3 3%	33 7%	20 6%	6 6%	4 10%	* 1%	53 7%	4 8%	9 2%	52 10%y
NET Cost	304 33%	119 29%	118 40%ac	171 29%	171 36%	119 29%	5 22%	17 22%	118 40%	17 63%	41 42%	115 37%	111 30%	38 30%	29 35%	10 34%	227 33%	39 35%	154 34%	111 31%	24 35%	12 34%	2 20%	265 33%	14 31%	154 36%	150 30%
NET Reliability	231 25%	120 30%bd	47 16%	173 30%bd	99 21%	120 30%	9 39%	21 27%	47 16%	5 20%	13 14%	77 25%	98 26%	25 20%	24 29%	6 22%	176 26%	30 27%	109 24%	88 25%	17 25%	11 31%	5 52%	197 24%	16 36%	132 31%z	99 20%
NET Speed	223 24%	111 27%	60 21%	155 26%	104 22%	111 27%	5 20%	18 23%	60 21%	4 14%	19 20%	71 22%	79 24%	32 25%	26 31%	5 19%	160 23%	31 28%	101 22%	95 27%	11 17%	11 31%	5 51%	196 24%	16 35%	122 29%z	101 20%
NET Convenience	415 45%	196 48%b	108 37%	286 49%b	199 42%	196 48%	14 62%	35 45%	108 37%	9 35%	36 37%	160 51%m	165 44%	44 35%	37 45%	9 31%	325 47%m	46 41%	208 45%t	164 46%t	18 26%	20 54%	6 56%	372 46%t	25 55%t	215 51%z	200 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	932	68	856	8	313	568	51	877	42	9	3	928	1
Weighted Base	926	66*	850	11**	302	573	52*	867	45**	13**	1**	925	***
Effective Base	550	35	509	6	179	337	33	514	28	7	1	549	1
Lower cost of postage	247 27%	21 32%	225 26%	1 13%	81 27%	151 26%	14 28%	235 27%	5 11%	7 52%	-	247 27%	-
Lower cost of insurance	99 11%	11 17%	88 10%	-	38 13%	58 10%	3 5%	90 10%	9 19%	-	* 7%	99 11%	-
Guarantee that the parcel would arrive on time	109 12%	5 8%	100 12%	4 34%	36 12%	66 11%	7 14%	104 12%	4 10%	1 11%	-	109 12%	-
Better ability to track the delivery	171 18%	11 17%	154 18%	6 57%	58 19%	106 18%	7 13%	160 18%	9 21%	2 14%	-	171 18%	-
Parcel less likely to get lost	134 14%	11 17%	116 14%	6 58%	46 15%	78 14%	6 19%	121 14%	11 24%	2 18%	-	134 14%	-
Ability to select an express service	73 8%	5 8%	66 8%	2 23%	19 6%	51 9%	3 5%	64 7%	7 15%	3 20%	-	73 8%	-
Quicker delivery	184 20%	19 29%	163 19%	2 23%	57 19%	123 21%f	4 7%	168 19%	12 27%	3 25%	* 7%	184 20%	-
More convenient for me to drop the parcel off	240 26%	13 19%	226 27%	1 13%	65 21%	164 29%	10 20%	226 26%	8 18%	5 42%	-	240 26%	-
More convenient for me to have the parcel collected	214 23%	13 19%	196 23%	5 49%	94 31%e	109 19%	11 21%	198 23%	13 28%	3 20%	* 7%	214 23%	-
More convenient for the recipient to take the delivery	165 18%	12 19%	149 17%	5 43%	54 18%	107 19%	5 10%	161 19%	4 8%	1 6%	-	165 18%	* 100%
Ability to set a specific date/time for delivery	99 11%	9 14%	91 11%	-	42 14%	50 9%	7 14%	93 11%	6 14%	* 4%	-	99 11%	-
Guarantee that the parcel would arrive intact	76 8%	5 7%	69 8%	2 20%	23 8%	52 9%	1 2%	74 8%	1 2%	1 11%	* 7%	76 8%	-
Recommended by others	121 13%	10 15%	110 13%	2 15%	25 8%	86 15%d	10 19%	116 13%	5 10%	-	-	121 13%	-
Better delivery options for disabled consumers	84 9%	12 19%b	68 8%	4 36%	34 11%	48 8%	2 3%	68 8%	9 19%	7 54%	-	84 9%	-
More environmentally friendly delivery options	90 10%	9 14%	81 10%	-	26 9%	58 10%	5 10%	81 9%	3 6%	6 48%	-	90 10%	-
Better complaint handling policy / procedure	59 6%	9 13%	48 6%	2 14%	27 9%	31 5%	1 1%	52 6%	6 14%	-	-	59 6%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	110 12%	17 26%b	90 11%	3 28%	64 21%e	38 7%	8 16%	97 11%	9 21%	3 20%	1 93%	109 12%	-
Other: please specify	61 7%	6 10%	54 6%	* 1%	17 6%	43 7%	1 2%	61 7%	-	-	-	61 7%	-
NET Cost	304 33%	28 42%	275 32%	1 13%	98 32%	189 33%	17 33%	284 33%	13 28%	7 52%	* 7%	304 33%	-
NET Reliability	231 25%	14 22%	208 25%	8 73%	82 27%	137 24%	12 23%	213 25%	14 30%	4 29%	* 7%	231 25%	-
NET Speed	223 24%	20 30%	201 24%	2 23%	67 22%	151 26%f	6 11%	205 24%	15 32%	3 25%	* 7%	223 24%	-
NET Convenience	415 45%	25 38%	382 45%	7 70%	131 43%	263 46%	21 41%	387 45%	21 45%	8 59%	-	415 45%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	932	231	203	241	257	98	71	62	59	75	69	79	72	90	78	89	90
Weighted Base	926	254	199	235	238	108*	80*	65*	67*	67*	65*	70*	76*	90*	62*	86*	90*
Effective Base	550	148	121	138	144	64	48	36	40	40	41	40	45	53	42	50	53
Lower cost of postage	247 27%	71 28%	51 26%	54 23%	71 30%	31 28%	25 31%	16 24%	13 20%	29 44%hjk	9 14%	14 20%	12 16%	28 31%	19 31%	23 27%	29 32%j
Lower cost of insurance	99 11%	32 12%	17 8%	23 10%	27 11%	11 11%	7 9%	13 20%	5 7%	5 8%	7 11%	5 7%	5 6%	14 16%	7 11%	10 12%	10 11%
Guarantee that the parcel would arrive on time	109 12%	25 10%	21 11%	25 11%	38 16%	9 8%	7 8%	10 15%	5 8%	9 13%	7 11%	7 11%	7 10%	11 12%	9 14%	10 11%	20 22%e
Better ability to track the delivery	171 18%	46 18%	35 17%	38 16%	52 22%	23 21%f	5 7%	18 27%f	8 12%	18 28%f	12 12%	8 12%	18 24%f	12 14%	12 20%	20 23%f	20 22%f
Parcel less likely to get lost	134 14%	33 13%	28 14%	29 12%	44 19%	20 18%hk	7 9%	6 9%	2 3%	16 24%hk	10 15%k	2 2%	10 13%	17 19%hk	16 25%fhk	10 12%	18 20%hk
Ability to select an express service	73 8%	24 10%	9 5%	13 5%	27 11%	5 5%	12 15%hm	7 11%	2 2%	6 9%	2 3%	2 3%	8 11%	2 3%	9 15%hm	5 6%	12 14%m
Quicker delivery	184 20%	52 21%	42 21%	37 16%	53 22%	28 26%	13 16%	12 18%	10 16%	22 33%jl	9 14%	11 16%	9 12%	17 19%	11 18%	16 19%	26 29%jl
More convenient for me to drop the parcel off	240 26%	65 26%	49 25%	52 22%	74 31%	31 29%	21 26%	14 21%	16 23%	14 21%	20 30%	10 15%	20 26%	22 24%	22 36%k	23 27%	28 31%
More convenient for me to have the parcel collected	214 23%	51 20%	43 22%	65 27%	55 23%	30 28%	10 13%	10 16%	19 29%	8 12%	16 24%	19 27%	21 27%	25 28%	14 23%	25 29%	16 18%
More convenient for the recipient to take the delivery	165 18%	46 18%	31 16%	43 18%	44 19%	17 16%	16 20%	13 20%	8 12%	12 17%	12 18%	12 17%	16 21%	16 18%	14 22%	14 16%	17 18%
Ability to set a specific date/time for delivery	99 11%	24 9%	18 9%	21 9%	37 16%	10 9%	6 8%	7 11%	5 7%	8 12%	5 8%	7 10%	2 2%	12 14%l	10 16%l	14 16%l	13 14%l
Guarantee that the parcel would arrive intact	76 8%	17 7%	16 8%	22 9%	22 9%	5 4%	6 7%	10 10%	3 5%	6 10%	6 9%	5 7%	9 12%	8 9%	10 10%	6 7%	10 12%
Recommended by others	121 13%	25 10%	32 16%	31 13%	33 14%	3 2%	12 15%e	11 16%e	8 11%	14 20%e	11 16%e	6 8%	9 12%	17 18%e	4 6%	15 18%e	14 15%e
Better delivery options for disabled consumers	84 9%	27 11%	12 6%	16 7%	28 12%	16 15%	8 10%	3 5%	3 4%	7 10%	4 6%	4 5%	5 7%	7 8%	15 25%ghjklmop	5 5%	9 9%
More environmentally friendly delivery options	90 10%	23 9%	22 11%	15 7%	30 13%	9 8%	9 12%	4 7%	2 4%	11 17%k	8 12%	1 1%	6 7%	9 10%	7 11%	8 9%	15 17%k
Better complaint handling policy / procedure	59 6%	17 7%	9 5%	10 4%	23 10%	6 5%	8 10%	3 4%	1 2%	5 7%	3 5%	2 4%	2 3%	5 6%	10 10%	9 11%	7 8%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	110 12%	38 15%b	12 6%	22 10%	38 16%b	11 10%	17 21%jk	10 15%j	8 11%	4 6%	1 1%	4 6%	8 11%	10 11%	16 25%eijkp	15 18%j	7 8%
Other: please specify	61 7%	15 6%	16 8%	15 6%	14 6%	8 7%	5 6%	3 4%	9 13%m	1 2%	6 10%	5 8%	8 10%	2 2%	9 14%mo	2 3%	3 4%
NET Cost	304 33%	85 33%	60 30%	71 30%	88 37%	36 33%	27 34%	22 33%	16 24%	29 44%jl	14 22%	19 27%	14 18%	38 42%jl	23 37%	29 34%	36 40%l
NET Reliability	231 25%	56 22%	48 24%	56 24%	72 30%	27 25%	15 19%	13 20%	9 13%	23 34%hk	16 25%	10 14%	19 25%	27 30%	21 34%hk	20 23%	31 34%hk
NET Speed	223 24%	65 26%	45 23%	45 19%	69 29%	29 27%	20 25%	15 23%	11 17%	23 34%j	11 17%	12 17%	14 19%	19 21%	19 31%	18 21%	32 35%j
NET Convenience	415 45%	109 43%	86 43%	97 41%	123 52%	51 48%f	23 28%	35 53%f	25 38%	32 48%	28 43%	22 31%	32 43%	43 47%	34 55%fk	45 52%f	44 49%f

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	501	58	443	138	363	206	294	91	111	127	52	65	41	14	202	179	120	55	440	55
Weighted Base	496	56*	440	149*	347	225	269	95*	116*	109*	54*	69*	36**	16**	211	163	121*	52*	412	77*
Effective Base	292	36	256	82	210	122	170	56	64	65	35	40	22	9	120	100	72	31	243	44
Lower cost of postage	118 24%	13 24%	105 24%	32 21%	87 25%	59 26%	60 22%	17 18%	25 22%	26 24%	11 21%	19 27%	13 37%	7 42%	42 20%	38 23%	39 32%	20 38%:n	104 25%	14 18%
Lower cost of insurance	38 8%	3 5%	35 8%	17 11%	21 6%	25 11%	13 5%	8 8%	7 6%	6 6%	4 7%	7 10%	7 18%	-	15 7%	10 6%	13 11%	7 13%	30 7%	7 9%
Guarantee that the parcel would arrive on time	38 8%	4 6%	35 8%	13 9%	25 7%	17 8%	20 7%	15 16%:i	8 7%	5 5%	4 8%	3 5%	2 7%	1 3%	23 11%	9 6%	6 5%	3 6%	35 8%	2 3%
Better ability to track the delivery	66 13%	2 3%	64 15%	17 12%	49 14%	35 15%	31 12%	11 11%	14 12%	12 11%	7 13%	14 20%	8 23%	* 1%	25 12%	19 12%	22 18%	8 16%	52 13%	14 18%
Parcel less likely to get lost	41 8%	4 7%	37 8%	16 11%	25 7%	20 9%	21 8%	5 6%	10 8%	5 5%	7 12%	9 12%	5 15%	-	15 7%	12 7%	14 11%	5 10%	32 8%	8 11%
Ability to select an express service	18 4%	2 3%	16 4%	1 1%	16 5%	10 5%	8 3%	3 3%	1 1%	5 4%	3 5%	6 9%:h	-	-	4 2%	7 5%	6 5%	-	17 4%	* 1%
Quicker delivery	79 16%	10 18%	69 16%	18 12%	61 18%	34 15%	46 17%	12 12%	18 15%	19 17%	7 12%	16 23%	9 25%	-	29 14%	25 16%	25 21%	9 17%	74 18%	5 6%
More convenient for me to drop the parcel off	108 22%	24 43%:b	84 19%	26 18%	82 24%	36 16%	73 27%:e	20 21%	29 25%	15 13%	12 22%	11 16%	13 36%	8 50%	49 23%	27 16%	32 27%	21 41%:o	97 24%	10 13%
More convenient for me to have the parcel collected	119 24%	5 8%	114 26%:a	42 28%	76 22%	63 28%	54 20%	24 25%	22 19%	27 24%	16 29%	18 25%	10 28%	2 15%	46 22%	42 26%	30 25%	12 24%	102 25%	14 19%
More convenient for the recipient to take the delivery	74 15%	7 12%	67 15%	30 20%	44 13%	34 15%	39 15%	13 13%	14 12%	16 14%	11 21%	13 19%	6 16%	1 7%	27 13%	27 17%	20 16%	7 13%	59 14%	15 19%
Ability to set a specific date/time for delivery	38 8%	5 8%	34 8%	15 10%	24 7%	20 9%	17 6%	10 11%	10 9%	6 5%	5 10%	4 6%	3 7%	-	21 10%	11 7%	7 5%	3 5%	30 7%	8 11%
Guarantee that the parcel would arrive intact	36 7%	6 11%	30 7%	10 7%	25 7%	14 6%	20 7%	8 8%	9 8%	11 10%	3 5%	4 6%	1 3%	-	17 8%	14 8%	6 5%	1 2%	30 7%	6 7%
Recommended by others	57 11%	1 1%	56 13%:a	21 14%	36 10%	22 10%	35 13%	15 16%	15 13%	11 10%	2 4%	10 15%	3 9%	-	30 14%	14 8%	13 11%	3 6%	44 11%	11 14%
Better delivery options for disabled consumers	34 7%	2 4%	32 7%	16 11%	18 5%	15 6%	20 7%	12 13%:i	9 8%	2 2%	6 12%:i	5 8%	-	-	21 10%	8 5%	5 4%	-	28 7%	7 9%
More environmentally friendly delivery options	35 7%	-	35 8%	14 9%	22 6%	23 10%	13 5%	5 6%	9 8%	14 13%:k	5 8%	1 1%	2 6%	-	14 7%	18 11%:p	3 2%	2 4%	30 7%	6 7%
Better complaint handling policy / procedure	20 4%	1 2%	18 4%	7 7%	10 3%	9 4%	11 4%	7 7%	5 4%	4 4%	-	4 5%	-	-	12 6%	4 3%	4 3%	-	17 4%	3 4%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	54 11%	3 5%	51 12%	28 19%:d	26 7%	27 12%	27 10%	13 13%	17 15%	12 11%	3 5%	7 11%	* 1%	2 14%	30 14%	14 9%	10 8%	2 5%	47 11%	7 9%
Other: please specify	34 7%	3 6%	31 7%	5 4%	29 8%	11 5%	23 9%	1 2%	9 7%	5 4%	5 9%	5 8%	7 19%	2 15%	10 5%	10 6%	14 12%	9 17%:n	32 8%	2 3%
NET Cost	140 28%	15 26%	125 28%	40 27%	100 29%	73 32%	67 25%	23 24%	32 28%	29 27%	15 28%	19 27%	15 43%	7 42%	55 26%	44 27%	41 34%	22 43%	119 29%	20 26%
NET Reliability	90 18%	11 20%	79 18%	31 21%	59 17%	42 19%	46 17%	23 24%	21 18%	19 17%	11 20%	10 15%	7 19%	1 3%	43 21%	29 18%	17 14%	7 14%	76 18%	13 17%
NET Speed	92 19%	12 21%	81 18%	19 13%	73 21%	40 18%	52 19%	14 15%	19 16%	22 20%	10 18%	20 28%	9 25%	-	33 15%	31 19%	28 23%	9 17%	87 21%:s	5 7%
NET Convenience	188 38%	28 49%	161 37%	50 34%	138 40%	80 35%	107 40%	35 37%	49 42%	30 28%	25 45%	24 34%	17 47%	8 50%	85 40%	55 34%	49 40%	25 48%	156 38%	31 40%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	501	138	158	96	109	296	205	324	170	39	51	118	134	109	303	39	426	134	343	24
Weighted Base	496	126*	154*	104*	110*	281	215	350	140*	32**	46**	128*	142*	105*	316	32**	437	118*	355	23**
Effective Base	292	74	94	59	65	168	124	192	99	25	26	77	81	60	184	25	251	71	205	17*
Lower cost of postage	118 24%	20 16%	41 27%	32 31%a	25 23%	61 22%	57 27%	80 23%	37 27%	11 33%	9 19%	35 28%	38 27%	20 19%	82 26%	11 33%	104 24%	30 25%	84 24%	4 19%
Lower cost of insurance	38 8%	13 10%	13 8%	8 8%	4 4%	26 9%	12 6%	19 5%	19 13%g	1 4%	1 3%	18 14%m	12 8%	2 2%	31 10%m	1 4%	33 8%	10 9%	26 7%	2 8%
Guarantee that the parcel would arrive on time	38 8%	11 9%	10 7%	10 9%	7 7%	21 8%	17 8%	25 7%	12 8%	1 4%	2 5%	12 9%	14 10%	6 6%	28 9%	1 4%	34 8%	14 12%	25 7%	-
Better ability to track the delivery	66 13%	13 10%	28 18%	13 12%	12 11%	41 15%	25 11%	45 13%	19 14%	3 10%	4 4%	17 13%	30 21%m	9 9%	49 15%	3 10%	59 13%	10 9%	52 15%	4 16%
Parcel less likely to get lost	41 8%	10 8%	9 6%	13 12%	10 9%	18 7%	23 11%	28 8%	13 9%	2 6%	3 6%	12 10%	13 9%	9 8%	28 9%	2 6%	38 9%	13 11%	27 8%	1 4%
Ability to select an express service	18 4%	5 4%	7 4%	3 3%	3 3%	12 4%	6 3%	12 3%	6 4%	1 4%	1 2%	2 2%	11 7%	3 3%	14 4%	1 4%	16 4%	2 2%	15 4%	-
Quicker delivery	79 16%	17 13%	33 21%d	20 19%	9 8%	50 18%	30 14%	55 16%	24 18%	2 5%	* 1%	36 28%lm	20 14%	10 10%	57 18%	2 5%	70 16%	13 11%	66 19%	* 2%
More convenient for me to drop the parcel off	108 22%	35 28%	37 24%	16 15%	20 20%	72 26%	36 17%	71 20%	37 26%	8 25%	7 15%	24 19%	26 19%	29 27%	58 18%	8 25%	89 20%	19 16%	88 25%	1 3%
More convenient for me to have the parcel collected	119 24%	30 24%	24 15%	25 24%	40 36%b	54 19%	65 30%e	76 22%	41 29%	10 30%	16 36%	27 21%	28 19%	28 26%	71 22%	10 30%	100 23%	45 38%r	67 19%	7 29%
More convenient for the recipient to take the delivery	74 15%	19 15%	16 10%	20 20%	18 17%	35 12%	39 18%	48 14%	24 17%	3 9%	4 9%	20 15%	25 17%	16 15%	48 15%	3 9%	66 15%	14 12%	57 16%	3 12%
Ability to set a specific date/time for delivery	38 8%	15 12%	10 6%	5 5%	8 7%	25 9%	13 6%	27 8%	11 8%	3 8%	4 9%	10 8%	12 8%	9 9%	27 8%	3 8%	36 8%	14 12%	21 6%	4 16%
Guarantee that the parcel would arrive intact	36 7%	7 6%	11 7%	13 12%	5 5%	18 6%	18 8%	27 8%	9 6%	1 4%	3 7%	10 8%	10 7%	11 10%	23 7%	1 4%	35 8%	5 4%	29 8%	2 9%
Recommended by others	57 11%	12 9%	16 10%	16 15%	13 12%	28 10%	29 14%	44 13%	12 9%	3 8%	2 5%	15 11%	16 11%	15 15%	33 11%	3 8%	53 12%	6 5%	50 14%q	1 4%
Better delivery options for disabled consumers	34 7%	8 6%	10 7%	8 8%	7 7%	18 7%	16 7%	27 8%	8 5%	1 4%	2 3%	13 10%	8 5%	10 10%	22 7%	1 4%	33 8%	10 10%	23 6%	*
More environmentally friendly delivery options	35 7%	5 4%	14 9%	14 13%d	3 2%	19 7%	16 8%	31 9%	5 3%	1 5%	5 11%	13 10%	11 8%	5 5%	29 9%	1 5%	34 8%	4 3%	30 8%	2 7%
Better complaint handling policy / procedure	20 4%	5 4%	7 5%	5 5%	2 2%	12 4%	8 4%	16 4%	4 3%	3 8%	1 2%	4 3%	4 2%	7 7%	9 3%	3 8%	16 4%	6 5%	13 4%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	54 11%	17 13%	10 6%	11 10%	16 15%	27 10%	27 13%	40 12%	12 9%	1 4%	10 22%	15 12%	11 8%	14 13%	36 11%	1 4%	50 11%	24 20%r	26 7%	4 19%
Other: please specify	34 7%	9 7%	12 8%	6 6%	7 6%	21 7%	13 6%	19 5%	15 11%	2 7%	1 2%	10 8%	6 4%	12 11%	16 5%	2 7%	30 7%	8 7%	23 7%	3 11%
NET Cost	140 28%	30 24%	47 31%	35 34%	27 24%	78 28%	62 29%	94 27%	44 32%	11 34%	10 22%	45 35%	44 31%	22 21%	100 31%	11 34%	123 28%	35 30%	98 28%	6 27%
NET Reliability	90 18%	21 16%	25 16%	26 25%	18 16%	46 16%	44 21%	63 18%	26 18%	3 11%	8 17%	28 22%	28 19%	20 19%	63 20%	3 11%	84 19%	25 21%	62 18%	3 13%
NET Speed	92 19%	20 16%	37 24%d	23 22%	12 11%	57 20%	35 16%	65 19%	27 20%	3 9%	1 2%	38 30%m	27 19%	13 12%	66 21%	3 9%	81 19%	14 12%	77 22%	* *
NET Convenience	188 38%	53 42%	67 44%	32 31%	35 32%	121 43%f	67 31%	130 37%	56 40%	10 31%	11 25%	47 37%	63 44%	40 38%	122 39%	10 31%	165 38%	39 33%	143 40%	6 26%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	501	310	191	74	252	94	94	61	20	29	19	30	26	24	31	35	38	10	84
Weighted Base	496	402	93*	12**	419	39*	25*	13*	15**	53**	26**	41**	36**	38**	67*	84*	57*	3**	36*
Effective Base	292	248	46	18	222	43	48	41	19	28	18	28	25	23	30	32	37	3	39
Lower cost of postage	118 24%	96 24%	22 24%	1 8%	104 25%g	7 18%	6 26%	1 10%	3 18%	11 20%	9 35%	5 12%	13 37%	10 25%	11 17%	25 30%	16 29%	1 46%	6 16%
Lower cost of insurance	38 8%	31 8%	7 7%	* 1%	33 8%	3 7%	2 7%	1 5%	-	5 9%	4 16%	-	1 3%	6 16%	4 7%	10 12%	3 5%	-	3 8%
Guarantee that the parcel would arrive on time	38 8%	34 9%	4 4%	1 5%	33 8%	3 7%	1 6%	1 7%	1 4%	5 10%	6 23%	2 5%	3 8%	7 19%	7 10%	-	3 5%	-	3 7%o
Better ability to track the delivery	66 13%	54 13%	12 13%	3 22%	57 14%	6 15%	2 8%	1 8%	2 14%	4 7%	-	4 11%	7 20%	7 18%	2 4%	16 19%	14 24%n	* 3%	6 16%
Parcel less likely to get lost	41 8%	40 10%	1 2%	* 2%	33 8%	4 11%	3 13%	1 7%	1 4%	4 7%	3 11%	5 12%	1 3%	4 11%	7 10%	6 7%	3 6%	-	4 12%
Ability to select an express service	18 4%	14 4%	3 4%	* 1%	14 3%	2 5%	1 5%	1 5%	* 6%	3 6%	-	-	-	1 3%	5 7%	3 3%	1 2%	* 3%	2 5%
Quicker delivery	79 16%	64 16%	16 17%	1 6%	71 17%	3 8%	4 17%	1 9%	1 4%	15 29%	5 18%	8 19%	8 22%	1 3%	11 16%	16 19%	6 10%	* 3%	3 8%
More convenient for me to drop the parcel off	108 22%	86 21%	22 24%	1 10%	92 22%	10 26%	4 15%	3 23%	5 32%	16 30%	5 20%	11 28%	6 16%	12 32%	14 20%	14 16%	9 15%	1 54%	9 23%
More convenient for me to have the parcel collected	119 24%	98 24%	20 22%	3 22%	99 24%	10 26%	7 28%	3 22%	3 19%	6 10%	9 33%	9 23%	8 21%	9 25%	20 30%	18 22%	17 29%	1 25%	10 26%
More convenient for the recipient to take the delivery	74 15%	66 17%	7 8%	1 8%	61 14%	8 20%	3 10%	3 23%	-	5 9%	4 15%	3 7%	8 22%	4 11%	7 11%	15 18%	15 26%	1 46%	6 18%
Ability to set a specific date/time for delivery	38 8%	31 8%	7 8%	1 6%	35 8%	3 6%	* 2%	1 5%	2 10%	3 7%	3 11%	4 11%	1 4%	1 4%	5 7%	8 10%	6 11%	* 10%	2 6%
Guarantee that the parcel would arrive intact	36 7%	31 8%	5 5%	* 2%	29 7%	5 13%	1 6%	* 1%	1 4%	5 9%	-	3 6%	4 12%	2 5%	2 4%	4 5%	8 14%	* 3%	5 14%
Recommended by others	57 11%	43 11%	14 15%	4 31%	53 13%	2 6%	2 6%	* 3%	1 3%	7 14%	3 13%	8 19%	6 16%	-	9 13%	15 17%	4 8%	-	2 7%
Better delivery options for disabled consumers	34 7%	34 8%	1 1%	* 3%	29 7%	3 8%	1 6%	1 5%	2 15%	3 6%	3 13%	3 8%	5 13%	3 8%	7 10%	2 2%	1 2%	* 3%	3 8%
More environmentally friendly delivery options	35 7%	29 7%	7 7%	* 1%	32 8%	3 7%	-	* 2%	1 5%	-	4 14%	7 17%	3 8%	2 6%	7 10%	2 2%	7 12%	-	3 8%
Better complaint handling policy / procedure	20 4%	18 4%	2 2%	* 3%	13 3%	4 11%d	2 7%	1 5%	-	-	-	3 6%	2 5%	1 3%	7 11%	-	-	-	4 12%op
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	54 11%	46 11%	8 8%	3 24%	46 11%	4 11%	3 12%	1 8%	1 5%	5 10%	7 26%	5 12%	1 3%	3 7%	14 21%	4 5%	5 9%	-	4 12%
Other: please specify	34 7%	30 7%	4 4%	1 7%	26 6%	5 13%	2 10%	* 4%	2 11%	3 6%	-	1 2%	2 5%	3 8%	8 12%	4 4%	4 6%	1 54%	3 9%
NET Cost	140 28%	113 28%	26 28%	1 9%	122 29%	9 22%	7 29%	2 15%	3 18%	14 25%	12 47%	5 12%	13 37%	13 34%	14 21%	29 35%	19 33%	1 46%	7 20%
NET Reliability	90 18%	82 20%	9 9%	1 8%	73 18%	11 27%	5 18%	2 14%	1 4%	11 20%	7 27%	6 15%	7 18%	11 28%	13 20%	8 9%	11 19%	* 3%	10 29%o
NET Speed	92 19%	76 19%	16 17%	1 7%	80 19%	5 13%	5 21%	2 14%	2 11%	17 32%	5 18%	8 19%	8 22%	3 7%	16 23%	16 19%	7 13%	* 6%	5 13%
NET Convenience	188 38%	148 37%	40 43%	4 34%	165 39%f	13 33%	6 23%	4 35%	8 51%	24 44%	8 31%	18 45%	13 36%	16 43%	19 28%	34 40%	26 45%	2 67%	11 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	501	198	164	295	261	198	12	59	164	15	63	148	186	79	56	32	334	88	233	185	46	29	8	418	37	191	310
Weighted Base	496	208	161*	305	258	208	8**	42*	161*	17**	63*	158*	192	79*	46**	19**	351	65*	235	182	48**	26**	5**	417	31**	225	270
Effective Base	292	119	99	173	154	119	8	33	99	12	39	91	115	47	26	15	205	40	133	112	27	17	4	245	21	125	168
Lower cost of postage	118 / 24%	39 / 19%	54 / 34%ac	60 / 20%	75 / 29%c	39 / 19%	1 / 14%	8 / 18%	54 / 34%	8 / 45%	23 / 37%	41 / 26%	44 / 23%	16 / 21%	14 / 30%	4 / 21%	84 / 24%	18 / 27%	62 / 26%	37 / 20%	9 / 18%	9 / 35%	2 / 36%	99 / 24%	11 / 35%	51 / 23%	67 / 25%
Lower cost of insurance	38 / 8%	19 / 9%	13 / 8%	23 / 8%	16 / 6%	19 / 9%	-	4 / 9%	13 / 8%	1 / 9%	10 / 16%	15 / 9%	13 / 7%	5 / 6%	5 / 12%	-	28 / 8%	5 / 8%	20 / 9%	12 / 7%	5 / 11%	* / 1%	-	33 / 8%	* / 1%	26 / 11%z	12 / 5%
Guarantee that the parcel would arrive on time	38 / 8%	17 / 8%	13 / 8%	22 / 7%	18 / 7%	17 / 8%	-	3 / 8%	13 / 8%	1 / 8%	3 / 5%	11 / 7%	13 / 7%	9 / 11%	4 / 9%	1 / 3%	24 / 7%	5 / 7%	17 / 7%	14 / 8%	3 / 7%	3 / 13%	1 / 13%	31 / 7%	4 / 13%	26 / 12%z	12 / 5%
Better ability to track the delivery	66 / 13%	23 / 11%	25 / 15%	40 / 13%	42 / 16%	23 / 11%	-	4 / 10%	25 / 15%	3 / 15%	13 / 20%	20 / 13%	27 / 14%	6 / 8%	9 / 18%	4 / 19%	48 / 14%	12 / 19%	25 / 11%	25 / 14%	11 / 23%	2 / 9%	2 / 45%	50 / 12%	5 / 15%	33 / 15%	33 / 12%
Parcel less likely to get lost	41 / 8%	17 / 8%	14 / 9%	26 / 8%	22 / 9%	17 / 8%	-	3 / 7%	14 / 9%	1 / 7%	5 / 8%	11 / 7%	16 / 8%	8 / 10%	6 / 13%	1 / 4%	27 / 8%	7 / 11%	22 / 9%	8 / 4%	8 / 16%	2 / 6%	2 / 45%	30 / 7%	6 / 13%	18 / 8%	23 / 8%
Ability to select an express service	18 / 4%	6 / 3%	7 / 5%	9 / 3%	10 / 4%	6 / 3%	* / 1%	*	7 / 5%	1 / 7%	4 / 6%	6 / 3%	7 / 4%	5 / 7%	-	1 / 1%	12 / 4%	*	9 / 4%	8 / 4%	-	1 / 4%	-	17 / 4%	1 / 3%	10 / 4%	8 / 3%
Quicker delivery	79 / 16%	30 / 14%	28 / 17%	47 / 15%	45 / 17%	30 / 14%	-	6 / 14%	28 / 17%	1 / 7%	12 / 20%	16 / 10%	35 / 18%	10 / 13%	16 / 34%	2 / 9%	52 / 15%	17 / 26%k	33 / 14%	33 / 18%	8 / 16%	3 / 13%	2 / 45%	66 / 16%	6 / 19%	35 / 15%	45 / 17%
More convenient for me to drop with parcel off	108 / 22%	43 / 21%	35 / 22%	68 / 22%	60 / 23%	43 / 21%	2 / 27%	7 / 16%	35 / 22%	6 / 35%	19 / 30%	43 / 27%	41 / 21%	13 / 17%	10 / 21%	* / 2%	85 / 24%	10 / 16%	54 / 23%	43 / 23%	3 / 5%	6 / 23%	3 / 64%	96 / 23%	9 / 30%	43 / 19%	65 / 24%
More convenient for me to have the parcel collected	119 / 24%	45 / 21%	43 / 27%	63 / 21%	62 / 24%	45 / 21%	1 / 12%	9 / 21%	43 / 27%	6 / 33%	22 / 35%	41 / 26%	36 / 19%	24 / 31%	8 / 18%	9 / 45%	77 / 22%	17 / 26%	66 / 28%	38 / 21%	10 / 22%	3 / 12%	1 / 23%	104 / 25%	4 / 13%	48 / 21%	70 / 26%
More convenient for the recipient to take the delivery	74 / 15%	38 / 18%	16 / 10%	53 / 17%	31 / 12%	38 / 18%	* / 2%	6 / 15%	16 / 10%	3 / 15%	9 / 14%	15 / 10%	41 / 21%km	5 / 6%	8 / 18%	4 / 23%	56 / 16%	13 / 19%	34 / 14%	30 / 16%	4 / 7%	7 / 26%	-	63 / 15%	7 / 22%	36 / 16%	37 / 14%
Ability to set a specific date/time for delivery	38 / 8%	18 / 9%	16 / 10%	21 / 7%	19 / 7%	18 / 9%	-	3 / 8%	16 / 10%	3 / 16%	5 / 9%	12 / 7%	15 / 8%	6 / 7%	4 / 9%	1 / 7%	27 / 8%	6 / 9%	17 / 7%	17 / 9%	1 / 2%	3 / 11%	* / 2%	34 / 8%	3 / 10%	30 / 13%z	9 / 3%
Guarantee that the parcel would arrive intact	36 / 7%	23 / 11%bd	2 / 2%	28 / 9%bd	9 / 4%	23 / 11%	-	5 / 11%	4 / 2%	1 / 7%	4 / 6%	9 / 6%	18 / 9%	2 / 2%	5 / 10%	3 / 14%	27 / 8%	7 / 11%	20 / 8%	10 / 6%	2 / 4%	3 / 13%	1 / 15%	30 / 7%	4 / 14%	16 / 7%	20 / 7%
Recommended by others	57 / 11%	25 / 12%	14 / 9%	42 / 14%	31 / 12%	25 / 12%	2 / 21%	3 / 7%	14 / 9%	-	8 / 12%	11 / 7%	26 / 14%	13 / 17%	7 / 14%	-	37 / 11%	7 / 10%	19 / 8%	21 / 11%	12 / 25%	6 / 21%	* / 1%	39 / 9%	6 / 18%	33 / 15%	23 / 9%
Better delivery options for disabled consumers	34 / 7%	13 / 6%	14 / 9%	20 / 6%	21 / 8%	13 / 6%	-	3 / 7%	14 / 9%	1 / 7%	4 / 6%	12 / 7%	17 / 9%	5 / 7%	*	1 / 4%	28 / 8%	1 / 1%	14 / 6%	16 / 9%	3 / 8%	1 / 1%	12%	30 / 7%	1 / 3%	26 / 12%z	8 / 3%
More environmentally friendly delivery options	35 / 7%	21 / 10%	5 / 3%	28 / 9%	12 / 5%	21 / 10%	1 / 18%	3 / 6%	5 / 3%	-	1 / 2%	6 / 4%	18 / 9%	7 / 9%	2 / 5%	2 / 10%	24 / 7%	4 / 6%	17 / 7%	8 / 4%	6 / 12%	5 / 19%	-	25 / 6%	5 / 16%	24 / 11%z	11 / 4%
Better complaint handling policy / procedure	20 / 4%	11 / 5%	4 / 3%	15 / 5%	9 / 3%	11 / 5%	-	*	4 / 3%	1 / 7%	3 / 4%	5 / 3%	11 / 6%	2 / 2%	1 / 3%	* / 1%	16 / 5%	1 / 2%	7 / 3%	10 / 6%	2 / 4%	* / 1%	-	17 / 4%	* / 1%	19 / 8%z	1 / *
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	54 / 11%	31 / 15%	13 / 8%	39 / 13%	20 / 8%	31 / 15%	-	4 / 10%	13 / 8%	1 / 7%	5 / 7%	17 / 11%	21 / 11%	13 / 17%	1 / 3%	2 / 9%	38 / 11%	3 / 5%	20 / 9%	21 / 11%	10 / 22%	2 / 9%	* / 1%	41 / 10%	2 / 7%	43 / 19%z	11 / 4%
Other: please specify	34 / 7%	14 / 6%	19 / 12%c	15 / 5%	20 / 8%	14 / 6%	1 / 16%	8 / 18%e	19 / 12%	1 / 6%	7 / 12%	15 / 9%	16 / 8%	1 / 1%	2 / 3%	1 / 6%	31 / 9%	3 / 4%	21 / 9%	9 / 5%	*	4 / 14%	* / 3%	30 / 7%	4 / 12%	4 / 2%	30 / 11%y
NET Cost	140 / 28%	55 / 26%	57 / 35%	78 / 26%	80 / 31%	55 / 26%	1 / 14%	11 / 27%	57 / 35%	8 / 46%	24 / 39%	49 / 31%	52 / 27%	20 / 25%	15 / 32%	4 / 21%	101 / 29%	19 / 29%	70 / 30%	46 / 25%	12 / 26%	9 / 36%	2 / 36%	116 / 28%	11 / 36%	68 / 30%	71 / 26%
NET Reliability	90 / 18%	43 / 21%	23 / 14%	60 / 20%	40 / 15%	43 / 21%	-	10 / 23%	23 / 14%	3 / 15%	7 / 11%	22 / 14%	39 / 20%	15 / 19%	11 / 24%	3 / 14%	61 / 17%	14 / 21%	42 / 18%	28 / 16%	10 / 22%	7 / 27%	3 / 48%	70 / 17%	9 / 30%	46 / 21%	44 / 16%
NET Speed	92 / 19%	35 / 17%	32 / 20%	55 / 18%	52 / 20%	35 / 17%	1 / 14%	6 / 14%	32 / 20%	2 / 15%	14 / 22%	19 / 12%	40 / 21%	16 / 20%	16 / 34%	2 / 9%	59 / 17%	17 / 27%k	38 / 16%	40 / 22%	8 / 16%	3 / 17%	2 / 45%	78 / 19%	7 / 22%	44 / 19%	48 / 18%
NET Convenience	188 / 38%	75 / 36%	62 / 39%	119 / 39%	106 / 41%	75 / 36%	2 / 27%	13 / 30%	62 / 39%	7 / 42%	29 / 46%	68 / 43%	72 / 37%	22 / 28%	21 / 46%	5 / 28%	139 / 40%	27 / 41%	88 / 38%	72 / 39%	13 / 28%	11 / 42%	4 / 78%	160 / 38%	15 / 48%	92 / 41%	97 / 36%

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	501	44	454	3	174	291	36	466	26	6	2	498	1
Weighted Base	496	42**	451	3**	176	287	32**	459	27**	8**	1**	494	***
Effective Base	292	21	269	2	101	169	23	271	15	5	1	291	1
Lower cost of postage	118 24%	16 38%	103 23%	-	38 21%	70 24%	10 33%	112 24%	4 17%	2 29%	-	118 24%	-
Lower cost of insurance	38 8%	10 24%	28 6%	-	19 11%	18 6%	1 2%	35 8%	3 12%	-	-	38 8%	-
Guarantee that the parcel would arrive on time	38 8%	3 8%	34 7%	1 44%	19 11%	17 6%	2 7%	33 7%	4 16%	1 18%	-	38 8%	-
Better ability to track the delivery	66 13%	6 15%	60 13%	-	24 13%	40 14%	2 7%	62 14%	4 14%	-	-	66 13%	-
Parcel less likely to get lost	41 8%	4 10%	35 8%	2 51%	20 12%	19 7%	2 6%	36 8%	5 18%	-	-	41 8%	-
Ability to select an express service	18 4%	1 3%	17 4%	-	3 2%	12 4%	2 6%	18 4%	*	-	-	18 4%	-
Quicker delivery	79 16%	13 30%	67 15%	-	24 14%	54 19%	2 5%	74 16%	5 19%	-	-	79 16%	-
More convenient for me to drop the parcel off	108 22%	5 11%	104 23%	-	25 14%	78 27%d	5 17%	103 22%	3 11%	3 34%	-	108 22%	-
More convenient for me to have the parcel collected	119 24%	5 12%	112 25%	1 44%	58 33%e	54 19%	6 18%	114 25%	4 15%	-	-	119 24%	-
More convenient for the recipient to take the delivery	74 15%	4 10%	70 15%	-	23 13%	47 17%	3 9%	71 16%	1 5%	1 10%	-	73 15%	* 100%
Ability to set a specific date/time for delivery	38 8%	5 12%	33 7%	-	21 12%e	14 5%	3 11%	35 8%	3 10%	* 6%	-	38 8%	-
Guarantee that the parcel would arrive intact	36 7%	4 10%	32 7%	-	12 7%	23 8%	* 1%	34 7%	* 1%	1 18%	-	36 7%	-
Recommended by others	57 11%	4 11%	51 11%	2 51%	12 7%	37 13%	8 26%	53 12%	3 13%	-	-	57 11%	-
Better delivery options for disabled consumers	34 7%	6 15%	28 6%	-	17 10%	17 6%	-	28 6%	4 14%	3 32%	-	34 7%	-
More environmentally friendly delivery options	35 7%	2 6%	33 7%	-	12 7%	19 7%	4 13%	30 6%	2 7%	4 45%	-	35 7%	-
Better complaint handling policy / procedure	20 4%	6 16%	13 3%	-	11 6%	8 3%	1 2%	17 4%	2 9%	-	-	20 4%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	54 11%	8 19%	45 10%	2 51%	35 20%e	13 5%	6 18%	46 10%	7 25%	-	1 100%	53 11%	-
Other: please specify	34 7%	4 9%	30 7%	* 5%	12 7%	22 7%	-	34 7%	-	-	-	34 7%	-
NET Cost	140 28%	21 51%	118 26%	-	49 27%	80 28%	11 35%	130 28%	7 28%	2 29%	-	140 28%	-
NET Reliability	90 18%	7 16%	80 18%	3 95%	39 22%	47 16%	4 13%	82 18%	7 26%	1 18%	-	90 18%	-
NET Speed	92 19%	14 33%	78 17%	-	27 15%	62 22%	4 11%	87 19%	5 19%	-	-	92 19%	-
NET Convenience	188 38%	13 32%	175 39%	-	59 33%	120 42%	10 30%	176 38%	9 35%	3 40%	-	188 38%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	501	136	110	127	128	58	42	36	35	38	37	46	40	41	41	45	42
Weighted Base	496	157*	104*	126*	108*	69*	52**	36**	38**	31**	36**	45**	39**	43**	31**	41**	36**
Effective Base	292	87	62	74	70	39	30	19	22	17	22	26	26	23	23	24	24
Lower cost of postage	118 24%	37 24%	24 23%	28 22%	30 27%	17 25%	13 26%	6 18%	9 25%	12 39%	3 7%	8 18%	5 14%	14 33%	11 37%	11 27%	7 19%
Lower cost of insurance	38 8%	14 9%	3 3%	10 8%	11 10%	2 4%	2 5%	9 24%	2 5%	* 1%	1 2%	1 3%	2 6%	7 17%	4 13%	4 10%	3 8%
Guarantee that the parcel would arrive on time	38 8%	13 8%	8 7%	9 7%	9 8%	5 8%	4 8%	4 10%	1 3%	2 6%	5 13%	2 5%	5 13%	2 5%	3 9%	3 7%	3 9%
Better ability to track the delivery	66 13%	22 14%	12 12%	16 13%	16 15%	12 17%	1 2%	9 26%	4 10%	4 12%	5 14%	4 9%	8 20%	4 10%	6 20%	7 18%	3 7%
Parcel less likely to get lost	41 8%	10 7%	14 13%	11 9%	6 6%	7 11%	2 4%	1 2%	1 4%	5 16%	7 20%	-	2 5%	9 21%	4 13%	* 1%	2 4%
Ability to select an express service	18 4%	10 6%	2 2%	5 4%	1 1%	1 2%	4 7%	5 14%	1 2%	1 2%	*	*	4 9%	2 2%	1 5%	-	-
Quicker delivery	79 16%	23 15%	18 17%	16 13%	22 20%	12 17%	6 11%	6 16%	8 20%	7 22%	3 9%	6 13%	2 4%	9 21%	5 15%	8 20%	9 26%
More convenient for me to drop the parcel off	108 22%	36 23%	20 19%	22 18%	30 28%	22 32%	12 23%	2 5%	10 25%	6 19%	5 13%	8 19%	5 12%	9 21%	12 38%	9 23%	9 25%
More convenient for me to have the parcel collected	119 24%	34 21%	21 20%	42 34%	21 20%	21 30%	6 12%	7 19%	10 27%	2 6%	9 26%	14 30%	17 43%	12 29%	9 30%	11 27%	1 3%
More convenient for the recipient to take the delivery	74 15%	25 16%	12 11%	26 20%	11 10%	8 11%	9 17%	8 22%	3 9%	4 14%	4 11%	7 17%	10 25%	9 20%	5 16%	1 2%	5 15%
Ability to set a specific date/time for delivery	38 8%	14 9%	5 5%	5 4%	14 13%c	5 7%	4 8%	5 15%	2 6%	1 5%	1 4%	3 7%	*	2 4%	3 8%	7 16%	5 14%
Guarantee that the parcel would arrive intact	36 7%	8 5%	8 8%	11 9%	8 7%	3 5%	3 5%	2 6%	-	4 12%	4 12%	1 2%	6 14%	5 11%	3 9%	2 4%	3 9%
Recommended by others	57 11%	13 8%	14 13%	21 16%	9 8%	*	6 11%	7 20%	3 8%	7 21%	4 13%	5 11%	4 9%	12 28%	1 2%	8 20%	1 1%
Better delivery options for disabled consumers	34 7%	15 9%	6 5%	5 4%	9 8%	12 17%	2 4%	1 2%	-	3 10%	3 7%	1 3%	3 8%	1 2%	6 18%	3 7%	1 1%
More environmentally friendly delivery options	35 7%	13 8%	10 10%	8 7%	4 4%	5 8%	6 11%	1 4%	2 6%	4 11%	4 13%	1 2%	5 13%	2 6%	-	1 3%	3 8%
Better complaint handling policy / procedure	20 4%	8 5%	5 4%	1 1%	6 6%	2 4%	4 7%	1 4%	1 3%	2 7%	1 4%	1 2%	* 1%	-	1 4%	4 9%	1 3%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	54 11%	22 14%	11 10%	9 7%	13 12%	7 10%	8 16%	6 17%	8 20%	2 8%	1 2%	1 1%	3 9%	5 11%	4 14%	6 13%	3 8%
Other: please specify	34 7%	8 5%	11 11%	7 5%	8 7%	2 4%	3 6%	2 7%	6 15%	1 5%	4 12%	4 8%	3 7%	*	6 20%	1 2%	1 2%
NET Cost	140 28%	44 28%	26 25%	32 25%	38 35%	18 27%	16 31%	10 28%	10 27%	12 40%	3 9%	9 20%	5 14%	18 41%	13 41%	15 37%	10 27%
NET Reliability	90 18%	25 16%	21 20%	26 20%	19 18%	12 18%	9 17%	4 10%	1 4%	9 28%	11 30%	3 7%	9 23%	14 32%	6 20%	5 12%	8 22%
NET Speed	92 19%	31 20%	19 18%	19 15%	23 22%	13 19%	9 18%	8 22%	9 23%	7 24%	3 9%	6 13%	4 9%	9 22%	6 20%	8 20%	9 26%
NET Convenience	188 38%	61 39%	37 36%	42 33%	48 45%	31 44%	14 26%	17 46%	16 42%	11 35%	11 30%	14 31%	13 33%	15 35%	16 52%	17 43%	15 41%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	431	63	368	144	287	176	255	93	81	91	61	56	31	18	174	152	105	49	368	58
Weighted Base	431	73*	357	158*	273	196	235	106*	93*	89*	53*	49*	23**	18**	200	142*	90*	41**	342	84*
Effective Base	258	51	208	93	165	108	152	65	53	54	31	31	13	11	118	85	55	24	210	47
Lower cost of postage	129 30%	11 14%	118 33%a	50 32%	78 29%	56 29%	72 31%	46 43%h	16 17%	27 30%	18 34%	12 25%	6 26%	4 22%	62 31%	45 32%	22 25%	10 24%	97 28%	32 38%
Lower cost of insurance	61 14%	5 6%	56 16%	15 9%	46 17%	31 16%	31 13%	17 16%	19 20%	16 19%	5 10%	4 8%	*	-	36 18%p	22 15%p	4 4%	*	38 11%	21 25%r
Guarantee that the parcel would arrive on time	71 16%	7 10%	64 18%	27 17%	44 16%	39 20%	32 14%	22 21%	16 17%	12 13%	15 28%	6 13%	*	* 1%	38 19%p	27 19%	6 7%	* 1%	39 11%	30 36%r
Better ability to track the delivery	105 24%	14 19%	91 25%	45 29%	60 22%	58 29%	47 20%	37 35%k	21 23%	20 22%	17 32%	6 13%	1 5%	3 14%	58 29%p	37 26%p	10 11%	4 9%	79 23%	24 28%
Parcel less likely to get lost	93 22%	19 26%	74 21%	42 27%	50 18%	48 24%	45 19%	28 26%	18 20%	18 20%	19 37%	8 17%	1 4%	1 4%	46 23%	37 26%p	10 11%	2 4%	69 20%	21 26%
Ability to select an express service	56 13%	7 9%	49 14%	28 18%	27 10%	34 17%	22 9%	20 19%	12 12%	7 8%	10 19%	4 8%	3 13%	-	31 16%	17 12%	7 8%	3 7%	36 11%	17 21%
Quicker delivery	105 24%	9 12%	96 27%a	51 32%d	54 20%	52 26%	53 23%	39 37%ij	28 30%	13 15%	6 12%	12 24%	3 13%	3 17%	67 34%o	19 14%	18 20%	6 15%	69 20%	36 43%r
More convenient for me to drop the parcel off	131 30%	33 45%b	98 27%	49 31%	82 30%	46 24%	85 36%e	26 24%	34 37%	26 29%	19 36%	11 22%	8 36%	8 43%	60 30%	45 31%	27 30%	16 39%	101 30%	26 31%
More convenient for me to have the parcel collected	95 22%	11 15%	84 24%	49 31%d	46 17%	39 20%	57 24%	18 17%	24 26%	16 18%	10 19%	10 21%	11 46%	7 40%	42 21%	26 18%	28 31%	18 43%	87 25%s	9 10%
More convenient for the recipient to take the delivery	92 21%	22 31%	69 19%	38 24%	54 20%	38 20%	53 23%	20 19%	26 28%	18 20%	9 16%	14 29%	2 7%	3 17%	47 23%	27 19%	19 21%	5 11%	75 22%	15 18%
Ability to set a specific date/time for delivery	61 14%	3 5%	58 16%a	32 20%d	29 11%	40 21%f	21 9%	25 23%i	16 17%	8 8%	8 15%	4 8%	1 4%	-	41 20%p	15 11%	5 6%	1 2%	43 13%	18 21%
Guarantee that the parcel would arrive intact	40 9%	5 6%	35 10%	16 10%	24 9%	20 10%	20 9%	11 10%	15 16%	6 6%	5 9%	3 7%	-	-	26 13%	10 7%	3 4%	-	24 7%	16 20%r
Recommended by others	64 15%	2 2%	63 17%a	27 17%	37 14%	42 21%f	22 10%	29 27%ik	22 23%ik	3 4%	10 19%ik	*	-	*	51 25%op	13 9%p	*	*	41 12%	21 25%r
Better delivery options for disabled consumers	50 12%	4 5%	46 13%	22 14%	28 10%	34 17%f	15 7%	19 18%i	13 14%	5 6%	4 8%	4 8%	3 14%	-	33 16%o	10 7%	7 8%	3 8%	36 11%	13 16%
More environmentally friendly delivery options	54 13%	2 3%	52 15%a	23 15%	31 11%	34 17%f	20 9%	20 19%i	13 14%	3 4%	8 14%	6 12%	3 12%	2 11%	33 17%	11 8%	10 12%	5 11%	37 11%	17 21%
Better complaint handling policy / procedure	39 9%	7 9%	32 9%	15 9%	24 9%	19 10%	20 8%	13 12%	6 7%	6 7%	8 15%	3 6%	1 4%	2 11%	19 10%	14 10%	6 7%	3 7%	31 9%	8 9%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	56 13%	8 11%	48 13%	24 15%	32 12%	33 17%	23 10%	20 19%	15 16%	7 8%	6 10%	4 8%	3 12%	2 11%	35 17%	13 9%	9 10%	5 12%	45 13%	11 13%
Other: please specify	27 6%	5 7%	22 6%	5 3%	21 8%	8 4%	19 8%	4 4%	3 3%	6 7%	3 6%	3 5%	5 20%	3 20%	7 3%	9 6%	11 12%n	8 20%	24 7%	3 3%
NET Cost	164 38%	15 20%	149 42%a	57 36%	107 39%	78 40%	86 37%	47 44%	32 35%	37 41%	22 41%	16 33%	6 26%	4 22%	80 40%	59 41%	26 29%	10 24%	117 34%	45 54%r
NET Reliability	141 33%	22 30%	118 33%	63 40%	78 29%	74 38%	67 28%	41 39%	33 35%	29 33%	24 44%	12 25%	1 4%	1 4%	74 37%p	53 37%p	14 15%	2 4%	94 28%	44 53%r
NET Speed	131 30%	16 21%	116 32%	61 39%d	70 26%	68 35%	63 27%	47 44%i	31 34%	17 20%	15 28%	14 30%	3 14%	3 17%	78 39%op	32 23%	21 23%	6 16%	85 25%	44 53%r
NET Convenience	227 53%	42 57%	185 52%	95 60%	132 48%	107 55%	120 51%	62 58%	55 59%	43 49%	30 57%	19 40%	9 40%	8 44%	117 59%p	74 52%	36 41%	17 41%	176 51%	47 56%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,999 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	431	147	140	72	72	287	144	315	114	28	38	96	135	101	269	29	386	104	311	16
Weighted Base	431	116*	146*	91*	77*	262	168*	336	93*	35**	38**	104*	125*	101*	268	35**	383	94*	315	22**
Effective Base	258	71	89	52	48	159	99	194	64	19	27	60	78	56	165	19	231	61	186	11
Lower cost of postage	129 30%	27 23%	52 35%	27 30%	23 30%	79 30%	50 30%	103 31%	26 27%	13 38%	11 30%	32 31%	31 25%	37 37%	75 28%	14 39%	112 29%	36 38%	88 28%	5 23%
Lower cost of insurance	61 14%	16 14%	24 16%	13 14%	8 11%	40 15%	21 13%	58 17%h	3 3%	4 12%	3 8%	22 21%	18 14%	15 14%	42 16%	4 12%	57 15%	19 20%	41 13%	1 7%
Guarantee that the parcel would arrive on time	71 16%	20 18%d	30 21%d	17 19%d	3 4%	51 19%	20 12%	60 18%	9 10%	7 21%	3 8%	13 13%	24 19%	19 19%	40 15%	7 20%	59 15%	18 19%	50 16%	3 14%
Better ability to track the delivery	105 24%	28 24%	42 28%	20 22%	15 20%	70 27%	35 21%	83 25%	20 22%	13 36%	9 24%	26 25%	30 24%	24 23%	66 25%	13 36%	90 24%	23 24%	77 25%	5 23%
Parcel less likely to get lost	93 22%	29 25%	25 17%	21 23%	18 24%	54 20%	39 23%	77 23%	16 17%	9 26%	9 22%	22 21%	31 25%	14 14%	61 23%	9 26%	79 21%	24 26%	64 20%	5 24%
Ability to select an express service	56 13%	21 18%	12 8%	14 16%	8 11%	33 13%	23 13%	50 15%	6 6%	6 16%	3 7%	23 22%m	17 14%	6 6%	44 16%	6 16%	50 13%	20 21%r	35 11%	1 2%
Quicker delivery	105 24%	33 29%	30 20%	30 33%	12 15%	63 24%	42 25%	83 25%	21 23%	8 22%	9 23%	26 25%	39 31%	20 20%	74 28%	8 22%	97 25%	25 26%	77 24%	3 15%
More convenient for me to drop the parcel off	131 30%	33 29%	49 33%	20 22%	30 39%	82 31%	49 29%	103 31%	27 29%	9 25%	11 29%	43 41%m	35 28%	23 23%	89 33%	9 25%	119 31%	35 37%	89 28%	8 35%
More convenient for me to have the parcel collected	95 22%	26 23%	36 24%	15 16%	18 24%	62 24%	33 20%	72 21%	22 23%	12 34%	6 16%	34 32%l	18 14%	19 18%	58 22%	12 33%	83 22%	28 30%	63 20%	4 21%
More convenient for the recipient to take the delivery	92 21%	27 23%	36 25%	18 20%	10 13%	63 24%	28 17%	73 22%	19 20%	9 25%	6 16%	26 25%	18 14%	26 26%	50 19%	9 25%	81 21%	25 26%	66 21%	1 5%
Ability to set a specific date/time for delivery	61 14%	19 16%	22 15%	13 14%	8 10%	41 16%	20 12%	54 16%h	5 6%	7 21%	3 9%	18 17%	18 14%	15 15%	39 14%	7 21%	54 14%	17 18%	42 13%	2 11%
Guarantee that the parcel would arrive intact	40 9%	16 14%	10 7%	9 10%	4 6%	26 10%	14 8%	33 10%	7 7%	6 18%	3 8%	10 9%	6 5%	14 14%	19 7%	6 18%	33 9%	12 13%	28 9%	- -
Recommended by others	64 15%	27 23%	17 12%	13 14%	7 10%	44 17%	20 12%	57 17%	7 7%	5 14%	- -	18 17%	19 15%	22 22%	37 14%	5 14%	59 16%	11 12%	50 16%	3 13%
Better delivery options for disabled consumers	50 12%	16 14%	21 15%	6 7%	6 8%	37 14%	12 7%	43 13%	7 7%	7 21%	3 8%	11 11%	13 11%	13 13%	27 10%	7 21%	42 11%	18 19%r	30 9%	2 8%
More environmentally friendly delivery options	54 13%	13 11%	23 16%	12 13%	6 8%	36 14%	18 11%	51 15%h	1 1%	6 18%	1 4%	13 12%	20 16%	14 14%	34 13%	6 18%	48 13%	19 20%	34 11%	2 8%
Better complaint handling policy / procedure	39 9%	13 11%	15 10%	2 2%	10 13%c	27 10%	12 7%	33 10%	4 5%	5 13%	2 6%	12 11%	12 10%	7 7%	26 10%	5 13%	34 9%	14 15%	23 7%	2 11%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	56 13%	13 11%	20 13%	14 16%	9 12%	33 12%	24 14%	53 16%h	3 3%	4 11%	6 16%	17 16%	24 19%m	6 6%	46 17%m	4 11%	52 14%	22 23%r	35 11%	- -
Other: please specify	27 6%	7 6%	5 3%	5 5%	11 14%b	12 4%	15 9%	15 4%	12 13%g	7 20%	7 17%	6 6%	3 2%	4 4%	15 6%	7 20%	20 5%	5 5%	20 6%	2 8%
NET Cost	164 38%	39 34%	65 44%	35 38%	25 33%	104 40%	60 36%	137 41%	27 29%	14 41%	13 33%	44 43%	39 31%	50 50%l	96 36%	15 42%	146 38%	48 51%r	111 35%	5 23%
NET Reliability	141 33%	41 35%	47 32%	33 36%	20 26%	88 33%	53 31%	118 35%	21 22%	15 43%	12 30%	32 31%	42 34%	31 31%	86 32%	15 43%	120 31%	37 40%	98 31%	5 24%
NET Speed	131 30%	45 38%d	40 27%	34 37%d	13 17%	85 32%	47 28%	108 32%	23 25%	8 22%	12 30%	34 33%	51 41%m	23 23%	97 36%	8 22%	123 32%	36 38%	91 29%	4 18%
NET Convenience	227 53%	62 53%	82 56%	42 45%	42 54%	144 55%	83 49%	182 54%	43 46%	16 46%	20 52%	62 60%	67 53%	48 48%	149 56%	16 46%	205 54%	54 58%	163 52%	9 44%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	431	288	143	61	219	78	79	55	23	29	24	20	27	27	32	20	17	16	62
Weighted Base	431	380	51**	13**	359	34*	25*	13*	18**	53**	36**	23**	44**	41**	70*	46**	29**	4**	30**
Effective Base	258	229	29	9	193	35	42	39	20	28	23	20	24	24	31	19	16	9	29
Lower cost of postage	129 30%	101 27%	27 54%	4 29%	112 31%e	2 7%	9 35%e	6 44%e	4 22%	17 32%	16 45%	6 25%	7 17%	15 37%	19 27%	15 34%	13 45%	* 4%	2 7%
Lower cost of insurance	61 14%	53 14%	8 16%	2 15%	57 16%e	* 1%	2 8%	2 17%e	1 3%	8 16%	8 21%	1 6%	8 19%	8 21%	15 21%	6 12%	2 7%	* 3%	* 1%
Guarantee that the parcel would arrive on time	71 16%	69 18%	2 4%	1 6%	60 17%	5 15%	5 18%	2 14%	1 7%	11 22%	3 8%	5 21%	5 11%	7 18%	16 23%	7 16%	3 11%	1 25%	4 13%
Better ability to track the delivery	105 24%	95 25%	10 20%	1 6%	84 23%	10 29%	8 33%	3 21%	4 23%	13 25%	4 12%	3 12%	11 26%	3 7%	28 40%	11 23%	7 24%	1 25%	9 30%
Parcel less likely to get lost	93 22%	83 22%	10 19%	3 21%	81 22%	6 19%	5 19%	1 8%	2 11%	18 35%	9 26%	8 37%	6 13%	6 15%	17 24%	12 26%	2 7%	1 25%	5 18%
Ability to select an express service	56 13%	48 13%	6 16%	* 3%	46 13%	5 14%	4 16%	1 11%	-	8 16%	3 8%	3 14%	6 13%	4 11%	14 20%	6 12%	2 6%	-	5 16%
Quicker delivery	105 24%	97 25%	8 16%	1 9%	89 25%	4 13%	8 33%e	3 26%	1 7%	17 32%	6 16%	7 31%	13 30%	7 17%	21 30%	10 22%	7 23%	1 25%	3 11%
More convenient for me to drop the parcel off	131 30%	124 33%	7 14%	2 13%	108 30%	11 32%	10 40%	3 25%	4 24%	22 42%	8 23%	6 26%	10 23%	10 26%	19 27%	16 35%	11 38%	2 45%	9 30%
More convenient for me to have the parcel collected	95 22%	83 22%	12 24%	3 21%	76 21%	11 32%	7 28%	2 15%	5 28%	7 13%	8 23%	2 8%	10 22%	8 20%	20 29%	10 22%	6 20%	2 61%	8 28%
More convenient for the recipient to take the delivery	92 21%	83 22%	9 18%	2 11%	80 22%	5 14%	5 20%	3 21%	6 33%	14 26%	6 16%	1 4%	6 15%	9 22%	19 28%	9 20%	9 33%	2 48%	3 9%
Ability to set a specific date/time for delivery	61 14%	55 14%	6 12%	* 3%	53 15%	3 9%	4 16%	1 6%	-	11 21%	8 21%	3 11%	7 15%	7 17%	12 17%	5 11%	2 6%	1 19%	2 7%
Guarantee that the parcel would arrive intact	40 9%	38 10%	2 3%	1 5%	30 8%	4 11%	6 23%d	1 9%	3 15%	2 4%	3 7%	-	4 9%	1 3%	15 21%	2 5%	-	1 25%	3 9%
Recommended by others	64 15%	63 17%	1 2%	* 1%	57 16%	2 7%	3 12%	2 12%	1 3%	9 18%	6 17%	4 17%	8 18%	6 14%	14 21%	4 10%	5 17%	* 8%	2 6%
Better delivery options for disabled consumers	50 12%	46 12%	4 7%	* 4%	44 12%	2 5%	3 12%	1 9%	-	8 14%	3 8%	1 6%	6 14%	2 6%	12 18%	10 21%	1 5%	* 7%	1 5%
More environmentally friendly delivery options	54 13%	54 14%	1 2%	* 2%	50 14%eg	* 1%	4 15%eg	* 1%	1 8%	12 24%	4 12%	3 11%	7 15%	5 11%	9 14%	5 12%	3 11%	-	1 1%
Better complaint handling policy / procedure	39 9%	35 9%	4 8%	1 5%	34 9%	1 4%	3 13%	* 2%	-	5 10%	4 12%	1 6%	3 6%	6 15%	7 11%	3 6%	4 14%	-	1 5%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	56 13%	48 13%	8 16%	* 3%	49 14%	1 3%	5 21%e	1 8%	1 4%	8 15%	5 14%	1 6%	7 15%	5 11%	10 14%	11 23%	2 9%	* 3%	1 3%
Other: please specify	27 6%	22 6%	5 10%	5 35%	17 5%	6 17%d	2 9%	2 12%	2 11%	2 4%	-	3 13%	6 13%	-	3 5%	-	1 4%	-	6 19%
NET Cost	164 38%	134 35%	30 59%	4 30%	147 41%e	3 8%	9 35%e	6 46%e	4 22%	21 40%	19 53%	7 31%	13 29%	22 54%	28 40%	18 39%	15 51%	* 7%	2 8%
NET Reliability	141 33%	129 34%	12 23%	3 25%	120 33%	10 28%	8 33%	3 24%	4 23%	22 41%	13 37%	11 48%	10 21%	12 30%	31 44%	12 26%	5 18%	1 31%	8 28%
NET Speed	131 30%	119 31%	12 24%	1 11%	111 31%	7 19%	10 39%	4 30%	1 7%	23 43%	7 21%	8 35%	17 38%	10 24%	28 41%	10 22%	7 23%	1 25%	6 19%
NET Convenience	227 53%	208 55%	19 38%	2 18%	188 52%	19 55%	15 61%	5 41%	7 40%	32 61%	15 40%	9 38%	23 52%	18 44%	41 59%	29 63%	14 49%	2 48%	17 56%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 232

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Stamp: 1st class all/most time (a)	Stamp: 2nd class all/most time (b)	Use 1st class (c)	Use 2nd class (d)	1st: all/most time (e)	1st: all/most & HH inc <£11.5 (f)	1st: all/most & Not Working (g)	2nd: all/most time (h)	2nd: all/most & HH inc <£11.5 (i)	2nd: all/most & Not Working (j)	Letters: Very reliant (k)	Letters: Fairly reliant (l)	Letters: Neither (m)	Letters: Not very reliant (n)	Letters: Not at all reliant (o)	Letters: Net reliant (p)	Letters: Net not reliant (q)	Parcels: Very reliant (r)	Parcels: Fairly reliant (s)	Parcels: Neither (t)	Parcels: Not very reliant (u)	Parcels: Not at all reliant (v)	Parcels: Net reliant (w)	Parcels: Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	431	193	135	280	222	193	11	42	135	11	47	151	190	45	35	10	341	45	219	166	33	10	3	385	13	173	258
Weighted Base	431	198	132*	280	214	198	15**	36**	132*	10**	35**	156*	182	47*	37**	9**	338	46**	223	172*	21**	11**	4**	395	15**	197	234
Effective Base	258	119	79	168	127	119	8	26	79	8	26	87	115	31	22	4	201	26	133	99	19	7	3	232	9	111	148
Lower cost of postage	129 30%	45 23%	51 39%ac	69 25%	75 35%a	45 23%	4 26%	6 16%	51 39%	8 82%	15 45%	54 35%	43 24%	15 33%	11 31%	4 47%	98 29%	16 34%	70 31%	45 26%	12 55%	2 17%	-	115 29%	2 12%	60 31%	68 29%
Lower cost of insurance	61 14%	30 15%	18 14%	43 15%	31 15%	30 15%	1 9%	*	18 14%	3 27%	3 8%	21 13%	28 15%	5 10%	7 18%	1 15%	49 14%	8 17%	27 12%	30 17%	2 9%	3 26%	-	57 14%	3 19%	41 21%z	20 9%
Guarantee that the parcel would arrive on time	71 16%	39 20%b	12 9%	57 20%b	29 14%	39 20%	3 23%	7 18%	12 9%	2 18%	2 5%	26 17%	34 19%	7 14%	2 5%	2 19%	61 18%	4 8%	27 12%	37 22%	3 15%	3 31%	-	64 16%	3 22%	53 27%z	17 7%
Better ability to track the delivery	105 24%	59 30%b	19 14%	82 29%b	42 20%	59 30%	8 57%	10 28%	19 14%	2 22%	5 14%	43 28%	43 24%	9 19%	8 21%	2 22%	86 26%	10 21%	44 20%	51 29%	3 15%	7 65%	-	95 24%	7 46%	65 33%z	40 17%
Parcel less likely to get lost	93 22%	48 24%b	14 10%	75 27%b	41 19%	48 24%	6 38%	8 21%	14 10%	2 22%	5 16%	38 25%	37 20%	6 13%	10 27%	2 19%	75 22%	12 25%	49 22%	36 21%	3 20%	1 11%	3 57%	85 22%	4 25%	57 29%z	36 15%
Ability to select an express service	56 13%	41 21%bd	5 4%	48 17%bd	12 6%	41 21%	4 30%	5 13%	5 4%	1 11%	1 4%	30 19%l	17 9%	6 13%	2 5%	1 15%	46 14%	3 7%	27 12%	22 13%	3 13%	4 33%	1 28%	48 12%	5 32%	36 18%z	20 9%
Quicker delivery	105 24%	55 28%	28 21%	75 27%	47 22%	55 28%	5 31%	10 29%	28 21%	1 14%	6 17%	34 22%	44 24%	16 34%	8 23%	2 25%	78 23%	11 23%	50 23%	43 25%	4 17%	7 65%	1 29%	93 24%	8 55%	60 31%z	45 19%
More convenient for me to drop the parcel off	131 30%	64 32%	33 25%	89 32%	58 27%	64 32%	5 37%	13 36%	33 25%	2 19%	6 19%	48 31%	57 32%	15 33%	8 23%	2 21%	106 31%	10 23%	81 36%	46 27%	2 11%	3 25%	-	126 32%	3 17%	65 33%	66 28%
More convenient for me to have the parcel collected	95 22%	46 23%	22 16%	69 25%	45 21%	46 23%	5 36%	8 22%	22 16%	1 12%	10 28%	48 31%l	33 18%	7 15%	5 15%	2 20%	81 24%	7 16%	57 25%	34 20%	2 8%	2 19%	1 28%	90 23%	3 22%	48 24%	47 20%
More convenient for the recipient to take the delivery	92 21%	43 22%	32 24%	57 20%	46 21%	43 22%	6 39%	8 21%	32 24%	1 12%	6 19%	38 25%m	39 22%	3 7%	11 30%	-	78 23%m	11 24%	49 22%	36 21%	4 18%	2 15%	2 43%	85 21%	3 23%	48 24%	44 19%
Ability to set a specific date/time for delivery	61 14%	32 16%b	6 6%	49 18%b	26 12%	32 16%	3 22%	3 8%	8 6%	2 22%	2 6%	29 19%	24 13%	7 15%	* 1%	-	54 16%	* 1%	25 11%	30 18%	1 3%	4 33%	1 29%	56 14%	5 32%	41 21%z	20 9%
Guarantee that the parcel would arrive intact	40 9%	27 14%bd	4 3%	36 13%b	13 6%	27 14%	4 30%	4 11%	4 3%	2 18%	2 5%	25 16%l	11 6%	2 4%	2 5%	* 5%	36 11%	2 5%	23 10%	13 8%	2 9%	2 18%	-	36 9%	2 13%	28 14%z	12 5%
Recommended by others	64 15%	40 20%d	16 12%	46 17%	23 11%	40 20%	3 21%	3 9%	16 12%	2 17%	3 9%	19 12%	26 14%	11 23%	8 21%	* 4%	45 13%	8 18%	29 13%	29 17%	4 18%	3 24%	-	58 15%	3 17%	42 21%z	22 9%
Better delivery options for disabled consumers	50 12%	34 17%b	6 5%	44 16%b	15 7%	34 17%	3 41%	3 10%	6 5%	1 12%	3 9%	26 17%	18 10%	5 10%	1 4%	-	44 13%	1 3%	23 10%	21 12%	4 17%	2 15%	1 29%	43 11%	4 19%	42 21%z	8 3%
More environmentally friendly delivery options	54 13%	32 16%b	6 5%	47 17%b	22 10%	32 16%	1 9%	-	8 6%	3 28%	1 4%	24 16%	24 13%	4 10%	2 5%	-	48 14%	2 4%	25 11%	22 13%	2 11%	4 33%	1 29%	47 12%	5 32%	42 21%z	12 5%
Better complaint handling policy / procedure	39 9%	27 13%bd	3 2%	34 12%b	11 5%	27 13%	1 9%	3 9%	3 2%	1 11%	1 3%	22 14%	11 6%	4 8%	2 5%	1 6%	33 10%	2 5%	19 8%	15 9%	2 11%	3 25%	-	34 9%	3 17%	29 15%z	10 4%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	56 13%	39 20%bd	3 2%	51 18%bd	15 7%	39 20%	3 17%	1 3%	3 2%	1 12%	1 4%	34 21%l	20 11%	3 6%	-	1 6%	53 16%	1 1%	36 16%	19 11%	2 8%	* 2%	-	54 14%	* 1%	42 21%z	14 6%
Other: please specify	27 6%	9 5%	11 8%	16 6%	18 8%	9 5%	1 8%	3 8%	11 8%	2 19%	5 14%	9 5%	15 8%	3 6%	-	* 2%	23 7%	* *	12 5%	11 6%	4 19%	-	-	23 6%	-	5 3%	21 9%y
NET Cost	164 38%	64 32%	62 47%ac	93 33%	91 43%	64 32%	4 26%	6 17%	62 47%	9 93%	16 48%	66 42%	60 33%	18 39%	14 38%	6 63%	126 37%	20 43%	84 38%	65 38%	12 56%	3 30%	-	149 38%	3 21%	85 43%	79 34%
NET Reliability	141 33%	78 39%b	24 18%	112 40%bd	59 28%	78 39%	9 60%	11 30%	24 18%	3 28%	6 18%	55 35%	59 33%	10 21%	13 35%	4 40%	114 34%	16 36%	67 30%	59 35%	7 32%	5 43%	3 57%	127 32%	7 47%	86 44%z	55 23%
NET Speed	131 30%	76 38%bd	28 21%	100 36%bd	52 24%	76 38%	5 31%	12 34%	28 21%	1 14%	6 17%	52 33%	50 27%	16 35%	10 28%	4 40%	101 30%	14 30%	63 28%	55 32%	4 17%	7 65%	3 57%	118 30%	9 63%	78 40%z	53 23%
NET Convenience	227 53%	121 61%bd	46 35%	167 60%bd	92 43%	121 61%	12 81%	23 62%	46 35%	2 22%	8 23%	92 59%	94 52%	22 47%	16 43%	3 37%	185 55%	19 42%	120 54%	92 54%	5 22%	9 85%	1 29%	212 54%	10 69%	123 63%z	104 44%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	431	24	402	5	139	277	15	411	16	3	1	430	-
Weighted Base	431	24**	399	7**	125*	285	20**	407	18**	5**	***	431	-**
Effective Base	258	14	240	4	79	168	11	243	13	2	1	258	-
Lower cost of postage	129 30%	5 21%	122 31%	1 18%	44 35%	81 28%	4 19%	124 30%	* 3%	4 89%	-	129 30%	-
Lower cost of insurance	61 14%	1 5%	60 15%	-	19 15%	40 14%	2 10%	56 14%	6 30%	-	* 100%	61 14%	-
Guarantee that the parcel would arrive on time	71 16%	2 8%	67 17%	2 30%	17 13%	49 17%	5 25%	71 17%	*	-	-	71 16%	-
Better ability to track the delivery	105 24%	5 20%	94 24%	6 82%	35 28%	66 23%	4 22%	97 24%	6 31%	2 35%	-	105 24%	-
Parcel less likely to get lost	93 22%	7 29%	81 20%	5 61%	26 21%	59 21%	8 40%	84 21%	6 32%	2 47%	-	93 22%	-
Ability to select an express service	56 13%	4 16%	49 12%	2 33%	16 13%	39 14%	1 3%	46 11%	7 38%	3 53%	-	56 13%	-
Quicker delivery	105 24%	6 26%	96 24%	2 33%	34 27%	69 24%	2 10%	94 23%	7 40%	3 65%	* 100%	105 24%	-
More convenient for me to drop the parcel off	131 30%	8 33%	122 31%	1 18%	40 32%	86 30%	5 26%	123 30%	5 29%	3 53%	-	131 30%	-
More convenient for me to have the parcel collected	95 22%	8 33%	84 21%	4 51%	36 29%	55 19%	5 25%	84 21%	9 47%	3 53%	* 100%	95 22%	-
More convenient for the recipient to take the delivery	92 21%	8 34%	79 20%	5 61%	30 24%	59 21%	2 11%	89 22%	2 13%	-	-	92 21%	-
Ability to set a specific date/time for delivery	61 14%	4 16%	57 14%	-	21 17%	36 13%	4 18%	58 14%	4 19%	-	-	61 14%	-
Guarantee that the parcel would arrive intact	40 9%	1 3%	37 9%	2 28%	11 9%	28 10%	1 5%	39 10%	1 4%	-	* 100%	40 9%	-
Recommended by others	64 15%	5 21%	59 15%	-	13 10%	50 17%	2 8%	63 15%	1 6%	-	-	64 15%	-
Better delivery options for disabled consumers	50 12%	6 25%	40 10%	4 52%	17 13%	31 11%	2 8%	40 10%	5 27%	4 89%	-	50 12%	-
More environmentally friendly delivery options	54 13%	7 28%	48 12%	-	14 11%	39 14%	1 6%	51 12%	1 4%	3 53%	-	54 13%	-
Better complaint handling policy / procedure	39 9%	2 10%	35 9%	2 21%	17 13%	22 8%	-	35 9%	4 21%	-	-	39 9%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	56 13%	9 38%	46 11%	1 19%	29 23%	25 9%	2 12%	51 12%	3 15%	3 53%	-	56 13%	-
Other: please specify	27 6%	3 11%	24 6%	-	5 4%	21 7%	1 4%	27 7%	-	-	-	27 6%	-
NET Cost	164 38%	6 26%	156 39%	1 18%	49 39%	109 38%	6 29%	154 38%	6 30%	4 89%	* 100%	164 38%	-
NET Reliability	141 33%	8 32%	128 32%	5 63%	42 34%	90 32%	8 40%	131 32%	7 36%	2 47%	* 100%	140 33%	-
NET Speed	131 30%	6 26%	123 31%	2 33%	40 32%	89 31%	2 10%	118 29%	10 52%	3 65%	* 100%	131 30%	-
NET Convenience	227 53%	12 49%	208 52%	7 100%	72 58%	143 50%	12 58%	211 52%	11 61%	4 89%	-	227 53%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 232

QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	431	95	93	114	129	40	29	26	24	37	32	33	32	49	37	44	48
Weighted Base	431	97*	95*	109*	130*	39**	28**	29**	30**	36**	29**	25**	37**	47**	31**	45**	54**
Effective Base	258	61	59	63	74	26	18	17	17	23	19	14	20	30	20	26	29
Lower cost of postage	129 30%	34 35%	27 29%	27 24%	41 32%	13 34%	11 39%	9 32%	4 13%	17 47%	6 22%	6 25%	6 17%	14 30%	8 25%	12 26%	22 40%
Lower cost of insurance	61 14%	18 19%	14 14%	13 12%	16 12%	9 23%	5 17%	4 14%	3 9%	5 13%	6 21%	4 15%	2 7%	7 15%	3 9%	6 14%	7 13%
Guarantee that the parcel would arrive on time	71 16%	12 12%	13 14%	16 15%	30 23%	4 9%	2 9%	6 21%	4 13%	7 19%	2 8%	5 21%	2 7%	8 18%	6 19%	7 15%	17 31%
Better ability to track the delivery	105 24%	24 25%	22 23%	23 21%	36 28%	11 28%	5 16%	8 28%	4 15%	15 41%	3 10%	4 17%	10 27%	8 17%	6 21%	13 28%	17 32%
Parcel less likely to get lost	93 22%	22 23%	14 15%	18 17%	38 29%	12 32%	5 17%	5 18%	1 3%	11 30%	3 9%	2 7%	8 22%	8 17%	12 37%	10 22%	17 31%
Ability to select an express service	56 13%	14 15%	8 8%	8 7%	25 **20%c**	4 10%	8 29%	2 7%	1 2%	5 15%	2 6%	2 8%	5 12%	1 3%	8 25%	5 12%	12 23%
Quicker delivery	105 24%	29 30%	24 25%	21 19%	31 24%	16 41%	7 24%	6 20%	3 9%	16 43%	6 19%	6 23%	7 20%	8 17%	6 21%	8 18%	17 31%
More convenient for me to drop the parcel off	131 30%	29 30%	29 31%	30 27%	43 33%	9 23%	9 30%	12 40%	6 21%	8 23%	15 51%	2 7%	15 40%	13 27%	11 35%	14 30%	19 35%
More convenient for me to have the parcel collected	95 22%	17 17%	23 24%	22 20%	34 26%	9 24%	4 14%	4 12%	9 32%	7 18%	7 23%	5 21%	4 11%	13 27%	5 15%	14 31%	15 29%
More convenient for the recipient to take the delivery	92 21%	22 22%	19 20%	18 16%	33 26%	9 24%	7 24%	5 18%	4 15%	7 20%	8 27%	4 17%	6 16%	13 28%	9 29%	13 29%	11 21%
Ability to set a specific date/time for delivery	61 14%	10 10%	12 13%	16 15%	23 18%	5 14%	2 8%	2 7%	2 8%	6 18%	3 12%	4 15%	1 4%	11 23%	8 25%	8 17%	8 14%
Guarantee that the parcel would arrive intact	40 9%	8 9%	7 8%	10 9%	14 11%	1 3%	3 11%	4 14%	3 11%	3 8%	1 5%	4 16%	3 9%	3 6%	4 10%	4 9%	7 13%
Recommended by others	64 15%	12 12%	18 19%	10 10%	24 19%	2 6%	6 21%	3 11%	5 16%	7 20%	6 21%	1 3%	5 14%	5 10%	3 11%	7 17%	13 25%
Better delivery options for disabled consumers	50 12%	13 13%	7 7%	11 10%	20 15%	4 11%	6 21%	2 7%	3 10%	4 10%	* *	3 13%	2 5%	6 12%	10 31%	2 4%	8 15%
More environmentally friendly delivery options	54 13%	10 10%	11 12%	7 6%	26 **20%c**	4 9%	4 12%	3 10%	-	8 22%	3 11%	-	* 1%	6 14%	7 23%	7 15%	12 22%
Better complaint handling policy / procedure	39 9%	9 9%	5 5%	9 8%	17 13%	3 8%	4 15%	1 5%	-	3 8%	2 7%	2 6%	2 5%	5 11%	5 15%	6 13%	6 11%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	56 13%	16 **17%b**	1 1%	14 **12%b**	25 **19%b**	4 10%	8 28%	4 14%	-	1 4%	-	3 14%	5 13%	5 11%	11 36%	10 22%	4 8%
Other: please specify	27 6%	7 7%	5 5%	8 7%	7 5%	5 13%	2 6%	* *	3 10%	* *	2 6%	2 7%	5 13%	2 4%	2 8%	2 3%	3 5%
NET Cost	164 38%	40 42%	34 36%	39 35%	51 39%	18 45%	11 39%	11 39%	6 21%	17 47%	11 38%	10 40%	8 22%	20 43%	10 33%	14 32%	26 48%
NET Reliability	141 33%	31 32%	27 28%	30 27%	53 41%	15 39%	6 22%	9 32%	7 25%	14 39%	6 20%	7 28%	10 27%	13 28%	15 48%	15 34%	23 42%
NET Speed	131 30%	34 35%	26 27%	26 24%	45 35%	16 41%	11 39%	7 25%	3 9%	16 43%	7 25%	6 23%	11 29%	9 20%	13 42%	10 21%	23 42%
NET Convenience	227 53%	48 50%	48 51%	56 51%	75 58%	21 53%	9 32%	18 63%	10 32%	22 60%	17 58%	8 32%	20 53%	28 59%	18 59%	27 61%	29 54%

QI6_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	38 1%	9 1%	29 1%	9 1%	29 1%	26 1%	13 *	10 1%	3 *	6 1%	5 1%	6 1%	5 1%	3 *	13 1%	11 1%	14 1%	8 1%	33 1%	5 1%
Not very important (2)	102 2%	30 2%	72 1%	18 2%	84 2%	63 2%f	39 1%	17 2%	16 2%	24 2%	15 2%	12 1%	8 1%	11 2%	33 2%	39 2%	31 1%	18 1%	85 2%	17 2%
Neither important nor unimportant (3)	732 12%	98 8%	634 13%a	113 13%	619 12%	406 13%f	326 10%	122 15%ijk	104 12%	133 12%	80 10%	121 11%	85 11%	86 14%	226 13%	213 11%	293 12%	172 12%	606 12%	121 13%
Important (4)	2935 48%	606 49%	2328 47%	353 41%	2581 49%c	1438 48%	1490 47%	364 44%	427 49%	547 49%	403 49%	531 46%	379 50%	285 45%	790 47%	950 49%	1194 47%	663 48%	2472 47%	434 48%
Very important (5)	2290 37%	477 39%	1814 37%	364 42%d	1927 36%	1037 34%	1247 40%e	295 36%	310 36%	405 36%	308 38%	459 40%	280 37%	233 37%	605 36%	713 37%	972 38%	513 37%	1954 37%	318 35%
Don't know	71 1%	13 1%	58 1%	4 *	68 1%	43 1%	28 1%	16 2%il	13 1%	7 1%	11 1%	12 1%	3 *	10 2%	29 2%	18 1%	25 1%	13 1%	62 1%	10 1%
NET Not at all important/ Not very important	141 2%	39 3%	102 2%	27 3%	113 2%	89 3%f	51 2%	27 3%	20 2%	30 3%	20 2%	19 2%	13 2%	13 2%	46 3%	49 3%	45 2%	26 2%	118 2%	22 2%
NET Important / Very important	5225 85%	1083 88%b	4142 84%	717 83%	4508 85%	2475 82%	2737 87%e	659 80%	737 84%	952 85%g	711 87%g	990 87%g	659 87%g	517 83%	1395 82%	1663 86%n	2166 86%n	1176 85%	4426 85%	752 83%
Mean	4.20	4.24	4.19	4.22	4.20	4.14	4.26e	4.14	4.19	4.19	4.23	4.26g	4.22	4.19	4.16	4.20	4.23n	4.20	4.21	4.16
Std Dev.	0.76	0.76	0.76	0.83	0.75	0.79	0.72	0.83	0.75	0.76	0.75	0.73	0.74	0.77	0.79	0.76	0.74	0.75	0.76	0.77
Std Error	0.01	0.02	0.01	0.03	0.01	0.01	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 251

QI6_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	38 1%	6 1%	12 1%	13 1%	6 *	18 1%	20 1%	26 1%	12 1%	5 1%	3 *	6 *	10 1%	6 1%	18 *	7 1%	29 1%	13 1%	23 1%	2 1%
Not very important (2)	102 2%	27 2%d	28 1%	34 2%d	14 1%	55 2%	48 2%	73 2%	29 1%	6 1%	12 2%	29 2%	26 2%	20 2%	67 2%	6 1%	95 2%	14 1%	85 2%	3 1%
Neither important nor unimportant (3)	732 12%	160 14%	213 11%	162 12%	196 12%	373 12%	359 12%	419 11%	300 13%	69 12%	90 13%	176 11%	169 11%	155 15%ln	436 11%	72 12%	608 12%	136 10%	552 12%	44 15%
Important (4)	2935 48%	578 50%d	988 51%d	666 48%d	702 42%	1566 51%f	1368 45%	1793 49%	1108 46%	221 39%	306 43%	769 49%ij	796 51%j	539 50%ij	1870 49%ij	230 39%	2528 49%o	576 44%	2237 49%qs	122 41%
Very important (5)	2290 37%	374 32%	671 35%	505 36%	738 44%abc	1045 34%	1244 41%e	1338 36%	917 38%	245 44%klmn	295 41%m	580 37%	533 34%	346 32%	1408 37%m	258 44%p	1866 36%	543 42%r	1635 36%	112 37%
Don't know	71 1%	8 1%	31 2%	12 1%	20 1%	39 1%	32 1%	39 1%	28 1%	14 2%kmn	13 2%m	11 1%	20 1%m	3 *	44 1%m	14 2%p	48 1%	14 1%	41 1%	17 5%qr
NET Not at all important/ Not very important	141 2%	33 3%d	40 2%	47 3%d	20 1%	73 2%	67 2%	99 3%h	41 2%	11 2%	15 2%	35 2%	35 2%	26 2%	85 2%	13 2%	124 2%	27 2%	107 2%	6 2%
NET Important / Very important	5225 85%	952 83%	1659 85%	1172 84%	1440 86%	2611 84%	2612 85%	3130 85%	2025 85%	467 83%	601 84%	1349 86%	1329 86%	885 83%	3279 85%	488 83%	4393 85%	1119 86%s	3872 85%s	234 78%
Mean	4.20	4.12	4.19	4.17	4.30abc	4.17	4.24e	4.19	4.22	4.27m	4.25m	4.21m	4.19	4.12	4.21m	4.27	4.19	4.26r	4.19	4.19
Std Dev.	0.76	0.77	0.74	0.80	0.74	0.75	0.77	0.77	0.75	0.80	0.77	0.74	0.74	0.76	0.75	0.81	0.76	0.77	0.75	0.80
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	38 1%	34 1%	4 1%	2 1%	32 1%	3 1%	2 1%	* *	- -	2 *	3 1%	5 1%	2 *	5 1%	3 *	4 1%	7 1%	- -	3 1%
Not very important (2)	102 2%	83 2%	19 2%	2 1%	88 2%	4 1%	8 3%e	2 1%	6 3%ir	5 1%	4 1%	5 1%	12 2%	13 2%	17 2%	21 2%	5 1%	1 -	3 1%
Neither important nor unimportant (3)	732 12%	643 12%	89 10%	23 13%	614 12%	69 13%	30 10%	19 11%	29 12%	81 12%	62 12%	63 14%l	47 9%	61 11%	104 13%	96 11%	71 13%	9 13%	61 14%l
Important (4)	2935 48%	2495 47%	440 51%	87 50%	2460 47%	251 49%	145 49%	77 45%	113 45%	317 47%	227 45%	200 45%	256 47%	281 49%	399 49%	420 50%	247 47%	35 51%	216 48%
Very important (5)	2290 37%	1986 37%	305 35%	57 33%	1929 37%	182 35%	109 37%	70 41%e	98 39%	257 38%	206 41%	171 38%	218 40%	212 37%	279 34%	298 35%	190 36%	24 35%	158 35%
Don't know	71 1%	65 1%	6 1%	1 1%	61 1%	8 2%	1 *	1 1%	4 1%m	14 2%m	6 1%	4 1%	8 1%	1 *	9 1%	5 1%	10 2%m	* *	8 2%m
NET Not at all important/ Not very important	141 2%	117 2%	24 3%	4 2%	120 2%	8 1%	10 3%e	3 2%	6 3%	7 1%	8 2%	10 2%	14 3%	18 3%l	21 3%	25 3%	12 2%	1 1%	7 2%
NET Important / Very important	5225 85%	4480 84%	745 86%	144 83%	4390 85%	433 84%	254 86%	148 87%	211 84%	574 85%	433 85%	371 83%	474 87%	493 86%	678 84%	718 85%	436 82%	59 86%	374 83%
Mean	4.20	4.21	4.19	4.14	4.20	4.18	4.19	4.27	4.23	4.24	4.25	4.19	4.26	4.19	4.16	4.18	4.17	4.20	4.18
Std Dev.	0.76	0.76	0.75	0.78	0.76	0.74	0.78	0.72	0.76	0.71	0.75	0.80	0.75	0.78	0.76	0.76	0.80	0.70	0.75
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 251

QI6_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Stamp usage Use 1st class (c)	Stamp usage Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	1st class usage Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	2nd class usage Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Reliance letters/cards Fairly reliant (l)	Reliance letters/cards Neither reliant nor not reliant (m)	Reliance letters/cards Not very reliant (n)	Reliance letters/cards Not at all reliant (o)	Reliance letters/cards Net reliant (p)	Reliance letters/cards Net not reliant (q)	Reliance parcels Very reliant (r)	Reliance parcels Fairly reliant (s)	Reliance parcels Neither reliant nor not reliant (t)	Reliance parcels Not very reliant (u)	Reliance parcels Not at all reliant (v)	Reliance parcels Net reliant (w)	Reliance parcels Net not reliant (x)	Affordability ANY affordability challenges (y)	Affordability No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	38 1%	10 *	17 1%	14 *	21 1%	10 *	-	2 *	17 1%	5 2%j	6 1%	10 *	5 *	4 1%	13 2%klmp	6 3%klmp	15 *	19 2%klmp	4 *	9 *	11 2%rsw	7 2%rsw	2 1%r	13 *	9 2%rsw	17 1%	22 *
Not very important (2)	102 2%	40 2%	22 1%	75 2%b	57 2%	40 2%	4 2%	16 2%	22 1%	2 1%	8 1%	21 1%	40 2%	26 3%klp	13 2%	2 1%	61 1%	15 2%	31 1%	29 1%	18 3%rsw	21 6%rstw	3 2%	60 1%	24 6%rsw	35 2%	67 1%
Neither important nor unimportant (3)	732 12%	297 12%b	217 10%	454 13%b	374 11%	297 12%	27 14%	117 15%	217 10%	18 8%	100 9%	168 8%	270 11%k	185 23%klnopq	75 13%k	33 14%k	438 10%	108 13%kp	194 8%	282 12%rw	169 25%rsuwx	60 17%rsw	26 16%rrw	476 10%r	86 17%rsw	205 13%	527 12%
Important (4)	2935 48%	1180 49%	1044 46%	1699 49%	1564 47%	1180 49%	84 44%	358 46%	1044 46%	79 35%	484 45%i	886 43%	1278 52%kmop	368 45%	307 52%ko	95 40%	2164 48%ko	402 48%k	1148 45%	1276 54%rtuvwx	284 42%	160 45%	60 38%	2423 49%rtvx	220 43%	681 42%	2254 50%y
Very important (5)	2290 37%	856 36%	941 42%ac	1191 34%	1277 39%c	856 36%	75 39%	279 36%	941 42%	121 53%hj	462 43%	961 47%lmnpq	829 34%m	208 26%	186 31%	93 39%m	1791 40%lmno	279 34%m	1177 46%stuvwx	757 32%	184 27%	95 27%	64 40%tu	1934 39%stux	159 31%	676 42%z	1614 36%
Don't know	71 1%	22 1%	18 1%	24 1%	20 1%	22 1%	3 2%	5 1%	18 1%	1 1%	11 1%	17 1%	13 1%	19 2%klnp	1 *	8 4%klnpq	30 1%	9 1%	15 1%	15 1%	15 2%rsw	11 3%rsw	5 3%rsw	30 1%	15 3%rsw	15 1%	56 1%
NET Not at all important/ Not very important	141 2%	50 2%	39 2%	89 3%	78 2%	50 2%	4 2%	18 2%	39 2%	7 3%	14 1%	31 1%	45 2%	30 4%klp	13 4%klp	8 4%	76 2%	34 4%klp	35 1%	39 2%	29 4%rsw	28 8%rsw	6 3%	73 1%	34 7%rsw	52 3%z	89 2%
NET Important / Very important	5225 85%	2035 85%	1986 88%ec	2890 84%	2841 86%	2035 85%	159 82%	637 82%	1986 88%	200 88%	947 88%	1847 90%lmnoq	2107 87%moq	577 71%	493 83%m	188 79%	3955 88%lmnnq	681 82%m	2325 91%stuvwx	2032 86%tuvx	469 69%	255 72%	124 77%	4357 88%stuvx	379 74%	1357 83%	3868 85%
Mean	4.20	4.19	4.28acd	4.16	4.22c	4.19	4.21	4.16	4.28	4.37	4.31	4.33lmnopq	4.19mnq	3.95	4.08m	4.16m	4.27lmnq	4.19m	4.38stuvwx	4.17tux	3.92	3.92	4.18tu	4.26stux	3.99	4.22	4.20
Std Dev.	0.76	0.74	0.74	0.76	0.76	0.74	0.76	0.77	0.74	0.85	0.72	0.72	0.71	0.82	0.84	0.90	0.72	0.86	0.69	0.71	0.88	0.94	0.88	0.70	0.92	0.82	0.74
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.05	0.03	0.02	0.06	0.02	0.02	0.01	0.03	0.03	0.06	0.01	0.03	0.01	0.01	0.04	0.05	0.07	0.01	0.04	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	38 1%	2 *	37 1%	- -	11 1%	23 1%	5 1%	25 *	10 6%gk	2 3%gk	1 1%	37 1%	- -
Not very important (2)	102 2%	9 2%	93 2%	* 1%	28 2%	70 2%	4 1%	88 2%	8 5%gk	4 6%gk	1 1%	100 2%	2 5%
Neither important nor unimportant (3)	732 12%	57 14%	666 12%	10 24%b	209 12%	463 11%	60 19%de	643 11%	41 26%gk	24 35%gjk	9 12%	708 12%	15 41%
Important (4)	2935 48%	192 48%c	2731 48%c	12 28%	749 44%	2058 50%df	127 39%	2814 48%hi	57 35%	20 29%	33 44%	2892 48%hi	10 29%
Very important (5)	2290 37%	139 35%	2132 37%	19 45%	690 40%e	1484 36%	117 36%	2198 38%h	43 27%	16 24%	27 37%	2258 37%h	6 16%
Don't know	71 1%	3 1%	68 1%	1 2%	18 1%	44 1%	10 3%de	62 1%	1 1%	2 3%	3 4%gk	65 1%	3 10%
NET Not at all important/ Not very important	141 2%	10 3%	130 2%	* 1%	40 2%	92 2%	9 3%	113 2%	18 11%gk	6 9%gk	2 2%	137 2%	2 5%
NET Important / Very important	5225 85%	331 83%	4864 85%	30 73%	1439 84%f	3542 86%f	244 76%	5012 88%hi	100 62%	36 53%	60 81%hi	5149 85%hi	16 44%
Mean	4.20	4.15	4.21	4.20	4.23	4.20	4.11	4.23hi	3.72	3.66	4.20hi	4.21hi	3.62
Std Dev.	0.76	0.77	0.76	0.86	0.78	0.74	0.86	0.74	1.11	1.02	0.80	0.76	0.84
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.10	0.13	0.10	0.01	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 251

QI6_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Low cost

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	38 1%	13 1%	9 1%	10 1%	6 *	5 1%	3 1%	5 1%	3 1%	4 1%	2 *	2 *	4 1%	3 1%	* *	2 *	4 1%
Not very important	(2)	102 2%	28 2%	24 2%	26 2%	23 2%	8 2%	7 1%	13 3%n	5 1%	6 1%	14 3%n	10 2%	11 2%	5 1%	2 *	6 1%	15 3%hn
Neither important nor unimportant	(3)	732 12%	166 11%	191 12%	207 13%	168 11%	62 12%	47 9%	57 11%	75 14%fo	60 12%	56 11%	69 14%	74 14%	63 12%	66 12%	46 9%	55 11%
Important	(4)	2935 48%	750 49%	733 48%	712 46%	740 48%	237 45%	276 53%ek	237 48%	243 46%	240 47%	250 49%	222 45%	243 46%	247 47%	245 46%	244 48%	251 51%
Very important	(5)	2290 37%	569 37%	563 37%	575 37%	583 38%	210 40%	184 36%	175 35%	191 36%	190 37%	182 36%	181 37%	190 36%	203 39%	212 40%	205 40%	166 33%
Don't know		71 1%	16 1%	19 1%	21 1%	15 1%	6 1%	- -	11 2%f	7 1%f	9 2%f	3 1%	6 1%f	10 2%f	5 1%	6 1%	4 1%	5 1%
NET Not at all important/ Not very important		141 2%	41 3%	34 2%	36 2%	30 2%	13 3%n	10 2%	18 4%n	8 1%	10 2%	16 3%n	12 3%n	15 3%n	8 2%	3 1%	8 2%	19 4%n
NET Important / Very important		5225 85%	1319 86%	1297 84%	1286 83%	1323 86%	447 85%	460 89%ghkl	412 83%	434 83%	430 84%	432 85%	403 82%	433 81%	450 85%	457 86%	449 89%ghkl	417 84%
Mean		4.20	4.20	4.19	4.19	4.23	4.22	4.22	4.16	4.19	4.21	4.18	4.18	4.16	4.23	4.27p	4.28glp	4.14
Std Dev.		0.76	0.77	0.76	0.78	0.73	0.79	0.71	0.81	0.76	0.75	0.77	0.78	0.80	0.75	0.70	0.71	0.79
Std Error		0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.03	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	46 1%	10 1%	36 1%	10 1%	36 1%	31 1%	15 *	9 1%	8 1%	5 *	3 *	9 1%	8 1%	5 1%	16 1%	8 *	22 1%	13 1%	41 1%	5 1%
Not very important (2)	110 2%	17 1%	92 2%	11 1%	99 2%	58 2%	51 2%	11 1%	12 1%	18 2%	15 2%	20 2%	17 2%	17 3%	23 1%	33 2%	54 2%	34 2%	97 2%	12 1%
Neither important nor unimportant (3)	670 11%	70 6%	600 12%a	90 10%	579 11%	398 13%f	271 9%	85 10%	109 13%	132 12%	86 10%	106 9%	77 10%	74 12%	195 11%	218 11%	257 10%	151 11%	578 11%	88 10%
Important (4)	2846 46%	539 44%	2307 47%	382 44%	2464 46%	1316 44%	1523 48%e	387 47%	394 45%	494 44%	386 47%	523 46%	372 49%	290 46%	781 46%	880 45%	1185 47%	662 48%	2029 46%	422 47%
Very important (5)	2408 39%	572 46%b	1837 37%	367 43%	2041 38%	1155 38%	1247 40%	314 38%	335 38%	465 41%	322 39%	467 41%	281 37%	225 36%	649 38%	787 40%	972 38%	505 36%	2029 39%	365 40%
Don't know	89 1%	25 2%	64 1%	2 *	88 2%c	55 2%	34 1%	18 2%il	14 2%	9 1%	9 1%	18 2%	6 1%	16 3%il	32 2%	18 1%	39 2%	22 2%	77 1%	13 1%
NET Not at all important/ Not very important	156 3%	27 2%	129 3%	21 2%	135 3%	89 3%	67 2%	20 3%	19 2%	23 2%	18 2%	29 3%	25 3%	22 4%	39 2%	41 2%	76 3%	47 3%	138 3%	17 2%
NET Important / Very important	5254 85%	1111 90%b	4143 84%	749 87%	4506 85%	2470 82%	2770 88%e	701 85%	730 84%	958 85%	709 86%	990 87%m	652 86%	515 82%	1431 84%	1667 86%	2157 85%	1167 84%	4420 85%	787 87%
Mean	4.23	4.36b	4.19	4.26	4.22	4.18	4.27e	4.22	4.21	4.25	4.24	4.26	4.19	4.17	4.22	4.25	4.22	4.18	4.22	4.27
Std Dev.	0.77	0.73	0.78	0.79	0.77	0.82	0.73	0.77	0.78	0.76	0.74	0.76	0.79	0.81	0.78	0.75	0.78	0.80	0.78	0.74
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	46 1%	10 1%	16 1%	15 1%	6 *	26 1%	20 1%	26 1%	19 1%	4 1%	7 1%	10 1%	10 1%	4 *	27 1%	5 1%	35 1%	8 1%	30 1%	9 3%qr
Not very important (2)	110 2%	18 2%	35 2%	21 1%	36 2%	53 2%	56 2%	62 2%	47 2%	13 2%	19 3%	39 2%i	19 1%	13 1%	77 2%	13 2%	91 2%	21 2%	86 2%	2 1%
Neither important nor unimportant (3)	670 11%	106 9%	218 11%	169 12%	177 11%	324 10%	346 11%	384 10%	273 11%	60 11%	84 12%	150 10%	176 11%	138 13%k	411 11%	63 11%	573 11%	123 9%	510 11%	36 12%
Important (4)	2846 46%	521 45%	920 47%	652 47%	752 45%	1441 47%	1404 46%	1698 46%	1112 46%	234 42%	312 43%	766 49%l	743 48%i	496 46%	1820 47%i	246 42%	2433 47%	578 45%	2136 47%	132 44%
Very important (5)	2408 39%	487 42%bc	727 37%	516 37%	677 40%	1214 39%	1193 39%	1478 40%	900 38%	229 41%	278 39%	594 38%	587 38%	412 39%	1458 38%	236 40%	1985 38%	543 42%	1761 39%	104 35%
Don't know	89 1%	11 1%	28 1%	21 2%	29 2%	39 1%	51 2%	40 1%	43 2%	21 4%klmn	17 2%km	13 1%	19 1%	6 1%	49 1%	23 4%p	55 1%	24 2%	49 1%	17 6%qr
NET Not at all important/ Not very important	156 3%	28 2%	51 3%	35 3%	41 2%	79 3%	77 3%	87 2%	66 3%	16 3%	27 4%lm	49 3%	29 2%	18 2%	104 3%	18 3%	126 2%	28 2%	116 3%	11 4%
NET Important / Very important	5254 85%	1009 87%c	1647 85%	1168 84%	1429 85%	2655 86%	2597 85%	3176 86%	2012 84%	463 83%	590 82%	1359 87%i	1330 86%	908 85%	3279 85%	483 82%	4419 85%	1121 86%s	3897 85%s	236 79%
Mean	4.23	4.27c	4.20	4.19	4.25	4.23	4.22	4.24	4.20	4.24	4.19	4.22	4.22	4.22	4.21	4.23	4.22	4.28rs	4.22	4.13
Std Dev.	0.77	0.77	0.77	0.79	0.76	0.77	0.77	0.76	0.78	0.80	0.83	0.77	0.74	0.74	0.77	0.81	0.76	0.75	0.77	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 252

QI6_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	46 1%	38 1%	9 1%	3 2%	43 1%	3 1%	*	1 *	1 1%	5 1%	7 1%	1 *	5 1%	4 1%	4 *	11 1%	5 1%	-	3 1%
Not very important (2)	110 2%	91 2%	19 2%	5 3%	93 2%g	9 2%	7 2%g	1 *	6 2%	8 1%	10 2%	7 2%	9 2%	12 2%	13 2%	17 2%	12 2%	2 2%	7 2%
Neither important nor unimportant (3)	670 11%	563 11%	106 12%	17 10%	567 11%	57 11%	30 10%	15 9%	26 10%	87 13%l	70 14%lp	60 13%lp	36 7%	73 13%l	92 11%l	78 9%	45 9%	7 10%	51 11%l
Important (4)	2846 46%	2429 46%	417 48%	76 44%	2381 46%	241 47%	140 47%	84 49%	109 44%	303 45%	194 38%	199 44%	262 48%j	283 49%j	392 48%j	397 47%j	243 46%j	32 46%	209 47%j
Very important (5)	2408 39%	2102 40%	306 35%	69 40%	2024 39%	200 39%	115 39%	69 40%	104 41%	260 38%	216 42%m	174 39%	224 41%	198 35%	306 38%	334 40%	208 39%	29 42%	171 38%
Don't know	89 1%	82 2%	7 1%	2 1%	77 1%	8 2%	3 1%	1 1%	4 2%	13 2%	12 2%n	9 2%	8 1%	4 1%	4 1%	8 1%	15 3%mno	-	8 2%
NET Not at all important/ Not very important	156 3%	128 2%	28 3%	8 5%	136 3%g	11 2%	7 2%g	1 1%	7 3%	13 2%	17 3%	8 2%	14 2%	16 3%	17 2%	28 3%	17 3%	2 2%	10 2%
NET Important / Very important	5254 85%	4532 85%	723 84%	145 84%	4405 85%	441 85%	255 86%	153 89%de	213 85%	563 83%	409 81%	373 83%	486 89%ijkm	481 84%	698 86%j	731 87%j	452 85%	61 88%	381 85%
Mean	4.23	4.24b	4.16	4.19	4.22	4.23	4.24	4.30d	4.25	4.22	4.21	4.22	4.29m	4.16	4.22	4.23	4.24	4.28	4.22
Std Dev.	0.77	0.77	0.80	0.86	0.78	0.75	0.74	0.68	0.78	0.77	0.86	0.75	0.74	0.77	0.74	0.80	0.79	0.73	0.76
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.02	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 252

QI6_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	46 1%	7 *	21 1%a	15 *	29 1%a	7 *	2 1%	2 *	21 1%	2 1%	8 1%	9 *	7 *	7 1%	13 2%klp	9 4%klmp	16 *	22 3%klmp	8 *	8 *	7 1%	14 4%rstw	9 5%rstw	*	22 4%rstw	17 1%	29 1%
Not very important (2)	110 2%	41 2%	47 2%	58 2%	64 2%	41 2%	9 4%e	24 3%	47 2%	3 1%	18 2%	31 2%	30 1%	32 4%klp	13 2%	3 1%	61 1%	16 2%	39 2%	29 1%	26 4%rsw	10 3%	5 3%	68 1%	14 3%s	34 2%	75 2%
Neither important nor unimportant (3)	670 11%	205 9%	284 13%ac	325 9%	404 12%ac	205 9%	21 11%	72 9%	284 13%	20 9%	132 12%	156 8%	254 10%k	168 21%klnopq	57 10%	33 14%k	410 9%	90 11%k	167 7%	255 11%rw	153 23%rsw	63 18%rsw	25 15%rw	423 9%r	88 17%rsw	177 11%	492 11%
Important (4)	2846 46%	1042 43%	1092 48%a	1555 45%	1605 48%ac	1042 43%	74 38%	346 44%	1092 48%	108 48%	521 49%	822 40%	1319 54%kmnopq	345 43%	270 45%	88 37%	2142 48%kmo	358 43%	1049 41%	1290 54%rtuvwx	305 45%	141 40%	57 35%	2338 47%tuvx	198 39%	761 47%	2085 46%
Very important (5)	2408 39%	1085 45%bd	791 35%	1477 43%bd	1183 36%	1085 45%	84 43%	322 41%	791 35%	88 39%	375 35%	1027 50%lmnopq	806 33%	238 29%	237 40%lm	93 39%m	1832 41%lm	330 40%lm	1291 50%stuvwx	765 32%t	169 25%	115 33%t	56 35%t	2056 42%stux	171 33%t	627 39%	1781 39%
Don't know	89 1%	24 1%	25 1%	27 1%	28 1%	24 1%	3 2%	11 1%	25 1%	6 3%	18 2%	17 1%	20 1%	21 3%klnp	4 1%	13 5%klnpq	37 1%	17 2%	14 1%	21 1%	21 3%rsw	10 3%rsw	10 6%rsw	35 1%	20 4%rsw	11 1%	78 2%
NET Not at all important/ Not very important	158 3%	49 2%	68 3%	73 2%	93 3%	49 2%	10 5%e	26 3%	68 3%	4 2%	26 2%	40 2%	37 1%	39 5%klp	26 4%klp	12 5%klp	77 2%	38 5%klp	47 2%	36 2%	32 5%rsw	23 7%rsw	13 8%rsw	84 2%	36 7%rsw	52 3%	104 2%
NET Important / Very important	5254 85%	2127 88%bd	1883 83%	3033 88%bd	2789 84%	2127 88%f	158 82%	668 86%	1883 83%	196 87%	896 84%	1849 90%mnoq	2125 87%moq	583 72%	507 85%mo	181 76%	3974 88%moq	687 83%	2340 91%stuvwx	2055 87%tuvx	474 70%	257 73%	113 70%	4395 89%stuvx	370 72%	1389 85%	3866 85%
Mean	4.23	4.33bd	4.16	4.29bd	4.17	4.33	4.21	4.26	4.16	4.26	4.17	4.38mnopq	4.20m	3.98	4.19m	4.12	4.28lmnoq	4.17m	4.40stuvwx	4.18tuvx	3.91	3.98	3.98	4.30stux	3.98	4.20	4.24
Std Dev.	0.77	0.73	0.79	0.74	0.78	0.73	0.88	0.77	0.79	0.74	0.77	0.73	0.69	0.87	0.87	0.98	0.71	0.90	0.71	0.69	0.85	1.00	1.08	0.71	1.02	0.80	0.76
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.05	0.02	0.02	0.01	0.03	0.04	0.06	0.01	0.03	0.01	0.01	0.03	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	46 1%	2 *	45 1%	- -	17 1%	27 1%	2 1%	35 1%	4 3%gk	5 8%gk	2 3%g	44 1%	- -
Not very important (2)	110 2%	4 1%	105 2%	- -	35 2%	61 1%	14 4%e	89 2%	15 9%gk	2 4%	2 3%	106 2%	2 5%
Neither important nor unimportant (3)	670 11%	40 10%	620 11%	9 23%ab	191 11%	434 10%	44 14%	595 10%	35 22%gk	14 20%gk	10 13%	644 11%	16 46%
Important (4)	2846 46%	181 45%c	2654 46%c	10 25%	735 43%	1963 47%d	148 46%	2714 47%h	58 36%	31 46%	31 42%	2803 46%	12 33%
Very important (5)	2408 39%	168 42%	2219 39%	21 50%	708 42%f	1597 39%	104 32%	2321 40%hi	45 28%	15 23%	24 32%	2382 39%hi	2 7%
Don't know	89 1%	6 1%	83 1%	1 2%	21 1%	59 1%	10 3%d	77 1%	3 2%	- -	5 7%gk	80 1%	3 10%
NET Not at all important/ Not very important	156 3%	6 1%	150 3%	- -	52 3%	88 2%	16 5%e	124 2%	19 12%gk	8 11%gk	4 6%	150 2%	2 5%
NET Important / Very important	5254 85%	349 87%	4874 85%	31 76%	1442 85%f	3560 86%f	251 78%	5035 86%hij	103 64%	47 69%	55 74%	5186 86%hij	14 40%
Mean	4.23	4.29	4.22	4.28	4.24f	4.23f	4.08	4.25hi	3.80	3.72	4.04	4.23hi	3.46
Std Dev.	0.77	0.72	0.77	0.82	0.81	0.75	0.85	0.75	1.04	1.10	0.95	0.77	0.72
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.09	0.14	0.12	0.01	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Guarantee that the parcel will arrive on time

Base : All participants

		Total	Quarter				Month												
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	46 1%	10 1%	17 1%	8 1%	11 1%	4 1%	6 1%	* *	5 1%	6 1%	6 1%n	4 1%	2 *	3 *	* *	9 2%gn	2 *
Not very important	(2)	110 2%	34 2%	23 1%	27 2%	25 2%	8 2%	14 3%i	12 2%	10 2%	10 2%	3 1%	11 2%	10 2%	6 1%	6 1%	7 1%	12 2%
Neither important nor unimportant	(3)	670 11%	170 11%	175 11%	178 12%	146 9%	59 11%	55 11%	57 11%	62 12%	52 10%	61 12%	59 12%	60 11%	59 11%	54 10%	40 8%	52 11%
Important	(4)	2846 46%	728 47%	735 48%	708 46%	675 44%	244 46%	251 49%	232 47%	245 47%	262 51%nc	229 45%	223 45%	232 44%	252 48%	221 42%	220 43%	234 47%
Very important	(5)	2408 39%	575 37%	569 37%	607 39%	657 43%ab	205 39%	187 36%	183 37%	198 38%	170 33%	201 40%	189 38%	221 41%i	198 38%	244 46%fghimp	225 44%fi	187 38%
Don't know		89 1%	25 2%	22 1%	21 1%	21 1%	8 2%	3 1%	14 3%f	5 1%	10 2%	7 1%	5 1%	8 1%	8 2%	7 1%	6 1%	8 2%
NET Not at all important/ Not very important		156 3%	45 3%	40 3%	36 2%	36 2%	12 2%	20 4%n	12 2%	15 3%	15 3%	10 2%	15 3%	12 2%	9 2%	6 1%	16 3%	14 3%
NET Important / Very important		5254 85%	1303 84%	1304 85%	1315 85%	1332 87%	449 85%	439 85%	415 83%	442 84%	431 85%	430 85%	412 84%	453 85%	451 86%	465 87%	445 88%	421 85%
Mean		4.23	4.20	4.20	4.23	4.28ab	4.23	4.17	4.21	4.19	4.16	4.23	4.19	4.26	4.23	4.34efghikp	4.29	4.21
Std Dev.		0.77	0.78	0.78	0.76	0.76	0.77	0.81	0.75	0.79	0.77	0.78	0.80	0.76	0.73	0.71	0.81	0.76
Std Error		0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.03	0.03	0.04	0.04	0.03	0.03	0.03	0.04	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 253

QI6_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important	(1)	69 1%	9 1%	60 1%	9 1%	60 1%	45 2%f	24 1%	11 1%	9 1%	12 1%	3 *	13 1%	13 2%l	8 1%	20 1%	15 1%	34 1%	21 1%	62 1%	7 1%
Not very important	(2)	177 3%	47 4%	130 3%	28 3%	149 3%	100 3%	77 2%	25 3%	16 2%	29 3%	14 2%	38 3%	26 3%	29 5%hj	41 2%	43 2%	93 4%o	55 4%o	155 3%	22 2%
Neither important nor unimportant	(3)	769 12%	98 8%	671 14%a	104 12%	665 13%	458 15%f	311 10%	96 12%	103 12%	118 11%	94 11%	148 13%	107 14%	103 16%ghj	199 12%	212 11%	358 14%o	210 15%no	657 13%	102 11%
Important	(4)	2832 46%	516 42%	2316 47%a	380 44%	2453 46%	1316 44%	1510 48%e	362 44%	404 46%	497 44%	402 49%	505 44%	360 50%k	283 45%	766 45%	899 46%	1168 46%	663 48%	2412 46%	398 44%
Very important	(5)	2231 36%	536 43%b	1695 34%	335 39%	1895 36%	1041 35%	1183 38%e	313 38%lm	328 38%lm	454 40%lm	301 37%lm	423 37%lm	225 30%	187 30%	641 38%pq	755 39%pq	835 33%	412 30%	1847 35%	365 40%r
Don't know		91 1%	27 2%	64 1%	4 *	87 2%c	53 2%	37 1%	18 2%	12 1%	12 1%	9 1%	15 1%	9 1%	16 3%	30 2%	21 1%	41 2%	25 2%	79 2%	11 1%
NET Not at all important/ Not very important		246 4%	56 5%	190 4%	38 4%	209 4%	146 5%f	101 3%	36 4%j	26 3%	41 4%	17 2%	51 4%j	38 5%j	38 6%hj	61 4%	58 3%	127 5%o	76 5%no	217 4%	29 3%
NET Important / Very important		5063 82%	1052 85%b	4011 81%	715 83%	4348 82%	2357 78%	2693 86%e	675 82%m	732 84%m	951 85%lm	703 85%lm	928 81%m	605 80%	470 75%	1406 83%pq	1654 85%pd	2003 79%	1075 78%	4258 82%	763 84%
Mean		4.15	4.26b	4.12	4.17	4.14	4.08	4.21e	4.17lm	4.19lm	4.21lm	4.21lm	4.14lm	4.04	4.00	4.18pq	4.21pq	4.08	4.02	4.13	4.22r
Std Dev.		0.83	0.83	0.83	0.85	0.83	0.88	0.78	0.85	0.80	0.82	0.74	0.85	0.85	0.89	0.82	0.78	0.86	0.87	0.84	0.80
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	69 1%	12 1%	26 1%	17 1%	14 1%	38 1%	31 1%	38 1%	29 1%	3 1%	7 1%	23 1%	11 1%	12 1%	41 1%	5 1%	58 1%	10 1%	53 1%	6 2%
Not very important (2)	177 3%	32 3%	48 2%	48 3%	48 3%	81 3%	96 3%	97 3%	78 3%	17 3%	25 4%	48 3%	40 3%	30 3%	113 3%	19 3%	148 3%	28 2%	145 3%	5 2%
Neither important nor unimportant (3)	769 12%	109 9%	248 13%a	176 13%a	237 14%a	357 12%	412 13%	424 11%	332 14%g	85 15%	96 13%	195 12%	185 12%	126 12%	476 12%	90 15%	633 12%	171 13%	555 12%	43 14%
Important (4)	2832 46%	527 46%	951 49%d	641 46%	713 42%	1479 48%f	1354 44%	1679 46%	1120 47%	226 40%	324 45%	727 46%i	750 48%i	512 48%i	1800 47%i	233 40%	2432 47%o	567 44%	2143 47%	122 40%
Very important (5)	2231 36%	464 40%bc	641 33%	492 35%	633 38%b	1105 36%	1125 37%	1409 38%h	789 33%	211 38%	250 35%	566 36%	547 35%	385 36%	1364 35%	220 37%	1847 36%	494 38%	1632 36%	105 35%
Don't know	91 1%	9 1%	29 2%	20 1%	32 2%a	38 1%	52 2%	41 1%	45 2%g	19 3%klmn	15 2%km	13 1%	20 1%m	4 *	49 1%m	21 4%p	55 1%	26 2%r	45 1%	20 7%qr
NET Not at all important/ Not very important	246 4%	45 4%	74 4%	66 5%	62 4%	118 4%	128 4%	135 4%	107 4%	20 4%	33 5%	70 4%	51 3%	42 4%	154 4%	24 4%	206 4%	38 3%	197 4%	11 4%
NET Important / Very important	5063 82%	991 86%bcd	1592 82%	1132 81%	1346 80%	2583 83%f	2479 81%	3088 84%h	1910 80%	437 78%	574 80%	1293 82%	1297 84%i	896 84%i	3164 82%i	453 77%	4278 83%o	1062 82%s	3775 83%s	226 75%
Mean	4.15	4.22bc	4.11	4.12	4.16	4.15	4.14	4.19h	4.09	4.15	4.12	4.13	4.16	4.15	4.14	4.13	4.15	4.19	4.14	4.12
Std Dev.	0.83	0.81	0.82	0.85	0.84	0.82	0.84	0.82	0.85	0.84	0.85	0.85	0.79	0.82	0.83	0.86	0.83	0.80	0.83	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Base : All participants

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	69 1%	61 1%	8 1%	3 2%	65 1%	3 1%	1 *	1 1%	2 1%	6 1%	5 1%	7 1%	4 1%	7 1%	15 2%	9 1%	9 2%	-	3 1%
Not very important (2)	177 3%	152 3%	25 3%	5 3%	146 3%	18 3%	9 3%	4 3%	9 3%l	27 4%l	16 3%l	15 3%l	5 1%	13 2%	19 2%	19 2%	25 5%l	2 2%	16 4%l
Neither important nor unimportant (3)	769 12%	669 13%	99 12%	26 15%	648 12%	68 13%	37 12%	16 10%	35 14%	95 14%	60 12%	75 17%op	75 14%	72 13%	103 13%	81 10%	51 10%	6 9%	62 14%
Important (4)	2832 46%	2408 45%	424 49%c	71 41%	2362 46%	246 48%	141 48%	82 48%	100 40%	302 45%	234 46%	185 41%	257 47%	278 48%h	368 45%	406 48%h	232 44%	34 49%	213 47%h
Very important (5)	2231 36%	1929 36%	302 35%	66 38%	1885 36%	175 34%	106 36%	65 38%	100 40%r	229 34%	183 36%	161 36%	190 35%	200 35%	300 37%	324 38%	199 38%	27 40%	148 33%
Don't know	91 1%	85 2%	6 1%	1 1%	79 2%	8 1%	2 1%	2 1%	5 2%	16 2%o	10 2%	7 2%	13 2%o	4 1%	6 1%	5 1%	13 2%mo	-	8 2%
NET Not at all important/ Not very important	246 4%	213 4%	33 4%	9 5%	211 4%	21 4%	10 3%	5 3%	10 4%l	33 5%l	21 4%l	21 5%l	9 2%	20 4%	34 4%	28 3%	34 6%lo	2 2%	19 4%l
NET Important / Very important	5063 82%	4338 82%	725 84%	137 79%	4248 82%	421 81%	247 84%	147 86%de	200 80%	531 79%	417 82%	346 77%	447 82%	478 83%k	668 82%	730 86%hikr	431 81%	61 89%k	360 80%
Mean	4.15	4.15	4.15	4.11	4.15	4.12	4.17	4.22e	4.17	4.09	4.15	4.08	4.17	4.14	4.14	4.21k	4.14	4.26	4.10
Std Dev.	0.83	0.84	0.80	0.91	0.84	0.81	0.78	0.77	0.86	0.86	0.83	0.89	0.76	0.81	0.86	0.79	0.91	0.73	0.82
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.05	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 253

QI6_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Afford. ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	69 / 1%	9 / *	32 / 1%a	28 / 1%	51 / 2%ac	9 / *	-	2 / *	32 / 1%	3 / 1%	18 / 2%	22 / 1%	15 / 1%	10 / 1%	12 / 2%lp	9 / 4%klmp	38 / 1%	21 / 3%klp	18 / 1%	11 / *	15 / 2%rsw	17 / 5%rsw	6 / 4%rsw	29 / 1%	23 / 4%rsw	30 / 2%z	39 / 1%
Not very important (2)	177 / 3%	53 / 2%	91 / 4%ac	82 / 2%	120 / 4%ac	53 / 2%	6 / 3%	14 / 2%	91 / 4%	9 / 4%	54 / 5%	72 / 4%l	51 / 2%	29 / 4%	18 / 3%	7 / 3%	124 / 3%	24 / 3%	70 / 3%	52 / 2%	24 / 3%	22 / 6%rsw	8 / 5%	122 / 2%	30 / 6%rsw	54 / 3%	123 / 3%
Neither important nor unimportant (3)	769 / 12%	217 / 9%	330 / 15%ac	375 / 11%	489 / 15%ac	217 / 9%	20 / 10%	95 / 12%e	330 / 15%	35 / 15%	145 / 14%	203 / 10%	301 / 12%k	178 / 22%klnopq	61 / 10%	26 / 11%	503 / 11%	87 / 10%	219 / 9%	285 / 12%r	182 / 27%rsuwx	52 / 15%rw	30 / 18%rw	505 / 10%	81 / 16%rw	209 / 13%	560 / 12%
Important (4)	2832 / 46%	1090 / 45%	1066 / 47%	1572 / 46%	1549 / 47%	1090 / 45%	92 / 48%	376 / 48%	1066 / 47%	91 / 40%	512 / 48%	837 / 41%	1263 / 52%kmopq	346 / 43%	283 / 48%k	99 / 41%	2101 / 47%k	382 / 46%k	1057 / 41%v	1275 / 54%rtuvwx	283 / 42%v	160 / 45%v	48 / 30%	2332 / 47%rtvx	208 / 41%	695 / 43%	2137 / 47%y
Very important (5)	2231 / 36%	1010 / 42%bd	713 / 32%	1371 / 40%bd	1074 / 32%	1010 / 42%g	72 / 37%	277 / 36%	713 / 32%	81 / 36%	322 / 30%	907 / 44%lmnpq	786 / 32%	226 / 28%	216 / 36%m	87 / 36%	1693 / 38%lm	303 / 36%m	1187 / 46%stuvwx	728 / 31%t	157 / 23%	92 / 26%	56 / 35%t	1916 / 39%stux	148 / 29%	628 / 38%	1605 / 35%
Don't know	91 / 1%	26 / 1%	29 / 1%	28 / 1%	31 / 1%	26 / 1%	3 / 2%	14 / 2%	29 / 1%	7 / 3%	19 / 2%	21 / 1%	19 / 1%	22 / 3%klnp	3 / 1%	11 / 5%klnpq	40 / 1%	15 / 2%	17 / 1%	16 / 1%	20 / 3%rsw	10 / 3%rsw	13 / 8%rstw	33 / 1%	23 / 5%rsw	14 / 1%	77 / 2%
NET Not at all important/ Not very important	246 / 4%	61 / 3%	123 / 5%ac	110 / 3%	171 / 5%ac	61 / 3%	6 / 3%	16 / 2%	123 / 5%	12 / 5%	72 / 7%	95 / 5%l	66 / 3%	39 / 5%l	30 / 5%l	15 / 6%l	161 / 4%	45 / 5%lp	88 / 3%	63 / 3%	39 / 6%rsw	39 / 11%rstw	14 / 9%rsw	151 / 3%	53 / 10%rstw	84 / 5%z	162 / 4%
NET Important / Very important	5063 / 82%	2100 / 87%bd	1779 / 79%	2943 / 85%	2622 / 79%	2100 / 87%	164 / 85%	653 / 84%	1779 / 79%	173 / 76%	835 / 78%	1744 / 85%mo	2049 / 84%mo	572 / 71%	500 / 84%m	186 / 78%	3794 / 84%mo	685 / 82%m	2244 / 87%stuvx	2003 / 85%tuvx	440 / 65%	253 / 71%	104 / 65%	4247 / 86%tuvx	357 / 69%	1321 / 81%	3743 / 82%
Mean	4.15	4.28bcd	4.05	4.22bd	4.06	4.28g	4.21	4.19	4.05	4.08	4.01	4.24lmpq	4.14m	3.95	4.14m	4.10	4.19m	4.13m	4.30stuvwx	4.13tuvx	3.82	3.84	3.94	4.22stuvx	3.87	4.13	4.15
Std Dev.	0.83	0.75	0.87	0.79	0.87	0.75	0.75	0.74	0.87	0.91	0.90	0.85	0.76	0.88	0.87	0.98	0.80	0.90	0.79	0.74	0.91	1.05	1.09	0.77	1.06	0.90	0.81
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.05	0.02	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	69 1%	3 1%	66 1%	- -	20 1%	44 1%	5 1%	46 1%	14 9%gk	5 7%gk	3 4%gk	64 1%	2 5%
Not very important (2)	177 3%	16 4%	160 3%	1 3%	55 3%	109 3%	13 4%	149 3%	15 9%gk	5 7%	5 7%	169 3%	3 9%
Neither important nor unimportant (3)	769 12%	53 13%	707 12%	9 23%	233 14%e	469 11%	67 21%de	675 12%	43 27%gk	18 27%gk	21 29%gk	736 12%	11 32%
Important (4)	2832 46%	170 42%	2647 46%	15 36%	729 43%	1984 48%df	119 37%	2731 47%hj	51 32%	25 36%	17 22%	2806 46%hj	9 26%
Very important (5)	2231 36%	152 38%	2064 36%	15 36%	641 38%	1480 36%	109 34%	2157 37%hi	32 20%	15 21%	21 28%	2204 36%hi	6 18%
Don't know	91 1%	7 2%	83 1%	1 2%	28 2%	54 1%	8 3%	74 1%	5 3%	2 2%	7 10%gk	80 1%	3 10%
NET Not at all important/ Not very important	246 4%	19 5%	226 4%	1 3%	75 4%	153 4%	18 6%	195 3%	29 18%gk	9 13%gk	8 11%gk	233 4%	5 14%
NET Important / Very important	5063 82%	322 80%	4711 82%	30 72%	1370 80%f	3465 84%df	228 71%	4888 84%hij	83 52%	39 58%	37 50%	5010 83%hij	16 44%
Mean	4.15	4.15	4.15	4.07	4.14f	4.16f	4.00	4.18hij	3.47	3.60	3.69	4.16hij	3.49
Std Dev.	0.83	0.85	0.83	0.86	0.86	0.81	0.93	0.80	1.19	1.11	1.13	0.82	1.10
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.10	0.15	0.14	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 253

QI6_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to track the delivery

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	69 1%	22 1%	20 1%	10 1%	17 1%	8 1%	9 2%	5 1%	8 1%	6 1%	6 1%	2 *	5 1%	3 1%	5 1%	8 2%	4 1%
Not very important	(2)	177 3%	48 3%	39 3%	42 3%	48 3%	24 5%n	13 2%	12 2%	18 3%	12 2%	10 2%	18 4%	14 3%	10 2%	8 2%	17 3%	23 5%n
Neither important nor unimportant	(3)	769 12%	191 12%	198 13%	206 13%	174 11%	61 12%	60 12%	70 14%	67 13%	63 12%	67 13%	62 13%	77 14%	68 13%	51 10%	64 13%	59 12%
Important	(4)	2832 46%	705 46%	722 47%	704 45%	701 46%	229 43%	255 49%	220 44%	231 44%	247 48%	244 48%	231 47%	226 43%	247 47%	252 47%	227 45%	222 45%
Very important	(5)	2231 36%	558 36%	541 35%	559 36%	573 37%	201 38%	179 35%	178 36%	193 37%	172 34%	176 35%	169 34%	200 38%	190 36%	209 39%	184 36%	181 37%
Don't know		91 1%	19 1%	22 1%	29 2%	20 1%	6 1%	1 *	13 3%f	8 2%	9 2%f	4 1%	9 2%f	10 2%f	9 2%f	7 1%	7 1%	7 1%
NET Not at all important/ Not very important		246 4%	70 5%	59 4%	52 3%	65 4%	31 6%mn	22 4%	17 3%	25 5%	18 4%	16 3%	20 4%	19 4%	13 2%	13 2%	26 5%	27 5%
NET Important / Very important		5063 82%	1263 82%	1263 82%	1263 81%	1275 83%	430 81%	434 84%	399 80%	424 81%	418 82%	420 83%	400 81%	426 80%	437 83%	461 87%ghi	410 81%	404 81%
Mean		4.15	4.13	4.14	4.16	4.17	4.13	4.13	4.14	4.13	4.13	4.14	4.13	4.15	4.18	4.24	4.12	4.13
Std Dev.		0.83	0.85	0.83	0.81	0.83	0.89	0.84	0.83	0.87	0.81	0.81	0.81	0.84	0.77	0.77	0.88	0.86
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.03	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Table 254

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	143 2%	9 1%	133 3%a	21 2%	121 2%	77 3%	65 2%	12 1%	24 3%	17 2%	10 1%	33 3%	27 4%glj	20 3%	36 2%	27 1%	79 3%o	47 3%o	138 3%s	5 1%
Not very important (2)	362 6%	44 4%	318 6%a	58 7%	304 6%	175 6%	187 6%	41 5%	42 5%	52 5%	60 7%	75 7%	51 7%	42 7%	84 5%	111 6%	167 7%	93 7%	323 6%	37 4%
Neither important nor unimportant (3)	1326 22%	135 11%	1191 24%a	137 16%	1189 22%c	667 22%	654 21%	137 17%	139 16%	216 19%	148 18%	286 25%ghij	218 29%ghij	182 29%ghij	276 16%	364 19%	686 27%no	400 29%no	1167 22%s	146 16%
Important (4)	2704 44%	589 48%b	2115 43%	376 44%	2328 44%	1289 43%	1411 45%	366 44%	411 47%klm	506 45%	390 47%klm	470 41%	312 41%	249 40%	777 46%pq	896 46%pq	1031 41%	561 40%	2247 43%	429 47%
Very important (5)	1538 25%	434 35%b	1104 22%	265 31%d	1273 24%	757 25%	777 25%	250 30%klm	243 28%klm	322 29%klm	208 25%lm	257 22%	147 19%	112 18%	492 29%pq	530 27%pq	516 20%	259 19%	1255 24%	274 30%r
Don't know	96 2%	22 2%	75 2%	3 *	93 2%c	48 2%	48 2%	18 2%	14 2%	10 1%	6 1%	22 2%	5 1%	22 3%ijl	31 2%o	16 1%	50 2%o	27 2%o	83 2%	14 1%
NET Not at all important/ Not very important	504 8%	53 4%	451 9%a	79 9%	425 8%	252 8%	253 8%	53 6%	66 8%	69 6%	70 8%	107 9%i	77 10%gi	62 10%i	119 7%	138 7%	247 10%no	139 10%no	460 9%s	42 5%
NET Important / Very important	4242 69%	1023 83%b	3219 65%	641 74%d	3601 68%	2046 68%	2188 70%	616 75%klm	654 75%klm	827 74%klm	599 73%klm	726 64%	459 60%	361 58%	1269 75%pq	1426 73%pq	1547 61%	820 59%	3502 67%	703 78%r
Mean	3.85	4.15b	3.77	3.94d	3.83	3.83	3.86	3.99klm	3.94klm	3.96klm	3.89klm	3.75	3.66	3.65	3.96pq	3.93pq	3.70	3.66	3.81	4.04r
Std Dev.	0.95	0.81	0.96	0.98	0.94	0.96	0.93	0.91	0.94	0.90	0.91	0.98	0.98	0.97	0.93	0.90	0.98	0.97	0.96	0.83
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	143 2%	31 3%	39 2%	23 2%	49 3%	71 2%	72 2%	71 2%	70 3%g	18 3%	15 2%	31 2%	25 2%	34 3%ln	71 2%	20 3%	110 2%	36 3%	104 2%	3 1%
Not very important (2)	362 6%	64 6%	106 5%	97 7%	95 6%	170 5%	192 6%	204 6%	155 6%	39 7%	50 7%	100 6%	81 5%	72 7%	231 6%	39 7%	308 6%	84 6%	266 6%	12 4%
Neither important nor unimportant (3)	1326 22%	177 15%	448 23%a	324 23%a	377 22%a	625 20%	701 23%e	703 19%	604 25%g	136 24%	152 21%	364 23%	330 21%	210 20%	846 22%	142 24%	1107 21%	256 20%	1013 22%	57 19%
Important (4)	2704 44%	517 45%	897 46%d	597 43%	693 41%	1414 46%f	1290 42%	1659 45%	1011 42%	209 37%	323 45%i	673 43%	713 46%i	478 45%i	1709 44%i	224 38%	2309 45%o	546 42%	2015 44%	143 48%
Very important (5)	1538 25%	350 30%bcd	423 22%	330 24%	434 26%b	773 25%	764 25%	1001 27%h	512 21%	138 25%	161 22%	389 25%	383 25%	266 25%	933 24%	142 24%	1275 25%	355 27%	1119 24%	64 21%
Don't know	96 2%	14 1%	30 2%	22 2%	29 2%	45 1%	52 2%	49 1%	43 2%	20 4%klmn	16 2%m	15 1%	21 1%	8 1%	53 1%	20 3%p	62 1%	20 2%	55 1%	22 7%qr
NET Not at all important/ Not very important	504 8%	95 8%	145 7%	120 9%	144 9%	240 8%	264 9%	275 7%	225 9%g	58 10%l	65 9%	131 8%	106 7%	106 10%l	302 8%	59 10%	419 8%	119 9%	370 8%	15 5%
NET Important / Very important	4242 69%	867 75%bcd	1320 68%	927 67%	1127 67%	2187 71%f	2054 67%	2660 72%h	1522 64%	347 62%	485 68%	1061 68%	1096 71%i	744 70%i	2642 69%i	366 62%	3585 69%o	901 70%	3134 69%	207 69%
Mean	3.85	3.96bcd	3.81	3.81	3.83	3.87	3.82	3.91h	3.74	3.76	3.81	3.83	3.88i	3.82	3.84	3.76	3.85	3.86	3.84	3.91
Std Dev.	0.95	0.97	0.91	0.94	0.98	0.93	0.96	0.93	0.97	1.02	0.94	0.94	0.90	0.99	0.93	1.02	0.94	0.99	0.94	0.83
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	356	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	143 2%	124 2%	18 2%	6 3%	122 2%	11 2%	7 2%	3 2%	6 2%	20 3%n	10 2%	11 2%	6 1%	17 3%n	7 1%	33 4%In	12 2%	2 2%	9 2%
Not very important (2)	362 6%	297 6%	65 7%	8 5%	313 6%g	28 5%	14 5%	6 4%	14 5%	30 4%	35 7%	27 6%	31 6%	36 6%	37 5%	56 7%	47 9%In	1 2%	27 6%
Neither important nor unimportant (3)	1326 22%	1118 21%	209 24%	39 23%	1106 21%	124 24%	61 21%	36 21%	48 19%	152 22%	120 24%	119 26%hInp	100 18%	136 24%n	143 18%	184 22%	105 20%	22 31%hInp	102 23%
Important (4)	2704 44%	2344 44%	360 42%	72 42%	2272 44%	222 43%	136 46%	75 44%	112 45%	280 41%	191 38%	181 40%	219 40%	273 48%	420 52%ijklopqr	372 44%	224 42%	26 38%	196 44%
Very important (5)	1538 25%	1341 25%	197 23%	46 27%	1287 25%	126 24%	75 26%	49 29%	66 26%m	180 27%m	141 28%m	103 23%	174 32%kmnopr	108 19%	198 24%	192 23%	126 24%	19 27%	108 24%
Don't know	96 2%	81 2%	15 2%	2 1%	85 2%	7 1%	2 1%	2 1%	6 2%m	14 2%	13 3%m	8 2%	13 2%m	2 *	6 1%	8 1%	15 3%mno	-	7 2%
NET Not at all important/ Not very important	504 8%	422 8%	83 10%	14 8%	435 8%g	39 8%	21 7%	9 5%	20 8%	50 7%	44 9%	38 9%	37 7%	53 9%	45 6%	89 10%n	58 11%n	3 4%	36 8%
NET Important / Very important	4242 69%	3685 69%b	557 64%	118 68%	3559 69%	348 67%	211 71%	124 72%	178 71%k	460 68%	332 65%	284 63%	393 72%jk	381 67%	617 76%ijkmopqr	564 67%	350 66%	44 64%	304 68%
Mean	3.85	3.86	3.77	3.84	3.84	3.83	3.88	3.95de	3.89m	3.86	3.84	3.77	3.99kmopr	3.73	3.95kmop	3.76	3.79	3.85	3.83
Std Dev.	0.95	0.94	0.96	0.99	0.95	0.94	0.93	0.89	0.95	0.97	0.98	0.96	0.92	0.94	0.83	1.01	0.99	0.92	0.94
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	143 2%	19 1%	98 4%ac	34 1%	114 3%ac	19 1%	1 1%	5 1%	98 4%	15 7%	54 5%	66 3%lm	38 2%	9 1%	17 3%	12 5%lmp	105 2%	29 3%lm	65 3%s	23 1%	19 3%s	18 5%rsw	15 9%rstw	87 2%s	33 6%rstw	45 3%	98 2%
Not very important (2)	362 6%	86 4%	206 9%ac	138 4%	258 8%ac	86 4%	17 9%e	43 6%e	206 9%	16 7%	88 8%	112 5%	143 6%	42 5%	51 9%kmp	13 5%	255 6%	64 8%	154 6%	125 5%	32 5%	37 10%rstw	10 6%	279 6%	47 9%rstw	82 5%	280 6%
Neither important nor unimportant (3)	1326 22%	379 16%	625 28%ac	614 18%	859 26%ac	379 16%	44 23%e	149 19%	625 28%	56 25%	319 30%	374 18%	523 21%k	249 31%klmnopq	131 22%	48 20%	897 20%	179 21%	429 17%	526 22%rw	236 35%rsvwx	98 28%rw	34 21%	955 19%r	132 26%rw	275 17%	1052 23%y
Important (4)	2704 44%	1093 45%b	908 40%	1591 46%bd	1407 42%	1093 45%	77 40%	356 46%	908 40%	88 39%	412 38%	839 41%	1199 49%kmnopq	332 41%	254 43%o	78 33%	2037 45%koq	331 40%	1072 42%uvx	1169 49%rtuvwx	282 41%x	122 35%	50 31%	2241 45%ruvx	172 34%	726 45%	1977 44%
Very important (5)	1538 25%	799 33%bd	392 17%	1045 30%bd	638 19%	799 33%bd	49 25%	212 27%	392 17%	48 21%	183 17%	647 31%lmnpq	516 21%	155 19%	139 23%	73 31%lm	1164 26%lm	213 26%lm	831 32%stuvx	507 21%t	92 13%	61 17%	40 25%t	1338 27%stux	101 20%t	482 30%z	1056 23%
Don't know	96 2%	29 1%	31 1%	35 1%	37 1%	29 1%	6 3%	13 2%	31 1%	4 2%	15 1%	25 1%	16 1%	24 3%klnp	2 *	15 6%klnpq	40 1%	16 2%lnp	18 1%	17 1%	21 3%rsw	17 5%rsw	11 7%rsw	35 1%	28 5%rsw	20 1%	77 2%
NET Not at all important/ Not very important	504 8%	105 4%	305 13%acd	172 5%	372 11%ac	105 4%	18 9%e	49 6%	305 13%	31 14%	142 13%	179 9%	181 7%	51 6%	68 12%lmp	25 10%	360 8%	93 11%lmp	219 9%s	148 6%	51 7%	55 16%rstw	25 15%rstw	366 7%	80 16%rstw	126 8%	378 8%
NET Important / Very important	4242 69%	1891 79%bd	1300 58%	2636 76%bd	2045 62%b	1891 79%fg	126 65%	568 73%	1300 58%	136 60%	595 55%	1486 72%mnoq	1715 70%mc	487 60%	393 66%	151 63%	3201 71%moq	544 65%	1903 74%stuvx	1677 71%tuvx	374 55%	184 52%	90 56%	3579 73%tuvx	274 53%	1208 74%z	3034 67%
Mean	3.85	4.08bcd	3.58	4.02bd	3.67b	4.08fg	3.83	3.95	3.58	3.62	3.55	3.93mnq	3.83m	3.74	3.75	3.84	3.87mnq	3.78	3.98stuvx	3.86tuvx	3.60	3.51	3.61	3.91tuvx	3.54	3.94z	3.81
Std Dev.	0.95	0.84	1.02	0.86	0.99	0.84	0.94	0.87	1.02	1.10	1.03	1.00	0.88	0.87	1.00	1.11	0.94	1.03	0.98	0.85	0.89	1.08	1.23	0.92	1.13	0.96	0.94
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	143 2%	5 1%	137 2%	- -	44 3%	94 2%	5 2%	124 2%	6 4%	7 10%gk	4 5%	137 2%	2 5%
Not very important (2)	362 6%	12 3%	349 6%	1 2%	113 7%	224 5%	25 8%	334 6%	17 11%gk	5 8%	2 2%	357 6%	3 9%
Neither important nor unimportant (3)	1326 22%	89 22%	1227 21%	10 25%	358 21%	900 22%	68 21%	1250 21%	28 17%	18 27%	18 25%	1296 21%	12 34%
Important (4)	2704 44%	179 45%	2510 44%	15 36%	710 42%	1871 45%f	122 38%	2565 44%	71 44%	26 39%	32 43%	2663 44%	9 26%
Very important (5)	1538 25%	108 27%	1415 25%	15 36%	452 26%	998 24%	88 27%	1478 25%	34 21%	9 13%	12 16%	1520 25%	6 16%
Don't know	96 2%	7 2%	89 2%	1 2%	29 2%	55 1%	12 4%de	79 1%	4 3%	3 4%	7 9%gk	86 1%	3 10%
NET Not at all important/ Not very important	504 8%	18 4%	486 8%a	1 2%	156 9%	317 8%	30 9%	459 8%	24 15%gk	12 17%gk	5 7%	494 8%	5 14%
NET Important / Very important	4242 69%	287 72%	3925 69%	30 72%	1162 68%	2869 69%	211 65%	4043 69%i	105 65%	35 52%	44 59%	4183 69%i	15 43%
Mean	3.85	3.94	3.84	4.08	3.84	3.85	3.85	3.86i	3.69	3.39	3.70	3.85i	3.45
Std Dev.	0.95	0.87	0.95	0.84	0.98	0.93	0.98	0.94	1.06	1.14	0.98	0.95	1.08
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.06	0.01	0.09	0.15	0.12	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to choose an express or next day service

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	143 2%	31 2%	43 3%	30 2%	38 2%	6 1%	11 2%	14 3%	15 3%	18 3%e	10 2%	6 1%	12 2%	12 2%	9 2%	14 3%	14 3%
Not very important	(2)	362 6%	95 6%	78 5%	92 6%	96 6%	35 7%	36 7%	24 5%	23 4%	19 4%	37 7%	27 5%	41 8%l	24 5%	27 5%	28 6%	41 8%hi
Neither important nor unimportant	(3)	1326 22%	360 23%	339 22%	325 21%	302 20%	122 23%	132 26%o	106 21%	123 23%	116 23%	100 20%	104 21%	110 21%	111 21%	106 20%	92 18%	104 21%
Important	(4)	2704 44%	672 44%	662 43%	677 44%	692 45%	233 44%	228 44%	212 42%	230 44%	240 47%j	192 38%	224 46%j	221 41%	233 44%	244 46%j	223 44%	225 45%
Very important	(5)	1538 25%	357 23%	392 25%	402 26%	387 25%	121 23%	107 21%	129 26%	127 24%	104 21%	161 32%efhip	124 25%	140 26%	137 26%	137 26%	142 28%fl	107 22%
Don't know		96 2%	27 2%	26 2%	23 1%	21 1%	12 2%f	2 *	13 3%f	6 1%	12 2%f	8 2%	6 1%	8 2%	9 2%	9 2%	6 1%	5 1%
NET Not at all important/ Not very important		504 8%	127 8%	121 8%	123 8%	134 9%	41 8%	47 9%	39 8%	38 7%	37 7%	47 9%	33 7%	53 10%	37 7%	36 7%	43 8%	55 11%
NET Important / Very important		4242 69%	1029 67%	1055 68%	1079 70%	1078 70%	353 67%	335 65%	341 68%	357 68%	345 68%	353 69%	348 71%	361 68%	370 70%	381 72%	365 72%	332 67%
Mean		3.85	3.81	3.85	3.87	3.85	3.83	3.75	3.86	3.83	3.79	3.91fp	3.89f	3.83	3.89	3.91fp	3.90f	3.75
Std Dev.		0.95	0.94	0.96	0.94	0.96	0.90	0.94	0.96	0.95	0.93	1.00	0.89	0.99	0.93	0.90	0.97	0.98
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Base : All participants

| | | Total | Methodology | | Online business/hobby | | Gender | | Age | | | | | | | Age NET | | | | Ethnicity | |
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important	(1)	126 2%	13 1%	113 2%b	21 2%	105 2%	62 2%	63 2%	8 1%	11 1%	13 1%	13 2%	33 3%ghi	30 4%ghij	18 3%gi	19 1%	25 1%	81 3%no	48 3%no	119 2%s	5 1%
Not very important	(2)	436 7%	71 6%	365 7%	61 7%	375 7%	233 8%	203 6%	40 5%	44 5%	73 7%	58 7%	93 8%gh	64 8%gh	64 10%gi	84 5%	131 7%	221 9%n	128 9%no	391 8%s	45 5%
Neither important nor unimportant	(3)	1368 22%	135 11%	1233 25%a	180 21%	1188 22%	720 24%f	644 20%	131 16%	149 17%	221 20%	141 17%	279 24%ghij	244 32%ghijk	202 32%ghijk	280 17%	362 19%	725 29%no	446 32%no	1232 24%s	122 13%
Important	(4)	2662 43%	624 51%b	2037 41%	330 38%	2332 44%c	1246 41%	1411 45%e	387 47%km	394 45%km	486 43%m	407 50%jklm	452 40%	312 41%	224 36%	781 46%pq	893 46%pq	988 39%	536 39%	2199 42%	435 48%r
Very important	(5)	1458 24%	357 29%b	1102 22%	261 30%d	1197 23%	690 23%	764 24%	234 28%jklm	260 30%jklm	315 28%jklm	189 23%lm	265 23%lm	102 13%	93 15%	494 29%pq	504 26%pq	460 18%q	194 14%	1171 22%	280 31%r
Don't know		119 2%	33 3%	86 2%	7 1%	112 2%	61 2%	57 2%	24 3%il	14 2%	14 1%	14 2%	20 2%	8 1%	26 4%hijk	37 2%	28 1%	54 2%	34 2%	101 2%	18 2%
NET Not at all important/ Not very important		562 9%	84 7%	478 10%a	83 10%	480 9%	296 10%	267 8%	48 6%	55 6%	86 8%	71 9%	126 11%ghi	94 12%ghij	82 13%ghi	103 6%	157 8%	302 12%no	176 13%no	510 10%s	50 6%
NET Important / Very important		4120 67%	981 80%b	3139 64%	591 69%	3529 66%	1936 64%	2175 69%e	621 75%klm	655 75%klm	801 71%klm	596 73%klm	717 63%lm	414 54%	317 51%	1276 75%pq	1397 72%pq	1447 57%q	730 53%	3370 65%	715 79%r
Mean		3.81	4.03b	3.75	3.88	3.80	3.77	3.85e	4.00jklm	3.99jklm	3.92klm	3.87klm	3.73lm	3.52	3.52	3.99opq	3.90pq	3.62q	3.52	3.77	4.06r
Std Dev.		0.95	0.86	0.96	1.01	0.94	0.96	0.94	0.87	0.89	0.92	0.91	1.01	0.97	0.97	0.88	0.91	0.99	0.97	0.96	0.84
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QI6_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	126 2%	20 2%	41 2%	23 2%	43 3%	61 2%	65 2%	50 1%	74 3%g	17 3%	18 2%	30 2%	29 2%	21 2%	77 2%	18 3%	105 2%	36 3%s	90 2%s	- -
Not very important (2)	436 7%	91 8%	144 7%	89 6%	112 7%	235 8%	201 7%	239 6%	196 8%g	38 7%	49 7%	100 6%	99 6%	112 10%klln	248 6%	39 7%	377 7%	73 6%	349 8%q	14 5%
Neither important nor unimportant (3)	1368 22%	202 17%	443 23%a	357 26%a	366 22%a	644 21%	724 24%e	699 19%	648 27%g	124 22%	160 22%	386 25%m	352 23%	209 20%	897 23%m	129 22%	1155 22%	288 22%	1030 23%	50 17%
Important (4)	2662 43%	524 45%	865 44%	582 42%	690 41%	1389 45%f	1272 41%	1671 45%h	964 40%	224 40%	289 40%	668 43%	708 46%	461 43%	1665 43%	239 41%	2257 44%	506 39%	2029 44%q	127 42%
Very important (5)	1458 24%	300 26%b	415 21%	324 23%	419 25%b	715 23%	744 24%	980 27%h	450 19%	132 23%	182 25%	366 23%	339 22%	261 24%	887 23%	136 23%	1204 23%	367 28%r	1012 22%	80 27%
Don't know	119 2%	17 2%	36 2%	19 1%	47 3%c	53 2%	66 2%	48 1%	63 3%g	26 5%klmn	20 3%m	22 1%	27 2%m	5 *	68 2%m	26 5%p	74 1%	27 2%	62 1%	29 10%qr
NET Not at all important/ Not very important	562 9%	111 10%	185 10%	111 8%	155 9%	296 10%	266 9%	288 8%	270 11%g	55 10%	67 9%	130 8%	128 8%	132 12%klln	325 8%	57 10%	482 9%	109 8%	439 10%s	14 5%
NET Important / Very important	4120 67%	824 71%bcd	1280 66%	906 65%	1110 66%	2103 68%	2015 66%	2651 72%h	1414 59%	356 63%	471 66%	1034 66%	1046 67%	722 68%	2552 66%	374 64%	3461 67%	873 67%	3041 67%	207 69%
Mean	3.81	3.87b	3.77	3.80	3.82	3.81	3.81	3.91h	3.65	3.78	3.81	3.80	3.80	3.78	3.80	3.78	3.80	3.86r	3.78	4.00r
Std Dev.	0.95	0.95	0.95	0.93	0.98	0.95	0.96	0.92	0.99	1.00	0.98	0.94	0.92	0.99	0.94	1.00	0.95	0.99	0.95	0.83
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	126 2%	111 2%	15 2%	7 4%b	105 2%	11 2%	9 3%g	2 1%	5 2%n	12 2%	8 2%	12 3%n	12 2%n	22 4%n	3 *	14 2%	16 3%n	1 2%	9 2%n
Not very important (2)	436 7%	356 7%	80 9%a	16 10%	371 7%	31 6%	21 7%	14 8%	21 8%l	45 7%	36 7%	35 8%l	24 4%	53 9%ln	40 5%	70 8%l	45 8%l	4 6%	27 6%
Neither important nor unimportant (3)	1368 22%	1134 21%	233 27%a	44 26%	1123 22%	136 26%d	71 24%	38 22%	52 21%	165 24%n	128 25%ln	122 27%hlmno	102 19%	119 21%	134 16%	161 19%	140 27%lno	23 33%hlmno	113 25%lno
Important (4)	2662 43%	2309 44%	353 41%	66 38%	2231 43%	232 45%	129 44%	70 41%	105 42%	279 41%	180 35%	169 38%	249 46%jkp	263 46%jkp	377 46%jkp	409 48%jkp	200 38%	27 39%	205 46%ijkp
Very important (5)	1458 24%	1289 24%b	170 20%	37 22%	1251 24%e	100 19%	62 21%	46 27%ef	63 25%r	154 23%	147 29%kmopr	100 22%	148 27%mpr	110 19%	245 30%ikmopr	178 21%	106 20%	14 20%	86 19%
Don't know	119 2%	106 2%	13 1%	1 1%	105 2%	9 2%	4 1%	1 1%	4 2%	21 3%	9 2%	9 2%	9 2%	6 1%	12 1%	12 1%	21 4%mno	-	9 2%
NET Not at all important/ Not very important	562 9%	468 9%	95 11%	24 14%a	475 9%	42 8%	30 10%	16 9%	26 11%n	58 9%	45 9%	48 11%n	36 7%	75 13%lnr	43 5%	84 10%n	61 11%ln	6 8%	36 8%
NET Important / Very important	4120 67%	3597 68%bc	523 61%	104 60%	3482 67%	332 64%	191 65%	115 68%	168 67%p	432 64%	327 64%	269 60%	397 73%ijkmpqr	373 65%	622 77%hijkmopqr	587 70%kp	307 58%	41 59%	291 65%
Mean	3.81	3.83bc	3.69	3.64	3.82	3.74	3.74	3.85	3.81	3.79	3.84mp	3.70	3.93kmpr	3.68	4.03hijkmopqr	3.80	3.66	3.69	3.75
Std Dev.	0.95	0.95	0.95	1.05	0.95	0.91	0.97	0.95	0.99	0.94	0.98	1.00	0.92	1.01	0.84	0.93	1.00	0.93	0.91
Std Error	0.01	0.01	0.02	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	126 2%	25 1%	78 3%ac	35 1%	88 3%ac	25 1%	3 2%	15 2%	78 3%	9 4%	47 4%	60 3%lm	29 1%	9 1%	19 3%lm	10 4%lm	89 2%	28 3%lmp	61 2%s	21 1%	20 3%s	12 3%s	7 4%s	82 2%s	19 4%sw	29 2%	96 2%
Not very important (2)	436 7%	128 5%	225 10%ac	197 6%	294 9%ac	128 5%	12 6%	53 7%	225 10%	22 10%	104 10%	178 9%lm	150 6%	41 5%	53 9%m	16 7%	328 7%	68 8%m	223 9%st	135 6%	37 5%	30 8%	11 7%	359 7%	41 8%	87 5%	349 8%y
Neither important nor unimportant (3)	1368 22%	438 18%	628 28%ac	641 19%	831 25%ac	438 18%	45 23%	189 24%e	628 28%	57 25%	344 32%h	443 21%	508 21%	247 30%klnopq	120 20%	47 20%	951 21%	167 20%	482 19%	508 21%	233 34%rswx	94 27%rw	44 27%r	990 20%	138 27%rsw	264 16%	1104 24%y
Important (4)	2662 43%	1003 42%	923 41%	1539 45%b	1460 44%	1003 42%	71 37%	304 39%	923 41%	83 37%	398 37%	741 36%	1218 50%kmnopq	340 42%k	264 44%k	95 40%	1959 44%k	359 43%k	997 39%	1184 50%rtvwx	271 40%	153 43%	54 34%	2181 44%rv	206 40%	726 45%	1936 43%
Very important (5)	1458 24%	772 32%bcd	377 17%	998 29%bd	602 18%	772 32%g	54 28%	197 25%	377 17%	52 23%j	156 15%	614 30%lmnpq	499 21%	150 19%	133 22%	57 24%	1114 25%lm	190 23%	784 31%stuvwx	489 21%tu	96 14%	51 14%	33 20%	1273 26%stux	83 16%	506 31%z	953 21%
Don't know	119 2%	38 2%	29 1%	47 1%	38 1%	38 2%	8 4%e	20 3%	29 1%	5 2%	22 2%	27 1%	31 1%	24 3%kln	6 1%	14 6%klnpq	58 1%	20 2%	22 1%	30 1%	23 3%rsw	14 4%rsw	13 8%rstw	52 1%	27 5%rsw	17 1%	102 2%
NET Not at all important/ Not very important	562 9%	153 6%	303 13%ac	232 7%	382 12%ac	153 6%	16 8%	68 9%	303 13%	31 14%	151 14%	237 12%lmp	179 7%	49 6%	71 12%lm	25 11%	416 9%lm	96 12%lm	284 11%sw	157 7%	57 8%	42 12%s	17 11%	441 9%s	60 12%s	117 7%	445 10%y
NET Important / Very important	4120 67%	1775 74%bd	1300 58%	2537 73%bd	2062 62%b	1775 74%fg	125 65%	501 64%	1300 58%j	135 59%	554 52%	1356 66%m	1717 71%km	491 61%	396 67%	152 64%	3073 68%km	548 66%	1781 69%tuvx	1673 71%tuvx	368 54%	203 58%	86 54%	3454 70%tuvx	290 56%	1231 76%z	2889 64%
Mean	3.81	4.00bd	3.58	3.96bd	3.67b	4.00g	3.86	3.81	3.58j	3.66	3.49	3.82	3.84m	3.74	3.75	3.78	3.83	3.76	3.87tuvx	3.85tuvx	3.59	3.59	3.64	3.86tuvx	3.60	3.99z	3.74
Std Dev.	0.95	0.91	1.00	0.90	0.96	0.91	0.98	0.97	1.00	1.07	1.01	1.05	0.87	0.86	1.01	1.04	0.95	1.01	1.02	0.85	0.91	0.97	1.05	0.94	0.99	0.93	0.95
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	126 2%	5 1%	121 2%	- -	42 2%	76 2%	8 2%	113 2%	9 5%gk	1 2%	2 3%	124 2%	- -
Not very important (2)	436 7%	18 5%	417 7%	1 2%	119 7%	298 7%	19 6%	398 7%	20 12%gk	10 15%g	5 7%	428 7%	4 10%
Neither important nor unimportant (3)	1368 22%	83 21%	1271 22%	14 33%	376 22%	918 22%	73 23%	1280 22%	38 24%	18 27%	17 23%	1336 22%	15 42%
Important (4)	2662 43%	177 44%c	2475 43%c	9 23%	712 42%	1819 44%	130 41%	2539 44%h	53 33%	32 47%	30 41%	2624 43%h	8 22%
Very important (5)	1458 24%	110 27%	1332 23%	17 40%b	421 25%	960 23%	77 24%	1397 24%i	37 23%i	5 8%	14 18%	1439 24%i	6 16%
Don't know	119 2%	8 2%	110 2%	1 2%	34 2%	70 2%	15 5%de	104 2%	4 2%	2 2%	6 8%gk	109 2%	3 10%
NET Not at all important/ Not very important	562 9%	23 6%	538 9%	1 2%	162 9%	374 9%	27 8%	511 9%	29 18%gk	11 17%	7 10%	551 9%	4 10%
NET Important / Very important	4120 67%	287 72%	3807 66%	26 63%	1134 66%	2779 67%	207 64%	3936 68%h	90 56%	37 54%	44 59%	4063 67%h	13 38%
Mean	3.81	3.94b	3.80	4.03	3.81	3.81	3.81	3.82hi	3.57	3.45	3.71	3.81hi	3.48
Std Dev.	0.95	0.88	0.96	0.92	0.98	0.94	0.97	0.94	1.15	0.92	0.98	0.95	0.93
Std Error	0.01	0.04	0.01	0.13	0.02	0.01	0.06	0.01	0.10	0.12	0.12	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Ability to select a specific date/time for delivery

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	126 2%	22 1%	37 2%	27 2%	40 3%	7 1%	6 1%	9 2%	15 3%	10 2%	12 2%	5 1%	8 1%	14 3%	10 2%	16 3%	15 3%
Not very important	(2)	436 7%	128 8%cd	103 7%	116 7%	89 6%	49 9%ln	34 7%	46 9%n	42 8%n	34 7%	28 5%	44 9%ln	26 5%	45 9%n	22 4%	36 7%	31 6%
Neither important nor unimportant	(3)	1368 22%	363 23%	332 22%	359 23%	314 20%	117 22%	119 23%	126 25%p	105 20%	115 23%	112 22%	127 26%p	126 24%	107 20%	120 23%	101 20%	93 19%
Important	(4)	2662 43%	648 42%	660 43%	680 44%	673 44%	211 40%	251 49%egj	186 37%	231 44%	226 44%	203 40%	200 41%	242 46%g	238 45%g	224 42%	209 41%	240 49%egj
Very important	(5)	1458 24%	359 23%	376 24%	333 21%	391 25%c	137 26%	105 20%	116 23%	126 24%	104 20%	146 29%fiklm	104 21%	116 22%	112 21%	140 26%	141 28%fl	111 22%
Don't know		119 2%	24 2%	33 2%	35 2%	27 2%	7 1%	2 *	14 3%f	6 1%	19 4%fhop	8 1%	10 2%	14 3%f	11 2%	15 3%f	5 1%	6 1%
NET Not at all important/ Not very important		562 9%	150 10%	140 9%	142 9%	129 8%	56 11%n	39 8%	55 11%ln	56 11%n	44 9%	40 8%	49 10%	34 6%	59 11%ln	33 6%	51 10%	46 9%
NET Important / Very important		4120 67%	1007 65%	1036 67%	1013 65%	1065 69%	348 66%	356 69%g	303 61%	357 68%	330 65%	349 69%g	304 62%	359 67%	350 66%	364 68%g	350 69%g	351 71%gk
Mean		3.81	3.79	3.82	3.78	3.85	3.81	3.81	3.73	3.79	3.77	3.89	3.74	3.84	3.76	3.69gk	3.84	3.82
Std Dev.		0.95	0.95	0.97	0.93	0.96	0.97	0.87	0.99	0.99	0.93	0.97	0.94	0.88	0.98	0.92	1.01	0.95
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important	(1)	45 1%	10 1%	35 1%	6 1%	38 1%	31 1%f	14 *	9 1%h	* *	3 *	1 *	12 1%h	12 2%hij	7 1%hj	9 1%	4 *	31 1%o	19 1%no	40 1%	4 *
Not very important	(2)	183 3%	40 3%	143 3%	20 2%	163 3%	100 3%	82 3%	22 3%	34 4%i	18 2%	22 3%	35 3%	25 3%	27 4%i	56 3%	40 2%	87 3%o	52 4%o	163 3%	19 2%
Neither important nor unimportant	(3)	913 15%	102 8%	811 16%a	97 11%	816 15%c	498 17%f	415 13%	100 12%	113 13%	141 13%	114 14%	182 16%	128 17%gi	135 22%ghijk	213 13%	255 13%	445 18%no	263 19%no	805 15%s	96 11%
Important	(4)	2922 47%	567 46%	2355 48%	405 47%	2517 47%	1366 45%	1550 49%e	365 44%	396 45%	521 46%	419 51%g	546 48%	382 50%	294 47%	761 45%	940 48%	1221 48%	676 49%	2482 48%	413 46%
Very important	(5)	2033 33%	499 41%b	1534 31%	333 39%d	1701 32%	975 32%	1051 33%	313 38%jklm	317 36%lm	431 38%jklm	258 31%	356 31%m	209 28%	149 24%	630 37%pq	689 35%pq	714 28%	359 26%	1659 32%	362 40%r
Don't know		73 1%	14 1%	59 1%	-	73 1%c	43 1%	30 1%	15 2%	12 1%	8 1%	8 1%	12 1%	4 1%	14 2%il	27 2%	16 1%	30 1%	18 1%	63 1%	10 1%
NET Not at all important/ Not very important		227 4%	50 4%	177 4%	26 3%	201 4%	131 4%f	96 3%	31 4%i	34 4%i	21 2%	23 3%	47 4%i	37 5%i	35 6%ij	65 4%o	44 2%	118 5%o	72 5%o	204 4%	24 3%
NET Important / Very important		4955 80%	1067 87%b	3889 79%	737 86%d	4218 79%	2341 78%	2601 83%e	678 82%m	713 82%m	952 85%klm	677 82%m	901 79%m	591 78%m	443 71%	1391 82%pq	1629 84%pq	1935 77%	1034 75%	4140 79%	775 86%r
Mean		4.10	4.24b	4.07	4.21d	4.08	4.06	4.14e	4.18klm	4.16klm	4.22klm	4.12lm	4.06m	3.99	3.90	4.17pq	4.18pq	4.00	3.95	4.08	4.24r
Std Dev.		0.81	0.80	0.81	0.79	0.81	0.85	0.77	0.83	0.80	0.74	0.75	0.83	0.85	0.86	0.81	0.75	0.85	0.86	0.82	0.76
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 256

QI6_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	45 / 1%	13 / 1%	14 / 1%	10 / 1%	8 / *	26 / 1%	18 / 1%	24 / 1%	18 / 1%	3 / *	5 / 1%	12 / 1%	10 / 1%	3 / *	27 / 1%	5 / 1%	38 / 1%	4 / *	36 / 1%	5 / 2%q
Not very important (2)	183 / 3%	33 / 3%	61 / 3%	36 / 3%	53 / 3%	94 / 3%	89 / 3%	97 / 3%	83 / 3%	21 / 4%	27 / 4%i	46 / 3%	29 / 2%	42 / 4%l	101 / 3%	23 / 4%	146 / 3%	44 / 3%	126 / 3%	12 / 4%
Neither important nor unimportant (3)	913 / 15%	142 / 12%	300 / 15%	220 / 16%a	251 / 15%	442 / 14%	471 / 15%	446 / 12%	449 / 19%g	91 / 16%	111 / 15%	239 / 15%	220 / 14%	160 / 15%	570 / 15%	96 / 16%	757 / 15%	174 / 13%	691 / 15%	48 / 16%
Important (4)	2922 / 47%	523 / 45%	957 / 49%	682 / 49%	759 / 45%	1480 / 48%	1441 / 47%	1781 / 48%	1111 / 46%	233 / 42%	324 / 45%	773 / 49%i	785 / 51%i	492 / 46%	1882 / 49%i	244 / 42%	2499 / 48%o	599 / 46%	2190 / 48%	133 / 44%
Very important (5)	2033 / 33%	436 / 38%bc	582 / 30%	434 / 31%	581 / 35%b	1018 / 33%	1015 / 33%	1308 / 35%h	696 / 29%	193 / 34%	239 / 33%	493 / 31%	490 / 32%	368 / 34%	1222 / 32%	200 / 34%	1688 / 33%	456 / 35%	1490 / 33%	87 / 29%
Don't know	73 / 1%	7 / 1%	30 / 2%	10 / 1%	26 / 2%	37 / 1%	36 / 1%	31 / 1%	36 / 2%g	20 / 4%klmn	13 / 2%km	9 / 1%	18 / 1%	3 / *	40 / 1%	20 / 3%p	44 / 1%	18 / 1%	40 / 1%	15 / 5%qr
NET Not at all important/ Not very important	227 / 4%	45 / 4%	75 / 4%	46 / 3%	61 / 4%	120 / 4%	107 / 3%	121 / 3%	101 / 4%	23 / 4%	32 / 4%	58 / 4%	39 / 3%	45 / 4%	128 / 3%	28 / 5%	184 / 4%	48 / 4%	162 / 4%	18 / 6%
NET Important / Very important	4955 / 80%	960 / 83%b	1538 / 79%	1116 / 80%	1340 / 80%	2498 / 81%	2456 / 80%	3089 / 84%h	1808 / 75%	426 / 76%	563 / 78%	1266 / 81%	1276 / 82%i	860 / 80%	3105 / 81%i	444 / 76%	4187 / 81%o	1056 / 81%s	3680 / 80%s	220 / 73%
Mean	4.10	4.17bc	4.06	4.08	4.12	4.10	4.10	4.16h	4.01	4.10	4.09	4.08	4.12	4.11	4.10	4.08	4.10	4.14s	4.10	4.00
Std Dev.	0.81	0.83	0.81	0.80	0.81	0.82	0.81	0.79	0.83	0.85	0.84	0.81	0.76	0.82	0.80	0.87	0.80	0.80	0.81	0.90
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	366	351	338	64	441
Not at all important (1)	45 1%	37 1%	7 1%	3 2%	40 1%	2 *	3 1%	* *	1 1%	2 *	2 *	5 1%	3 1%	5 1%	4 *	8 1%	10 2%ir	- -	2 *
Not very important (2)	183 3%	153 3%	29 3%	5 3%	158 3%	13 3%	8 3%	3 2%	8 3%	14 2%	17 3%	14 3%	20 4%	26 5%	17 2%	22 3%	20 4%	2 3%	12 3%
Neither important nor unimportant (3)	913 15%	755 14%	158 18%a	36 21%a	780 15%	77 15%	35 12%	22 13%	33 13%	99 15%	84 16%n	80 18%n	83 15%	101 18%n	90 11%	126 15%	84 16%	10 14%	67 15%
Important (4)	2922 47%	2501 47%	421 49%	78 45%	2426 47%	263 51%	150 51%	83 49%	112 45%	327 48%	220 43%	196 44%	233 43%	282 49%	400 49%	405 48%	251 47%	36 52%	227 51%jl
Very important (5)	2033 33%	1791 34%b	242 28%	50 29%	1719 33%	155 30%	97 33%	61 36%e	91 37%mp	221 33%	181 36%m	147 33%	196 36%m	157 27%	296 36%mpr	275 33%	154 29%	21 31%	134 30%
Don't know	73 1%	68 1%	6 1%	1 1%	61 1%	8 2%	2 1%	1 1%	4 2%	12 2%	6 1%	7 1%	9 2%	2 *	4 1%	7 1%	10 2%	* *	8 2%
NET Not at all important/ Not very important	227 4%	191 4%	37 4%	8 5%	198 4%g	15 3%	11 4%	3 2%	10 4%	16 2%	19 4%	19 4%	23 4%	31 5%in	20 3%	30 4%	30 6%in	2 3%	13 3%
NET Important / Very important	4955 80%	4292 81%bc	663 77%	128 74%	4145 80%	418 81%	247 84%d	144 85%d	203 81%	548 81%	401 79%	343 76%	429 79%	439 77%	696 86%jklmpr	681 81%	406 77%	57 83%	361 80%
Mean	4.10	4.12bc	4.00	3.97	4.10	4.09	4.13	4.19de	4.15mp	4.13mp	4.12m	4.05	4.12m	3.98	4.20kmpr	4.10	4.00	4.11	4.09
Std Dev.	0.81	0.81	0.82	0.88	0.82	0.76	0.79	0.74	0.82	0.76	0.82	0.86	0.84	0.85	0.75	0.81	0.89	0.74	0.77
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.05	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 256

QI6_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	45 1%	4 *	27 1%ac	9 *	31 1%ac	4 *	- -	1 *	27 1%	3 1%	11 1%	17 1%	7 *	6 1%	11 2%lp	3 1%l	24 1%	14 2%lp	17 1%	8 *	4 1%	9 3%rstw	4 3%rsw	24 *	13 3%rstw	12 1%	33 1%
Not very important (2)	183 3%	40 2%	106 5%ac	68 2%	135 4%ac	40 2%	12 6%eg	14 2%	106 5%	8 3%	53 5%	53 3%	65 3%	30 4%	26 4%	9 4%	117 3%	35 4%lp	67 3%	59 2%	29 4%w	20 6%rsw	6 4%	126 3%	26 6%rsw	77 5%z	106 2%
Neither important nor unimportant (3)	913 15%	252 10%	413 18%ac	420 12%	581 18%ac	252 10%	30 15%	112 14%e	413 18%	31 14%	238 22%hi	258 12%	336 14%	199 24%klnopq	80 14%	38 16%	594 13%	118 14%	265 10%	342 14%rw	202 30%rsuwx	60 17%rw	41 26%rsw	606 12%r	101 20%rsw	220 14%	693 15%
Important (4)	2922 47%	1094 46%	1133 50%ac	1606 46%	1645 50%ac	1094 46%	74 38%	362 47%	1133 50%	112 49%	498 47%	908 44%	1281 53%kmopq	344 42%	297 50%kmo	86 36%	2189 49%kmo	384 46%o	1135 44%	1273 54%rtuvwx	291 43%	161 45%	56 35%	2409 49%rtvx	217 42%	677 42%	2245 49%y
Very important (5)	2033 33%	996 41%bd	560 25%	1331 38%bd	895 27%	996 41%g	72 37%	280 36%	560 25%	69 30%	255 24%	813 39%lmnpq	733 30%	211 26%	179 30%	92 39%lm	1546 34%lm	271 33%m	1074 42%stuvwx	671 28%t	138 20%	94 27%	47 29%	1745 35%stux	141 27%t	635 39%z	1398 31%
Don't know	73 1%	17 1%	21 1%	22 1%	26 1%	17 1%	5 3%e	7 1%	21 1%	5 2%	16 1%	15 1%	14 1%	20 3%klnq	1 *	*	29 1%	10 1%	11 *	15 1%	17 3%rsw	9 4%rsw	6 4%rsw	26 1%	15 3%rsw	8 *	65 1%y
NET Not at all important/ Not very important	227 4%	44 2%	133 6%ac	77 2%	166 5%ac	44 2%	12 6%eg	15 2%	133 6%	11 5%	65 6%	70 3%	72 3%	37 5%	36 6%klp	13 5%	142 3%	49 6%klp	84 3%	67 3%	33 5%s	30 8%rsw	10 6%s	150 3%	40 8%rsw	88 5%z	139 3%
NET Important / Very important	4955 80%	2090 87%bd	1693 75%	2937 85%bd	2540 77%	2090 87%fg	147 76%	643 83%	1693 75%j	180 80%j	753 70%	1721 83%moq	2013 83%moq	555 68%	476 80%m	178 75%	3734 83%moq	655 79%m	2209 86%stuvx	1944 82%tuvx	429 63%	254 72%t	103 64%	4153 84%tuvx	358 70%	1312 81%	3643 80%
Mean	4.10	4.27bcd	3.94	4.22bd	3.99	4.27fg	4.10	4.18	3.94	4.06j	3.88	4.19mnq	4.10m	3.91	4.03	4.11m	4.14mnq	4.05m	4.24stuvwx	4.08tuvx	3.80	3.90	3.88	4.17stuvx	3.89	4.14	4.09
Std Dev.	0.81	0.73	0.85	0.75	0.84	0.73	0.89	0.75	0.85	0.84	0.87	0.81	0.75	0.86	0.88	0.92	0.78	0.89	0.79	0.74	0.84	0.96	0.98	0.77	0.96	0.87	0.79
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.06	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 256

QI6_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	45 / 1%	* / *	45 / 1%	-	14 / 1%	31 / 1%	-	41 / 1%	* / *	2 / 2%	1 / 1%	42 / 1%	2 / 4%
Not very important (2)	183 / 3%	14 / 4%	168 / 3%	-	59 / 3%	110 / 3%	14 / 4%	156 / 3%	14 / 9%gk	7 / 10%gk	1 / 2%	176 / 3%	5 / 14%
Neither important nor unimportant (3)	913 / 15%	72 / 18%	832 / 15%	8 / 20%	266 / 16%	592 / 14%	56 / 17%	822 / 14%	46 / 29%gk	17 / 24%	16 / 22%	885 / 15%	12 / 34%
Important (4)	2922 / 47%	178 / 44%c	2736 / 48%c	8 / 20%	757 / 44%	2025 / 49%d	140 / 44%	2784 / 48%	61 / 38%	37 / 54%	34 / 46%	2881 / 48%	7 / 19%
Very important (5)	2033 / 33%	134 / 33%	1875 / 33%	24 / 58%ab	592 / 35%	1338 / 32%	103 / 32%	1963 / 34%i	39 / 25%i	6 / 9%	18 / 25%	2008 / 33%i	7 / 19%
Don't know	73 / 1%	2 / *	71 / 1%	1 / 2%	18 / 1%	46 / 1%	9 / 3%de	65 / 1%	1 / 1%	-	3 / 5%gk	66 / 1%	3 / 10%
NET Not at all important/ Not very important	227 / 4%	14 / 4%	213 / 4%	-	73 / 4%	141 / 3%	14 / 4%	196 / 3%	14 / 9%gk	8 / 12%gk	2 / 3%	219 / 4%	6 / 18%
NET Important / Very important	4955 / 80%	312 / 78%	4611 / 81%	32 / 78%	1349 / 79%	3363 / 81%f	243 / 76%	4746 / 81%hi	100 / 62%	43 / 63%	52 / 71%	4890 / 81%hi	13 / 38%
Mean	4.10	4.08	4.10	4.38	4.10	4.11	4.06	4.12hi	3.79	3.58	3.95i	4.11hi	3.37
Std Dev.	0.81	0.81	0.81	0.82	0.84	0.80	0.83	0.80	0.92	0.88	0.83	0.81	1.13
Std Error	0.01	0.04	0.01	0.12	0.02	0.01	0.05	0.01	0.08	0.11	0.10	0.01	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Fast delivery

Base : All participants

		Total	Quarter				Month												
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	45 *	7 *	11 1%	8 1%	18 1%	* *	4 1%	3 1%	6 1%	* *	5 1%	5 1%	1 *	2 *	4 1%	6 1%	7 1%ei
Not very important	(2)	183 3%	51 3%	46 3%	38 2%	48 3%	11 2%	16 3%	25 5%ehm	6 1%	17 3%	23 5%hm	13 3%	15 3%	10 2%	13 3%	16 3%	19 4%h
Neither important nor unimportant	(3)	913 15%	231 15%	255 17%d	241 16%d	187 12%	78 15%	83 16%	70 14%	82 16%	91 18%op	82 16%	72 15%	88 17%p	80 15%	72 14%	60 12%	54 11%
Important	(4)	2922 47%	747 48%	712 46%	736 47%	728 47%	251 48%	274 53%gj	221 44%	252 48%	241 47%	219 43%	228 46%	251 47%	257 49%	255 48%	232 46%	241 49%
Very important	(5)	2033 33%	487 32%	499 32%	510 33%	538 35%	181 34%f	137 27%	169 34%f	173 33%	150 29%	176 35%f	168 34%f	169 32%	173 33%	181 34%f	189 37%fi	167 34%
Don't know		73 1%	20 1%	18 1%	18 1%	17 1%	7 1%	2 *	11 2%	5 1%	10 2%	3 1%	5 1%	9 2%	5 1%	6 1%	4 1%	6 1%
NET Not at all important/ Not very important		227 4%	58 4%	57 4%	46 3%	66 4%	11 2%	20 4%	27 6%ehm	12 2%	17 3%	28 5%ehm	19 4%	16 3%	11 2%	18 3%	22 4%	26 5%em
NET Important / Very important		4955 80%	1234 80%	1211 79%	1245 80%	1266 82%b	432 82%	412 80%	390 78%	425 81%	391 77%	395 78%	396 81%	420 79%	430 82%	435 82%	421 83%i	409 82%
Mean		4.10	4.09	4.08	4.11	4.13	4.16f	4.02	4.08	4.12	4.05	4.07	4.11	4.09	4.13	4.13	4.16f	4.11
Std Dev.		0.81	0.80	0.82	0.79	0.83	0.75	0.79	0.86	0.80	0.79	0.88	0.83	0.79	0.76	0.80	0.84	0.85
Std Error		0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QI6_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important	(1)	80 1%	8 1%	72 1%	18 2%	62 1%	46 2%	34 1%	12 1%	6 1%	14 1%	2 *	22 2%i	10 1%	14 2%i	18 1%	16 1%	46 2%o	24 2%	70 1%	10 1%
Not very important	(2)	162 3%	19 2%	143 3%a	29 3%	132 2%	92 3%	70 2%	16 2%	25 3%	21 2%	27 3%	33 3%	20 3%	20 3%	41 2%	48 2%	73 3%	40 3%	144 3%	12 1%
Neither important nor unimportant	(3)	914 15%	106 9%	808 16%a	107 12%	806 15%	505 17%f	407 13%	118 14%	122 14%	150 13%	114 14%	166 15%	127 17%	117 19%i	240 14%	264 14%	409 16%	243 18%no	787 15%	117 13%
Important	(4)	3019 49%	613 50%	2406 49%	395 46%	2624 49%	1484 49%	1528 49%	407 49%	416 48%	534 48%	445 54%hik	533 47%	378 50%	305 49%	823 49%	979 50%	1216 48%	683 49%	2522 48%	473 52%
Very important	(5)	1881 30%	460 37%b	1422 29%	306 36%d	1576 30%	831 28%	1046 33%e	251 31%m	284 33%m	393 35%jlm	222 27%	370 32%jm	214 28%	147 24%	535 32%q	615 32%q	731 29%	362 26%	1587 30%	281 31%
Don't know		114 2%	28 2%	86 2%	5 1%	108 2%c	56 2%	57 2%	20 2%i	19 2%	11 1%	12 1%	18 2%	11 1%	24 4%ijkl	38 2%	22 1%	53 2%	35 3%o	103 2%	11 1%
NET Not at all important/ Not very important		242 4%	27 2%	215 4%a	47 5%d	194 4%	137 5%f	104 3%	28 3%	31 4%	35 3%	29 4%	55 5%	30 4%	34 5%	59 3%	64 3%	119 5%	64 5%	214 4%	22 2%
NET Important / Very important		4900 79%	1072 87%b	3828 78%	701 81%	4199 79%	2314 77%	2574 82%e	659 80%m	700 80%m	927 83%lm	667 81%m	903 79%m	592 78%m	452 72%	1359 80%q	1594 82%pq	1948 77%	1044 75%	4108 79%	754 83%r
Mean		4.07	4.24b	4.02	4.10	4.06	4.00	4.13e	4.08m	4.11m	4.14m	4.06m	4.06m	4.02	3.91	4.10pq	4.11pq	4.02	3.98	4.06	4.12
Std Dev.		0.83	0.73	0.84	0.89	0.81	0.85	0.80	0.81	0.80	0.81	0.76	0.88	0.82	0.88	0.81	0.79	0.86	0.85	0.84	0.76
Std Error		0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QI6_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	80 1%	13 1%	18 1%	26 2%	22 1%	31 1%	48 2%	42 1%	36 1%	14 3%jmn	3 *	24 2%	20 1%	5 *	47 1%	16 3%p	57 1%	21 2%	48 1%	11 4%r
Not very important (2)	162 3%	34 3%	48 2%	31 2%	50 3%	82 3%	80 3%	92 2%	69 3%	15 3%	30 4%m	40 3%	44 3%	23 2%	114 3%	15 3%	138 3%	34 3%	123 3%	5 2%
Neither important nor unimportant (3)	914 15%	156 14%	254 13%	227 16%b	276 16%b	411 13%	503 16%e	505 14%	391 16%g	95 17%	107 15%	237 15%	217 14%	160 15%	562 15%	100 17%	743 14%	191 15%	665 15%	57 19%
Important (4)	3019 49%	565 49%	1009 52%d	678 49%	765 46%	1575 51%f	1443 47%	1819 49%	1162 49%	240 43%	332 46%	814 52%ij	770 50%i	548 51%i	1916 50%i	251 43%	2601 50%o	606 47%	2287 50%s	126 42%
Very important (5)	1881 30%	369 32%	574 30%	410 29%	528 32%	943 30%	938 31%	1176 32%h	683 29%	169 30%	227 32%	441 28%	475 31%	325 30%	1142 30%	178 30%	1562 30%	419 32%	1385 30%	77 26%
Don't know	114 2%	16 1%	39 2%	22 2%	37 2%	55 2%	59 2%	54 1%	54 2%	27 5%klmn	19 3%km	15 1%	27 2%	9 1%	60 2%	27 5%p	70 1%	26 2%	64 1%	24 8%qr
NET Not at all important/ Not very important	242 4%	47 4%	66 3%	56 4%	72 4%	113 4%	128 4%	134 4%	105 4%	30 5%m	33 5%	64 4%	64 4%	28 3%	162 4%	32 5%	196 4%	55 4%	170 4%	16 5%
NET Important / Very important	4900 79%	935 81%d	1584 81%d	1088 78%	1293 77%	2518 81%f	2380 78%	2994 81%h	1845 77%	410 73%	559 78%	1255 80%i	1245 80%i	872 82%i	3058 80%i	429 73%	4163 80%o	1025 79%s	3672 80%s	203 68%
Mean	4.07	4.09	4.09	4.03	4.05	4.09	4.04	4.10h	4.02	4.00	4.07	4.03	4.07	4.10	4.06	4.00	4.07	4.08s	4.07s	3.91
Std Dev.	0.83	0.82	0.78	0.85	0.86	0.80	0.85	0.81	0.85	0.92	0.83	0.82	0.83	0.76	0.83	0.93	0.81	0.85	0.81	0.96
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 257

QI6_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Base : All participants

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	80 1%	70 1%	10 1%	7 4%ab	69 1%	5 1%	3 1%	2 1%	-	7 1%	8 2%h	9 2%h	7 1%	5 1%	8 1%	16 2%h	9 2%h	*	5 1%
Not very important (2)	162 3%	135 3%	27 3%	7 4%	134 3%	14 3%	8 3%	6 4%	4 2%	20 3%	16 3%	10 2%	22 4%	11 2%	20 2%	14 2%	17 3%	2 3%	12 3%
Neither important nor unimportant (3)	914 15%	772 15%	141 16%	35 20%a	773 15%	80 15%	38 13%	23 13%	33 13%	92 14%	99 19%him	73 16%	77 14%	75 13%	119 15%	129 15%	77 15%	8 12%	72 16%
Important (4)	3019 49%	2603 49%	416 48%	78 45%	2534 49%	259 50%	145 49%	82 48%	119 48%j	333 49%j	203 40%	222 49%j	245 45%	320 56%hjip	419 52%j	431 51%j	242 46%	35 50%	224 50%j
Very important (5)	1881 30%	1623 31%	259 30%	44 25%	1578 30%	152 29%	94 32%	57 33%	89 36%kmor	202 30%	175 34%	126 28%	184 34%	159 28%	238 29%	241 29%	165 31%	24 34%	128 29%
Don't know	114 2%	102 2%	11 1%	3 2%	97 2%	9 2%	7 2%	2 1%	5 2%	22 3%mn	8 2%	9 2%	9 2%	4 1%	7 1%	13 2%	19 4%mn	*	9 2%
NET Not at all important/ Not very important	242 4%	205 4%	37 4%	13 8%ab	203 4%	19 4%	11 4%	8 5%	4 2%	27 4%	24 5%h	19 4%	29 5%h	16 3%	28 3%	31 4%	26 5%h	3 4%	17 4%
NET Important / Very important	4900 79%	4226 80%c	674 78%c	121 70%	4112 79%	411 79%	239 81%	138 81%	208 83%jp	534 79%	378 74%	348 77%	429 79%	478 83%jkp	657 81%j	672 80%	407 77%	58 85%	352 78%
Mean	4.07	4.07c	4.04c	3.85	4.06	4.06	4.11	4.10	4.20jkmnopr	4.07	4.04	4.01	4.08	4.08	4.07	4.04	4.05	4.15	4.04
Std Dev.	0.83	0.82	0.83	0.98	0.83	0.81	0.82	0.83	0.73	0.81	0.91	0.86	0.87	0.75	0.79	0.83	0.88	0.78	0.81
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.04	0.04	0.05	0.05	0.05	0.04	0.04	0.04	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	80 1%	18 1%	38 2%a	33 1%	52 2%a	18 1%	1 1%	5 1%	38 2%	10 5%h	22 2%	25 1%	19 1%	12 2%	17 3%klp	7 3%lp	43 1%	24 3%klp	28 1%	15 1%	14 2%sw	15 4%rsw	6 4%rsw	43 1%	21 4%rsw	28 2%	52 1%
Not very important (2)	162 3%	50 2%	83 4%ac	76 2%	109 3%ac	50 2%	8 4%	26 3%	83 4%	4 2%	31 3%	60 3%	58 2%	24 3%	11 2%	10 4%	117 3%	21 3%	67 3%	51 2%	20 3%	19 5%rsw	9 3%	118 2%	23 5%sw	57 3%	105 2%
Neither important nor unimportant (3)	914 15%	305 13%	351 16%a	480 14%	525 16%a	305 13%	26 14%	116 15%	351 16%	29 13%	173 16%	223 11%	351 14%k	216 27%klmnopq	81 14%	39 17%k	574 13%	120 14%k	263 10%	367 15%rw	191 28%rsuwx	56 16%r	34 21%rw	630 13%r	90 18%rw	238 15%	676 15%
Important (4)	3019 49%	1173 49%	1086 48%	1719 50%	1633 49%	1173 49%	92 47%	371 48%	1086 48%	95 42%	523 49%	889 43%	1340 55%kmnopq	372 46%	306 52%k	106 45%	2229 50%k	412 50%k	1148 45%v	1331 56%rtvwx	291 43%	180 51%v	55 34%	2479 50%rtv	235 46%v	762 47%	2256 50%
Very important (5)	1881 30%	821 34%bd	669 30%	1106 32%d	954 29%	821 34%	60 31%	245 32%	669 30%	80 35%	300 28%	834 40%lmnopq	638 26%m	167 21%	171 29%m	67 28%m	1472 33%lm	238 29%m	1037 40%stuvwx	575 24%	140 20%	73 21%	51 32%tu	1612 33%stux	124 24%	528 32%	1356 30%
Don't know	114 2%	37 2%	33 1%	44 1%	40 1%	37 2%	6 3%	16 2%	33 1%	7 3%	22 2%	33 2%	29 1%	20 2%	8 1%	8 4%lp	62 1%	17 2%	26 1%	29 1%	24 4%rsw	11 3%rsw	10 7%rsw	55 1%	21 4%rsw	18 1%	98 2%y
NET Not at all important/ Not very important	242 4%	69 3%	121 5%ac	109 3%	161 5%ac	69 3%	9 5%	31 4%	121 5%	15 7%	53 5%	84 4%	76 3%	36 4%	28 5%	17 7%lp	160 4%	45 5%lp	95 4%	66 3%	34 5%s	33 9%rstw	14 7%s	161 3%	44 9%rsw	85 5%z	157 3%
NET Important / Very important	4900 79%	1993 83%bd	1755 78%	2825 82%bd	2587 78%	1993 83%	152 78%	616 79%	1755 78%	176 78%	823 77%	1723 84%moq	1978 81%mo	539 66%	477 80%m	173 73%	3701 82%moq	650 78%m	2185 85%stuvx	1906 80%tuvx	431 63%	253 72%t	105 66%	4091 83%tuvx	358 70%	1288 79%	3612 80%
Mean	4.07	4.15bd	4.02	4.11bd	4.02	4.15	4.07	4.08	4.02	4.05	4.00	4.21mnopq	4.05m	3.83	4.03m	3.94	4.12lmnoq	4.00m	4.22stuvwx	4.03tux	3.80	3.81	3.93	4.13stuvx	3.85	4.06	4.07
Std Dev.	0.83	0.78	0.87	0.79	0.85	0.78	0.83	0.81	0.87	1.00	0.87	0.84	0.76	0.85	0.87	0.96	0.80	0.90	0.82	0.74	0.88	0.97	1.03	0.79	0.99	0.88	0.81
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	80 1%	11 3%b	69 1%	- -	37 2%e	39 1%	4 1%	69 1%	7 4%gk	2 3%	- -	78 1%	2 5%
Not very important (2)	162 3%	8 2%	152 3%	1 3%	44 3%	106 3%	12 4%	138 2%	11 7%gk	9 13%gk	3 4%	158 3%	2 5%
Neither important nor unimportant (3)	914 15%	67 17%	837 15%	9 22%	270 16%	577 14%	66 21%e	833 14%	33 21%	16 23%	18 24%g	882 15%	13 38%
Important (4)	3019 49%	170 42%	2834 49%a	15 36%	760 45%	2114 51%d	144 45%	2877 49%	70 43%	30 44%	34 46%	2976 49%	9 25%
Very important (5)	1881 30%	134 34%	1732 30%	15 36%	563 33%f	1236 30%	82 26%	1816 31%ij	38 24%	10 14%	12 16%	1863 31%ij	6 18%
Don't know	114 2%	10 2%	103 2%	1 2%	32 2%	69 2%	13 4%e	99 2%	3 2%	2 2%	7 10%ghk	103 2%	3 10%
NET Not at all important/ Not very important	242 4%	19 5%	221 4%	1 3%	80 5%	145 4%	16 5%	206 4%	18 11%gk	11 17%gk	3 4%	236 4%	3 9%
NET Important / Very important	4900 79%	304 76%	4566 80%	30 73%	1323 78%f	3350 81%df	227 70%	4692 80%hij	107 67%	39 58%	46 62%	4839 80%hij	15 43%
Mean	4.07	4.04	4.07	4.07	4.06	4.08f	3.93	4.09hij	3.76	3.53	3.83	4.07hij	3.51
Std Dev.	0.83	0.93	0.82	0.86	0.89	0.79	0.87	0.81	1.03	1.02	0.77	0.82	1.05
Std Error	0.01	0.05	0.01	0.12	0.02	0.01	0.05	0.01	0.09	0.13	0.10	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for me to drop the parcel off

Base : All participants

| | | Total | Quarter | | | | Month | | | | | | | | | | | |
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	80 1%	25 2%	22 1%	12 1%	21 1%	6 1%	9 2%	10 2%	8 1%	8 1%	6 1%	2 *	6 1%	4 1%	4 1%	7 1%	10 2%
Not very important	(2)	162 3%	54 4%cd	44 3%	34 2%	29 2%	29 6%ghmno	15 3%o	10 2%	10 2%	20 4%mo	15 3%o	14 3%o	13 3%	7 1%	10 2%	3 1%	16 3%o
Neither important nor unimportant	(3)	914 15%	221 14%	231 15%	250 16%	212 14%	72 14%	80 15%	69 14%	89 17%	72 14%	70 14%	89 18%	81 15%	80 15%	71 13%	72 14%	69 14%
Important	(4)	3019 49%	767 50%	757 49%	731 47%	764 50%	255 48%	278 54%kl	234 47%	242 46%	273 54%kl	242 48%	221 45%	238 45%	273 52%	278 52%	248 49%	238 48%
Very important	(5)	1881 30%	451 29%	456 30%	491 32%	484 32%	159 30%i	131 25%	160 32%i	167 32%i	118 23%	171 34%fi	153 31%i	182 34%fi	156 30%	158 30%	168 33%fi	157 32%i
Don't know		114 2%	24 2%	32 2%	31 2%	26 2%	6 1%	4 1%	15 3%f	9 2%	19 4%efjp	4 1%	12 2%	12 2%	7 1%	12 2%	9 2%	5 1%
NET Not at all important/ Not very important		242 4%	80 5%cd	66 4%	46 3%	50 3%	35 7%hkmno	24 5%	20 4%	17 3%	27 5%mo	21 4%	16 3%	19 4%	11 2%	14 3%	10 2%	26 5%mo
NET Important / Very important		4900 79%	1218 79%	1212 79%	1223 79%	1247 81%	414 78%	409 79%	394 79%	409 78%	391 77%	412 81%	374 76%	420 79%	429 81%	436 82%	416 82%	395 80%
Mean		4.07	4.03	4.05	4.09	4.10	4.02	3.99	4.08	4.07	3.97	4.10i	4.06	4.11i	4.10i	4.11i	4.14fi	4.05
Std Dev.		0.83	0.86	0.84	0.80	0.81	0.88	0.83	0.86	0.84	0.83	0.84	0.81	0.84	0.75	0.76	0.78	0.88
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QI6_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	242 4%	20 2%	221 4%a	32 4%	210 4%	126 4%	116 4%	10 1%	17 2%	32 3%	22 3%	72 6%ghij	50 7%ghij	39 6%ghij	27 2%	54 3%	160 6%no	88 6%no	234 4%s	8 1%
Not very important (2)	401 6%	83 7%	317 6%	60 7%	341 6%	210 7%	191 6%	43 5%	51 6%	57 5%	37 4%	86 8%j	65 9%gij	62 10%ghij	94 6%	93 5%	214 8%no	127 9%no	360 7%s	37 4%
Neither important nor unimportant (3)	1352 22%	180 15%	1171 24%a	165 19%	1187 22%	698 23%	649 21%	153 19%	172 20%	178 16%	183 22%i	269 24%gi	211 28%ghij	185 30%ghijk	325 19%	361 19%	665 26%no	396 29%no	1199 23%s	142 16%
Important (4)	2632 43%	562 46%	2070 42%	343 40%	2289 43%	1279 42%	1347 43%	359 44%klm	387 44%klm	559 50%gklm	387 47%klm	424 37%	294 39%	221 35%	746 44%pq	946 49%npq	939 37%	515 37%	2132 41%	472 52%r
Very important (5)	1408 23%	356 29%b	1052 21%	254 30%d	1154 22%	638 21%	768 24%e	233 28%jklm	228 26%klm	286 25%lm	176 21%lm	266 23%lm	124 16%	95 15%	461 27%pq	462 24%pq	485 19%q	219 16%	1175 23%	225 25%
Don't know	135 2%	31 2%	104 2%	7 1%	128 2%c	62 2%	72 2%	26 3%i	17 2%	10 1%	17 2%	25 2%	16 2%	24 4%i	43 3%o	27 1%	65 3%o	40 3%o	113 2%	21 2%
NET Not at all important/ Not very important	642 10%	104 8%	539 11%a	91 11%	551 10%	336 11%	307 10%	53 6%	69 8%	89 8%	59 7%	158 14%ghij	115 15%ghij	101 16%ghij	121 7%	148 8%	373 15%no	215 16%no	594 11%s	45 5%
NET Important / Very important	4040 65%	918 74%b	3122 63%	598 69%d	3443 65%	1917 64%	2115 67%e	592 72%klm	615 71%klm	845 75%jklm	563 69%klm	690 60%m	418 55%	317 51%	1207 71%pq	1408 72%pq	1425 56%	734 53%	3307 63%	697 77%r
Mean	3.76	3.96b	3.71	3.85d	3.74	3.71	3.80e	3.96jklm	3.88klm	3.91klm	3.82klm	3.65lm	3.51	3.45	3.92pq	3.87pq	3.56	3.48	3.72	3.98r
Std Dev.	1.01	0.94	1.02	1.04	1.01	1.02	1.01	0.90	0.94	0.93	0.92	1.12	1.08	1.08	0.92	0.93	1.10	1.08	1.04	0.81
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	242 4%	42 4%	79 4%	56 4%	64 4%	121 4%	121 4%	115 3%	122 5%g	24 4%	31 4%	76 5%	50 3%	38 4%	157 4%	26 4%	205 4%	53 4%	182 4%	6 2%
Not very important (2)	401 6%	90 8%d	139 7%	85 6%	86 5%	229 7%f	172 6%	202 5%	193 8%g	31 5%	38 5%	107 7%	89 6%	88 8%	233 6%	34 6%	344 7%	70 5%	315 7%	16 5%
Neither important nor unimportant (3)	1352 22%	232 20%	411 21%	351 25%abd	358 21%	642 21%	710 23%	705 19%	624 26%g	126 23%	169 23%	319 20%	363 23%	226 21%	851 22%	133 23%	1136 22%	247 19%	1041 23%q	64 21%
Important (4)	2632 43%	504 44%	882 45%d	574 41%	670 40%	1387 45%f	1244 40%	1690 46%h	913 38%	187 33%	269 37%	705 45%ij	711 46%ij	469 44%ij	1685 44%ij	199 34%	2266 44%o	533 41%	1980 43%	119 39%
Very important (5)	1408 23%	271 23%	383 20%	307 22%	447 27%bc	654 21%	755 25%e	915 25%h	472 20%	160 29%klmn	191 27%kln	337 21%	316 20%	238 22%	844 22%	163 28%p	1139 22%	364 28%r	980 21%	64 21%
Don't know	135 2%	14 1%	50 3%	20 1%	51 3%ac	64 2%	71 2%	60 2%	69 3%g	32 6%klmn	20 3%m	27 2%	25 2%	9 1%	72 2%	32 6%p	82 2%	30 2%	75 2%	30 10%qr
NET Not at all important/ Not very important	642 10%	132 11%	218 11%	142 10%	151 9%	350 11%	292 10%	317 9%	316 13%g	55 10%	69 10%	183 12%	139 9%	126 12%	391 10%	60 10%	549 11%	122 9%	497 11%	23 8%
NET Important / Very important	4040 65%	775 67%	1265 65%	881 63%	1118 67%	2041 66%	1998 65%	2604 71%h	1386 58%	347 62%	460 64%	1042 66%	1026 66%	707 66%	2529 66%	362 62%	3405 66%	897 69%rs	2960 65%	183 61%
Mean	3.76	3.77	3.71	3.72	3.83bc	3.73	3.78	3.85h	3.61	3.81	3.79	3.73	3.75	3.74	3.75	3.79	3.74	3.86r	3.72	3.81
Std Dev.	1.01	1.02	1.00	1.01	1.02	1.01	1.02	0.97	1.06	1.07	1.04	1.03	0.95	1.01	1.00	1.08	1.01	1.03	1.01	0.95
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.02	0.03	0.02	0.05	0.01	0.03	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	242 4%	203 4%	39 4%	12 7%a	207 4%	16 3%	13 5%	5 3%	7 3%	28 4%	27 5%	16 4%	15 3%	29 5%	24 3%	36 4%	25 5%	2 3%	13 3%
Not very important (2)	401 6%	320 6%	80 9%a	16 9%	343 7%	30 6%	16 5%	11 7%	22 9%j	43 6%	20 4%	35 8%j	28 5%	42 7%	53 6%	52 6%	48 9%jl	4 6%	26 6%
Neither important nor unimportant (3)	1352 22%	1146 22%	205 24%	38 22%	1127 22%	124 24%	67 23%	34 20%	59 24%n	145 21%n	117 23%n	132 29%ilmnq	111 20%	129 23%n	122 15%	178 21%n	132 25%n	15 22%	109 24%n
Important (4)	2632 43%	2297 43%	335 39%	65 37%	2210 43%	224 43%	124 42%	74 43%	97 39%	287 43%	200 39%	162 36%	226 41%	259 45%k	409 50%hijklpr	365 43%	205 39%	30 44%	193 43%
Very important (5)	1408 23%	1220 23%	188 22%	40 23%	1177 23%	117 23%	70 24%	44 26%	60 24%	144 21%	132 26%mp	91 20%	152 28%ikmp	108 19%	190 23%	200 24%	100 19%	17 24%	100 22%
Don't know	135 2%	119 2%	16 2%	3 2%	120 2%	8 2%	5 2%	2 1%	6 2%	28 4%mnc	12 2%	12 3%	12 2%	7 1%	14 2%	13 1%	19 4%m	* 1%	8 2%
NET Not at all important/ Not very important	642 10%	523 10%	119 14%sa	27 15%sa	551 11%	46 9%	30 10%	16 10%	29 12%	71 11%	47 9%	52 12%	43 8%	71 12%	76 9%	88 10%	74 14%lr	6 9%	39 9%
NET Important / Very important	4040 65%	3517 66%b	523 61%	105 61%	3387 65%	341 66%	194 66%	118 69%	157 63%	431 64%k	332 65%kp	253 56%	377 69%kp	367 64%k	599 74%hijkmopr	565 67%kp	305 58%	47 69%	293 65%kp
Mean	3.76	3.77bc	3.65	3.62	3.75	3.78	3.76	3.83	3.74	3.73	3.79p	3.63	3.88kmp	3.66	3.86kmp	3.77p	3.60	3.81	3.77p
Std Dev.	1.01	1.00	1.07	1.15	1.02	0.97	1.03	0.99	1.02	1.02	1.05	1.02	0.98	1.03	0.95	1.02	1.06	0.99	0.97
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QI6_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	242 4%	58 2%	144 6%ac	88 3%	175 5%ac	58 2%	5 2%	32 4%e	144 6%	17 7%	73 7%	124 6%lmp	67 3%	13 2%	30 5%lm	7 3%	192 4%lm	37 4%m	123 5%st	61 3%	13 2%	29 6%rstw	11 7%st	185 4%s	40 8%rstw	37 2%	205 5%y
Not very important (2)	401 6%	127 5%	189 8%ac	192 6%	255 8%ac	127 5%	11 6%	49 6%	189 8%	17 8%	96 9%	146 7%	137 6%	40 5%	62 11%klmop	11 5%	282 6%	73 9%lmp	189 7%s	130 5%	40 6%	31 9%	7 4%	319 6%	38 7%	81 5%	320 7%y
Neither important nor unimportant (3)	1352 22%	429 18%	572 25%ac	655 19%	798 24%ac	429 18%	49 25%e	185 24%e	572 25%	47 21%	305 28%	396 19%	523 21%	252 31%klnpq	110 18%	69 29%klnn	919 20%	179 21%	478 19%	479 20%	256 38%rsuvwx	92 26%rsw	42 26%	956 19%	135 26%rsw	254 16%	1097 24%y
Important (4)	2632 43%	1055 44%b	910 40%	1552 45%b	1406 42%	1055 44%fg	62 32%	301 39%	910 33%	74 33%	379 35%	765 37%	1201 49%kmnopq	329 41%	254 43%k	81 34%	1967 44%ko	336 40%	998 39%	1211 51%rtuvwx	243 36%	129 36%	49 31%	2209 45%rtuvx	178 35%	747 46%z	1885 42%
Very important (5)	1408 23%	692 29%bd	403 18%	921 27%bd	631 19%	692 29%g	60 31%	188 24%	403 18%	62 27%hj	192 18%	587 28%lmnpq	480 20%	150 18%	129 22%	58 24%	1067 24%lm	188 23%	743 29%stuvx	454 19%	107 16%	59 17%	39 24%t	1196 24%stux	99 19%	485 30%z	923 20%
Don't know	135 2%	43 2%	42 2%	49 1%	48 1%	43 2%	7 4%	22 3%	42 2%	9 4%	26 2%	44 2%l	27 1%	27 3%lp	8 1%	12 5%klinn	71 2%	20 2%l	37 1%	33 1%	22 3%rsw	14 4%rsw	12 7%rsw	71 1%	25 5%rsw	24 1%	111 2%
NET Not at all important/ Not very important	642 10%	184 8%	333 15%ac	281 8%	430 13%ac	184 8%	16 8%	82 11%e	333 15%	34 15%	169 16%	270 13%lmop	204 8%	53 7%	92 16%lmop	17 7%	474 11%lm	110 13%lmo	312 12%stw	192 8%	53 8%	59 17%stw	18 11%	504 10%s	78 15%stw	118 7%	525 12%y
NET Important / Very important	4040 65%	1747 73%bd	1313 58%	2473 72%bd	2038 61%b	1747 73%fg	121 63%	489 63%	1313 58%j	136 60%	572 53%	1352 66%m	1681 69%moq	478 59%	384 65%	140 59%	3033 67%mo	523 63%	1741 68%tuvx	1664 70%tuvx	350 51%	188 53%	88 55%	3405 69%tuvx	276 54%	1232 76%z	2808 62%
Mean	3.76	3.93bd	3.56	3.89bd	3.63b	3.93g	3.86	3.74	3.56	3.68	3.50	3.77	3.78n	3.72	3.67	3.77	3.78	3.70	3.81tux	3.80tux	3.59	3.47	3.66	3.80tux	3.53	3.97z	3.68
Std Dev.	1.01	0.95	1.08	0.95	1.05	0.95	1.02	1.04	1.08	1.19	1.10	1.13	0.92	0.89	1.09	0.98	1.02	1.06	1.09	0.90	0.90	1.14	1.14	1.00	1.14	0.93	1.03
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.04	0.02	0.08	0.03	0.02	0.02	0.03	0.05	0.06	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	242 4%	12 3%	229 4%	- -	59 3%	171 4%	11 4%	232 4%	8 5%	* *	1 1%	240 4%	- -
Not very important (2)	401 6%	16 4%	383 7%	2 5%	127 7%	255 6%	19 6%	383 7%	12 7%	3 4%	2 3%	397 7%	2 5%
Neither important nor unimportant (3)	1382 22%	83 21%	1255 22%	14 33%	357 21%	941 23%f	54 17%	1264 22%	36 22%	16 24%	20 27%	1317 22%	15 42%
Important (4)	2632 43%	149 37%c	2476 43%c	7 16%	675 40%	1818 44%d	139 43%	2488 43%	66 41%	36 52%	31 42%	2589 43%	12 33%
Very important (5)	1408 23%	131 33%b	1259 22%	19 45%b	453 27%e	876 21%	80 25%	1345 23%	35 21%	12 17%	14 18%	1391 23%	4 11%
Don't know	135 2%	10 2%	124 2%	1 2%	35 2%	82 2%	18 6%de	119 2%	4 3%	2 2%	6 8%nk	125 2%	3 10%
NET Not at all important/ Not very important	642 10%	28 7%	612 11%	2 5%	186 11%	426 10%	31 10%	615 11%	20 12%	3 5%	3 4%	638 11%	2 5%
NET Important / Very important	4040 65%	280 70%	3735 65%	25 60%	1127 66%	2694 65%	219 68%	3833 66%	100 62%	47 69%	45 60%	3980 66%	16 44%
Mean	3.76	3.95b	3.74	4.02	3.80	3.73	3.85	3.76	3.69	3.83	3.80	3.76	3.56
Std Dev.	1.01	1.00	1.01	1.01	1.03	1.00	1.01	1.02	1.06	0.79	0.85	1.01	0.78
Std Error	0.01	0.05	0.01	0.14	0.02	0.02	0.06	0.01	0.09	0.10	0.11	0.01	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important (1)	242 4%	55 4%	71 5%	53 3%	63 4%	15 3%	23 5%	16 3%	25 5%	26 5%	20 4%	23 5%	12 2%	18 3%	25 5%	14 3%	24 5%
Not very important (2)	401 6%	101 7%	100 6%	100 6%	100 6%	43 8%	30 6%	28 6%	38 7%	35 7%	27 5%	37 8%	37 7%	26 5%	31 6%	33 6%	36 7%
Neither important nor unimportant (3)	1352 22%	323 21%	352 23%	351 23%	326 21%	108 20%	106 20%	110 22%	110 21%	118 23%	125 25%	123 25%p	104 20%	123 23%	124 23%	111 22%	91 18%
Important (4)	2632 43%	665 43%	667 43%	671 43%	630 41%	218 41%	250 48%gno	197 40%	216 41%	240 47%gno	210 41%	205 42%	242 46%	223 42%	206 39%	199 39%	224 45%
Very important (5)	1408 23%	366 24%	318 21%	341 22%	382 25%b	127 24%i	105 20%	134 27%flk	126 24%i	76 15%	117 23%i	91 19%	126 24%i	124 24%i	129 24%i	143 28%flk	110 22%i
Don't know	135 2%	33 2%	33 2%	34 2%	35 2%	17 3%f	3 1%	13 3%f	9 2%	15 3%f	9 2%	11 2%	11 2%	12 2%	17 3%f	7 1%	11 2%
NET Not at all important/ Not very important	642 10%	155 10%	171 11%	153 10%	163 11%	58 11%	54 10%	44 9%	64 12%	61 12%	47 9%	60 12%	49 9%	44 8%	56 11%	47 9%	60 12%
NET Important / Very important	4040 65%	1031 67%	985 64%	1012 65%	1012 66%	345 65%	354 69%k	332 67%	342 65%	316 62%	327 64%	296 60%	368 69%k	347 66%	335 63%	343 68%	334 67%
Mean	3.76	3.79	3.70	3.76	3.78	3.78i	3.74	3.84ik	3.73	3.62	3.76	3.63	3.83ik	3.80ik	3.74	3.85ik	3.74
Std Dev.	1.01	1.00	1.02	0.99	1.03	1.01	1.00	1.00	1.06	1.00	1.00	1.03	0.95	0.98	1.05	1.00	1.04
Std Error	0.01	0.03	0.03	0.03	0.03	0.04	0.04	0.05	0.05	0.04	0.05	0.05	0.04	0.04	0.05	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 259

QI6_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	50 1%	9 1%	41 1%	8 1%	42 1%	36 1%f	13 *	9 1%	4 *	6 1%	3 *	12 1%	10 1%	6 1%	13 1%	9 *	28 1%	16 1%	43 1%	6 1%
Not very important (2)	161 3%	25 2%	136 3%	28 3%	133 2%	91 3%	70 2%	27 3%j	21 2%	37 3%j	10 1%	33 3%j	15 2%	18 3%	48 3%	47 2%	66 3%	33 2%	145 3%	15 2%
Neither important nor unimportant (3)	951 15%	120 10%	831 17%a	101 12%	850 16%c	496 16%	454 14%	115 14%	124 14%	157 14%	129 16%	166 15%	129 17%	130 21%ghik	240 14%	287 15%	425 17%	259 19%no	836 16%s	103 11%
Important (4)	3104 50%	614 50%	2490 50%	450 52%	2654 50%	1512 50%	1584 50%	391 48%	437 50%	568 51%	447 54%gm	562 49%	404 53%	294 47%	829 49%	1015 52%	1261 50%	699 50%	2584 50%	455 55%r
Very important (5)	1777 29%	435 35%b	1342 27%	269 31%	1508 28%	816 27%	957 30%e	259 31%lm	272 31%lm	341 30%lm	216 26%	349 31%lm	191 25%	151 24%	531 31%pq	556 29%q	690 27%	341 25%	1497 29%	266 29%
Don't know	126 2%	30 2%	96 2%	4 *	122 2%c	62 2%	63 2%	22 3%j	14 2%	13 1%	17 2%	21 2%	11 1%	27 4%hikl	37 2%	30 2%	59 2%	39 3%	107 2%	19 2%
NET Not at all important/ Not very important	210 3%	34 3%	177 4%	36 4%	175 3%	127 4%f	84 3%	36 4%j	25 3%	43 4%j	13 2%	45 4%j	24 3%	24 4%j	61 4%	56 3%	94 4%	49 4%	188 4%	21 2%
NET Important / Very important	4881 79%	1049 85%b	3833 78%	720 84%d	4162 78%	2328 77%	2541 81%e	651 79%m	709 81%m	909 81%m	663 81%m	910 80%m	595 78%m	445 71%	1359 80%q	1572 81%pq	1951 77%	1040 75%	4081 78%	762 84%r
Mean	4.06	4.20b	4.02	4.10	4.05	4.01	4.10e	4.08m	4.11lm	4.08m	4.07m	4.07m	4.00	3.94	4.09pq	4.08q	4.02	3.98	4.05	4.13r
Std Dev.	0.79	0.76	0.80	0.80	0.79	0.82	0.76	0.83	0.77	0.79	0.71	0.82	0.79	0.82	0.80	0.76	0.81	0.81	0.80	0.73
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 259

QI6_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	50 1%	8 1%	20 1%	14 1%	9 1%	27 1%	22 1%	28 1%	19 1%	5 1%	6 1%	11 1%	12 1%	3 *	29 1%	7 1%	39 1%	8 1%	38 1%	3 1%
Not very important (2)	161 3%	24 2%	45 2%	52 4%	40 2%	69 2%	92 3%	104 3%	56 2%	20 4%	21 3%	36 2%	37 2%	32 3%	94 2%	20 3%	130 3%	35 3%	119 3%	7 2%
Neither important nor unimportant (3)	951 15%	168 15%	299 15%	236 17%	247 15%	467 15%	483 16%	531 14%	407 17%g	83 15%	106 15%	236 15%	245 16%	176 16%	587 15%	87 15%	807 16%	207 16%	688 15%	56 19%
Important (4)	3104 50%	589 51%	1030 53%d	696 50%	790 47%	1619 52%f	1485 48%	1863 51%	1201 50%	238 42%	362 50%i	811 52%i	790 51%i	576 54%i	1962 51%i	249 42%	2674 52%o	591 46%	2382 52%qs	131 44%
Very important (5)	1777 29%	343 30%	511 26%	376 27%	548 33%bc	853 28%	924 30%	1102 30%	650 27%	185 33%m	206 29%	453 29%	444 29%	277 26%	1103 29%	194 33%p	1445 28%	427 33%rs	1275 28%	75 25%
Don't know	126 2%	22 2%	39 2%	20 1%	44 3%	61 2%	64 2%	58 2%	61 3%g	30 5%jklmn	17 2%m	24 2%	26 2%m	5 *	67 2%m	30 5%p	77 1%	27 2%	70 2%	28 9%qr
NET Not at all important/ Not very important	210 3%	32 3%	64 3%	66 5%ac	49 3%	96 3%	114 4%	132 4%	76 3%	25 4%	26 4%	47 3%	49 3%	35 3%	123 3%	27 5%	169 3%	43 3%	157 3%	10 3%
NET Important / Very important	4881 79%	931 81%	1541 79%	1072 77%	1337 80%	2472 80%	2409 78%	2966 80%h	1850 77%	423 75%	569 79%	1264 80%i	1233 79%	853 80%	3066 80%	442 75%	4119 80%o	1018 79%s	3657 80%s	206 69%
Mean	4.06	4.09bc	4.03	4.00	4.12bc	4.05	4.06	4.08	4.03	4.09	4.06	4.07	4.06	4.03	4.06	4.08	4.05	4.10	4.05	3.98
Std Dev.	0.79	0.77	0.78	0.83	0.79	0.78	0.81	0.79	0.79	0.86	0.80	0.77	0.79	0.76	0.78	0.87	0.78	0.81	0.78	0.83
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	50 1%	45 1%	5 1%	5 3%ab	44 1%	4 1%	* *	1 1%	1 1%	6 1%	3 1%	7 2%	3 1%	5 1%	3 *	7 1%	7 1%	* *	4 1%
Not very important (2)	161 3%	140 3%	21 2%	5 3%	134 3%	17 3%	7 2%	2 1%	8 3%	19 3%	16 3%	14 3%	13 2%	11 2%	21 3%	23 3%	10 2%	* *	17 4%
Neither important nor unimportant (3)	951 15%	804 15%	147 17%	30 17%	787 15%	86 17%	50 17%	28 17%	36 14%	100 15%	76 15%	74 16%	67 12%	99 17%	120 15%	124 15%	91 17%	11 15%	75 17%
Important (4)	3104 50%	2659 50%	445 52%	81 47%	2615 50%	254 49%	151 51%	84 49%	116 46%	355 52%	253 50%	224 50%	263 48%	301 53%	414 51%	437 52%	254 48%	35 50%	219 49%
Very important (5)	1777 29%	1546 29%	231 27%	50 29%	1493 29%	148 28%	83 28%	53 31%	83 33%im	172 26%	149 29%	122 27%	190 35%ikmpr	150 26%	241 30%	241 29%	146 28%	23 34%	124 28%
Don't know	126 2%	112 2%	14 2%	2 1%	111 2%	9 2%	3 1%	2 1%	6 3%	24 3%m	12 2%	8 2%	8 1%	7 1%	13 2%	12 1%	21 4%lmno	-	9 2%
NET Not at all important/ Not very important	210 3%	184 3%	26 3%	10 6%	178 3%	22 4%	7 2%	4 2%	9 4%	25 4%	19 4%	21 5%	16 3%	16 3%	24 3%	30 4%	17 3%	* 1%	21 5%
NET Important / Very important	4881 79%	4205 79%	676 78%	131 76%	4109 79%	401 77%	235 79%	137 80%	198 79%	527 78%	402 79%	345 77%	453 83%kpr	451 79%	655 81%	678 80%	400 76%	58 84%	343 76%
Mean	4.06	4.06	4.03	3.97	4.06	4.03	4.06	4.10	4.11	4.03	4.06	3.99	4.16ikmpr	4.02	4.09	4.06	4.03	4.17	4.00
Std Dev.	0.79	0.80	0.77	0.92	0.79	0.82	0.75	0.77	0.81	0.79	0.80	0.85	0.77	0.77	0.76	0.79	0.82	0.70	0.83
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.03	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QI6_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	50 1%	8 *	26 1%ac	14 *	32 1%ac	8 *	1 1%	1 *	26 1%	4 2%	12 1%	20 1%l	7 *	8 1%l	9 2%lp	5 2%lp	27 1%	14 2%lp	17 1%	10 *	4 1%	11 3%rstw	5 3%rstw	28 1%	16 3%rstw	13 1%	37 1%
Not very important (2)	161 3%	61 3%	70 3%	83 2%	92 3%	61 3%	9 5%	19 2%	70 3%	10 5%	25 2%	45 2%	58 2%	21 3%	24 4%	13 5%klp	104 2%	36 4%klp	53 2%	61 3%	25 4%	16 4%rsw	7 4%	114 2%	22 4%rw	51 3%	110 2%
Neither important nor unimportant (3)	951 15%	286 12%	396 18%ac	471 14%	581 18%ac	286 12%	19 10%	119 15%e	396 18%	36 16%	188 18%	243 12%	384 16%k	201 25%klmnopq	84 14%	36 15%	628 14%	121 15%	286 11%	355 15%r	202 30%rsuwx	68 19%rw	33 21%rsw	641 13%	101 20%rsw	243 15%	708 16%
Important (4)	3104 50%	1200 50%	1152 51%	1756 51%	1708 52%	1200 50%	87 45%	378 49%	1152 51%	91 40%	560 52%l	931 45%	1347 55%kmop	395 49%	325 55%ko	100 42%	2279 51%ko	425 51%ko	1220 48%v	1343 57%rtuvwx	311 46%v	172 49%v	52 33%	2563 52%rtvx	224 44%	758 47%	2347 52%y
Very important (5)	1777 29%	813 34%bd	580 26%	1088 31%bd	855 26%	813 34%	69 36%	240 31%	580 26%	79 35%hj	266 25%	789 38%lmnopq	604 25%m	163 20%	148 25%	67 28%m	1393 31%lmnq	216 26%m	968 38%stuvwx	564 24%t	114 17%	72 20%	48 30%t	1533 31%stux	121 24%t	547 34%z	1230 27%
Don't know	126 2%	37 2%	37 2%	45 1%	44 1%	37 2%	8 4%e	20 3%	37 2%	6 3%	21 2%	34 2%	34 1%	22 3%lnp	3 *	17 7%klmnpq	68 2%	20 2%n	24 1%	35 1%	26 4%rsw	14 4%rsw	15 9%rstw	58 1%	29 6%rsw	17 1%	109 2%y
NET Not at all important/ Not very important	210 3%	68 3%	96 4%ac	97 3%	124 4%	68 3%	10 5%	20 3%	96 4%	14 6%	36 3%	65 3%	65 3%	29 4%	33 6%klp	17 7%klp	131 3%	51 6%klp	70 3%	71 3%	29 4%	27 8%rsw	12 7%rsw	141 3%	39 8%rsw	63 4%	147 3%
NET Important / Very important	4881 79%	2013 84%bd	1732 77%	2844 82%bd	2564 77%	2013 84%g	156 81%	618 79%	1732 77%	170 75%	826 77%	1721 83%lmoq	1952 80%mo	558 69%	473 80%mo	168 70%	3672 82%moq	641 77%m	2189 85%stuvwx	1907 81%tuvx	425 62%	244 69%	101 63%	4096 83%stuvx	345 67%	1305 80%	3576 79%
Mean	4.06	4.16bd	3.99	4.12bd	4.00	4.16	4.15	4.10	3.99	4.04	3.99	4.19mnopq	4.03m	3.87	3.98m	3.96	4.11lmnoq	3.98m	4.21stuvwx	4.02tux	3.77	3.82	3.91	4.12stuvx	3.85	4.10z	4.04
Std Dev.	0.79	0.76	0.82	0.76	0.80	0.76	0.84	0.76	0.82	0.94	0.79	0.81	0.73	0.80	0.84	0.95	0.77	0.87	0.77	0.73	0.80	0.93	1.03	0.76	0.96	0.82	0.78
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.06	0.02	0.02	0.02	0.03	0.03	0.06	0.01	0.03	0.01	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	50 1%	3 1%	47 1%	- -	13 1%	35 1%	2 1%	42 1%	6 4%gk	- -	* *	48 1%	2 5%
Not very important (2)	161 3%	7 2%	154 3%	- -	45 3%	106 3%	9 3%	139 2%	12 8%gk	5 8%gk	2 3%	157 3%	2 6%
Neither important nor unimportant (3)	951 15%	70 18%	873 15%	8 19%	243 14%	634 15%	74 23%de	859 15%	41 26%gk	22 32%gk	16 22%	922 15%	13 37%
Important (4)	3104 50%	190 47%	2901 51%	14 34%	821 48%	2136 52%	148 46%	2980 51%hj	62 39%	27 40%	26 35%	3069 51%hj	9 26%
Very important (5)	1777 29%	125 31%	1634 29%	19 45%b	549 32%ef	1148 28%	80 25%	1703 29%i	35 22%	10 15%	23 31%	1749 29%i	6 16%
Don't know	126 2%	7 2%	118 2%	1 2%	35 2%	82 2%	9 3%	107 2%	4 2%	4 6%	7 10%ghk	115 2%	3 10%
NET Not at all important/ Not very important	210 3%	9 2%	201 4%	- -	58 3%	142 3%	11 3%	181 3%	18 11%gk	5 8%	2 3%	205 3%	4 11%
NET Important / Very important	4881 79%	314 78%	4535 79%	33 79%	1370 80%f	3284 79%f	227 71%	4683 80%hij	97 61%	38 55%	49 66%	4818 80%hij	15 42%
Mean	4.06	4.08	4.06	4.27	4.11ef	4.05	3.94	4.08hi	3.70	3.66	4.04i	4.06hi	3.47
Std Dev.	0.79	0.78	0.79	0.77	0.80	0.79	0.81	0.78	1.02	0.84	0.85	0.79	1.04
Std Error	0.01	0.04	0.01	0.11	0.02	0.01	0.05	0.01	0.09	0.11	0.11	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Convenient options for the recipient to accept the delivery

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	50 1%	15 1%	14 1%	6 *	14 1%	2 *	5 1%	7 1%i	8 2%i	3 1%	4 1%	2 *	*	4 1%	5 1%	5 1%	5 1%
Not very important	(2)	161 3%	35 2%	49 3%	34 2%	43 3%	11 2%	9 2%	15 3%	13 2%	21 4%In	15 3%	11 2%	8 1%	15 3%	6 1%	22 4%In	15 3%
Neither important nor unimportant	(3)	951 15%	227 15%	245 16%	263 17%	216 14%	68 13%	83 16%	75 15%	97 19%ep	73 14%	75 15%	90 18%p	85 16%	88 17%	85 16%	70 14%	61 12%
Important	(4)	3104 50%	780 51%	782 51%	774 50%	769 50%	274 52%	279 54%gh	227 45%	235 45%	283 56%gho	264 52%	242 49%	263 49%	269 51%	266 50%	240 47%	263 53%h
Very important	(5)	1777 29%	452 29%	417 27%	440 28%	467 30%	162 31%i	134 26%	156 31%i	160 30%i	117 23%	141 28%	136 28%	167 31%i	138 26%	156 29%	165 33%i	146 30%
Don't know		126 2%	34 2%	34 2%	33 2%	25 2%	9 2%	7 1%	18 4%p	11 2%	13 3%	9 2%	10 2%	9 2%	13 2%	14 3%	6 1%	5 1%
NET Not at all important/ Not very important		210 3%	50 3%	63 4%	40 3%	58 4%	14 3%	14 3%	23 5%i	21 4%	23 5%i	15 4%	12 3%	8 2%	19 4%	11 2%	27 5%In	20 4%
NET Important / Very important		4881 79%	1232 80%	1199 78%	1214 78%	1236 81%	437 83%h	413 80%	382 77%	395 75%	400 78%	405 80%	378 77%	430 81%	407 77%	422 79%	405 80%	409 83%h
Mean		4.06	4.07	4.02	4.06	4.08	4.12i	4.04	4.06	4.03	3.99	4.05	4.04	4.13i	4.01	4.08	4.07	4.08
Std Dev.		0.79	0.79	0.81	0.77	0.80	0.75	0.76	0.86	0.86	0.77	0.79	0.77	0.73	0.80	0.77	0.85	0.79
Std Error		0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI	Online	Sell online	Don't sell online	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White	NET EMG
			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important	(1)	91 1%	9 1%	82 2%	9 1%	82 2%	50 2%	41 1%	9 1%	17 2%	13 1%	8 1%	25 2%	14 2%	5 1%	26 2%	20 1%	45 2%	20 1%	81 2%	9 1%
Not very important	(2)	248 4%	38 3%	209 4%	34 4%	213 4%	132 4%	116 4%	40 5%	31 4%	49 4%	27 3%	44 4%	25 3%	32 5%	71 4%	76 4%	101 4%	57 4%	204 4%	40 4%
Neither important nor unimportant	(3)	1218 20%	176 14%	1041 21%a	115 13%	1103 21%c	623 21%	595 19%	139 17%	159 18%	211 19%	145 18%	237 21%	172 23%g	155 25%ghj	298 18%	355 18%	564 22%no	327 24%no	1043 20%	165 18%
Important	(4)	2871 47%	590 48%	2281 46%	404 47%	2467 46%	1401 46%	1463 47%	353 43%	405 46%	533 47%	408 50%g	506 44%	369 49%	297 47%	758 45%	941 48%	1173 46%	666 48%	2427 47%	422 47%
Very important	(5)	1622 26%	384 31%b	1237 25%	295 34%d	1326 25%	754 25%	863 27%	254 31%lm	247 28%m	307 27%m	222 27%m	302 26%m	175 23%	115 18%	501 30%pq	529 27%pd	592 23%	290 21%	1360 26%	248 27%
Don't know		120 2%	34 3%	85 2%	3 *	117 2%c	54 2%	65 2%	29 4%hijl	14 2%	10 1%	12 2%	27 2%iil	5 1%	23 4%ijl	43 3%o	22 1%	54 2%o	27 2%	98 2%	20 2%
NET Not at all important/ Not very important		339 5%	48 4%	291 6%a	44 5%	295 6%	182 6%	157 5%	48 6%	48 6%	61 5%	35 4%	70 6%	39 5%	37 6%	97 6%	96 5%	146 6%	76 6%	285 5%	49 5%
NET Important / Very important		4493 73%	974 79%b	3519 71%	700 81%d	3793 71%	2154 72%	2325 74%	607 74%m	651 75%m	840 75%m	630 77%km	809 71%	544 72%	412 66%	1258 74%pq	1470 76%pd	1765 70%	956 69%	3786 73%	670 74%
Mean		3.94	4.09b	3.90	4.10d	3.91	3.90	3.97e	4.01lm	3.97m	3.96m	4.00lm	3.91	3.88	3.80	3.99pq	3.98pq	3.87	3.85	3.93	3.97
Std Dev.		0.87	0.81	0.89	0.85	0.88	0.89	0.86	0.89	0.89	0.86	0.82	0.92	0.87	0.84	0.89	0.84	0.88	0.85	0.88	0.86
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	91 1%	19 2%	34 2%	20 2%	19 1%	52 2%	39 1%	61 2%	28 1%	11 2%	9 1%	23 1%	19 1%	21 2%	51 1%	13 2%	77 1%	17 1%	72 2%	2 1%
Not very important (2)	248 4%	41 4%	92 5%	51 4%	64 4%	132 4%	116 4%	142 4%	102 4%	28 5%	32 4%	68 4%	58 4%	38 4%	158 4%	28 5%	204 4%	59 5%	178 4%	11 4%
Neither important nor unimportant (3)	1218 20%	209 18%	408 21%	269 19%	333 20%	616 20%	601 20%	700 19%	497 21%	116 21%	142 20%	319 20%	304 19%	198 19%	764 20%	122 21%	1015 20%	238 18%	924 20%	56 18%
Important (4)	2871 47%	548 47%	912 47%	652 47%	759 45%	1459 47%	1410 46%	1718 47%	1124 47%	208 37%	331 46%i	743 47%i	755 50%i	535 50%i	1829 48%i	218 37%	2481 48%o	567 44%	2176 48%	128 42%
Very important (5)	1622 26%	326 28%b	459 24%	373 27%	463 28%b	785 25%	837 27%	1013 27%h	583 24%	167 30%	186 26%	398 25%	396 25%	262 25%	980 25%	176 30%	1319 26%	387 30%r	1152 25%	83 28%
Don't know	120 2%	11 1%	40 2%	29 2%	40 2%a	51 2%	68 2%	52 1%	61 3%g	31 6%jklmn	19 3%	20 1%	22 1%	14 1%	61 2%	31 5%p	76 1%	29 2%	70 2%	21 7%qr
NET Not at all important/ Not very important	339 5%	60 5%	125 6%	71 5%	83 5%	185 6%	154 5%	203 6%	130 5%	39 7%	41 6%	91 6%	77 5%	59 6%	209 5%	41 7%	281 5%	76 6%	250 5%	13 4%
NET Important / Very important	4493 73%	874 76%b	1371 71%	1025 74%	1222 73%	2245 72%	2247 73%	2731 74%	1707 71%	375 67%	517 72%	1141 73%i	1150 74%i	797 75%i	2808 73%i	393 67%	3801 73%o	954 74%	3328 73%	211 70%
Mean	3.94	3.98b	3.88	3.96b	3.97b	3.92	3.96	3.96	3.91	3.93	3.93	3.92	3.95	3.93	3.93	3.93	3.93	3.98	3.92	4.00
Std Dev.	0.87	0.87	0.89	0.87	0.86	0.88	0.86	0.88	0.86	0.96	0.87	0.87	0.85	0.87	0.86	0.97	0.87	0.89	0.87	0.85
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	91 1%	80 2%	11 1%	3 2%	78 2%	2 *	8 3%e	3 2%e	5 2%r	6 1%	6 1%	7 2%	7 1%	16 3%r	8 1%	14 2%	8 1%	* *	2 *
Not very important (2)	248 4%	216 4%	32 4%	10 6%	201 4%	30 6%d	11 4%	5 3%	8 3%	23 3%	30 6%lc	17 4%	9 2%	18 3%	33 4%	23 3%	41 8%hiklmno	2 2%	28 6%hilmo
Neither important nor unimportant (3)	1218 20%	1052 20%	165 19%	35 20%	1019 20%g	116 22%g	56 19%	26 15%	46 18%	119 18%	112 22%	103 23%l	91 17%	121 21%	164 20%	167 20%	96 18%	18 27%	98 22%
Important (4)	2871 47%	2439 46%	433 50%	80 46%	2422 47%	232 45%	135 46%	82 48%	121 48%j	316 47%	206 41%	213 48%	261 48%j	281 49%j	395 49%j	407 48%j	222 42%	29 42%	203 45%
Very important (5)	1622 26%	1415 27%	207 24%	42 24%	1359 26%	128 25%	82 28%	53 31%de	62 25%	193 28%k	142 28%	98 22%	164 30%km	130 23%	199 24%	225 27%	147 28%	20 29%	108 24%
Don't know	120 2%	104 2%	16 2%	3 2%	105 2%	9 2%	3 1%	3 1%	8 3%o	19 3%	13 3%	9 2%	11 2%	8 1%	12 1%	8 1%	16 3%o	* *	9 2%
NET Not at all important/ Not very important	339 5%	296 6%	43 5%	13 8%	280 5%	32 6%	19 6%	8 5%	13 5%	29 4%	36 7%l	25 5%	17 3%	34 6%	41 5%	37 4%	49 9%hilno	2 2%	30 7%l
NET Important / Very important	4493 73%	3854 73%	639 74%	121 70%	3781 73%	360 70%	217 74%	134 79%de	183 73%	508 75%j	348 68%	312 69%	425 78%jkmr	410 72%	594 73%	632 75%	369 70%	49 71%	312 69%
Mean	3.94	3.94	3.93	3.86	3.94	3.89	3.93	4.05def	3.94	4.01kmr	3.90	3.86	4.06jkmnpr	3.87	3.93	3.96	3.90	3.97	3.88
Std Dev.	0.87	0.88	0.84	0.92	0.87	0.86	0.93	0.86	0.87	0.84	0.92	0.86	0.82	0.90	0.84	0.85	0.96	0.81	0.87
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.04	0.05	0.05	0.04	0.05	0.04	0.04	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 260

QI6_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
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Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	91 1%	21 1%	53 2%ac	29 1%	61 2%ac	21 1%	4 2%	7 1%	53 2%	7 3%	15 1%	29 1%	27 1%	12 2%	13 2%	7 3%lp	56 1%	21 2%lp	36 1%	17 1%	13 2%s	14 4%rsw	8 5%rsw	53 1%	21 4%rsw	18 1%	72 2%
Not very important (2)	248 4%	65 3%	114 5%ac	111 3%	161 5%ac	65 3%	11 6%e	28 4%	114 5%	11 5%	51 5%	86 4%	79 3%	36 4%	35 6%lp	11 5%	165 4%	46 6%lp	89 3%	90 4%	32 5%	27 8%rsw	10 6%	179 4%	37 7%rsw	69 4%	179 4%
Neither important nor unimportant (3)	1218 20%	433 18%	466 21%	650 19%	682 21%	433 18%	37 19%	153 20%	466 21%	43 19%	217 20%	360 17%	477 20%	209 26%klmnpq	109 18%	59 25%k	837 19%	168 20%	410 16%	463 20%r	210 31%rsw	84 24%rw	42 26%rsw	873 18%	126 25%rsw	280 17%	938 21%y
Important (4)	2871 47%	1117 46%	1064 47%	1634 47%	1581 48%	1117 46%f	71 37%	368 47%f	1064 38%	86 38%	513 48%i	884 43%	1265 52%kmnopq	366 45%	266 45%	88 37%	2149 48%koq	354 43%	1110 43%v	1273 48%rtuvwx	282 41%	151 43%	53 33%	2383 48%rtvx	203 40%	723 44%	2148 47%
Very important (5)	1622 26%	736 31%bd	523 23%	993 29%bd	781 24%	736 31%	59 30%	203 26%	523 23%	74 33%hj	254 24%	672 33%lmopq	562 23%	160 20%	166 28%lm	58 24%	1234 27%lm	225 27%m	891 35%stuvwx	503 21%	120 18%	64 18%	39 24%	1393 28%stux	103 20%	518 32%z	1104 24%
Don't know	120 2%	32 1%	40 2%	39 1%	47 1%	32 1%	11 6%e	18 2%	40 2%	7 3%	22 2%	32 2%	25 1%	26 3%klnp	4 1%	14 6%klnpq	56 1%	19 2%l	33 1%	22 1%	25 4%rsw	14 4%rsw	9 5%rsw	55 1%	23 4%rsw	20 1%	99 2%
NET Not at all important/ Not very important	339 5%	86 4%	167 7%ac	141 4%	222 7%ac	86 4%	15 8%e	35 5%	167 7%	18 8%	66 6%	115 6%	106 4%	49 6%	48 8%lp	19 8%l	221 5%	67 8%lp	125 5%	107 5%	45 7%	41 12%rstw	18 11%rsw	232 5%	58 11%rstw	88 5%	251 6%
NET Important / Very important	4493 73%	1853 77%bd	1588 70%	2627 76%bd	2362 71%	1853 77%f	130 67%	572 73%	1588 70%	160 71%	767 72%	1556 75%moq	1827 75%moq	526 65%	432 73%mo	146 61%	3384 75%moq	578 69%	2000 78%tuvx	1776 75%tuvx	402 59%	214 61%	92 57%	3776 76%tuvx	306 60%	1241 76%z	3252 72%
Mean	3.94	4.05bd	3.85	4.01bd	3.88	4.05	3.93	3.96	3.85	3.95	3.90	4.03mnoq	3.94m	3.80	3.91	3.80	3.98moq	3.88	4.08stuvwx	3.92tuvx	3.71	3.66	3.70	4.00stuvx	3.67	4.03z	3.91
Std Dev.	0.87	0.82	0.92	0.83	0.89	0.82	0.99	0.84	0.92	1.01	0.87	0.90	0.81	0.87	0.95	0.99	0.85	0.96	0.88	0.79	0.89	1.00	1.08	0.84	1.03	0.88	0.87
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	91 1%	5 1%	86 1%	- -	20 1%	71 2%	- -	86 1%	4 2%	1 2%	- -	91 2%	- -
Not very important (2)	248 4%	10 2%	237 4%	2 4%	70 4%	149 4%	29 9%de	222 4%	11 7%	8 12%gk	3 4%	241 4%	4 11%
Neither important nor unimportant (3)	1218 20%	82 21%	1124 20%	11 26%	337 20%	815 20%	65 20%	1124 19%	46 29%gk	20 29%	15 20%	1190 20%	13 37%
Important (4)	2871 47%	179 45%c	2683 47%c	9 22%	764 45%	1974 48%	133 41%	2738 47%	68 42%	22 33%	36 48%	2828 47%	7 19%
Very important (5)	1622 26%	117 29%	1486 26%	19 45%b	485 28%	1058 26%	79 24%	1558 27%h	26 16%	15 22%	15 20%	1599 26%h	8 23%
Don't know	120 2%	8 2%	111 2%	1 2%	29 2%	75 2%	16 5%de	102 2%	6 4%	2 3%	6 8%nk	110 2%	3 10%
NET Not at all important/ Not very important	339 5%	15 4%	323 6%	2 4%	90 5%	220 5%	29 9%de	308 5%	15 9%	9 14%gk	3 4%	332 5%	4 11%
NET Important / Very important	4493 73%	296 74%	4169 73%	28 68%	1250 73%f	3032 73%f	211 66%	4296 74%hi	94 58%	37 55%	51 68%	4428 73%hi	15 42%
Mean	3.94	4.00	3.93	4.11	3.97	3.93	3.85	3.95hi	3.65	3.63	3.91	3.94hi	3.60
Std Dev.	0.87	0.85	0.88	0.95	0.87	0.87	0.91	0.87	0.93	1.03	0.78	0.87	1.01
Std Error	0.01	0.04	0.01	0.14	0.02	0.01	0.05	0.01	0.08	0.14	0.10	0.01	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Insurance against damage or loss

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	91 1%	24 2%	28 2%	18 1%	22 1%	11 2%	3 1%	10 2%	10 2%	11 2%	6 1%	4 1%	8 1%	5 1%	8 1%	7 1%	8 2%
Not very important	(2)	248 4%	68 4%	56 4%	66 4%	57 4%	24 5%	22 4%	22 4%	16 3%	19 4%	22 4%	22 4%	25 5%	19 4%	17 3%	11 2%	30 6%o
Neither important nor unimportant	(3)	1218 20%	289 19%	318 21%	317 20%	293 19%	96 18%	101 20%	92 19%	115 22%	99 19%	104 20%	106 22%	100 19%	111 21%	110 21%	99 19%	85 17%
Important	(4)	2871 47%	724 47%	690 45%	748 48%	710 46%	234 44%	258 50%	231 46%	228 43%	238 47%	224 44%	238 49%	249 47%	261 49%	234 44%	233 46%	242 49%
Very important	(5)	1622 26%	408 26%	419 27%	373 24%	422 27%	151 29%	128 25%	129 26%	145 28%	134 26%	140 28%	114 23%	141 27%	118 22%	149 28%	148 29%	125 25%
Don't know		120 2%	30 2%	31 2%	28 2%	31 2%	12 2%	5 1%	13 3%	10 2%	9 2%	12 2%	7 1%	9 2%	12 2%	15 3%	10 2%	6 1%
NET Not at all important/ Not very important		339 5%	92 6%	84 5%	84 5%	80 5%	35 7%	25 5%	32 7%	26 5%	29 6%	28 6%	26 5%	33 6%	24 5%	25 5%	18 3%	37 8%o
NET Important / Very important		4493 73%	1131 73%	1109 72%	1121 72%	1132 74%	385 73%	386 75%	360 72%	373 71%	371 73%	364 72%	352 72%	391 73%	379 72%	383 72%	381 75%	367 74%
Mean		3.94	3.94	3.94	3.92	3.97	3.95	3.95	3.92	3.94	3.93	3.95	3.90	3.94	3.91	3.96	4.02	3.91
Std Dev.		0.87	0.88	0.89	0.85	0.87	0.92	0.82	0.91	0.90	0.90	0.88	0.84	0.89	0.83	0.88	0.84	0.90
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI	Online	Sell online	Don't sell online	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White	NET EMG
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	45 1%	11 1%	34 1%	8 1%	38 1%	37 1%f	9 *	10 1%l	8 1%	3 *	4 1%	12 1%	6 1%	2 *	18 1%	7 *	20 1%	9 1%	43 1%	2 *
Not very important (2)	132 2%	27 2%	105 2%	25 3%	106 2%	70 2%	61 2%	27 3%jl	24 3%jl	37 3%jl	9 1%	21 2%	5 1%	10 2%	51 3%pq	45 2%q	35 1%	15 1%	115 2%	16 2%
Neither important nor unimportant (3)	796 13%	129 10%	666 13%a	93 11%	702 13%	428 14%f	368 12%	134 16%jklm	132 15%kl	158 14%	93 11%	130 11%	80 11%	70 11%	266 16%pq	250 13%	280 11%	150 11%	640 12%	147 16%r
Important (4)	2758 45%	585 47%	2173 44%	363 42%	2395 45%	1326 44%	1424 45%	344 42%	380 44%	506 45%	391 48%	522 46%	353 46%	261 42%	724 43%	898 46%	1136 45%	614 44%	2327 45%	406 45%
Very important (5)	2337 38%	455 37%	1882 38%	369 43%d	1968 37%	1097 36%	1235 39%	288 35%	313 36%	405 36%	311 38%	441 39%	309 41%	270 43%ghi	601 35%	717 37%	1020 40%n	578 42%no	2001 38%	319 35%
Don't know	101 2%	25 2%	76 2%	3 *	98 2%c	56 2%	44 1%	21 3%l	15 2%	13 1%	14 2%	17 1%	7 1%	14 2%	36 2%	27 1%	38 1%	21 2%	85 2%	14 2%
NET Not at all important/ Not very important	177 3%	38 3%	139 3%	33 4%	144 3%	107 4%f	70 2%	37 4%jlm	32 4%jl	40 4%jl	13 2%	32 3%	11 1%	12 2%	69 4%pq	52 3%	56 2%	23 2%	159 3%	18 2%
NET Important / Very important	5095 83%	1040 84%	4055 82%	732 85%	4363 82%	2422 80%	2660 85%e	632 77%	693 79%	912 81%	703 85%gh	963 84%gh	662 87%ghi	531 85%gh	1325 78%	1614 83%n	2156 85%n	1192 86%n	4328 83%	725 80%
Mean	4.19	4.20	4.19	4.24	4.18	4.14	4.23e	4.09	4.13	4.15	4.23gh	4.21g	4.27ghi	4.28ghi	4.11	4.18n	4.24no	4.27no	4.20	4.15
Std Dev.	0.80	0.79	0.80	0.83	0.79	0.84	0.75	0.87	0.84	0.80	0.73	0.79	0.74	0.76	0.85	0.77	0.77	0.75	0.80	0.77
Std Error	0.01	0.02	0.01	0.03	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	45 1%	13 1%	8 *	14 1%	10 1%	21 1%	24 1%	32 1%	12 *	2 *	3 *	11 1%	10 1%	9 1%	24 1%	4 1%	38 1%	6 *	37 1%	3 1%
Not very important (2)	132 2%	32 3%d	43 2%	35 3%	22 1%	74 2%	57 2%	97 3%h	33 1%	12 2%	12 2%	34 2%	37 2%	28 3%	83 2%	13 2%	116 2%	31 2%	95 2%	6 2%
Neither important nor unimportant (3)	796 13%	171 15%	242 12%	187 13%	196 12%	413 13%	383 12%	477 13%	308 13%	69 12%	85 12%	183 12%	195 13%	174 16%klm	463 12%	75 13%	673 13%	147 11%	606 13%	43 14%
Important (4)	2758 45%	506 44%	919 47%	603 43%	730 44%	1425 46%	1333 43%	1697 46%h	1020 43%	229 41%	308 43%	707 45%	743 48%l	478 45%	1758 46%	241 41%	2352 45%	544 42%	2089 46%	125 42%
Very important (5)	2337 38%	420 36%	698 36%	535 38%	682 41%b	1119 36%	1217 40%e	1336 36%	975 41%g	229 41%	293 41%l	622 40%l	544 35%	375 35%	1460 38%	236 40%	1929 37%	543 42%r	1686 37%	108 36%
Don't know	101 2%	12 1%	33 2%	19 1%	37 2%	45 1%	56 2%	48 1%	47 2%	20 4%klmn	17 2%km	15 1%	23 1%	5 *	55 1%	20 3%p	64 1%	26 2%	59 1%	16 5%qr
NET Not at all important/ Not very important	177 3%	44 4%d	51 3%	49 4%d	32 2%	95 3%	82 3%	129 3%h	45 2%	14 2%	15 2%	45 3%	47 3%	37 3%	107 3%	16 3%	154 3%	36 3%	132 3%	8 3%
NET Important / Very important	5095 83%	926 80%	1617 83%	1138 82%	1412 84%a	2544 82%	2550 83%	3033 82%	1994 83%	458 82%	601 84%	1329 85%m	1288 83%	853 80%	3217 84%m	476 81%	4281 83%	1087 84%s	3776 83%	233 78%
Mean	4.19	4.13	4.18	4.17	4.25abc	4.16	4.21e	4.16	4.24g	4.24m	4.25m	4.22m	4.16	4.11	4.20m	4.22	4.18	4.25r	4.17	4.16
Std Dev.	0.80	0.84	0.77	0.83	0.76	0.80	0.80	0.81	0.77	0.78	0.77	0.79	0.78	0.83	0.78	0.80	0.80	0.79	0.80	0.82
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.02	0.01	0.01	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 261

QI6_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	45 1%	37 1%	8 1%	4 2%a	37 1%	4 1%	3 1%	1 1%	2 1%i	-	3 1%	5 1%i	4 1%	8 1%i	3 *	8 1%	4 1%	-	4 1%i
Not very important (2)	132 2%	116 2%	16 2%	2 1%	111 2%	14 3%	5 2%	2 1%	5 2%	21 3%	11 2%	5 1%	8 2%	17 3%	11 1%	21 2%	13 2%	1 1%	13 3%
Neither important nor unimportant (3)	796 13%	701 13%	95 11%	18 10%	673 13%	69 13%	35 12%	19 11%	31 12%	86 13%	65 13%	73 16%m	74 14%	62 11%	111 14%	102 12%	70 13%	5 8%	63 14%
Important (4)	2758 45%	2385 45%	373 43%	67 39%	2319 45%	225 43%	138 47%	76 44%	107 43%	299 44%	199 39%	193 43%	232 43%	289 50%jlpq	382 47%jq	405 48%jpq	213 40%	22 33%	203 45%
Very important (5)	2337 38%	1977 37%	361 42%	80 46%a	1957 38%	198 38%	111 38%	72 42%	101 40%	257 38%	216 42%mr	165 37%	214 39%	190 33%	298 37%	301 36%	215 41%m	40 59%hijklmnopr	158 35%
Don't know	101 2%	89 2%	12 1%	1 1%	87 2%	8 2%	4 1%	2 1%	4 2%	14 2%	15 3%no	8 2%	11 2%	8 1%	6 1%	7 1%	14 3%n	-	8 2%
NET Not at all important/ Not very important	177 3%	153 3%	23 3%	6 4%	148 3%	17 3%	8 3%	3 2%	7 3%	21 3%	14 3%	10 2%	13 2%	25 4%n	14 2%	28 3%	17 3%	1 1%	17 4%
NET Important / Very important	5095 83%	4362 82%	733 85%	147 85%	4276 82%	423 82%	249 84%	147 86%d	208 83%	555 82%	414 81%	358 80%	446 82%	479 84%	680 84%	706 84%	428 81%	63 91%kpr	360 80%
Mean	4.19	4.18	4.25	4.27	4.19	4.18	4.20	4.27d	4.22	4.19	4.24	4.15	4.21	4.13	4.19	4.16	4.21	4.49hijklmnopr	4.13
Std Dev.	0.80	0.80	0.79	0.88	0.80	0.82	0.79	0.76	0.80	0.78	0.81	0.82	0.79	0.82	0.75	0.80	0.83	0.68	0.83
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.03	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 261

QI6_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Base : All participants

	Total	1st class all/most of the time (a)	2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
		Stamp usage				**1st class usage**			**2nd class usage**			**Reliance on postal service for sending/receiving letters and cards**							**Reliance on postal service for sending/receiving parcels**							**Affordability challenges**	
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	45 / 1%	8 / *	25 / 1%ac	14 / *	31 / 1%ac	8 / *	-	1 / *	25 / 1%	2 / 1%	6 / 1%	11 / 1%	11 / *	5 / 1%	14 / 2%klmp	4 / 2%	22 / *	18 / 2%klmp	14 / 1%	13 / 1%	7 / 1%	8 / 2%rsw	1 / 1%	28 / 1%	9 / 2%rsw	11 / 1%	34 / 1%
Not very important (2)	132 / 2%	48 / 2%	43 / 2%	85 / 2%	80 / 2%	48 / 2%	5 / 3%	12 / 1%	43 / 2%	1 / 1%	14 / 1%	30 / 1%	57 / 2%	18 / 2%	21 / 4%kp	5 / 2%	87 / 2%	26 / 3%k	41 / 2%	47 / 2%	20 / 3%	20 / 6%rsw	4 / 2%	88 / 2%	24 / 6%rsw	53 / 3%z	78 / 2%
Neither important nor unimportant (3)	796 / 13%	309 / 13%	254 / 11%	472 / 14%b	417 / 13%	309 / 13%	28 / 14%	103 / 13%	254 / 11%	24 / 10%	114 / 11%	182 / 9%	290 / 12%k	195 / 24%klmnopq	89 / 15%kp	38 / 16%kp	472 / 10%	127 / 15%klp	230 / 9%	299 / 13%r	182 / 27%rsuwx	48 / 13%r	32 / 20%rsw	529 / 11%	79 / 15%rw	216 / 13%	579 / 13%
Important (4)	2758 / 45%	1072 / 45%	1003 / 44%	1559 / 45%	1490 / 45%	1072 / 45%	74 / 38%	322 / 41%	1003 / 44%	100 / 44%	461 / 43%	785 / 38%	1235 / 51%kmpq	355 / 44%k	277 / 47%k	103 / 43%	2020 / 45%k	380 / 46%k	1006 / 39%	1244 / 53%rtvwx	282 / 41%	167 / 47%rv	54 / 34%	2250 / 46%rv	221 / 43%	697 / 43%	2061 / 45%
Very important (5)	2337 / 38%	936 / 39%	911 / 40%	1289 / 37%	1263 / 38%	936 / 39%	81 / 42%	326 / 42%	911 / 40%	96 / 42%	460 / 43%	1035 / 50%lmnopq	820 / 34%m	214 / 26%	189 / 32%	71 / 30%	1854 / 41%	260 / 31%	1260 / 49%stuvwx	742 / 31%t	168 / 25%	98 / 28%	58 / 36%t	2002 / 41%stux	156 / 30%	639 / 39%	1698 / 37%
Don't know	101 / 2%	32 / 1%	25 / 1%	39 / 1%	32 / 1%	32 / 1%	5 / 3%	14 / 2%	25 / 1%	4 / 2%	15 / 1%	20 / 1%	22 / 1%	23 / 3%klmp	3 / *	18 / 8%klmnpq	42 / 1%	21 / 2%klmp	17 / 1%	22 / 1%	22 / 3%rsw	13 / 4%rsw	12 / 7%rsw	39 / 1%	25 / 5%rstw	12 / 1%	89 / 2%xy
NET Not at all important/ Not very important	177 / 3%	56 / 2%	68 / 3%	99 / 3%	111 / 3%	56 / 2%	5 / 3%	12 / 2%	68 / 3%	3 / 1%	20 / 2%	41 / 2%	68 / 3%	24 / 3%	35 / 6%klmp	9 / 4%	109 / 2%	44 / 5%klp	55 / 2%	60 / 3%	27 / 4%r	28 / 8%rstw	5 / 3%	115 / 2%	33 / 6%rsw	64 / 4%z	113 / 2%
NET Important / Very important	5095 / 83%	2008 / 84%	1913 / 85%	2848 / 83%	2753 / 83%	2008 / 84%	155 / 80%	648 / 83%	1913 / 85%	196 / 87%	922 / 86%	1820 / 88%lmnoq	2055 / 84%mnoq	569 / 70%	466 / 79%m	173 / 73%	3875 / 86%mnoq	640 / 77%m	2266 / 88%stuvwx	1986 / 84%tuvx	450 / 66%	265 / 75%t	112 / 70%	4252 / 86%stuvx	377 / 73%t	1336 / 82%	3759 / 83%
Mean	4.19	4.21	4.22	4.18	4.18	4.21	4.23	4.26	4.22	4.29	4.28	4.37lmnopq	4.16mnq	3.96	4.03	4.05	4.26lmnopq	4.03	4.38stuvwx	4.13tux	3.89	3.96	4.10t	4.25stux	4.01	4.18	4.19
Std Dev.	0.80	0.77	0.81	0.79	0.81	0.77	0.80	0.75	0.81	0.74	0.75	0.75	0.76	0.82	0.91	0.86	0.76	0.90	0.76	0.75	0.86	0.93	0.88	0.76	0.92	0.83	0.78
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.05	0.02	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.01	0.02	0.03	0.05	0.07	0.01	0.04	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	45 1%	3 1%	41 1%	2 4%b	14 1%	31 1%	-	39 1%	5 3%gk	2 2%	*	45 1%	-
Not very important (2)	132 2%	13 3%	117 2%	1 3%	41 2%	81 2%	10 3%	98 2%	20 13%gk	7 10%gk	4 5%	125 2%	3 9%
Neither important nor unimportant (3)	796 13%	51 13%	739 13%	6 14%	216 13%	509 12%	70 22%de	720 12%	37 23%gk	13 19%	12 16%	771 13%	13 37%
Important (4)	2758 45%	164 41%	2584 45%c	11 26%	719 42%	1917 46%df	122 38%	2635 45%h	54 34%	31 46%	30 41%	2720 45%h	8 22%
Very important (5)	2337 38%	164 41%	2152 38%	21 51%	693 41%e	1536 37%	108 34%	2248 39%hi	42 26%	16 23%	24 32%	2305 38%hi	8 23%
Don't know	101 2%	6 1%	94 2%	1 2%	22 1%	67 2%	12 4%de	91 2%	3 2%	-	5 6%gk	93 2%	3 10%
NET Not at all important/ Not very important	177 3%	16 4%	158 3%	3 7%	55 3%	112 3%	10 3%	136 2%	25 16%gk	8 12%gk	4 5%	170 3%	3 9%
NET Important / Very important	5095 83%	327 82%	4736 83%	32 77%	1412 83%f	3453 83%f	230 71%	4883 84%hij	96 60%	47 68%	54 73%	5026 83%hi	16 44%
Mean	4.19	4.20	4.19	4.20	4.21f	4.19f	4.06	4.21hi	3.68	3.77	4.06h	4.19hi	3.65
Std Dev.	0.80	0.84	0.79	1.07	0.82	0.78	0.84	0.78	1.10	0.99	0.86	0.79	0.98
Std Error	0.01	0.04	0.01	0.15	0.02	0.01	0.05	0.01	0.09	0.13	0.11	0.01	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Same price to send to anywhere within the UK

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important (1)	45 1%	12 1%	8 1%	11 1%	14 1%	5 1%	5 1%	3 1%	5 1%	1 *	2 *	7 1%	1 *	3 1%	2 *	4 1%	9 2%II
Not very important (2)	132 2%	35 2%	26 2%	37 2%	34 2%	6 1%	12 2%o	18 4%ejo	11 2%	10 2%	5 1%	8 2%	20 4%ejo	8 2%	15 3%o	2 *	17 3%ejo
Neither important nor unimportant (3)	796 13%	166 11%	234 15%ad	215 14%a	181 12%	65 12%	51 10%	49 10%	85 16%fgo	70 14%	79 16%fg	72 15%	70 13%	72 14%	71 13%	54 11%	56 11%
Important (4)	2758 45%	700 45%	685 44%	700 45%	673 44%	227 43%	248 48%	225 45%	224 43%	243 48%	218 43%	222 45%	235 44%	243 46%	215 40%	235 46%	224 45%
Very important (5)	2337 38%	602 39%	561 36%	564 36%	610 40%	215 41%	197 38%	190 38%	192 37%	171 34%	198 39%	176 36%	197 37%	191 36%	222 42%l	205 40%	183 37%
Don't know	101 2%	28 2%	27 2%	24 2%	22 1%	11 2%	3 1%	14 3%f	8 2%	13 3%f	6 1%	6 1%	8 2%	10 2%	8 1%	8 2%	7 1%
NET Not at all important/ Not very important	177 3%	48 3%	33 2%	47 3%	48 3%	10 2%	17 3%	20 4%ejo	16 3%	11 2%	7 1%	15 3%	21 4%jo	11 2%	16 3%	6 1%	26 5%eijmo
NET Important / Very important	5095 83%	1302 84%b	1246 81%	1264 82%	1283 84%	441 84%	446 86%h	415 83%	416 79%	415 81%	416 82%	398 81%	432 81%	434 82%	437 82%	440 87%h	407 82%
Mean	4.19	4.22	4.17	4.16	4.21	4.24	4.21	4.20	4.14	4.16	4.21	4.14	4.16	4.18	4.22	4.27hkp	4.14
Std Dev.	0.80	0.79	0.78	0.80	0.81	0.78	0.79	0.81	0.83	0.75	0.76	0.83	0.81	0.77	0.81	0.73	0.88
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.04	0.03	0.03	0.04	0.04	0.03	0.04	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 262

QI6_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Base : All participants

		Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)		38 / 1%	9 / 1%	29 / 1%	7 / 1%	31 / 1%	19 / 1%	18 / 1%	10 / 1%	7 / 1%	3 / *	3 / *	7 / 1%	5 / 1%	2 / *	17 / 1%o	6 / *	14 / 1%	8 / 1%	36 / 1%	2 / *
Not very important (2)		123 / 2%	24 / 2%	99 / 2%	19 / 2%	104 / 2%	77 / 3%f	46 / 1%	19 / 2%	17 / 2%	23 / 2%	12 / 1%	29 / 3%	12 / 2%	12 / 2%	36 / 2%	35 / 2%	52 / 2%	23 / 2%	105 / 2%	18 / 2%
Neither important nor unimportant (3)		634 / 10%	92 / 7%	541 / 11%a	59 / 7%	575 / 11%c	371 / 12%f	263 / 8%	102 / 12%k	103 / 12%k	124 / 11%k	81 / 10%	89 / 8%	70 / 9%	64 / 10%	205 / 12%p	205 / 11%	224 / 9%	135 / 10%	517 / 10%	111 / 12%
Important (4)		2860 / 46%	562 / 46%	2298 / 47%	371 / 43%	2489 / 47%	1388 / 46%	1465 / 47%	371 / 45%	392 / 45%	534 / 48%	403 / 49%	513 / 45%	360 / 47%	287 / 46%	762 / 45%	937 / 48%	1161 / 46%	648 / 47%	2090 / 46%	437 / 48%
Very important (5)		2430 / 39%	526 / 43%b	1904 / 39%	403 / 47%d	2027 / 38%	1104 / 37%	1319 / 42%e	301 / 37%	341 / 39%	428 / 38%	312 / 38%	489 / 43%g	307 / 40%	250 / 40%	643 / 38%	740 / 38%	1047 / 41%	558 / 40%	2090 / 40%	322 / 36%
Don't know		85 / 1%	21 / 2%	64 / 1%	3 / *	82 / 2%c	54 / 2%f	31 / 1%	20 / 2%il	13 / 1%	9 / 1%	12 / 1%	16 / 1%	5 / 1%	11 / 2%	33 / 2%	21 / 1%	31 / 1%	16 / 1%	70 / 1%	15 / 2%
NET Not at all important/ Not very important		161 / 3%	33 / 3%	128 / 3%	26 / 3%	135 / 3%	97 / 3%f	64 / 2%	30 / 4%	24 / 3%	26 / 2%	15 / 2%	35 / 3%	17 / 2%	14 / 2%	53 / 3%	41 / 2%	66 / 3%	31 / 2%	141 / 3%	20 / 2%
NET Important / Very important		5289 / 86%	1087 / 88%b	4202 / 85%	774 / 90%d	4516 / 85%	2492 / 83%	2784 / 89%e	672 / 82%	733 / 84%	962 / 86%g	715 / 87%g	1002 / 88%g	668 / 88%g	537 / 86%	1405 / 83%	1677 / 86%n	2208 / 87%n	1205 / 87%n	4485 / 86%	759 / 84%
Mean		4.24	4.30b	4.22	4.33d	4.22	4.18	4.29e	4.16	4.21	4.22	4.25	4.29g	4.26g	4.25	4.19	4.23	4.27n	4.26	4.24	4.19
Std Dev.		0.76	0.75	0.77	0.77	0.76	0.79	0.73	0.83	0.79	0.75	0.72	0.77	0.75	0.74	0.81	0.73	0.75	0.75	0.77	0.74
Std Error		0.01	0.02	0.01	0.03	0.01	0.01	0.01	0.03	0.03	0.02	0.03	0.02	0.03	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	38 1%	12 1%	9 *	9 1%	8 *	21 1%	17 1%	27 1%	10 *	8 1%jn	1 *	6 *	7 *	6 1%	15 *	9 2%p	26 *	12 1%	25 1%	1 *
Not very important (2)	123 2%	27 2%	45 2%	26 2%	25 1%	72 2%	51 2%	83 2%	40 2%	11 2%	17 2%	28 2%	27 2%	28 3%	72 2%	12 2%	108 2%	18 1%	100 2%	6 2%
Neither important nor unimportant (3)	634 10%	115 10%	182 9%	154 11%	183 11%	297 10%	337 11%	363 10%	256 11%	53 9%	83 12%	171 11%	139 9%	110 10%	392 10%	56 10%	524 10%	138 11%	451 10%	45 15%r
Important (4)	2860 46%	528 46%	980 50%cd	639 46%	713 43%	1508 49%f	1352 44%	1729 47%	1097 46%	224 40%	297 41%	740 47%ij	785 51%ij	525 49%ij	1822 47%ij	240 41%	2460 48%o	535 41%	2202 48%qs	123 41%
Very important (5)	2430 39%	463 40%	699 36%	551 40%	715 43%b	1162 38%	1266 41%e	1446 39%	952 40%	242 43%l	306 43%	611 39%	578 37%	396 37%	1495 39%	248 42%	2003 39%	570 44%rs	1752 38%	108 36%
Don't know	85 1%	9 1%	28 1%	15 1%	34 2%a	37 1%	48 2%	39 1%	40 2%	22 4%klmn	14 2%m	16 1%	17 1%	4 *	47 1%	22 4%p	52 1%	25 2%r	43 1%	18 6%qr
NET Not at all important/ Not very important	161 3%	38 3%	55 3%	35 3%	33 2%	93 3%	68 2%	110 3%	50 2%	19 3%	18 3%	34 2%	34 2%	35 3%	86 2%	21 4%	133 3%	29 2%	124 3%	7 2%
NET Important / Very important	5289 86%	991 86%	1679 86%	1190 85%	1428 85%	2670 86%	2618 85%	3175 86%	2049 86%	466 83%	603 84%	1350 86%	1363 88%i	921 86%	3317 86%	488 83%	4463 86%	1105 85%s	3954 86%s	231 77%
Mean	4.24	4.23	4.21	4.23	4.26b	4.22	4.26	4.23	4.25	4.27	4.26	4.23	4.24	4.20	4.24	4.25	4.23	4.28	4.23	4.17
Std Dev.	0.76	0.80	0.75	0.77	0.76	0.77	0.76	0.78	0.75	0.83	0.77	0.75	0.72	0.77	0.74	0.84	0.75	0.78	0.76	0.80
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	38 1%	34 1%	3 *	1 1%	33 1%	3 1%	2 1%	* *	1 1%	4 1%	2 *	6 1%	1 *	4 1%	5 1%	6 1%	4 1%	1 1%	2 *
Not very important (2)	123 2%	104 2%	19 2%	4 2%	107 2%	8 2%	5 2%	3 2%	4 2%	9 1%	7 1%	14 3%	12 2%	12 2%	16 2%	20 2%	13 2%	1 2%	7 1%
Neither important nor unimportant (3)	634 10%	560 11%	73 8%	14 8%	512 10%	74 14%de	31 10%	17 10%	24 10%	65 10%	58 11%p	46 10%	47 9%	63 11%	99 12%p	73 9%	36 7%	5 8%	69 15%hiklop
Important (4)	2860 46%	2437 46%	423 49%	81 47%	2406 46%	230 44%	144 49%	80 47%	106 42%	313 46%	226 45%	195 43%	259 48%	284 50%	381 47%	408 48%	235 44%	33 48%	197 44%
Very important (5)	2430 39%	2090 39%	340 39%	72 42%	2054 40%	196 38%	112 38%	68 40%	111 44%mr	270 40%	206 41%	181 40%	215 40%	209 36%	304 38%	331 39%	227 43%	28 41%	167 37%
Don't know	85 1%	80 2%	5 1%	1 *	74 1%	7 1%	2 1%	2 1%	4 2%	16 2%mr	9 2%	7 2%	8 1%	2 *	6 1%	7 1%	14 3%mn	-	7 2%
NET Not at all important/ Not very important	161 3%	138 3%	23 3%	5 3%	139 3%	11 2%	7 2%	4 2%	6 2%	12 2%	9 2%	20 5%ijr	14 3%	15 3%	21 3%	26 3%	17 3%	2 3%	9 2%
NET Important / Very important	5289 86%	4527 85%	762 88%	153 89%	4459 86%e	426 82%	256 87%e	148 87%e	216 86%	583 86%r	433 85%	376 84%	474 87%r	493 86%	685 84%	737 87%r	462 87%r	61 89%	364 81%
Mean	4.24	4.23	4.25	4.27	4.24	4.19	4.23	4.26	4.30r	4.27	4.26	4.20	4.26	4.19	4.20	4.24	4.30r	4.26	4.18
Std Dev.	0.76	0.77	0.74	0.76	0.77	0.78	0.75	0.73	0.76	0.73	0.74	0.85	0.73	0.76	0.77	0.77	0.77	0.77	0.78
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.03	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.06	0.03

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 262

QI6_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	38 1%	9 *	19 1%	14 *	24 1%	9 *	4 2%eg	2 *	19 1%	4 2%	5 1%	10 *	9 *	5 1%	9 2%klp	4 2%lp	18 *	13 2%klp	9 *	9 *	6 1%	8 2%rsw	5 3%rsw	18 *	13 2%rsw	12 1%	25 1%
Not very important (2)	123 2%	39 2%	51 2%	68 2%	80 2%	39 2%	4 2%	9 1%	51 2%	6 3%	22 2%	24 1%	49 2%	33 4%klinp	9 1%	8 3%k	73 2%	17 2%	30 1%	47 2%	21 3%rw	17 5%rsw	8 5%rsw	77 2%	25 6%rsw	47 3%z	76 2%
Neither important nor unimportant (3)	634 10%	190 8%	220 10%	344 10%a	374 11%a	190 8%	12 6%	74 10%	220 10%	19 9%	100 9%	130 6%	247 10%k	159 20%klinopq	66 11%k	28 12%k	377 8%k	94 11%kp	160 6%	214 9%r	176 26%rsuwx	48 13%rsw	31 20%rsw	374 8%	79 15%rsw	197 12%z	437 10%
Important (4)	2860 46%	1109 47%	1054 47%	1617 47%	1562 47%	1109 46%	75 38%	354 46%	1054 47%	94 42%	490 46%	801 39%	1292 53%kmopq	384 47%k	284 48%k	95 40%	2093 47%k	378 45%k	1062 41%	1282 54%rtuvwx	291 43%	156 44%	57 36%	2345 47%rvx	213 42%	696 43%	2164 48%y
Very important (5)	2430 39%	1033 43%d	896 40%	1389 40%	1251 38%	1033 43%	94 49%	326 42%	896 40%	101 44%	442 41%	1082 52%lmnopq	820 34%m	209 26%	224 38%m	91 38%m	1902 42%k	315 38%m	1294 50%stuvwx	793 34%t	170 25%	115 32%l	51 32%	2087 42%stuvx	166 32%t	665 41%	1765 39%
Don't know	85 1%	24 1%	20 1%	25 1%	22 1%	24 1%	5 2%	12 2%	20 1%	2 1%	11 1%	16 1%	18 1%	22 3%klinpq	2 *	13 5%klinpq	34 1%	15 2%lnp	14 1%	22 1%	19 3%rsw	11 3%rsw	7 5%rsw	36 1%	18 3%rsw	12 1%	73 2%y
NET Not at all important/ Not very important	161 3%	48 2%	70 3%	82 2%	105 3%a	48 2%	8 4%g	11 1%	70 3%	10 4%	28 3%	33 2%	58 2%	38 6%klp	18 3%	12 5%klp	91 2%	30 4%kp	39 2%	56 2%	26 4%rw	25 7%rsw	13 8%rsw	94 2%	38 7%rstw	59 4%z	102 2%
NET Important / Very important	5289 86%	2142 89%bcd	1950 86%	3005 87%	2813 85%	2142 89%	169 87%	681 88%	1950 86%	195 86%	932 87%	1883 91%lmnopq	2112 87%mo	592 73%	508 86%mo	186 78%	3995 89%lmnoq	694 83%m	2356 92%stuvwx	2076 88%stuvwx	461 68%	270 77%t	109 68%	4432 90%stuvx	379 74%	1361 84%	3929 87%y
Mean	4.24	4.31bcd	4.23	4.25d	4.20	4.31	4.33	4.30	4.23	4.26	4.27	4.43lmnopq	4.19m	3.96	4.19m	4.16m	4.30lmnoq	4.18m	4.41stuvwx	4.20tuvx	3.90	4.03	3.93	4.31stuvx	4.00	4.21	4.25
Std Dev.	0.76	0.72	0.78	0.75	0.79	0.72	0.86	0.71	0.78	0.85	0.76	0.71	0.72	0.83	0.81	0.89	0.72	0.83	0.69	0.71	0.85	0.94	1.02	0.71	0.96	0.82	0.74
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.06	0.02	0.02	0.06	0.02	0.02	0.01	0.03	0.03	0.06	0.01	0.03	0.01	0.01	0.03	0.05	0.08	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql6_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	38 1%	2 *	34 1%	2 4%ab	12 1%	23 1%	3 1%	33 1%	3 2%	1 2%	- -	38 1%	- -
Not very important (2)	123 2%	7 2%	116 2%	- -	37 2%	78 2%	8 2%	97 2%	13 8%gk	5 8%gk	2 3%	116 2%	5 15%
Neither important nor unimportant (3)	634 10%	43 11%	587 10%	4 11%	175 10%	401 10%	58 18%de	558 10%	35 22%gk	17 26%gk	13 17%	610 10%	12 33%
Important (4)	2860 46%	184 46%	2662 46%	14 33%	733 43%	1993 48%d	134 42%	2725 47%	62 38%	33 48%	30 41%	2820 47%	10 28%
Very important (5)	2430 39%	160 40%	2248 39%	21 51%	728 43%ef	1593 38%	109 34%	2344 40%hi	46 28%	11 16%	25 33%	2400 40%hi	5 14%
Don't know	85 1%	6 1%	79 1%	1 2%	22 1%	54 1%	10 3%e	73 1%	3 2%	2 2%	4 6%gk	77 1%	3 10%
NET Not at all important/ Not very important	161 3%	8 2%	151 3%	2 4%	49 3%	101 2%	11 3%	131 2%	16 10%gk	7 10%gk	2 3%	153 3%	5 15%
NET Important / Very important	5289 86%	344 86%	4911 86%	35 83%	1460 86%f	3586 87%f	243 76%	5069 87%hij	107 67%	43 63%	55 74%	5219 86%hij	15 42%
Mean	4.24	4.25	4.23	4.28	4.26f	4.24f	4.09	4.26hi	3.85	3.69	4.11i	4.24hi	3.45
Std Dev.	0.76	0.75	0.76	0.97	0.79	0.75	0.84	0.75	0.99	0.91	0.81	0.76	0.96
Std Error	0.01	0.04	0.01	0.14	0.02	0.01	0.05	0.01	0.09	0.12	0.10	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QI6_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of postage/dispatch

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	38 1%	7 *	12 1%	8 *	11 1%	* *	2 *	4 1%	4 1%	7 1%e	2 *	5 1%	1 *	2 *	3 1%	4 1%	4 1%
Not very important	(2)	123 2%	32 2%	26 2%	33 2%	32 2%	9 2%	8 2%	15 3%o	10 2%	9 2%	7 1%	7 1%	20 4%kc	8 1%	11 2%	4 1%	17 3%o
Neither important nor unimportant	(3)	634 10%	159 10%	184 12%	143 9%	148 10%	49 9%	62 12%	49 10%	82 16%egiklmnop	47 9%	54 11%	49 10%	55 10%	39 7%	51 10%	47 9%	50 10%
Important	(4)	2860 46%	747 48%	713 46%	707 46%	692 45%	236 45%	278 54%ehklno	234 47%	229 44%	248 49%	236 47%	211 43%	237 44%	260 49%n	221 41%	232 46%	239 48%
Very important	(5)	2430 39%	575 37%	579 38%	639 41%	636 41%	228 43%f	165 32%	182 36%	195 37%	186 37%	198 39%	215 44%f	212 40%f	213 40%f	242 45%fghip	215 42%f	179 36%
Don't know		85 1%	23 2%	27 2%	20 1%	15 1%	6 1%	2 *	15 3%fo	5 1%	11 2%	11 2%	7 1%	7 1%	6 1%	5 1%	4 1%	6 1%
NET Not at all important/ Not very important		161 3%	39 3%	38 2%	41 3%	43 3%	9 2%	10 2%	19 4%	13 3%	16 3%	9 2%	10 2%	22 4%	9 2%	14 3%	8 2%	21 4%
NET Important / Very important		5289 86%	1322 86%	1292 84%	1346 87%	1329 87%	464 88%h	442 86%	415 83%	424 81%	435 85%	434 85%	426 87%h	449 84%	472 90%ghi	462 87%h	448 88%h	419 84%
Mean		4.24	4.22	4.20	4.27	4.26	4.31fghp	4.16	4.19	4.16	4.20	4.25	4.29fh	4.21	4.29fhp	4.30fhp	4.29fh	4.17
Std Dev.		0.76	0.75	0.78	0.76	0.77	0.71	0.72	0.80	0.81	0.79	0.73	0.77	0.80	0.70	0.77	0.74	0.80
Std Error		0.01	0.02	0.02	0.02	0.02	0.03	0.03	0.04	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.03	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QI6_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	49 1%	9 1%	40 1%	10 1%	39 1%	31 1%	18 1%	13 2%il	8 1%	5 *	3 *	6 1%	9 1%	5 1%	20 1%o	8 *	21 1%	14 1%	46 1%	3 *
Not very important (2)	115 2%	17 1%	99 2%	20 2%	95 2%	57 2%	58 2%	20 2%	17 2%	23 2%	13 2%	18 2%	12 2%	12 2%	37 2%	36 2%	42 2%	24 2%	95 2%	20 2%
Neither important nor unimportant (3)	669 11%	83 7%	586 12%a	68 8%	602 11%c	407 14%f	260 8%	114 14%jkl	111 13%jl	119 11%	72 9%	112 10%	65 9%	76 12%	225 13%opq	192 10%	253 10%	141 10%	552 11%	112 12%
Important (4)	2817 46%	553 45%	2263 46%	368 43%	2449 46%	1357 45%	1453 46%	365 44%	373 43%	541 48%k	390 47%	489 43%	377 50%hk	281 45%	739 44%	931 48%n	1147 45%	658 47%	2362 45%	428 47%
Very important (5)	2430 39%	551 45%b	1878 38%	393 46%d	2036 38%	1107 37%	1317 42%e	292 35%	353 40%	424 38%	329 40%	500 44%gj	293 39%	239 38%	645 38%	752 39%	1033 41%	532 38%	2080 40%	330 36%
Don't know	89 1%	20 2%	70 1%	2 *	88 2%c	53 2%	36 1%	20 2%il	11 1%	10 1%	15 2%l	17 2%	3 *	14 2%l	30 2%	25 1%	34 1%	17 1%	77 1%	13 1%
NET Not at all important/ Not very important	164 3%	25 2%	139 3%	31 4%	133 3%	88 3%	76 2%	32 4%	25 3%	28 3%	15 2%	24 2%	22 3%	17 3%	58 3%	44 2%	63 2%	38 3%	142 3%	22 2%
NET Important / Very important	5246 85%	1105 90%b	4142 84%	761 88%d	4485 85%	2464 82%	2770 88%e	657 80%	726 83%	964 86%g	719 87%g	989 87%g	670 88%ghm	520 83%	1383 82%	1683 87%n	2180 86%n	1190 86%n	4442 85%	758 84%
Mean	4.23	4.34b	4.20	4.30d	4.22	4.17	4.29e	4.12	4.21	4.22g	4.28g	4.30g	4.23g	4.20	4.17	4.24n	4.25n	4.22	4.23	4.19
Std Dev.	0.78	0.73	0.79	0.81	0.77	0.81	0.74	0.85	0.81	0.75	0.72	0.76	0.77	0.79	0.83	0.74	0.77	0.78	0.78	0.76
Std Error	0.01	0.02	0.01	0.03	0.01	0.01	0.01	0.03	0.03	0.03	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	49 1%	12 1%	19 1%	10 1%	7 *	32 1%	17 1%	22 1%	26 1%	6 1%	2 *	13 1%	9 1%	10 1%	24 1%	8 1%	39 1%	6 *	39 1%	4 1%
Not very important (2)	115 2%	22 2%	31 2%	23 2%	39 2%	53 2%	62 2%	71 2%	43 2%	13 2%	18 3%	24 2%	32 2%	17 2%	75 2%	13 2%	95 2%	31 2%	72 2%	12 4%r
Neither important nor unimportant (3)	669 11%	110 10%	231 12%	143 10%	185 11%	341 11%	328 11%	393 11%	267 11%	68 12%	84 12%	179 11%	157 10%	112 10%	420 11%	71 12%	558 11%	136 10%	496 11%	38 13%
Important (4)	2817 46%	529 46%	912 47%d	661 47%d	715 43%	1441 47%	1376 45%	1697 46%	1081 45%	217 39%	299 42%	743 47%ij	752 48%ij	497 46%i	1794 47%ij	229 39%	2411 47%o	549 42%	2147 47%q	121 40%
Very important (5)	2430 39%	471 41%	718 37%	541 39%	699 42%b	1189 38%	1240 40%	1459 40%	939 39%	237 42%	295 41%	601 38%	584 38%	425 40%	1480 39%	246 42%	2010 39%	552 43%r	1767 39%	110 37%
Don't know	89 1%	9 1%	32 2%	16 1%	32 2%a	41 1%	48 2%	44 1%	39 2%	21 4%klmn	19 3%klmn	11 1%	19 1%	8 1%	49 1%	21 4%p	58 1%	22 2%	52 1%	15 5%qr
NET Not at all important/ Not very important	164 3%	35 3%	50 3%	33 2%	46 3%	85 3%	79 3%	93 3%	68 3%	19 3%	20 3%	38 2%	41 3%	27 2%	99 3%	21 4%	134 3%	38 3%	111 2%	16 5%r
NET Important / Very important	5246 85%	1000 87%	1630 84%	1202 86%	1413 84%	2630 85%	2615 85%	3157 86%	2020 84%	454 81%	595 83%	1344 86%i	1336 86%i	922 86%i	3274 85%i	476 81%	4422 85%o	1101 85%s	3914 86%s	231 77%
Mean	4.23	4.24	4.19	4.23	4.25	4.21	4.24	4.24	4.22	4.23	4.24	4.21	4.22	4.24	4.22	4.22	4.22	4.26s	4.22	4.13
Std Dev.	0.78	0.79	0.78	0.76	0.78	0.79	0.77	0.77	0.80	0.84	0.78	0.77	0.76	0.77	0.77	0.85	0.77	0.78	0.77	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02	0.04	0.03	0.02	0.02	0.02	0.01	0.04	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Table 263

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	49 1%	42 1%	7 1%	2 1%	40 1%	7 1%	2 1%	* *	1 1%	2 *	2 *	6 1%	5 1%	6 1%	5 1%	9 1%	4 1%	1 2%	5 1%
Not very important (2)	115 2%	104 2%	11 1%	5 3%	98 2%	11 2%	5 2%	2 1%	6 2%	18 3%	12 2%	8 2%	11 2%	5 1%	11 1%	19 2%	9 2%	1 1%	11 2%
Neither important nor unimportant (3)	669 11%	581 11%	88 10%	15 8%	561 11%	60 11%	32 11%	17 10%	30 12%	76 11%	64 13%i	42 9%	43 8%	67 12%	110 14%i	79 9%	50 10%	6 8%	54 12%
Important (4)	2817 46%	2423 46%	393 46%	71 41%	2367 46%	233 45%	139 47%	78 46%	115 46%	282 42%	221 43%	210 47%	261 48%	276 48%	365 45%	414 48%l	223 42%	28 40%	205 46%
Very important (5)	2430 39%	2071 39%	358 42%	79 46%	2041 39%	200 39%	117 40%	72 42%	95 38%	282 42%	203 40%	175 39%	217 40%	217 38%	310 38%	315 37%	229 43%	34 49%	166 37%
Don't know	89 1%	84 2%	6 1%	1 1%	78 2%	7 1%	1 *	2 1%	4 1%	17 3%m	7 1%	8 2%	8 1%	2 *	10 1%	8 1%	14 3%m	- -	7 2%
NET Not at all important/ Not very important	164 3%	146 3%	18 2%	7 4%	137 3%g	18 3%g	7 2%	2 1%	7 3%	20 3%	14 3%	14 3%	16 3%	12 2%	16 2%	27 3%	12 2%	2 3%	16 4%
NET Important / Very important	5246 85%	4494 85%	752 87%	150 87%	4408 85%	433 84%	255 86%	150 88%	210 84%	563 83%	424 83%	385 86%	477 88%r	492 86%	674 83%	730 86%	452 85%	61 89%	372 83%
Mean	4.23	4.22	4.27	4.28	4.23	4.19	4.23	4.30e	4.20	4.25	4.22	4.23	4.26	4.21	4.20	4.21	4.29r	4.34	4.17
Std Dev.	0.78	0.78	0.76	0.84	0.78	0.82	0.76	0.70	0.78	0.78	0.78	0.79	0.76	0.77	0.77	0.78	0.77	0.81	0.82
Std Error	0.01	0.01	0.02	0.03	0.01	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	49 1%	10 *	23 1%	21 1%	34 1%	10 *	4 2%e	6 1%	23 1%	2 1%	12 1%	9 *	14 1%	8 1%	14 2%klp	3 1%	24 1%	17 2%klp	10 *	16 1%	8 1%	9 3%rsw	3 2%rw	26 1%	13 2%rsw	16 1%	32 1%
Not very important (2)	115 2%	35 1%	47 2%	60 2%	72 2%	35 1%	5 3%	11 1%	47 2%	3 1%	22 2%	39 2%	35 1%	22 3%l	16 3%	3 1%	74 2%	19 2%	55 2%s	27 1%	16 2%	10 3%	7 4%s	82 2%	16 3%	52 3%z	63 1%
Neither important nor unimportant (3)	669 11%	230 10%	248 11%	360 10%	378 11%	230 10%	18 9%	75 10%	248 11%	30 13%	111 10%	172 8%	237 10%	173 21%klmnopq	54 9%	33 14%k	409 9%	87 10%	194 8%	233 10%r	158 23%rsuvwx	57 16%rsw	26 16%rsw	427 9%	83 16%rsw	208 13%z	462 10%
Important (4)	2817 46%	1037 43%	1083 48%ac	1533 44%	1579 48%ac	1037 43%	74 38%	336 43%	1083 48%	93 41%	509 47%	778 38%	1281 53%kmopq	379 47%ko	287 48%ko	86 36%	2059 46%ko	373 45%k	985 38%	1323 56%rtuvwx	281 41%	166 47%rtv	55 34%	2309 47%rtv	220 43%	704 43%	2113 47%
Very important (5)	2430 39%	1064 44%bd	838 37%	1447 42%bd	1222 37%	1064 44%	87 45%	338 44%	838 37%	95 42%	404 38%	1044 51%lmnopq	853 35%m	204 25%	222 37%m	101 42%m	1897 42%lm	323 39%m	1311 51%stuvwx	750 32%	194 29%	103 29%	64 40%t	2061 42%stux	167 32%	639 39%	1791 39%
Don't know	89 1%	27 1%	20 1%	36 1%	29 1%	27 1%	5 3%	10 1%	20 1%	4 2%	13 1%	20 1%	15 1%	24 3%klnp	1 *	12 5%klnpq	35 1%	13 2%n	13 *	19 1%	24 4%rsw	9 3%rsw	6 4%rsw	31 1%	15 3%rsw	10 1%	79 2%y
NET Not at all important/ Not very important	164 3%	46 2%	70 3%a	81 2%	106 3%a	46 2%	9 5%e	17 2%	70 3%	5 2%	34 3%	49 2%	49 2%	30 4%lp	30 5%klp	6 3%	98 2%	36 4%klp	65 3%	43 2%	23 3%	19 5%rsw	10 6%rsw	109 2%	29 6%rsw	69 4%z	96 2%
NET Important / Very important	5246 85%	2101 87%d	1922 85%	2980 86%	2801 85%	2101 87%	162 83%	675 87%	1922 85%	188 83%	913 85%	1822 88%moq	2135 88%moq	583 72%	508 85%m	188 79%	3957 88%moq	696 84%m	2297 89%tuvx	2073 88%tuvx	475 70%	269 76%	118 74%	4370 89%tuvx	387 75%	1342 82%	3904 86%y
Mean	4.23	4.31bd	4.19	4.26bd	4.18	4.31	4.26	4.29	4.19	4.24	4.20	4.37lmnopq	4.21m	3.95	4.16m	4.23m	4.28lmnq	4.18m	4.38stuvwx	4.18tux	3.97	4.00	4.10	4.28stuvx	4.03	4.17	4.25y
Std Dev.	0.78	0.74	0.79	0.76	0.80	0.74	0.89	0.77	0.79	0.79	0.80	0.76	0.72	0.83	0.88	0.85	0.74	0.87	0.75	0.70	0.86	0.91	0.97	0.74	0.93	0.84	0.75
Std Error	0.01	0.02	0.02	0.01	0.01	0.02	0.06	0.03	0.02	0.05	0.02	0.02	0.01	0.03	0.04	0.05	0.01	0.03	0.01	0.01	0.03	0.05	0.08	0.01	0.04	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Base : All participants

		Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	49 1%	* *	48 1%	- -	12 1%	32 1%	5 2%	43 1%	6 4%gk	- -	* *	49 1%	- -
Not very important (2)	115 2%	8 2%	107 2%	* 1%	35 2%	68 2%	12 4%e	99 2%	4 3%	10 14%ghjk	1 2%	113 2%	2 5%
Neither important nor unimportant (3)	669 11%	48 12%	616 11%	5 13%	186 11%	430 10%	53 17%de	581 10%	45 28%gk	19 27%gk	11 15%	645 11%	13 36%
Important (4)	2817 46%	185 46%	2619 46%	12 28%	728 43%	1944 47%d	145 45%	2689 46%h	53 33%	31 45%	34 46%	2773 46%h	10 29%
Very important (5)	2430 39%	155 39%	2251 39%	23 55%	725 43%ef	1606 39%f	98 30%	2340 40%i	50 31%i	10 14%	25 33%i	2399 40%i	6 16%
Don't know	89 1%	3 1%	85 1%	1 2%	19 1%	62 1%	8 3%	79 1%	3 2%	- -	3 4%	81 1%	5 14%
NET Not at all important/ Not very important	164 3%	8 2%	155 3%	* 1%	47 3%	100 2%	17 5%de	141 2%	10 6%gk	10 14%gk	1 2%	161 3%	2 5%
NET Important / Very important	5246 85%	340 85%	4871 85%	35 84%	1453 85%f	3550 86%f	243 75%	5029 86%hi	103 64%	40 59%	59 79%i	5172 85%hi	16 45%
Mean	4.23	4.23	4.23	4.41	4.26f	4.23f	4.01	4.25hi	3.86	3.59	4.15i	4.23hi	3.66
Std Dev.	0.78	0.74	0.78	0.77	0.79	0.76	0.89	0.76	1.02	0.90	0.75	0.78	0.86
Std Error	0.01	0.04	0.01	0.11	0.02	0.01	0.05	0.01	0.09	0.12	0.09	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Proof of receipt/delivery

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important (1)	49 / 1%	15 / 1%	16 / 1%	8 / 1%	9 / 1%	4 / 1%	9 / 2%n	*	2 / *	3 / 1%	5 / 1%	2 / 1%	1 / *	4 / 1%	1 / *	6 / 1%	3 / 1%
Not very important (2)	115 / 2%	32 / 2%	31 / 2%	19 / 1%	34 / 2%	11 / 2%	12 / 2%	9 / 2%	10 / 2%	15 / 3%m	6 / 1%	6 / 1%	9 / 2%	4 / 1%	15 / 3%	6 / 1%	13 / 3%
Neither important nor unimportant (3)	669 / 11%	196 / 13%d	173 / 11%d	187 / 12%d	114 / 7%	62 / 12%n	71 / 14%nop	63 / 13%no	59 / 11%n	49 / 10%	65 / 13%no	52 / 10%n	66 / 12%no	69 / 13%no	32 / 6%	39 / 8%	43 / 9%
Important (4)	2817 / 46%	713 / 46%	688 / 45%	684 / 44%	731 / 48%	242 / 46%	250 / 48%	221 / 44%	240 / 46%	237 / 46%	211 / 42%	238 / 48%	219 / 41%	226 / 43%	251 / 47%	217 / 43%	263 / 53%gilmo
Very important (5)	2430 / 39%	564 / 37%	608 / 39%	634 / 41%	624 / 41%	202 / 38%	173 / 34%	189 / 38%	202 / 39%	195 / 38%	211 / 42%fp	188 / 38%	229 / 43%fp	217 / 41%f	224 / 42%fp	234 / 46%efgip	166 / 34%
Don't know	89 / 1%	22 / 1%	25 / 2%	20 / 1%	23 / 1%	7 / 1%	1 / *	14 / 3%f	5 / 1%	10 / 2%f	9 / 2%f	6 / 1%	7 / 1%	7 / 1%	10 / 2%f	6 / 1%	7 / 1%
NET Not at all important/ Not very important	164 / 3%	47 / 3%	47 / 3%	26 / 2%	43 / 3%	15 / 3%	21 / 4%m	11 / 2%	18 / 3%	18 / 4%	11 / 2%	8 / 2%	11 / 2%	8 / 1%	15 / 3%	12 / 2%	16 / 3%
NET Important / Very important	5246 / 85%	1277 / 83%	1297 / 84%	1317 / 85%	1355 / 88%abc	443 / 84%	423 / 82%	410 / 82%	442 / 84%	432 / 85%	423 / 83%	425 / 87%	448 / 84%	443 / 84%	475 / 89%efgj	450 / 89%fgj	430 / 87%
Mean	4.23	4.17	4.21	4.25a	4.27a	4.20	4.10	4.21	4.19	4.21	4.24f	4.24f	4.27f	4.25f	4.31fp	4.33efhp	4.18
Std Dev.	0.78	0.80	0.80	0.75	0.75	0.79	0.85	0.77	0.82	0.79	0.80	0.73	0.77	0.77	0.72	0.77	0.74
Std Error	0.01	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 264

QI6_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	33 1%	5 *	28 1%	2 *	31 1%	23 1%	10 *	6 1%	7 1%	6 1%	1 *	6 1%	5 1%	2 *	13 1%	7 *	14 1%	7 1%	26 1%	7 1%
Not very important (2)	91 1%	6 *	85 2%a	22 3%d	70 1%	71 2%f	20 1%	21 3%jklm	24 3%jklm	23 2%l	6 1%	10 1%	3 *	4 1%	46 3%opq	29 1%pq	17 1%	7 1%	80 2%	11 1%
Neither important nor unimportant (3)	536 9%	66 5%	470 10%a	64 7%	472 9%	311 10%f	225 7%	98 12%kl	103 12%kl	97 9%l	70 9%	77 7%	41 5%	51 8%	201 12%opq	167 9%	169 7%	92 7%	438 8%	92 10%
Important (4)	2694 44%	538 44%	2156 44%	378 44%	2316 44%	1281 43%	1407 45%	391 47%km	389 45%	488 43%	362 44%	478 42%	336 44%	251 40%	780 46%p	850 44%	1064 42%	586 42%	2234 43%	433 48%r
Very important (5)	2731 44%	601 49%b	2131 43%	391 45%	2341 44%	1280 42%	1443 46%e	285 35%	341 39%	498 44%g	374 45%gh	557 49%gh	372 49%gh	305 49%gh	625 37%	872 45%n	1234 49%no	677 49%n	2364 45%s	349 39%
Don't know	83 1%	17 1%	66 1%	4 *	79 1%	46 2%	36 1%	23 3%hikl	9 1%	10 1%	9 1%	14 1%	3 *	14 2%kl	32 2%	20 1%	31 1%	17 1%	70 1%	13 1%
NET Not at all important/ Not very important	124 2%	11 1%	113 2%a	24 3%	101 2%	94 3%f	30 1%	27 3%jklm	31 4%jklm	29 3%l	7 1%	16 1%	9 1%	6 1%	58 3%opq	36 2%	30 1%	14 1%	107 2%	18 2%
NET Important / Very important	5425 88%	1139 92%b	4287 87%	768 89%	4657 88%	2561 85%	2851 91%e	676 82%	730 84%	986 88%gh	736 90%gh	1035 91%gh	708 93%ghim	556 89%gh	1405 83%	1722 89%n	2298 91%no	1263 91%n	4598 88%	782 86%
Mean	4.31	4.42b	4.29	4.32	4.31	4.26	4.37e	4.16	4.20	4.30gh	4.36gh	4.39ghi	4.41ghi	4.39gh	4.18	4.33n	4.40no	4.40no	4.33s	4.24
Std Dev.	0.74	0.66	0.76	0.74	0.74	0.80	0.68	0.79	0.81	0.76	0.68	0.70	0.68	0.69	0.80	0.72	0.69	0.68	0.74	0.74
Std Error	0.01	0.02	0.01	0.03	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.01	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Base : All participants

| | Total | Social Grade | | | | Social Grade NETs | | Working Status | | Income (per year) - Declared | | | | | | Income (per year) - Combined | | State benefits | | |
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	33 1%	9 1%	11 1%	4 *	8 *	20 1%	12 *	23 1%	9 *	4 1%k	3 *	2 *	12 1%k	3 *	16 *	6 1%	24 *	9 1%	19 *	5 2%r
Not very important (2)	91 1%	24 2%b	17 1%	24 2%	26 2%	42 1%	50 2%	67 2%h	24 1%	8 1%	5 1%	37 2%j	23 1%	14 1%	65 2%	8 1%	79 2%	17 1%	72 2%	3 1%
Neither important nor unimportant (3)	536 9%	98 9%	154 8%	145 10%	139 8%	252 8%	284 9%	321 9%	203 8%	62 11%	60 8%	122 8%	130 8%	111 10%	312 8%	65 11%	441 9%	114 9%	387 8%	34 11%
Important (4)	2694 44%	469 41%	919 47%ad	634 46%d	672 40%	1388 45%	1306 43%	1654 45%	1004 42%	202 36%	314 44%i	721 46%i	717 46%i	440 41%	1752 48%i	215 37%	2313 45%o	507 39%	2053 45%q	133 44%
Very important (5)	2731 44%	544 47%bc	808 42%	569 41%	809 48%bc	1352 44%	1378 45%	1584 43%	1114 47%g	267 48%	323 45%	676 43%	655 42%	494 46%	1654 43%	275 47%	2263 44%	627 48%rs	1996 44%s	108 36%
Don't know	83 1%	9 1%	34 2%	16 1%	24 1%	43 1%	40 1%	39 1%	40 2%	19 3%klmn	14 2%	14 1%	17 1%	7 1%	44 1%	19 3%p	52 1%	22 2%	45 1%	16 5%qr
NET Not at all important/ Not very important	124 2%	33 3%b	29 1%	28 2%	34 2%	62 2%	62 2%	90 2%h	33 1%	12 2%	8 1%	39 2%	34 2%	17 2%	81 2%	14 2%	103 2%	25 2%	90 2%	8 3%
NET Important / Very important	5425 88%	1013 88%	1727 89%	1204 86%	1481 88%	2740 88%	2685 87%	3237 88%	2118 88%	468 84%	637 89%i	1397 89%i	1372 88%i	934 87%	3405 89%i	490 83%	4577 88%o	1134 88%s	4049 89%s	242 80%
Mean	4.31	4.32	4.31	4.26	4.36c	4.31	4.32	4.29	4.35g	4.33	4.35	4.30	4.29	4.33	4.31	4.31	4.31	4.36s	4.31s	4.18
Std Dev.	0.74	0.78	0.71	0.74	0.74	0.74	0.74	0.75	0.71	0.79	0.70	0.73	0.74	0.74	0.73	0.81	0.73	0.75	0.73	0.83
Std Error	0.01	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.01	0.03	0.03	0.02	0.02	0.02	0.01	0.03	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	33 1%	30 1%	2 *	1 *	27 1%	4 1%	* *	1 1%f	1 *	2 *	3 1%	4 1%	1 *	4 1%	4 *	4 *	6 1%	1 1%	4 1%
Not very important (2)	91 1%	77 1%	14 2%	2 1%	84 2%	4 1%	2 1%	2 1%	2 1%	13 2%	3 1%	6 1%	9 2%	12 2%	25 3%jor	6 1%	8 1%	1 1%	3 1%
Neither important nor unimportant (3)	536 9%	480 9%	56 7%	11 6%	449 9%	52 10%	24 8%	11 7%	26 10%p	58 9%	56 11%p	40 9%	44 8%	44 8%	79 10%	73 9%	31 6%	4 6%	48 11%p
Important (4)	2694 44%	2325 44%	370 43%	74 43%	2255 43%	217 42%	141 48%	81 47%	101 40%	295 44%	202 40%	201 45%	227 42%	260 45%	374 46%	347 41%	247 47%	25 37%	192 43%
Very important (5)	2731 44%	2320 44%	411 48%	84 49%	2299 44%	232 45%	126 43%	74 43%	115 46%	293 43%	237 47%	189 42%	255 47%	250 44%	326 40%	404 48%n	230 44%	38 55%n	194 43%
Don't know	83 1%	73 1%	10 1%	1 1%	71 1%	9 2%	2 1%	1 1%	6 2%mn	15 2%n	8 2%	9 2%n	10 2%	8 1%	4 1%	4 1%	7 1%	-	9 2%
NET Not at all important/ Not very important	124 2%	108 2%	17 2%	3 2%	111 2%f	9 2%	2 1%	3 2%	3 1%	15 2%	6 1%	10 2%	10 2%	16 3%	28 3%o	10 1%	13 3%	1 2%	7 2%
NET Important / Very important	5425 88%	4645 88%	781 90%	158 91%	4554 88%	449 87%	267 91%	155 91%e	216 86%	588 87%	439 86%	390 87%	482 89%	511 89%	700 86%	751 89%	478 90%	63 91%	386 86%
Mean	4.31	4.30	4.37	4.39	4.31	4.31	4.33	4.33	4.34	4.31	4.33	4.29	4.35n	4.30	4.23	4.37n	4.32	4.43	4.29
Std Dev.	0.74	0.74	0.71	0.70	0.74	0.76	0.66	0.72	0.72	0.73	0.74	0.75	0.72	0.75	0.78	0.71	0.75	0.75	0.76
Std Error	0.01	0.01	0.02	0.02	0.01	0.02	0.02	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 264

QI6_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	33 1%	5 *	18 1%ac	8 *	22 1%ac	5 *	-	*	18 1%	4 2%	5 *	8 *	5 *	7 1%l	7 1%lp	6 2%klp	13 *	13 2%klp	7 *	8 *	3 *	8 2%rstw	5 3%rstw	15 *	13 3%rstw	12 1%	21 *
Not very important (2)	91 1%	26 1%	32 1%	54 2%	60 2%	26 1%	3 1%	7 1%	32 1%	4 2%	11 1%	15 1%	33 1%	24 3%klp	15 2%kp	5 2%	48 1%	20 2%klp	17 1%	27 1%	23 3%rsw	16 5%rsw	7 5%rsw	44 1%	23 6%rsw	49 3%z	43 1%
Neither important nor unimportant (3)	536 9%	182 8%	187 8%	288 8%	294 9%	182 8%	17 9%	58 8%	187 8%	20 9%	74 7%	94 5%	201 8%kp	158 19%klmnopq	52 9%k	30 13%kp	295 7%k	82 10%kp	115 4%	207 9%rw	151 22%rsuwx	35 10%r	23 14%rw	322 7%r	57 11%rw	175 11%z	361 8%
Important (4)	2694 44%	1036 43%	977 43%	1521 44%	1463 44%	1036 43%	74 38%	339 44%	977 43%	82 36%	438 41%	739 36%	1246 51%kmnopq	345 43%k	268 45%k	94 40%	1985 44%k	362 44%k	956 37%	1234 52%rtuvwx	289 42%	152 43%	58 36%	2190 44%r	210 41%	712 44%	1982 44%
Very important (5)	2731 44%	1134 47%d	1021 45%	1561 45%	1449 44%	1134 47%	95 49%	364 47%	1021 45%	110 49%	526 49%	1193 58%lmnopq	928 38%m	258 32%	252 42%m	91 38%	2121 47%lmnoq	343 41%	1460 57%stuvwx	871 37%	200 29%	132 37%t	59 37%	2330 47%stuvx	191 37%t	666 41%	2065 45%y
Don't know	83 1%	22 1%	25 1%	25 1%	27 1%	22 1%	5 3%	9 1%	25 1%	7 3%	17 2%	14 1%	22 1%	19 2%klp	1 *	11 5%klnpq	36 1%	12 1%n	14 1%	21 1%	15 2%rsw	11 3%rsw	9 5%rsw	35 1%	19 4%rsw	15 1%	68 2%
NET Not at all important/ Not very important	124 2%	30 1%	50 2%a	62 2%	82 2%a	30 1%	3 1%	7 1%	50 2%	7 3%	16 2%	24 1%	38 2%	30 4%klp	21 4%klp	11 5%klp	62 1%	32 4%klp	24 1%	35 1%	26 4%rsw	24 7%rsw	12 8%rsw	59 1%	37 7%rstw	61 4%z	63 1%
NET Important / Very important	5425 88%	2169 90%d	1998 88%	3083 88%	2912 88%	2169 90%	169 87%	704 90%	1998 88%	193 85%	964 90%	1932 94%lmnopq	2174 89%moq	603 74%	520 88%mo	186 78%	4106 91%lmnoq	705 85%mo	2415 94%stuvwx	2105 89%tuvx	489 72%	284 80%t	117 73%	4520 92%stuvx	401 78%	1378 85%	4047 89%y
Mean	4.31	4.37d	4.32	4.33	4.30	4.37	4.39	4.38	4.32	4.33	4.38h	4.51lmnopq	4.27m	4.04	4.25m	4.15	4.38lmnoq	4.22m	4.50stuvwx	4.25tuvx	3.99	4.12	4.04	4.38stuvx	4.09	4.22	4.35y
Std Dev.	0.74	0.69	0.75	0.72	0.76	0.69	0.71	0.67	0.75	0.84	0.71	0.66	0.69	0.85	0.81	0.92	0.68	0.84	0.64	0.69	0.84	0.94	1.01	0.68	0.96	0.81	0.71
Std Error	0.01	0.01	0.02	0.01	0.01	0.01	0.05	0.02	0.02	0.06	0.02	0.01	0.01	0.03	0.03	0.06	0.01	0.03	0.01	0.01	0.03	0.05	0.08	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	33 1%	* *	33 1%	- -	4 *	27 1%	1 *	28 *	2 1%	2 3%gk	1 1%	32 1%	- -
Not very important (2)	91 1%	7 2%	84 1%	- -	33 2%	47 1%	12 4%e	64 1%	19 12%gk	3 5%gk	2 3%	86 1%	3 9%
Neither important nor unimportant (3)	536 9%	37 9%	491 9%	8 20%b	146 9%	340 8%	51 16%de	464 8%	27 17%gk	20 29%gk	10 14%	512 8%	14 41%
Important (4)	2694 44%	170 42%	2512 44%	12 29%	707 41%	1851 45%	136 42%	2559 44%	66 41%	33 48%	25 33%	2658 44%	12 34%
Very important (5)	2731 44%	182 45%	2529 44%	20 48%	795 47%f	1824 44%f	113 35%	2643 45%hi	46 29%	10 14%	30 41%i	2699 45%hi	2 6%
Don't know	83 1%	4 1%	77 1%	1 3%	21 1%	54 1%	8 3%	72 1%	1 1%	- -	6 8%ghk	73 1%	4 10%
NET Not at all important/ Not very important	124 2%	7 2%	117 2%	- -	37 2%	74 2%	13 4%e	92 2%	21 13%gk	6 8%gk	3 5%	118 2%	3 9%
NET Important / Very important	5425 88%	352 88%	5041 88%	32 77%	1501 88%f	3675 89%f	249 77%	5202 89%hij	112 70%	43 63%	55 74%	5357 88%hij	14 40%
Mean	4.31	4.33	4.31	4.29	4.34f	4.32f	4.11	4.34hi	3.85	3.66	4.18i	4.32hi	3.42
Std Dev.	0.74	0.72	0.74	0.80	0.74	0.73	0.84	0.71	1.01	0.90	0.91	0.73	0.78
Std Error	0.01	0.04	0.01	0.11	0.02	0.01	0.05	0.01	0.09	0.12	0.11	0.01	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Delivery to recipient's door

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496	
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	33 1%	11 1%	10 1%	4 *	7 *	4 1%	6 1%	2 *	3 1%	3 1%	4 1%	3 1%	-	1 *	1 *	5 1%	2 *
Not very important	(2)	91 1%	36 2%	18 1%	19 1%	18 1%	14 3%imo	13 2%imo	10 2%	9 2%	3 *	7 1%	6 1%	11 2%	2 *	5 1%	2 *	12 2%mo
Neither important nor unimportant	(3)	536 9%	141 9%	137 9%	152 10%d	106 7%	51 10%p	48 9%p	43 9%p	53 10%p	42 8%	42 8%	47 10%p	56 10%p	50 9%p	48 9%p	35 7%	22 5%
Important	(4)	2694 44%	678 44%	699 45%	672 43%	646 42%	213 40%	243 47%o	221 44%	231 44%	250 49%eno	218 43%	218 44%	225 42%	229 43%	213 40%	192 38%	241 49%eno
Very important	(5)	2731 44%	651 42%	655 43%	682 44%	744 48%ab	237 45%	206 40%	207 42%	224 43%	198 39%	233 46%	212 43%	233 44%	237 45%	261 49%fi	268 53%efghiklo	214 43%
Don't know		83 1%	27 2%	21 1%	21 1%	15 1%	10 2%f	1 *	15 3%fhjn	4 1%	13 3%f	4 1%	6 1%	8 1%	7 1%	4 1%	6 1%	5 1%
NET Not at all important/ Not very important		124 2%	47 3%cd	28 2%	23 1%	26 2%	17 3%im	19 4%imn	12 2%	12 2%	5 1%	11 2%	9 2%	11 2%	3 1%	5 1%	7 1%	13 3%m
NET Important / Very important		5425 88%	1328 86%	1355 88%	1354 87%	1389 90%ac	450 85%	450 87%	428 86%	455 87%	449 88%	451 89%	429 87%	458 86%	466 88%	474 89%	460 91%e	455 92%eghl
Mean		4.31	4.27	4.30	4.31	4.38abc	4.29	4.22	4.29	4.28	4.29	4.33	4.30	4.30	4.34f	4.38f	4.43efghikl	4.33
Std Dev.		0.74	0.78	0.74	0.72	0.71	0.80	0.80	0.74	0.76	0.69	0.76	0.74	0.74	0.69	0.70	0.72	0.71
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 265

QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	94 2%	12 1%	82 2%	22 3%	73 1%	60 2%f	35 1%	11 1%	16 2%	15 1%	6 1%	19 2%	10 1%	17 3%	26 2%	22 1%	46 2%	27 2%	82 2%	13 1%
Not very important (2)	252 4%	32 3%	219 4%a	37 4%	215 4%	116 4%	136 4%	43 5%j	43 5%	47 4%	22 3%	41 4%	24 3%	32 5%	86 5%	69 4%	97 4%	56 4%	214 4%	33 4%
Neither important nor unimportant (3)	1116 18%	140 11%	976 20%a	132 15%	984 19%	576 19%	538 17%	160 19%	178 20%k	195 17%	139 17%	174 15%	133 18%	137 22%k	338 20%	334 17%	444 18%	271 20%	967 19%	138 15%
Important (4)	2801 45%	557 45%	2244 45%	365 42%	2436 46%	1386 46%	1410 45%	357 43%	382 44%	533 47%m	416 51%ghm	522 46%m	350 46%m	241 38%	739 44%	949 49%npq	1113 44%	591 43%	2328 45%	450 50%r
Very important (5)	1797 29%	476 39%b	1321 27%	299 35%d	1498 28%	818 27%	973 31%e	231 28%	237 27%	320 29%	227 28%	367 32%	232 31%	184 29%	468 28%	547 28%	783 31%	416 30%	1536 29%	248 27%
Don't know	109 2%	15 1%	95 2%	6 1%	103 2%	57 2%	51 2%	22 3%I	17 2%	12 1%	13 2%	19 2%	10 1%	16 3%	39 2%	25 1%	45 2%	26 2%	86 2%	23 3%
NET Not at all important/ Not very important	346 6%	45 4%	301 6%a	58 7%	288 5%	176 6%	170 5%	53 6%j	59 7%j	62 6%	28 3%	60 5%	34 5%	49 8%jl	112 7%o	90 5%	144 6%	83 6%	296 6%	46 5%
NET Important / Very important	4598 75%	1034 84%b	3584 72%	664 77%	3933 74%	2204 73%	2383 76%	588 71%	619 71%	852 76%hm	643 78%ghm	889 78%ghm	582 77%hm	425 68%	1207 71%	1495 77%nq	1896 75%n	1007 73%	3863 74%	698 77%
Mean	3.98	4.19b	3.93	4.03	3.97	3.94	4.02e	3.94	3.91	3.99	4.03hm	4.05ghm	4.03hm	3.89	3.93	4.01n	4.00n	3.96	3.98	4.01
Std Dev.	0.89	0.82	0.90	0.95	0.88	0.90	0.87	0.90	0.92	0.87	0.79	0.88	0.86	0.99	0.91	0.84	0.90	0.92	0.89	0.85
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	94 2%	15 1%	30 2%	25 2%	24 1%	45 1%	49 2%	50 1%	42 2%	9 2%	17 2%	22 1%	25 2%	11 1%	63 2%	11 2%	79 2%	18 1%	72 2%	5 2%
Not very important (2)	252 4%	68 6%bd	71 4%	57 4%	56 3%	139 4%	113 4%	143 4%	104 4%	24 4%	25 4%	56 4%	71 5%	56 5%	152 4%	24 4%	216 4%	48 4%	190 4%	14 5%
Neither important nor unimportant (3)	1116 18%	189 16%	336 17%	267 19%	323 19%	525 17%	589 19%	620 17%	480 20%g	112 20%	124 17%	301 19%	271 17%	196 18%	696 18%	120 20%	923 18%	234 18%	820 18%	62 21%
Important (4)	2801 45%	503 44%	959 49%acd	622 45%	717 43%	1462 47%f	1339 44%	1740 47%h	1029 43%	211 38%	304 42%	726 46%i	743 48%i	534 50%ij	1773 46%i	222 38%	2411 47%o	544 42%	2146 47%qs	110 37%
Very important (5)	1797 29%	360 31%b	512 26%	398 29%	527 31%b	872 28%	925 30%	1073 29%	697 29%	182 32%m	229 32%m	449 29%m	421 27%	255 24%	1099 29%m	187 32%	1467 28%	426 33%r	1282 28%	89 30%
Don't know	109 2%	18 2%	36 2%	24 2%	31 2%	54 2%	55 2%	61 2%	43 2%	23 4%klmn	18 3%k	18 1%	22 1%	16 1%	59 2%	23 4%p	75 1%	27 2%	62 1%	20 7%qr
NET Not at all important/ Not very important	346 6%	83 7%d	101 5%	82 6%	80 5%	184 6%	162 5%	193 5%	146 6%	34 6%	42 6%	78 5%	96 6%	67 6%	216 6%	35 6%	296 6%	65 5%	262 6%	18 6%
NET Important / Very important	4598 75%	863 75%	1471 76%	1021 73%	1243 74%	2334 75%	2264 74%	2812 76%h	1726 72%	393 70%	533 74%	1175 75%	1164 75%	790 74%	2872 75%	409 70%	3878 75%o	970 75%s	3429 75%s	199 66%
Mean	3.98	3.99	3.97	3.96	4.01	3.98	3.99	4.00	3.95	3.99	4.01	3.98	3.96	3.92	3.98	3.97	3.98	4.03	3.97	3.95
Std Dev.	0.89	0.92	0.86	0.90	0.89	0.88	0.89	0.87	0.91	0.94	0.93	0.87	0.88	0.85	0.89	0.95	0.88	0.89	0.88	0.94
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.01	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.02	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 265

QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Base : All participants

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	94 2%	75 1%	19 2%	4 2%	79 2%	9 2%	5 2%	2 1%	4 2%	9 1%	11 2%	9 2%	12 2%	7 1%	9 1%	8 1%	10 2%	2 3%	7 1%
Not very important (2)	252 4%	214 4%	37 4%	8 5%	210 4%	25 5%	8 3%	8 5%	10 4%	22 3%	25 5%	26 6%n	25 5%	21 4%	22 3%	35 4%	24 5%	2 3%	23 5%
Neither important nor unimportant (3)	1116 18%	941 18%	176 20%	36 21%	932 18%	98 19%	57 19%	28 17%	45 18%	121 18%	111 22%m	96 21%m	89 16%	88 15%	146 18%	149 18%	88 17%	15 22%	83 18%
Important (4)	2801 45%	2422 46%	378 44%	73 42%	2356 45%	233 45%	135 46%	77 45%	99 40%	305 45%l	204 40%	187 42%	205 38%	315 55%hijklpqr	389 48%hjl	410 49%hjl	242 46%l	26 38%	206 46%l
Very important (5)	1797 29%	1564 29%	233 27%	49 28%	1513 29%	144 28%	87 29%	53 31%	88 35%kmopr	202 30%	151 30%	123 27%	201 37%ijkmnopr	136 24%	232 29%	236 28%	144 27%	22 32%	122 27%
Don't know	109 2%	88 2%	21 2%	3 2%	95 2%	8 2%	4 1%	2 1%	4 1%	17 2%	7 1%	8 2%	12 2%	6 1%	14 2%	7 1%	21 4%jmo	*	8 2%
NET Not at all important/ Not very important	346 6%	290 5%	56 7%	12 7%	289 6%	34 7%	13 4%	9 6%	15 6%	32 5%	36 7%	35 8%n	37 7%	28 5%	31 4%	43 5%	34 6%	5 7%	30 7%
NET Important / Very important	4598 75%	3987 75%b	611 71%	122 71%	3868 75%	377 73%	221 75%	131 77%	187 75%	507 75%	355 70%	310 69%	406 75%	452 79%jk	621 77%jk	645 76%jk	386 73%	49 71%	328 73%
Mean	3.98	3.99	3.91	3.91	3.98	3.94	3.99	4.03	4.04k	4.01	3.92	3.88	4.05k	3.98	4.02k	3.99	3.96	3.94	3.94
Std Dev.	0.89	0.88	0.93	0.95	0.89	0.91	0.87	0.87	0.93	0.87	0.95	0.95	0.97	0.81	0.83	0.85	0.90	0.99	0.90
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.05	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 265

QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	94 / 2%	23 / 1%	53 / 2%ac	34 / 1%	63 / 2%ac	23 / 1%	4 / 2%	11 / 1%	53 / 2%	5 / 2%	24 / 2%	39 / 2%l	21 / 1%	10 / 1%	14 / 2%l	10 / 4%lmp	59 / 1%	24 / 3%lp	43 / 2%s	17 / 1%	6 / 1%	21 / 6%rstw	6 / 4%stw	60 / 1%	27 / 5%rstw	16 / 1%	78 / 2%
Not very important (2)	252 / 4%	90 / 4%	104 / 5%	133 / 4%	147 / 4%	90 / 4%	9 / 5%	39 / 5%	104 / 5%	9 / 4%	46 / 4%	62 / 3%	98 / 4%	43 / 5%k	36 / 6%kp	13 / 6%	160 / 4%	49 / 6%kp	87 / 3%	84 / 4%	29 / 4%	41 / 12%rstw	10 / 6%	171 / 3%	51 / 10%rstw	68 / 4%	184 / 4%
Neither important nor unimportant (3)	1116 / 18%	330 / 14%	470 / 21%ac	546 / 16%	686 / 21%ac	330 / 14%	37 / 19%	125 / 16%	470 / 21%	45 / 20%	237 / 22%	277 / 13%	442 / 18%k	222 / 27%klmnpq	121 / 20%kp	51 / 21%k	719 / 16%k	172 / 21%kp	345 / 13%	434 / 18%rw	213 / 31%rstuvwx	77 / 22%rw	44 / 27%rsw	773 / 16%r	121 / 24%rrsw	271 / 17%	845 / 19%
Important (4)	2801 / 45%	1094 / 46%	1012 / 45%	1603 / 46%	1520 / 46%	1094 / 46%	75 / 39%	338 / 43%	1012 / 45%	82 / 36%	447 / 42%	821 / 40%	1261 / 52%kmnopq	351 / 43%	272 / 46%k	91 / 38%	2082 / 46%k	363 / 44%	1081 / 42%uvx	1239 / 52%rtuvwx	299 / 44%uvx	123 / 35%	49 / 31%	2320 / 47%tuvx	173 / 34%	729 / 45%	2072 / 46%
Very important (5)	1797 / 29%	839 / 35%bd	588 / 26%	1105 / 32%bd	854 / 26%	839 / 35%	62 / 32%	255 / 33%	588 / 26%	81 / 36%h	301 / 28%	843 / 41%lmnopq	592 / 24%m	153 / 19%	145 / 25%m	59 / 25%	1436 / 32%lmnq	204 / 25%m	988 / 38%stuvwx	570 / 24%t	112 / 16%	79 / 22%	42 / 26%t	1558 / 32%stux	121 / 24%t	525 / 32%z	1272 / 28%
Don't know	109 / 2%	27 / 1%	33 / 1%	37 / 1%	43 / 1%	27 / 1%	6 / 3%	10 / 1%	33 / 1%	4 / 2%	17 / 2%	21 / 1%	21 / 1%	33 / 4%klnp	5 / 1%	14 / 6%klnpq	42 / 1%	20 / 2%klp	25 / 1%	24 / 1%	22 / 3%rsw	12 / 3%rsw	9 / 6%rsw	49 / 1%	21 / 4%rstw	20 / 1%	89 / 2%
NET Not at all important/ Not very important	346 / 6%	113 / 5%	157 / 7%ac	166 / 5%	210 / 6%ac	113 / 5%	13 / 7%	49 / 6%	157 / 7%	15 / 6%	69 / 6%	101 / 5%	118 / 5%	52 / 6%	50 / 8%klp	23 / 10%klp	219 / 5%	73 / 9%klp	129 / 5%	101 / 4%	35 / 5%	62 / 18%rstw	16 / 10%rsw	230 / 5%	78 / 15%rstw	83 / 5%	263 / 6%
NET Important / Very important	4598 / 75%	1934 / 80%bd	1600 / 71%	2708 / 78%bd	2374 / 72%	1934 / 80%fg	137 / 71%	593 / 76%	1600 / 71%	163 / 72%	748 / 70%	1664 / 81%lmnoq	1854 / 76%mnoq	504 / 62%	417 / 70%m	150 / 63%	3518 / 78%mnoq	568 / 68%m	2069 / 81%stuvx	1809 / 76%tuvx	411 / 60%	202 / 57%	91 / 57%	3878 / 79%tuvx	294 / 57%	1254 / 77%z	3343 / 74%
Mean	3.98	4.11bd	3.89	4.06bd	3.90	4.11	3.97	4.03	3.89	4.01	3.91	4.16lmnopq	3.96mnoq	3.76	3.85	3.79	4.05lmnoq	3.83	4.13stuvwx	3.96uvx	3.73	3.58	3.74	4.05stuvx	3.63	4.04z	3.96
Std Dev.	0.89	0.85	0.93	0.85	0.90	0.85	0.96	0.91	0.93	0.98	0.94	0.90	0.82	0.87	0.94	1.03	0.86	0.97	0.89	0.80	0.83	1.15	1.06	0.85	1.12	0.87	0.89
Std Error	0.01	0.02	0.02	0.01	0.02	0.02	0.07	0.03	0.02	0.07	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.03	0.02	0.02	0.03	0.07	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Base : All participants

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base		6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base		3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important	(1)	94 2%	2 1%	92 2%	- -	34 2%	55 1%	6 2%	85 1%	7 4%g	2 3%	1 1%	93 2%	- -
Not very important	(2)	252 4%	5 1%	243 4%a	4 10%a	84 5%	152 4%	16 5%	220 4%	12 7%	13 19%ghjk	3 4%	244 4%	5 13%
Neither important nor unimportant	(3)	1116 18%	81 20%	1023 18%	13 31%	313 18%	729 18%	73 23%	1027 18%	28 17%	19 28%	27 37%ghk	1074 18%	15 43%
Important	(4)	2801 45%	177 44%c	2617 46%c	7 18%	709 42%	1977 48%df	115 36%	2683 46%j	66 41%	22 33%	22 30%	2771 46%j	8 22%
Very important	(5)	1797 29%	134 33%	1647 29%	17 40%	539 32%e	1160 28%	98 30%	1718 29%	46 29%	11 16%	18 25%	1775 29%	4 11%
Don't know		109 2%	3 1%	106 2%	1 2%	26 2%	69 2%	14 4%de	98 2%	3 2%	2 2%	3 4%	103 2%	3 10%
NET Not at all important/ Not very important		346 6%	7 2%	335 6%a	4 10%a	118 7%e	206 5%	22 7%	305 5%	18 11%gk	15 21%gjk	4 5%	338 6%	5 13%
NET Important / Very important		4598 75%	310 77%c	4263 74%c	24 58%	1248 73%f	3137 76%f	212 66%	4400 75%ij	112 70%i	33 49%	40 54%	4546 75%ij	12 34%
Mean		3.98	4.09b	3.98	3.90	3.97	3.99	3.92	4.00i	3.85i	3.41	3.75	3.99i	3.35
Std Dev.		0.89	0.80	0.89	1.06	0.94	0.86	0.97	0.88	1.06	1.06	0.93	0.89	0.89
Std Error		0.01	0.04	0.01	0.15	0.02	0.01	0.06	0.01	0.09	0.14	0.11	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Daily collection service

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	94 2%	24 2%	29 2%	17 1%	25 2%	10 2%	9 2%	4 1%	6 1%	10 2%	12 2%i	8 2%	3 *	6 1%	14 3%l	6 1%	5 1%
Not very important	(2)	252 4%	64 4%	58 4%	59 4%	71 5%	18 3%	25 5%j	21 4%j	27 5%j	24 5%j	7 1%	24 5%j	22 4%j	13 2%	18 3%	24 5%j	29 6%jm
Neither important nor unimportant	(3)	1116 18%	280 18%	286 19%	279 18%	271 18%	104 20%	97 19%	80 16%	101 19%	108 21%j	77 15%	97 20%	91 17%	91 17%	100 19%	89 18%	81 16%
Important	(4)	2801 45%	729 47%	689 45%	716 46%	667 43%	232 44%	262 51%ho	235 47%	223 42%	224 44%	242 48%	222 45%	237 45%	256 49%	234 44%	212 42%	221 45%
Very important	(5)	1797 29%	419 27%	450 29%	447 29%	480 31%a	152 29%	123 24%	145 29%	161 31%f	126 25%	163 32%fi	131 27%	164 31%f	153 29%	159 30%	169 33%fi	152 31%
Don't know		109 2%	28 2%	29 2%	32 2%	21 1%	13 2%f	1 *	14 3%f	7 1%	15 3%f	7 1%	8 2%f	15 3%f	8 2%f	6 1%	7 1%	8 2%f
NET Not at all important/ Not very important		346 6%	87 6%	86 6%	76 5%	96 6%	28 5%	35 7%	25 5%	33 6%	35 7%	19 4%	33 7%	25 5%	19 4%	32 6%	30 6%	34 7%
NET Important / Very important		4598 75%	1148 74%	1140 74%	1163 75%	1147 75%	383 73%	385 74%	380 76%i	383 73%	351 69%	405 80%ehik	353 72%	401 75%	409 78%i	394 74%	381 75%	373 75%
Mean		3.98	3.96	3.98	4.00	4.00	3.96	3.90	4.03i	3.98	3.88	4.07fik	3.92	4.04fi	4.03fi	3.96	4.03i	4.00
Std Dev.		0.89	0.88	0.90	0.86	0.91	0.90	0.88	0.84	0.91	0.92	0.86	0.91	0.84	0.82	0.93	0.91	0.90
Std Error		0.01	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	336 / 5%	28 / 2%	308 / 6%a	31 / 4%	305 / 6%	206 / 7%f	130 / 4%	13 / 2%	38 / 4%g	67 / 6%g	42 / 5%g	98 / 9%ghjm	51 / 7%g	26 / 4%g	52 / 3%	109 / 6%n	175 / 7%n	77 / 6%n	310 / 6%s	26 / 3%
Not very important (2)	367 / 6%	42 / 3%	325 / 7%a	78 / 9%d	289 / 5%	198 / 7%	169 / 5%	50 / 6%	38 / 4%	81 / 7%h	50 / 6%	74 / 6%	40 / 5%	34 / 5%	88 / 5%	130 / 7%	148 / 6%	75 / 5%	316 / 6%	47 / 5%
Neither important nor unimportant (3)	1584 / 26%	223 / 18%	1361 / 28%a	162 / 19%	1422 / 27%c	808 / 27%	774 / 25%	180 / 22%	194 / 22%	263 / 23%	224 / 27%g	299 / 26%	230 / 30%ghi	193 / 31%ghi	374 / 22%	487 / 25%	723 / 29%no	424 / 31%no	1374 / 26%s	194 / 21%
Important (4)	2518 / 41%	612 / 50%b	1906 / 39%	364 / 42%	2154 / 41%	1153 / 38%	1362 / 43%e	348 / 42%	388 / 44%kl	454 / 40%	349 / 42%	442 / 39%	285 / 38%	252 / 40%	736 / 43%pq	803 / 41%	979 / 39%	538 / 39%	2093 / 40%	409 / 45%r
Very important (5)	1252 / 20%	299 / 24%b	953 / 19%	221 / 26%d	1031 / 19%	591 / 20%	654 / 21%	213 / 26%jklm	203 / 23%jklm	249 / 22%km	146 / 18%	206 / 18%	140 / 18%	95 / 15%	416 / 25%opq	396 / 20%	441 / 17%	235 / 17%	1024 / 20%	216 / 24%r
Don't know	111 / 2%	29 / 2%	83 / 2%	4 / *	107 / 2%c	56 / 2%	55 / 2%	19 / 2%i	12 / 1%	8 / 1%	10 / 1%	24 / 2%i	13 / 2%	25 / 4%hij	31 / 2%	18 / 1%	63 / 2%o	39 / 3%o	95 / 2%	14 / 2%
NET Not at all important/ Not very important	703 / 11%	70 / 6%	633 / 13%a	110 / 13%	593 / 11%	405 / 13%f	298 / 9%	63 / 8%	77 / 9%	148 / 13%ghm	92 / 11%	172 / 15%ghm	91 / 12%g	60 / 10%	140 / 8%	240 / 12%n	323 / 13%n	152 / 11%n	626 / 12%s	72 / 8%
NET Important / Very important	3770 / 61%	911 / 74%b	2859 / 58%	585 / 68%d	3185 / 60%	1744 / 58%	2015 / 64%e	561 / 68%ijklm	590 / 68%ijklm	703 / 63%klm	496 / 60%	647 / 57%	425 / 56%	347 / 55%	1151 / 68%opq	1199 / 62%pq	1420 / 56%	773 / 56%	3117 / 60%	624 / 69%r
Mean	3.66	3.92b	3.59	3.78d	3.64	3.58	3.73e	3.87ijklm	3.79ijklm	3.66k	3.63	3.52	3.57	3.59	3.83opq	3.65p	3.55	3.58	3.63	3.83r
Std Dev.	1.05	0.88	1.07	1.05	1.04	1.09	0.99	0.93	1.00	1.09	1.01	1.13	1.07	0.97	0.97	1.06	1.07	1.02	1.06	0.95
Std Error	0.01	0.03	0.02	0.04	0.01	0.02	0.02	0.03	0.04	0.03	0.04	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	336 5%	59 5%	103 5%	73 6%	102 6%	161 5%	175 6%	187 5%	146 6%	40 7%	36 5%	92 6%	81 5%	52 5%	210 5%	43 7%	277 5%	75 6%s	255 6%s	5 2%
Not very important (2)	367 6%	75 7%	101 5%	102 7%b	89 5%	176 6%	191 6%	210 6%	155 6%	27 5%	39 5%	97 6%	93 6%	79 7%	230 6%	27 5%	316 6%	80 6%	276 6%	11 4%
Neither important nor unimportant (3)	1584 26%	253 22%	509 26%a	370 27%a	451 27%a	762 25%	820 27%	876 24%	691 29%g	147 26%	167 23%	400 25%	412 27%	268 25%	978 25%	157 27%	1312 25%	313 24%	1192 26%	79 26%
Important (4)	2518 41%	496 43%d	827 43%d	573 41%	622 37%	1323 43%f	1196 39%	1558 42%h	927 39%	200 36%	283 39%	657 42%i	656 42%i	444 42%	1595 42%i	210 36%	2157 42%o	493 38%	1902 42%	123 41%
Very important (5)	1252 20%	258 22%c	364 19%	252 18%	378 23%bc	622 20%	631 21%	806 22%h	420 18%	130 23%	169 24%l	309 20%	289 19%	212 20%	767 20%	132 23%	1032 20%	311 24%r	880 19%	62 21%
Don't know	111 2%	12 1%	40 2%	23 2%	36 2%	53 2%	59 2%	50 1%	56 2%g	17 3%kl	24 3%klmn	17 1%	22 1%	14 1%	63 2%	17 3%p	78 2%	24 2%	68 1%	20 7%qr
NET Not at all important/ Not very important	703 11%	134 12%	204 10%	175 13%	191 11%	337 11%	366 12%	397 11%	301 13%	66 12%	75 10%	190 12%	175 11%	131 12%	439 11%	70 12%	593 11%	156 12%s	531 12%s	16 5%
NET Important / Very important	3770 61%	754 65%cd	1191 61%	825 59%	1001 60%	1944 63%f	1826 59%	2364 64%h	1346 56%	330 59%	452 63%	965 61%	945 61%	656 61%	2362 61%	343 58%	3189 62%	804 62%	2781 61%	185 62%
Mean	3.66	3.72c	3.66	3.61	3.66	3.68	3.64	3.71h	3.56	3.65	3.74	3.64	3.64	3.65	3.66	3.63	3.66	3.69	3.64	3.80r
Std Dev.	1.05	1.05	1.02	1.04	1.08	1.03	1.06	1.04	1.05	1.12	1.05	1.05	1.02	1.04	1.04	1.12	1.04	1.09	1.04	0.89
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	336 5%	287 5%	49 6%	16 9%a	275 5%	36 7%	19 6%	7 4%	15 6%	37 6%	41 8%mn	23 5%	27 5%	22 4%	33 4%	43 5%	33 6%	4 6%	31 7%
Not very important (2)	367 6%	309 6%	58 7%	9 5%	294 6%	40 8%	20 7%	14 8%d	18 7%n	40 6%	35 7%	26 6%	23 4%	31 5%	31 4%	41 5%	48 9%lno	3 5%	36 8%ln
Neither important nor unimportant (3)	1584 26%	1332 25%	252 29%	55 32%a	1314 25%	142 27%	79 27%	49 29%	71 28%l	179 26%l	134 26%l	125 28%l	104 19%	161 28%l	190 23%	206 24%	144 27%l	23 34%l	118 26%l
Important (4)	2618 41%	2198 41%c	321 37%	54 31%	2144 41%g	195 38%	119 40%	61 36%	95 38%	265 39%	184 36%	173 39%	256 47%hijkpr	256 45%jpr	376 46%hijkpr	362 43%p	176 33%	26 37%	169 38%
Very important (5)	1252 20%	1085 20%	167 19%	35 20%	1062 20%	98 19%	54 18%	38 22%	46 18%	133 20%	106 21%	92 20%	123 23%	99 17%	173 21%	183 22%	108 20%	12 18%	86 19%
Don't know	111 2%	95 2%	17 2%	4 2%	96 2%	8 2%	5 2%	2 1%	5 2%	22 3%mn	9 2%	9 2%	11 2%	4 1%	8 1%	10 1%	19 4%mno	* 1%	8 2%
NET Not at all important/ Not very important	703 11%	596 11%	107 12%	25 14%	568 11%	75 15%d	39 13%	21 12%	33 13%n	77 11%	76 15%lmno	49 11%	50 9%	53 9%	64 8%	84 10%	81 15%lmno	7 11%	68 15%lmno
NET Important / Very important	3770 61%	3283 62%bc	488 56%	90 52%	3206 62%e	293 57%	173 58%	99 58%	141 56%	398 59%	290 57%	265 59%	379 70%hijkmpqr	356 62%p	549 68%hijkpqr	545 65%hjpr	285 54%	38 55%	255 57%
Mean	3.66	3.67bc	3.59	3.50	3.67e	3.55	3.58	3.64	3.56	3.64	3.56	3.65	3.80hjpr	3.67	3.78hjpr	3.72jpr	3.55	3.56	3.55
Std Dev.	1.05	1.04	1.06	1.16	1.04	1.10	1.07	1.04	1.07	1.05	1.14	1.04	1.01	0.96	0.96	1.02	1.12	1.04	1.11
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.05	0.05	0.05	0.05	0.06	0.08	0.04

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	336 5%	96 4%	160 7%ac	139 4%	203 6%ac	96 4%	7 3%	37 5%	160 7%	23 10%	66 6%	133 6%lm	113 5%	29 4%	31 5%	30 13%klmnpq	246 5%	61 7%lm	168 7%s	101 4%	29 4%	23 7%	9 6%	270 5%	32 6%	61 4%	275 6%y
Not very important (2)	367 6%	127 5%	156 7%	189 5%	218 7%	127 5%	9 5%	55 7%	156 7%	10 5%	70 7%	130 6%	125 5%	45 6%	48 8%l	19 8%	255 6%	67 8%lp	174 7%t	132 6%	24 3%	25 7%t	13 8%t	306 6%t	37 7%t	78 5%	289 6%
Neither important nor unimportant (3)	1584 26%	521 22%	659 29%ac	810 23%	949 29%ac	521 22%	50 26%	215 28%e	659 29%	64 28%	324 30%	471 23%	601 25%	282 35%klmnpq	157 26%	68 29%	1072 24%	225 27%	565 22%	584 25%	267 39%rsvwx	117 33%rsw	45 28%	1149 23%	162 31%rsw	328 20%	1256 28%y
Important (4)	2518 41%	1016 42%	894 40%	1444 42%	1321 40%	1016 42%	71 37%	294 38%	894 40%	77 34%	425 40%	749 36%	1136 47%kmnopq	305 38%	249 42%	78 33%	1885 42%ko	327 39%	959 37%	1131 48%rtuvwx	250 37%	124 35%	50 31%	2090 42%rtuvx	174 34%	706 43%	1812 40%
Very important (5)	1252 20%	610 25%bd	356 16%	828 24%bd	574 17%	610 25%g	54 28%	161 21%	356 16%	46 20%	162 15%	551 27%lmnopq	434 18%	124 15%	107 18%	32 13%	985 22%lmoq	138 17%	684 27%stuvwx	395 17%	87 13%	54 15%	28 18%	1079 22%stux	82 16%	440 27%z	813 18%
Don't know	111 2%	33 1%	34 2%	47 1%	48 1%	33 1%	3 2%	15 2%	34 2%	5 2%	25 2%	29 1%	26 1%	26 3%klmp	2 *	11 5%klnpq	55 1%	13 2%	18 1%	25 1%	25 4%rsw	11 3%rsw	15 10%rstuw	43 1%	27 5%rsw	16 1%	98 2%y
NET Not at all important/ Not very important	703 11%	223 9%	316 14%ac	328 9%	421 13%ac	223 9%	16 8%	92 12%	316 14%	34 15%	135 13%	263 13%lm	238 10%	74 9%	79 13%m	48 20%klmnpq	501 11%	128 15%lmp	342 13%st	233 10%	53 8%	48 14%t	22 14%	575 12%t	70 14%st	139 9%	564 12%y
NET Important / Very important	3770 61%	1627 68%bd	1250 55%	2272 66%bd	1896 57%	1627 68%g	125 64%	456 59%	1250 55%	123 54%	587 55%	1300 63%moq	1570 64%moq	429 53%	355 60%mo	110 46%	2870 64%moq	465 56%o	1643 64%tuvx	1525 64%tuvx	337 49%	178 50%	78 49%	3168 64%tuvx	256 50%	1145 70%z	2625 58%
Mean	3.66	3.81bd	3.51	3.77bd	3.57	3.81g	3.82	3.64	3.51	3.51	3.52	3.72moq	3.69moq	3.57o	3.59o	3.28	3.70moq	3.51o	3.71tux	3.68tux	3.52	3.47	3.52	3.70tux	3.48	3.86z	3.58
Std Dev.	1.05	1.01	1.07	1.01	1.05	1.01	1.01	1.04	1.07	1.18	1.03	1.12	0.98	0.95	1.04	1.20	1.05	1.09	1.13	0.96	0.92	1.06	1.09	1.05	1.07	1.00	1.05
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.04	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 266

QI6_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	336 5%	22 6%	311 5%	3 6%	87 5%	241 6%f	8 3%	325 6%	5 3%	3 4%	3 4%	333 5%	- -
Not very important (2)	367 6%	14 4%	351 6%	2 5%	115 7%	235 6%	17 5%	334 6%	16 10%j	12 18%gjk	1 1%	362 6%	5 13%
Neither important nor unimportant (3)	1584 26%	107 27%	1469 26%	8 20%	440 26%	1054 25%	90 28%	1475 25%	56 35%gjk	22 32%	18 25%	1553 26%	13 37%
Important (4)	2518 41%	147 37%	2358 41%	12 30%	645 38%	1740 42%d	132 41%	2398 41%	59 37%	23 34%	31 41%	2480 41%	8 22%
Very important (5)	1252 20%	104 26%b	1132 20%	16 37%b	386 23%e	803 19%	63 20%	1201 21%	22 14%	9 13%	13 18%	1232 20%	6 18%
Don't know	111 2%	6 1%	105 2%	1 2%	32 2%	68 2%	11 3%	97 2%	3 2%	- -	8 11%ghil	100 2%	3 10%
NET Not at all important/ Not very important	703 11%	36 9%	662 12%	5 11%	202 12%	476 11%	25 8%	659 11%	20 13%	15 22%gjk	4 5%	695 11%	5 13%
NET Important / Very important	3770 61%	252 63%	3491 61%	28 67%	1031 60%	2543 61%	196 61%	3599 62%hi	82 51%	31 46%	44 59%	3712 61%hi	14 40%
Mean	3.66	3.75	3.65	3.89	3.67	3.65	3.73	3.67i	3.50	3.32	3.76i	3.66i	3.51
Std Dev.	1.05	1.06	1.04	1.18	1.06	1.05	0.93	1.05	0.96	1.05	0.95	1.05	0.99
Std Error	0.01	0.05	0.01	0.17	0.03	0.02	0.05	0.01	0.08	0.14	0.12	0.01	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Parcel provider operates in an environmentally responsible way

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	521	527	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	336 5%	79 5%	98 6%	85 6%	75 5%	37 7%	23 4%	19 4%	30 6%	35 7%	32 6%	38 8%gn	24 4%	24 5%	21 4%	28 6%	25 5%
Not very important	(2)	367 6%	96 6%	78 5%	89 6%	104 7%	38 7%h	26 5%	32 6%	19 4%	29 6%	29 6%	29 6%	33 6%	27 5%	36 7%	26 5%	42 8%ch
Neither important nor unimportant	(3)	1584 26%	373 24%	400 26%	420 27%	391 25%	132 25%	129 25%	113 23%	141 27%	143 28%	116 23%	144 29%	126 24%	150 28%	137 26%	122 24%	132 27%
Important	(4)	2518 41%	683 44%cd	620 40%	608 39%	607 40%	209 40%	253 49%eijklop	220 44%kp	219 42%	210 41%	191 38%	169 34%	218 41%	221 42%	222 42%	208 41%	176 36%
Very important	(5)	1252 20%	289 19%	317 21%	321 21%	326 21%	106 20%	85 16%	98 20%	109 21%	78 15%	129 26%fim	103 21%	122 23%fi	96 18%	104 19%	118 23%fi	105 21%
Don't know		111 2%	24 2%	29 2%	27 2%	32 2%	6 1%	1 *	17 3%efo	6 1%	14 3%f	9 2%f	9 2%f	10 2%f	8 2%	12 2%f	5 1%	15 3%f
NET Not at all important/ Not very important		703 11%	175 11%	176 11%	174 11%	178 12%	75 14%	49 9%	51 10%	49 9%	65 13%	62 12%	67 14%	56 11%	51 10%	57 11%	54 11%	68 14%
NET Important / Very important		3770 61%	971 63%	937 61%	929 60%	933 61%	316 60%	338 65%ikp	318 64%k	328 63%	288 57%	321 63%k	272 55%	340 64%k	317 60%	326 61%	326 64%ik	281 57%
Mean		3.66	3.66	3.65	3.65	3.67	3.59	3.68	3.72i	3.69	3.54	3.71i	3.56	3.73i	3.65	3.68	3.72i	3.61
Std Dev.		1.05	1.02	1.07	1.05	1.05	1.11	0.96	0.99	1.03	1.05	1.11	1.12	1.03	0.99	1.00	1.05	1.08
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.04	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QI6_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)	258 4%	44 4%	214 4%	14 2%	244 5%c	126 4%	132 4%	11 1%	11 1%	19 2%	32 4%ghi	71 6%ghi	53 7%ghij	60 10%ghijk	23 1%	52 3%n	184 7%no	113 8%no	248 5%s	9 1%
Not very important (2)	530 9%	96 8%	434 9%	72 8%	458 9%	266 9%	264 8%	57 7%	61 7%	71 6%	50 6%	107 9%lj	101 13%ghijk	82 13%ghij	118 7%	121 6%	291 12%no	184 13%no	489 9%s	37 4%
Neither important nor unimportant (3)	1464 24%	172 14%	1293 26%a	180 21%	1284 24%	738 24%	722 23%	154 19%	172 20%	229 20%	198 24%g	284 25%ghi	232 30%ghijk	196 31%ghij	325 19%	427 22%	711 28%no	428 31%no	1281 25%s	171 19%
Important (4)	2492 40%	574 47%b	1918 39%	345 40%	2148 40%	1207 40%	1283 41%	359 44%lm	370 42%klm	504 45%klm	370 45%klm	436 38%m	254 33%	198 32%	730 43%pq	874 45%pq	889 35%	452 33%	2046 39%	419 46%r
Very important (5)	1286 21%	318 26%b	968 20%	243 28%d	1043 20%	602 20%	679 22%	222 27%jklm	241 28%jklm	282 25%jklm	150 18%m	219 19%lm	105 14%	67 11%	463 27%opq	432 22%pq	391 15%q	172 12%	1032 20%	249 27%r
Don't know	138 2%	29 2%	109 2%	6 1%	132 2%c	74 2%	64 2%	21 3%	17 2%	17 1%	21 3%	24 2%	15 2%	23 4%i	38 2%	37 2%	63 2%	39 3%	116 2%	19 2%
NET Not at all important/ Not very important	788 13%	140 11%	648 13%	86 10%	702 13%c	393 13%	395 13%	68 8%	72 8%	90 8%	83 10%	179 16%ghij	154 20%ghijk	143 23%ghij	141 8%	173 9%	475 19%no	296 21%no	737 14%s	46 5%
NET Important / Very important	3778 61%	892 72%b	2887 58%	588 68%d	3191 60%	1808 60%	1962 62%	581 71%jklm	611 70%jklm	786 70%jklm	521 63%klm	655 57%lm	359 47%	265 42%	1192 70%pq	1306 67%pq	1280 51%q	624 45%	3078 59%	668 74%r
Mean	3.67	3.85b	3.62	3.85d	3.64	3.64	3.69	3.90klm	3.90jklm	3.87jklm	3.69klm	3.56lm	3.35	3.21	3.90opq	3.79pq	3.41q	3.29	3.61	3.97r
Std Dev.	1.04	1.02	1.04	0.98	1.05	1.04	1.04	0.93	0.94	0.93	0.98	1.10	1.10	1.12	0.93	0.95	1.12	1.11	1.06	0.86
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	258 4%	44 4%	83 4%	54 4%	78 5%	127 4%	131 4%	108 3%	147 6%g	34 6%lm	31 4%	81 5%lm	52 3%	31 3%	164 4%	36 6%	207 4%	55 4%	192 4%	12 4%
Not very important (2)	530 9%	104 9%	159 8%	123 9%	144 9%	263 8%	267 9%	260 7%	263 11%g	38 7%	73 10%	152 10%	114 7%	93 9%	339 9%	43 7%	454 9%	116 9%	402 9%s	12 4%
Neither important nor unimportant (3)	1464 24%	223 19%	496 26%a	364 26%a	381 23%	719 23%	745 24%	795 22%	650 27%g	142 25%	156 22%	388 25%	371 24%	251 24%	916 24%	150 26%	1220 24%	272 21%	1114 24%q	79 26%
Important (4)	2492 40%	496 43%	803 41%	534 38%	658 39%	1299 42%	1192 39%	1582 43%h	881 37%	189 34%	287 40%	611 39%	658 42%i	462 43%i	1556 41%i	199 34%	2130 41%o	528 41%	1846 40%	118 39%
Very important (5)	1286 21%	272 24%b	356 18%	291 21%	367 22%b	628 20%	659 21%	878 24%h	385 16%	130 23%	152 21%	309 20%	333 21%	222 21%	793 21%	133 23%	1071 21%	295 23%	936 20%	56 19%
Don't know	138 2%	15 1%	46 2%	27 2%	49 3%a	62 2%	77 2%	64 2%	68 3%g	27 5%klmn	18 3%	31 2%	25 2%	11 1%	74 2%	27 5%p	90 2%	31 2%	83 2%	24 8%qr
NET Not at all important/ Not very important	788 13%	148 13%	242 12%	177 13%	222 13%	390 13%	410 13%	368 10%	410 17%g	72 13%	104 14%l	233 15%l	166 11%	123 12%	503 13%	79 13%	661 13%	171 13%s	593 13%s	24 8%
NET Important / Very important	3778 61%	768 67%bcd	1159 60%	826 59%	1025 61%	1926 62%	1851 60%	2460 67%h	1266 53%	319 57%	439 61%	919 59%	991 64%ik	683 64%ik	2350 61%	331 56%	3201 62%o	822 63%	2782 61%	174 58%
Mean	3.67	3.74b	3.63	3.65	3.67	3.67	3.66	3.79h	3.47	3.65	3.65	3.59	3.72k	3.71k	3.66	3.62	3.67	3.70	3.65	3.70
Std Dev.	1.04	1.04	1.02	1.04	1.07	1.03	1.05	0.99	1.09	1.12	1.07	1.08	0.99	0.99	1.04	1.12	1.03	1.06	1.04	0.98
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.01	0.03	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

| | Total | Rurality | | | Nation | | | | Region | | | | | | | | | | |
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	258 4%	219 4%	39 5%	13 7%a	222 4%	14 3%	17 6%eg	5 3%	10 4%n	28 4%n	21 4%n	25 6%nr	18 3%	38 7%lnr	12 1%	42 5%nr	28 5%nr	4 6%n	10 2%
Not very important (2)	530 9%	433 8%	97 11%a	22 13%a	446 9%	41 8%	30 10%	13 8%	35 14%iklnoqr	53 8%	48 9%	28 6%	49 9%	55 10%	47 6%	63 8%	68 13%iknor	3 5%	38 8%
Neither important nor unimportant (3)	1464 24%	1237 23%	227 26%	46 27%	1214 23%	147 28%dfg	67 23%	35 21%	52 21%	149 22%	149 29%himno	126 28%hmno	130 24%	120 21%	173 21%	175 21%	140 26%	19 27%	129 29%himno
Important (4)	2492 40%	2163 41%	330 38%	62 36%	2097 40%	200 39%	120 41%	75 44%	93 37%	282 42%jp	162 32%	170 38%	199 37%	254 44%jp	381 47%hjklpr	392 46%hjklpr	166 31%	29 43%	170 38%
Very important (5)	1286 21%	1132 21%	154 18%	27 16%	1084 21%	106 20%	56 19%	40 24%	54 21%	137 20%	112 22%	91 20%	133 24%m	101 18%	185 23%	165 20%	107 20%	13 19%	93 21%
Don't know	138 2%	121 2%	17 2%	3 2%	121 2%g	10 2%	5 2%	2 1%	7 3%o	27 4%mo	17 3%mo	9 2%	15 3%	6 1%	13 2%	7 1%	19 4%mo	*	10 2%
NET Not at all important/ Not very important	788 13%	652 12%	136 16%a	35 20%a	668 13%	55 11%	47 16%eg	18 11%	45 18%iklnor	81 12%n	69 14%n	52 12%n	67 12%n	93 16%nr	59 7%	105 12%n	96 18%iklnor	8 11%	47 11%
NET Important / Very important	3778 61%	3295 62%bc	483 56%	89 52%	3181 61%	306 59%	176 60%	115 68%def	147 59%	419 62%jp	274 54%	261 58%	332 61%p	354 62%jp	566 70%hijklmpr	556 66%hjkpr	273 52%	42 61%	263 59%
Mean	3.67	3.69bc	3.55	3.41	3.67	3.67	3.58	3.76df	3.60	3.69p	3.60	3.63	3.72p	3.57	3.85hijklmopr	3.69p	3.50	3.63	3.68p
Std Dev.	1.04	1.04	1.06	1.13	1.04	0.98	1.09	1.00	1.10	1.03	1.07	1.05	1.05	1.09	0.89	1.03	1.13	1.05	0.97
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.05	0.06	0.06	0.06	0.06	0.05	0.05	0.06	0.08	0.03

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 267

QI6_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	258 4%	74 3%	141 6%ac	101 3%	169 5%ac	74 3%	10 5%	47 6%e	141 6%	19 8%	80 7%	140 7%lmnpq	66 3%	17 2%	20 3%	15 6%lm	205 5%lm	36 4%m	144 6%stw	59 3%	19 3%	22 6%st	12 8%st	203 4%s	34 7%stw	38 2%	220 5%y
Not very important (2)	530 9%	178 7%	257 11%ac	246 7%	325 10%ac	178 7%	6 3%	77 10%f	257 11%	23 10%	142 13%	211 10%lm	196 8%	45 6%	51 9%	24 10%	407 9%m	75 9%m	233 9%	194 8%	48 7%	38 11%	15 9%	427 9%	53 10%	94 6%	436 10%y
Neither important nor unimportant (3)	1464 24%	497 21%	624 28%ac	750 22%	876 26%ac	497 21%	67 35%e	205 26%e	624 28%	52 23%	311 29%	442 21%	565 23%	271 33%klnopq	126 21%	57 24%	1006 22%	183 22%	516 20%	557 24%r	243 36%rsuwx	98 28%rw	46 29%r	1073 22%	144 28%rw	314 19%	1151 25%y
Important (4)	2492 40%	994 41%b	830 37%	1470 43%bd	1306 39%	994 41%g	64 33%	283 36%	830 37%	73 32%	371 35%	698 34%	1122 46%kmop	320 39%k	270 46%ko	81 34%	1820 40%k	351 42%k	934 36%v	1113 47%rtuvwx	256 38%v	140 40%v	43 27%	2047 41%rvx	183 36%	698 43%	1794 40%
Very important (5)	1286 21%	619 26%bd	363 16%	840 24%bd	583 18%	619 26%g	41 21%	146 19%	363 16%	54 24%hj	141 13%	531 26%lmnpq	453 19%	131 16%	118 20%	48 20%	984 22%lm	166 20%	705 27%stuwx	408 17%t	87 13%	43 12%	36 22%tu	1114 23%stux	79 15%	466 29%z	820 18%
Don't know	138 2%	42 2%	45 2%	51 1%	54 2%	42 2%	6 3%	20 3%	45 2%	6 3%	26 2%	41 2%	34 1%	27 3%klnq	8 1%	13 6%klnq	75 2%	22 3%	36 1%	38 2%	29 4%rsw	13 4%rsw	9 6%rsw	73 1%	22 4%rsw	19 1%	119 3%y
NET Not at all important/ Not very important	788 13%	252 10%	398 18%acd	348 10%	494 15%ac	252 10%	16 8%	124 16%ef	398 18%	42 19%	222 21%	351 17%lmnpq	261 11%m	62 8%	72 12%m	39 16%lm	613 14%lm	110 13%m	377 15%st	253 11%	67 10%	60 17%st	27 17%	630 13%s	86 17%stw	132 8%	656 14%y
NET Important / Very important	3778 61%	1613 67%bd	1193 53%	2309 67%bd	1889 57%b	1613 67%fg	105 54%	428 55%	1193 53%j	126 56%	512 48%	1229 60%	1575 65%kmo	451 56%	388 65%kmo	129 54%	2804 62%km	517 62%m	1640 64%tuvx	1521 64%tuvx	342 50%	182 52%	79 49%	3160 64%tuvx	261 51%	1165 72%z	2614 58%
Mean	3.67	3.81bd	3.46	3.79bd	3.55b	3.81g	3.64	3.53	3.46	3.54j	3.33	3.63	3.71k	3.64	3.71	3.55	3.67	3.66	3.72lux	3.69tux	3.53	3.42	3.50	3.71lux	3.45	3.91z	3.58
Std Dev.	1.04	1.01	1.09	0.99	1.06	1.01	1.02	1.10	1.09	1.21	1.11	1.18	0.95	0.90	1.00	1.14	1.06	1.04	1.13	0.94	0.92	1.05	1.19	1.04	1.09	0.96	1.05
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.04	0.02	0.08	0.03	0.03	0.02	0.03	0.04	0.07	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base		6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base		3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)		258 4%	24 6%	234 4%	* *	86 5%	158 4%	13 4%	242 4%	9 6%	2 3%	3 4%	254 4%	2 5%
Not very important (2)		530 9%	32 8%	495 9%	2 5%	168 10%f	347 8%	16 5%	498 9%	12 7%	9 14%	7 9%	519 9%	4 12%
Neither important nor unimportant (3)		1464 24%	83 21%	1367 24%	14 34%	423 25%	966 23%	75 23%	1368 23%	43 27%	18 27%	21 29%	1429 24%	13 38%
Important (4)		2492 40%	165 41%	2313 40%	14 35%	621 36%	1753 42%d	118 37%	2369 41%	64 40%	30 43%	25 34%	2463 41%	4 12%
Very important (5)		1286 21%	88 22%	1189 21%	9 21%	371 22%	834 20%	81 25%	1230 21%	30 19%	7 10%	12 16%	1266 21%	8 23%
Don't know		138 2%	8 2%	128 2%	2 4%	36 2%	84 2%	19 6%de	124 2%	3 2%	2 3%	6 8%gk	129 2%	3 10%
NET Not at all important/ Not very important		788 13%	57 14%	729 13%	2 6%	254 15%ef	505 12%	29 9%	740 13%	21 13%	12 17%	10 13%	772 13%	6 17%
NET Important / Very important		3778 61%	253 63%	3502 61%	23 56%	993 58%	2587 62%d	199 62%	3599 62%	94 59%	36 53%	37 50%	3729 62%	12 35%
Mean		3.67	3.66	3.67	3.75	3.61	3.68	3.79d	3.67	3.59	3.44	3.53	3.67	3.40
Std Dev.		1.04	1.10	1.04	0.88	1.09	1.02	1.04	1.04	1.06	0.97	1.03	1.04	1.18
Std Error		0.01	0.05	0.01	0.13	0.03	0.02	0.06	0.01	0.09	0.13	0.13	0.01	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	258 4%	66 4%	76 5%	51 3%	65 4%	21 4%	23 5%	22 4%	23 4%	24 5%	28 6%	21 4%	17 3%	14 3%	22 4%	18 3%	26 5%
Not very important	(2)	530 9%	142 9%	121 8%	141 9%	127 8%	50 10%	49 10%	42 8%	39 8%	45 9%	37 7%	53 11%	52 10%	35 7%	39 7%	44 9%	45 9%
Neither important nor unimportant	(3)	1464 24%	343 22%	377 24%	394 25%	350 23%	126 24%	108 21%	109 22%	147 28%fp	113 22%	116 23%	133 27%	128 24%	133 25%	139 26%	109 22%	101 20%
Important	(4)	2492 40%	640 41%	630 41%	590 38%	632 41%	221 42%	222 43%k	196 39%	201 38%	202 40%	227 45%k	173 35%	205 39%	212 40%	208 39%	207 41%	217 44%k
Very important	(5)	1286 21%	317 21%	296 19%	345 22%	328 21%	97 18%	110 21%	110 22%	99 19%	109 21%	89 17%	102 21%	120 22%	123 23%	109 20%	122 24%j	98 20%
Don't know		138 2%	35 2%	42 3%	29 2%	32 2%	13 2%	3 1%	19 4%f	15 3%f	16 3%f	10 2%	9 2%	10 2%	10 2%	16 3%f	8 2%	8 2%
NET Not at all important/ Not very important		788 13%	208 13%	196 13%	192 12%	192 13%	71 13%	73 14%	64 13%	62 12%	69 14%	65 13%	73 15%m	69 13%	49 9%	60 11%	61 12%	71 14%
NET Important / Very important		3778 61%	957 62%	926 60%	935 60%	960 63%	318 60%	333 64%k	306 61%	300 57%	311 61%	316 62%	276 56%	325 61%	334 63%	317 60%	329 65%hk	315 64%
Mean		3.67	3.66	3.63	3.68	3.69	3.63	3.68	3.69	3.61	3.66	3.63	3.59	3.69	3.76k	3.67	3.75	3.65
Std Dev.		1.04	1.05	1.04	1.03	1.04	1.02	1.06	1.06	1.02	1.07	1.04	1.07	1.03	0.98	1.02	1.03	1.07
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability

Base : All participants

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base		6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base		3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Not at all important (1)		211 3%	22 2%	189 4%a	27 3%	184 3%	100 3%	112 4%	22 3%	19 2%	28 3%	34 4%	59 5%ghi	28 4%	22 3%	41 2%	62 3%	108 4%n	49 4%	196 4%s	13 1%
Not very important (2)		292 5%	28 2%	264 5%a	46 5%	246 5%	147 5%	145 5%	31 4%	49 6%	70 6%k	38 5%	40 3%	35 5%	30 5%	80 5%	108 6%	104 4%	65 5%	254 5%	35 4%
Neither important nor unimportant (3)		1386 22%	182 15%	1204 24%a	179 21%	1208 23%	734 24%f	652 21%	166 20%	150 17%	221 20%	171 21%	293 26%ghi	221 29%ghij	164 26%ghi	316 19%	392 20%	678 27%no	385 28%no	1235 24%s	141 16%
Important (4)		2605 42%	573 46%b	2032 41%	362 42%	2243 42%	1260 42%	1337 43%	369 45%kl	411 47%klm	502 45%kl	364 44%kl	428 37%	287 38%	244 39%	780 46%pq	867 45%pq	958 38%	531 38%	2138 41%	453 50%r
Very important (5)		1482 24%	396 32%b	1086 22%	239 28%d	1243 23%	685 23%	792 25%	212 26%	225 26%	287 26%	194 24%	276 24%	159 21%	129 21%	436 26%pq	482 25%q	564 22%	288 21%	1223 23%	241 27%
Don't know		192 3%	30 2%	161 3%	8 1%	184 3%c	88 3%	104 3%	24 3%i	19 2%	13 1%	20 2%	46 4%i	31 4%i	38 6%ghij	43 3%	33 2%	116 5%no	69 5%no	166 3%	20 2%
NET Not at all important/ Not very important		504 8%	51 4%	453 9%a	74 9%	430 8%	246 8%	257 8%	52 6%	69 8%	98 9%	72 9%	99 9%	62 8%	52 8%	121 7%	170 9%	212 8%	114 8%	450 9%s	49 5%
NET Important / Very important		4087 66%	969 79%b	3118 63%	601 70%	3486 66%	1945 65%	2129 68%e	581 71%klm	636 73%klm	789 70%klm	559 68%klm	704 62%	445 59%	373 60%	1217 72%pq	1348 69%pq	1522 60%	819 59%	3361 64%	695 77%r
Mean		3.81	4.07b	3.75	3.87	3.80	3.78	3.84	3.90klm	3.90klm	3.86klm	3.81	3.75	3.71	3.73	3.90pq	3.84pq	3.73	3.72	3.78	3.99r
Std Dev.		0.98	0.86	1.00	0.99	0.98	0.97	0.99	0.93	0.93	0.96	1.00	1.04	0.98	0.98	0.93	0.97	1.01	0.98	1.00	0.85
Std Error		0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Not at all important (1)	211 3%	36 3%	86 4%c	32 2%	58 3%	122 4%	89 3%	126 3%	83 3%	26 5%	24 3%	45 3%	58 4%	40 4%	127 3%	27 5%	175 3%	38 3%	166 4%	7 2%
Not very important (2)	292 5%	58 5%	97 5%	70 5%	67 4%	155 5%	137 4%	171 5%	117 5%	23 4%	31 4%	62 4%	80 5%	71 7%kn	173 5%	23 4%	257 5%	48 4%	234 5%	10 3%
Neither important nor unimportant (3)	1386 22%	230 20%	432 22%	379 27%abd	346 21%	662 21%	724 24%	777 21%	590 25%g	130 23%	163 23%	351 22%	356 23%	255 24%	870 23%	138 23%	1176 23%	277 21%	1049 23%	60 20%
Important (4)	2605 42%	525 46%d	842 43%	573 41%	665 40%	1367 44%f	1238 40%	1626 44%h	948 40%	188 34%	267 37%	706 45%ij	695 45%ij	459 43%i	1669 43%ij	198 34%	2245 43%o	513 40%	1962 43%	131 44%
Very important (5)	1482 24%	270 23%	422 22%	305 22%	484 29%abc	691 22%	789 26%e	905 25%	553 23%	163 29%klmn	206 29%klmn	358 23%	331 21%	218 20%	895 23%	171 29%p	1182 23%	383 30%rs	1032 23%	67 22%
Don't know	192 3%	35 3%	64 3%	35 3%	57 3%	99 3%	93 3%	82 2%	104 4%g	31 5%klmn	28 4%	48 3%	33 2%	26 2%	109 3%	31 5%p	138 3%	37 3%	130 3%	25 8%qr
NET Not at all important/ Not very important	504 8%	94 8%	183 9%	102 7%	125 7%	277 9%	227 7%	297 8%	200 8%	48 9%	55 8%	108 7%	138 9%	111 10%kn	300 8%	50 9%	432 8%	86 7%	400 9%	17 6%
NET Important / Very important	4087 66%	795 69%c	1264 65%	878 63%	1149 69%c	2059 66%	2027 66%	2531 69%h	1501 63%	352 63%	473 66%	1064 68%	1026 66%	677 63%	2564 67%	369 63%	3426 66%	896 69%r	2993 65%	198 66%
Mean	3.81	3.84	3.75	3.77	3.89bc	3.78	3.84	3.84	3.77	3.83	3.87m	3.83m	3.76	3.71	3.81m	3.83	3.79	3.92r	3.78	3.88
Std Dev.	0.98	0.96	1.01	0.93	0.99	0.99	0.97	0.97	0.99	1.07	1.00	0.93	0.97	1.00	0.96	1.07	0.97	0.97	0.98	0.91
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.05	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Not at all important (1)	211 3%	179 3%	32 4%	6 4%	181 3%	14 3%	11 4%	6 3%	8 3%	34 5%n	18 4%	19 4%	15 3%	21 4%	18 2%	20 2%	27 5%n	1 1%	13 3%
Not very important (2)	292 5%	241 5%	52 6%	9 5%	236 5%	31 6%	17 6%	8 5%	18 7%ilno	25 4%	27 5%	28 6%	18 3%	34 6%	32 4%	31 4%	22 4%	3 4%	28 6%l
Neither important nor unimportant (3)	1386 22%	1190 22%	197 23%	45 26%	1160 22%	120 23%	70 24%	36 21%	50 20%	155 23%	122 24%	121 27%hln	104 19%	123 21%	168 21%	184 22%	133 25%	19 27%	101 23%
Important (4)	2605 42%	2259 43%	346 40%	70 41%	2193 42%	219 42%	118 40%	75 44%	103 41%	271 40%	198 39%	167 37%	231 43%	257 45%kp	385 47%ijkp	386 46%kp	195 37%	29 42%	190 42%
Very important (5)	1482 24%	1277 24%	205 24%	39 23%	1247 24%	124 24%	71 24%	39 23%	65 26%	158 23%	120 24%	99 22%	165 30%ikmor	125 22%	194 24%	193 23%	129 24%	17 25%	107 24%
Don't know	192 3%	161 3%	31 4%	3 2%	168 3%	9 2%	8 3%	6 3%	5 2%	33 5%lnr	23 5%n	14 3%	11 2%	14 2%	14 2%	14 2%	30 4%	23 4%n	-	9 2%
NET Not at all important/ Not very important	504 8%	420 8%	84 10%	15 9%	417 8%	45 9%	27 9%	14 8%	27 11%ilno	59 9%	45 9%	47 10%ilno	32 6%	55 10%	51 6%	52 6%	49 9%	4 6%	41 9%
NET Important / Very important	4087 66%	3535 67%	552 64%	110 63%	3440 66%	343 66%	190 64%	115 67%	168 67%k	429 63%	318 63%	266 59%	396 73%ijkpr	381 66%	579 71%ijkp	579 69%kp	324 61%	46 67%	297 66%
Mean	3.81	3.82	3.77	3.75	3.82	3.80	3.78	3.81	3.81	3.77	3.77	3.69	3.97hijkmpr	3.77	3.88k	3.86k	3.74	3.84	3.79
Std Dev.	0.98	0.97	1.01	0.99	0.98	0.97	1.01	0.97	1.02	1.03	1.00	1.03	0.94	0.99	0.90	0.91	1.05	0.90	0.98
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
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Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Not at all important (1)	211 3%	47 2%	116 5%ac	71 2%	139 4%ac	47 2%	3 1%	19 2%	116 5%	15 7%	40 4%	92 4%lp	50 2%	23 3%	31 5%lp	15 6%lmp	142 3%l	45 5%lmp	94 4%	59 2%	20 3%	28 8%rstw	6 4%	153 3%	34 7%rstw	32 2%	179 4%y
Not very important (2)	292 5%	94 4%	134 6%ac	146 4%	185 6%ac	94 4%	12 6%	42 5%	134 6%	5 2%	63 6%	97 5%	115 5%	37 5%	29 5%	13 5%	212 5%	41 5%	119 5%	102 4%	37 5%	24 7%	9 6%	220 4%	33 7%	80 5%	212 5%
Neither important nor unimportant (3)	1386 22%	476 20%	569 25%ac	729 21%	822 25%ac	476 20%	47 24%	190 24%e	569 25%	49 22%	264 25%	406 20%	534 22%	242 30%klnpq	133 22%	64 27%k	940 21%	197 24%	494 19%	513 22%	235 34%rsuwx	91 26%r	45 28%r	1008 20%	137 27%rw	300 18%	1087 24%y
Important (4)	2605 42%	1042 43%	907 40%	1499 43%	1364 41%	1042 43%fg	65 34%	291 37%	907 40%	78 34%	425 40%	757 37%	1190 49%kmopq	318 39%	264 44%ko	76 32%	1946 43%	340 41%o	991 39%	1158 49%rtuvwx	258 38%	145 41%	50 31%	2149 44%rtv	194 38%	722 44%	1884 41%
Very important (5)	1482 24%	690 29%bd	456 20%	941 27%bd	706 21%	690 29%	57 30%	205 26%	456 20%	70 31%hj	231 22%	637 31%lmnopq	499 20%	159 20%	129 22%	54 23%	1136 25%lm	183 22%	807 31%stuvx	481 20%tu	100 15%	51 15%	37 23%t	1289 26%stux	88 17%	474 29%z	1007 22%
Don't know	192 3%	54 2%	79 4%ac	72 2%	98 3%	54 2%	10 5%e	32 4%e	79 4%	9 4%	48 4%	75 4%ln	47 2%	31 4%	8 1%	16 7%lnpq	122 3%	24 3%	63 2%	55 2%	31 4%	14 4%	13 8%rsw	118 2%	27 8%rsw	21 1%	171 4%y
NET Not at all important/ Not very important	504 8%	142 6%	250 11%ac	216 6%	324 10%ac	142 6%	14 7%	60 8%	250 11%	20 9%	103 10%	189 9%l	165 7%	60 7%	60 10%l	27 11%l	354 8%	87 10%l	213 8%	161 7%	57 8%	52 15%rstw	15 10%	374 8%	68 13%rstw	112 7%	392 9%
NET Important / Very important	4087 66%	1733 72%bd	1363 60%	2440 71%bd	2070 62%	1733 72%fg	122 63%	496 64%	1363 60%	148 65%	656 61%	1394 68%mo	1688 69%mo	477 59%	393 66%mo	131 55%	3082 69%mo	524 63%	1798 70%tuvx	1639 69%tuvx	358 53%	196 56%	86 54%	3437 70%tuvx	283 55%	1196 73%z	2891 64%
Mean	3.81	3.95bd	3.67	3.91bd	3.72	3.95g	3.88	3.83	3.67	3.84	3.73	3.88mnoq	3.83moq	3.71	3.74	3.64	3.85mnoq	3.71	3.92stuvx	3.82tux	3.59	3.49	3.69	3.87tux	3.55	3.95z	3.76
Std Dev.	0.98	0.91	1.04	0.92	1.01	0.91	0.97	0.97	1.04	1.12	1.00	1.06	0.89	0.94	1.02	1.11	0.97	1.05	1.02	0.90	0.92	1.09	1.05	0.96	1.08	0.93	0.99
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.08	0.03	0.02	0.02	0.03	0.04	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.09	0.01	0.05	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Not at all important (1)	211 3%	6 2%	205 4%	- -	49 3%	158 4%	5 2%	196 3%	8 5%	5 7%	3 4%	209 3%	- -
Not very important (2)	292 5%	9 2%	281 5%	2 5%	70 4%	206 5%	16 5%	264 5%	16 10%gk	8 12%gj	1 1%	288 5%	3 9%
Neither important nor unimportant (3)	1386 22%	73 18%	1303 23%	10 23%	352 21%	972 23%	62 19%	1288 22%	44 27%	23 34%	18 24%	1356 22%	13 36%
Important (4)	2605 42%	172 42%	2420 42%	13 32%	688 40%	1776 43%	141 44%	2479 43%	63 39%	26 38%	27 36%	2568 42%	11 31%
Very important (5)	1482 24%	128 32%b	1338 23%	15 37%	499 29%e	902 22%	80 25%	1421 24%i	27 17%	6 9%	22 29%i	1454 24%i	6 16%
Don't know	192 3%	12 3%	179 3%	1 3%	47 3%	127 3%	17 5%	182 3%	3 2%	-	4 6%	184 3%	3 9%
NET Not at all important/ Not very important	504 8%	16 4%	486 8%a	2 5%	119 7%	364 9%	21 7%	460 8%	24 15%gk	13 19%gij	3 5%	497 8%	3 9%
NET Important / Very important	4087 66%	300 75%b	3758 66%	29 69%	1188 70%e	2679 65%	221 69%	3900 67%hi	90 56%	32 47%	49 65%	4022 66%hi	16 47%
Mean	3.81	4.05b	3.79	4.04	3.92e	3.76	3.90	3.83hi	3.54	3.29	3.92hi	3.81hi	3.59
Std Dev.	0.98	0.87	0.98	0.92	0.97	0.98	0.91	0.97	1.05	1.03	0.98	0.98	0.90
Std Error	0.01	0.04	0.01	0.13	0.02	0.02	0.05	0.01	0.09	0.13	0.12	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability

Base : All participants

			Quarter										Month					
		Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Not at all important	(1)	211 3%	53 3%	58 4%	47 3%	53 3%	16 3%	19 4%	18 4%	13 2%	27 5%	18 4%	14 3%	16 3%	18 3%	15 3%	17 3%	22 4%
Not very important	(2)	292 5%	76 5%	77 5%	84 5%	55 4%	26 5%	31 6%n	19 4%	27 5%	24 5%	26 5%	25 5%	38 7%no	21 4%	13 2%	17 3%	25 5%
Neither important nor unimportant	(3)	1386 22%	331 21%	355 23%	379 24%	322 21%	118 22%	105 20%	107 22%	135 26%op	111 22%	108 21%	131 27%op	128 24%	120 23%	139 26%op	90 18%	93 19%
Important	(4)	2605 42%	660 43%	632 41%	639 41%	674 44%	239 45%	221 43%	200 40%	209 40%	217 43%	207 41%	191 39%	211 40%	237 45%	216 41%	238 47%	220 44%
Very important	(5)	1482 24%	373 24%	369 24%	357 23%	382 25%	109 21%	134 26%	130 26%	128 24%	111 22%	130 26%	114 23%	123 23%	120 23%	125 24%	133 26%	124 25%
Don't know		192 3%	51 3%	50 3%	42 3%	48 3%	20 4%f	6 1%	24 5%f	13 2%	19 4%f	18 4%	15 3%	16 3%	12 2%	24 5%f	12 2%	12 2%
NET Not at all important/ Not very important		504 8%	129 8%	134 9%	132 8%	109 7%	42 8%	50 10%n	36 7%	40 8%	51 10%n	43 9%	39 8%	54 10%n	38 7%	28 5%	35 7%	46 9%n
NET Important / Very important		4087 66%	1033 67%	1002 65%	997 64%	1056 69%c	348 66%	355 69%	331 66%	337 64%	328 64%	337 66%	306 62%	334 63%	357 68%	341 64%	371 73%ehikln	344 69%
Mean		3.81	3.82	3.79	3.78	3.86	3.78	3.82	3.86	3.81	3.74	3.83	3.77	3.75	3.82	3.84	3.91il	3.83
Std Dev.		0.98	0.98	1.00	0.97	0.96	0.95	1.01	0.99	0.96	1.04	1.00	0.97	1.00	0.95	0.93	0.95	1.01
Std Error		0.01	0.03	0.03	0.03	0.02	0.04	0.04	0.04	0.04	0.05	0.05	0.04	0.04	0.04	0.04	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Low cost	5225 85%	1083 88%b	4142 84%	717 83%	4508 85%	2475 82%	2737 87%e	659 80%	737 84%	952 85%g	711 87%g	990 87%g	659 87%g	517 83%	1395 82%	1663 86%n	2166 86%n	1176 85%	4426 85%	752 83%
Guarantee that the parcel will arrive on time	5254 85%	1111 90%b	4143 84%	749 85%	4506 85%	2470 82%	2770 88%e	701 85%	730 84%	958 85%	709 86%	990 87%m	652 86%	515 82%	1431 84%	1667 86%	2157 85%	1167 84%	4420 85%	787 87%
Ability to track the delivery	5063 82%	1052 86%b	4011 81%	715 83%	4348 82%	2357 78%	2693 86%e	675 82%m	732 84%m	951 85%klm	703 85%klm	928 81%m	605 80%	470 75%	1406 83%pq	1654 85%pq	2003 79%	1075 78%	4258 82%	763 84%
Ability to choose an express or next day service	4242 69%	1023 83%b	3219 65%	641 74%d	3601 68%	2046 70%	2188 70%	616 75%klm	654 75%klm	827 74%klm	599 73%klm	726 64%	459 60%	361 58%	1269 75%pq	1426 73%pq	1547 61%	820 59%	3502 67%	703 78%r
Ability to select a specific date/time for delivery	4120 67%	981 80%b	3139 64%	591 69%	3529 66%	1936 64%	2175 69%e	621 75%klm	655 75%klm	801 71%klm	596 73%klm	717 63%m	414 54%	317 51%	1276 75%pq	1397 72%pq	1447 57%q	730 53%	3370 65%	715 79%r
Fast delivery	4955 80%	1067 87%b	3889 79%	737 86%d	4218 79%	2341 78%	2601 83%e	678 82%m	713 82%m	952 85%m	677 82%m	901 79%m	591 78%m	443 71%	1391 82%pq	1629 84%pq	1935 77%	1034 75%	4140 79%	775 86%r
Convenient options for me to drop the parcel off	4900 79%	1072 87%b	3828 78%	701 81%	4199 79%	2314 77%	2574 82%e	659 80%m	700 80%m	927 83%m	667 81%m	903 79%m	592 78%m	452 72%	1359 80%q	1594 82%pq	1948 77%	1044 75%	4108 79%	754 83%r
Convenient options for the operator to pick the parcel up from me	4040 65%	918 74%b	3122 63%	598 69%d	3443 65%	1917 64%	2115 67%e	592 72%klm	615 71%klm	845 75%klm	563 69%klm	690 60%m	418 55%	317 51%	1207 71%pq	1408 72%pq	1425 56%	734 53%	3307 63%	697 77%r
Convenient options for the recipient to accept the delivery	4881 79%	1049 85%b	3833 78%	720 84%d	4162 78%	2328 77%	2541 81%e	651 79%m	709 81%m	909 81%m	663 81%m	910 80%m	595 78%m	445 71%	1359 80%q	1572 81%pq	1951 77%	1040 75%	4081 78%	762 84%r
Insurance against damage or loss	4493 73%	974 79%b	3519 71%	700 81%d	3793 71%	2154 71%	2325 74%	607 74%m	651 75%m	840 75%m	630 77%m	809 71%	544 72%	412 66%	1258 74%q	1470 76%pq	1765 70%	956 69%	3786 73%	670 74%
Same price to send to anywhere within the UK	5095 83%	1040 84%	4055 82%	732 85%	4363 82%	2422 80%	2660 85%e	632 77%	693 79%	912 81%	703 85%gh	963 84%gh	662 87%ghi	531 85%gh	1325 78%	1614 83%n	2156 86%n	1192 86%n	4328 83%	725 80%
Proof of postage/ dispatch	5289 86%	1087 88%b	4202 85%	774 90%d	4516 85%	2492 83%	2784 89%e	672 82%	733 84%	962 86%g	715 87%g	1002 88%g	668 88%g	537 86%	1405 83%	1677 86%n	2208 87%n	1205 87%n	4485 86%	759 84%
Proof of receipt/ delivery	5246 85%	1105 90%b	4142 84%	761 88%d	4485 85%	2464 82%	2770 88%e	657 80%	726 83%	964 86%g	719 87%g	989 87%g	670 88%ghm	520 83%	1383 82%	1683 87%n	2180 86%n	1190 86%n	4442 85%	758 84%
Delivery to recipient's door	5425 88%	1139 92%b	4287 87%	768 89%	4657 88%	2561 85%	2851 91%e	676 82%	730 84%	986 88%gh	736 90%gh	1035 91%gh	708 93%ghm	596 89%gh	1405 83%	1722 89%n	2298 91%no	1263 91%n	4598 88%	782 86%
Daily collection service	4598 75%	1034 84%b	3564 72%	664 77%	3933 74%	2204 73%	2383 76%	588 71%	619 71%	852 76%hnn	643 78%ghm	889 78%ghm	582 77%hm	425 68%	1207 71%	1495 77%nq	1896 75%q	1007 73%	3863 74%	698 77%
Parcel provider operates in an environmentally responsible way	3770 61%	911 74%b	2859 58%	585 68%d	3185 60%	1744 58%	2015 64%e	561 68%ijklm	590 68%ijklm	703 63%klm	496 60%	647 56%	425 56%	347 55%	1151 68%pq	1199 62%pq	1420 56%	773 56%	3117 60%	624 69%r
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3778 61%	892 72%b	2887 58%	588 68%d	3191 60%	1808 60%	1962 62%	581 71%jklm	611 70%klm	786 70%klm	521 63%klm	655 57%lm	359 47%	265 42%	1192 70%pq	1306 67%pq	1280 51%q	624 45%	3078 59%	668 74%r
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	4087 66%	969 79%b	3118 63%	601 70%	3486 66%	1945 65%	2129 68%e	581 71%klm	636 73%klm	789 70%klm	559 68%klm	704 62%	445 59%	373 60%	1217 72%pq	1348 69%pq	1522 60%	819 59%	3361 64%	695 77%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 269

QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
		Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Low cost	5225 85%	952 83%	1659 85%	1172 84%	1440 86%	2611 84%	2612 85%	3130 85%	2025 85%	467 83%	601 84%	1349 86%	1329 86%	885 83%	3279 85%	488 83%	4393 85%	1119 86%s	3872 85%s	234 78%
Guarantee that the parcel will arrive on time	5254 85%	1009 87%c	1647 85%	1168 84%	1429 85%	2655 86%	2597 85%	3176 86%	2012 84%	463 83%	590 82%	1359 87%j	1330 86%	908 85%	3279 85%	483 82%	4419 85%	1121 86%s	3897 85%s	236 79%
Ability to track the delivery	5063 82%	991 86%bcd	1592 82%	1132 81%	1346 80%	2583 83%f	2479 81%	3088 84%h	1910 80%	437 78%	574 80%	1293 82%	1297 84%i	896 84%i	3164 82%i	453 77%	4278 83%o	1062 82%s	3775 83%s	226 75%
Ability to choose an express or next day service	4242 69%	867 75%bcd	1320 68%	927 67%	1127 67%	2187 71%f	2054 67%	2660 72%h	1522 64%	347 62%	485 68%	1061 68%	1096 71%i	744 70%i	2642 69%i	366 62%	3585 69%o	901 70%	3134 69%	207 69%
Ability to select a specific date/time for delivery	4120 67%	824 71%bcd	1280 66%	906 65%	1110 66%	2103 68%	2015 66%	2651 72%h	1414 59%	356 63%	471 66%	1034 66%	1046 67%	722 68%	2552 66%	374 64%	3461 67%	873 67%	3041 67%	207 69%
Fast delivery	4955 80%	960 83%b	1538 79%	1116 80%	1340 80%	2498 81%	2456 80%	3089 84%h	1808 75%	426 76%	563 78%	1266 81%	1276 82%i	860 80%	3105 81%i	444 76%	4187 81%o	1056 81%s	3680 80%s	220 73%
Convenient options for me to drop the parcel off	4900 79%	935 81%d	1584 81%d	1088 78%	1293 77%	2518 81%f	2380 78%	2994 81%h	1845 77%	410 73%	559 78%	1255 80%i	1245 80%i	872 82%i	3058 80%i	429 73%	4163 80%o	1025 79%s	3672 80%s	203 68%
Convenient options for the operator to pick the parcel up from me	4040 65%	775 67%	1265 65%	881 63%	1118 67%	2041 66%	1998 65%	2604 71%h	1386 58%	347 62%	460 64%	1042 66%	1026 66%	707 66%	2529 66%	362 62%	3405 66%	897 69%r's	2960 65%	183 61%
Convenient options for the recipient to accept the delivery	4881 79%	931 81%	1541 79%	1072 77%	1337 80%	2472 80%	2409 78%	2966 80%h	1850 77%	423 75%	569 79%	1264 80%i	1233 79%	853 80%	3066 80%	442 75%	4119 80%o	1018 79%s	3657 80%s	206 69%
Insurance against damage or loss	4493 73%	874 76%b	1371 71%	1025 74%	1222 73%	2245 72%	2247 73%	2731 74%	1707 71%	375 67%	517 72%	1141 73%i	1150 74%i	797 75%i	2608 73%i	393 67%	3801 73%o	954 74%	3328 73%	211 70%
Same price to send to anywhere within the UK	5095 83%	926 80%	1617 83%	1138 82%	1412 84%a	2544 82%	2550 83%	3033 82%	1994 83%	458 82%	601 84%	1329 85%m	1288 83%	853 80%	3217 84%m	476 81%	4281 83%	1087 84%s	3776 83%	233 78%
Proof of postage/ dispatch	5289 86%	991 86%	1679 86%	1190 85%	1428 85%	2670 86%	2618 85%	3175 86%	2049 86%	466 83%	603 84%	1350 86%	1363 88%i	921 86%	3317 86%	488 83%	4463 86%	1105 85%s	3954 86%s	231 77%
Proof of receipt/ delivery	5246 85%	1000 87%	1630 84%	1202 86%	1413 84%	2630 85%	2615 85%	3157 86%	2020 84%	454 81%	595 83%	1344 86%i	1336 86%i	922 86%i	3274 85%i	476 81%	4422 85%o	1101 85%s	3914 86%s	231 77%
Delivery to recipient's door	5425 88%	1013 88%	1727 89%	1204 86%	1481 88%	2740 88%	2685 87%	3237 88%	2118 88%	468 84%	637 89%i	1397 89%i	1372 88%	934 87%	3405 89%i	490 83%	4577 88%o	1134 88%s	4049 89%s	242 80%
Daily collection service	4598 75%	863 75%	1471 76%	1021 73%	1243 74%	2334 75%	2264 74%	2812 76%h	1726 72%	393 70%	533 74%	1175 75%	1164 75%	790 74%	2872 75%	409 70%	3878 75%o	970 75%s	3429 75%s	199 66%
Parcel provider operates in an environmentally responsible way	3770 61%	754 65%cd	1191 61%	825 59%	1001 60%	1944 63%f	1826 59%	2364 64%h	1346 56%	330 59%	452 63%	965 61%	945 61%	656 61%	2362 61%	343 58%	3189 62%	804 62%	2781 61%	185 62%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3778 61%	768 67%bcd	1159 60%	826 59%	1025 61%	1926 62%	1851 60%	2460 67%h	1266 53%	319 57%	439 61%	919 59%	991 64%ik	683 64%ik	2350 61%	331 56%	3201 62%o	822 63%	2782 61%	174 58%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	4087 66%	795 69%c	1264 65%	878 63%	1149 69%c	2059 66%	2027 66%	2531 69%h	1501 63%	352 63%	473 66%	1064 68%	1026 66%	677 63%	2564 67%	369 63%	3426 66%	896 69%r	2993 65%	198 66%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Low cost	5225 85%	4480 84%	745 86%	144 83%	4390 85%	433 84%	254 86%	148 87%	211 84%	574 85%	433 85%	371 83%	474 87%	493 86%	678 84%	718 85%	436 82%	59 86%	374 83%
Guarantee that the parcel will arrive on time	5254 85%	4532 85%	723 84%	145 84%	4405 85%	441 85%	255 86%	153 89%de	213 85%	563 83%	409 81%	373 83%	486 89%ijkm	481 84%	698 86%j	731 87%j	452 85%	61 88%	381 85%
Ability to track the delivery	5063 82%	4338 82%	725 84%	137 79%	4248 82%	421 81%	247 84%	147 86%de	200 80%	531 79%	417 82%	346 77%	447 82%	478 83%k	668 82%	730 86%hikr	431 81%	61 89%k	360 80%
Ability to choose an express or next day service	4242 69%	3685 69%b	557 64%	118 68%	3559 69%	348 67%	211 71%	124 72%	178 71%k	460 68%	332 65%	284 63%	393 72%jk	381 67%	617 76%ijkmopqr	564 67%	350 66%	44 64%	304 68%
Ability to select a specific date/time for delivery	4120 67%	3597 68%bc	523 61%	104 60%	3482 67%	332 64%	191 65%	115 68%	168 67%p	432 64%	327 64%	269 60%	397 73%kmpqr	373 65%	622 77%hijkmopqr	587 70%kp	350 58%	41 59%	291 65%
Fast delivery	4955 80%	4292 81%bc	663 77%	128 74%	4145 80%	418 81%	247 84%d	144 85%d	203 81%	548 81%	401 79%	343 76%	429 79%	439 77%	696 86%jklmpr	681 81%	406 77%	57 83%	361 80%
Convenient options for me to drop the parcel off	4900 79%	4226 80%c	674 78%c	121 70%	4112 79%	411 79%	239 81%	138 81%	208 83%jp	534 79%	378 74%	348 77%	429 79%	478 83%jkp	657 81%j	672 80%	407 77%	58 85%	352 78%
Convenient options for the operator to pick the parcel up from me	4040 65%	3517 66%b	523 61%	105 61%	3387 65%	341 66%	194 66%	118 69%	157 63%	431 64%k	332 65%	253 56%	377 69%kp	367 64%	599 74%hijkmopr	565 67%kp	305 58%	47 69%	293 65%kp
Convenient options for the recipient to accept the delivery	4881 79%	4205 79%	676 78%	131 76%	4109 79%	401 77%	235 79%	137 80%	198 79%	527 78%	402 79%	345 77%	453 83%kpr	451 79%	655 81%	678 80%	400 76%	58 84%	343 76%
Insurance against damage or loss	4493 73%	3854 73%	639 74%	121 70%	3781 73%	360 70%	217 74%	134 79%de	183 73%	508 75%cj	348 68%	312 69%	425 78%jkmpr	410 72%	594 73%	632 75%	369 70%	49 71%	312 69%
Same price to send to anywhere within the UK	5095 83%	4362 82%	733 85%	147 85%	4276 82%	423 82%	249 84%	147 86%d	208 83%	555 82%	414 81%	358 80%	446 82%	479 84%	680 84%	706 84%	428 81%	63 91%kpr	360 80%
Proof of postage/ dispatch	5289 86%	4527 85%	762 88%	153 89%	4459 86%e	426 82%	256 87%e	148 87%e	216 86%	583 86%r	433 85%	376 84%	474 87%r	493 84%	685 84%	737 87%r	462 87%r	61 89%	364 81%
Proof of receipt/ delivery	5246 85%	4494 85%	752 87%	150 87%	4408 85%	433 84%	255 86%	150 88%	210 84%	563 83%	424 83%	385 86%	477 88%r	492 86%	674 83%	730 86%	452 85%	61 89%	372 83%
Delivery to recipient's door	5425 88%	4645 88%	781 90%	158 91%	4554 88%	449 87%	267 91%	155 91%de	216 86%	588 87%	439 86%	390 87%	482 89%	511 89%	700 86%	751 89%	478 90%	63 91%	386 86%
Daily collection service	4598 75%	3987 75%b	611 71%	122 71%	3868 75%	377 73%	221 75%	131 77%	187 75%	507 75%	355 70%	310 69%	406 75%	452 79%jk	621 77%jk	645 76%jk	386 73%	49 71%	328 73%
Parcel provider operates in an environmentally responsible way	3770 61%	3283 62%bc	488 56%	90 52%	3206 62%e	293 57%	173 58%	99 58%	141 56%	398 59%	290 57%	265 59%	379 70%hijkmpqr	356 62%p	549 68%hijkpqr	545 65%hjpr	285 54%	38 55%	255 57%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3778 61%	3295 62%bc	483 56%	89 52%	3181 61%	306 59%	176 60%	115 68%def	147 59%	419 62%jp	274 54%	261 58%	332 61%p	354 62%jp	566 70%hijklmpr	556 66%hjkpr	273 52%	42 61%	263 59%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	4087 66%	3535 67%	552 64%	110 63%	3440 66%	343 66%	190 64%	115 67%	168 67%k	429 63%	318 63%	266 59%	396 73%ijkpr	381 66%	579 71%ijkp	579 69%kp	324 61%	46 67%	297 66%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Low cost	5225 85%	2035 85%	1986 88%ac	2890 84%	2841 86%	2035 85%	159 82%	637 82%	1986 88%	200 88%	947 88%	1847 90%lmnoq	2107 87%moq	577 71%	493 83%m	188 79%	3955 88%mnoq	681 82%m	2325 91%stuvwx	2032 86%tuvx	469 69%	255 72%	124 77%	4357 88%stuvx	379 74%	1357 83%	3868 85%
Guarantee that the parcel will arrive on time	5254 85%	2127 88%bd	1883 83%	3033 88%bd	2789 84%	2127 88%f	158 82%	668 86%	1883 83%	196 87%	896 84%	1849 90%mnoq	2125 87%moq	583 72%	507 85%m	181 76%	3974 88%mnoq	687 83%m	2340 91%stuvwx	2055 86%tuvx	474 70%	257 73%	113 70%	4395 89%stuvx	370 72%	1389 85%	3866 85%
Ability to track the delivery	5063 82%	2100 87%bd	1779 79%	2943 85%bd	2622 79%	2100 87%	164 85%	653 84%	1779 79%	173 76%	835 78%	1744 85%mo	2049 83%moq	572 71%	500 84%m	186 78%	3794 85%mo	685 82%m	2244 87%stuvx	2003 85%tuvx	440 65%	253 71%	104 65%	4247 86%tuvx	357 69%	1321 81%	3743 82%
Ability to choose an express or next day service	4242 69%	1891 79%bd	1300 58%	2636 76%bd	2045 62%b	1891 79%fg	126 65%	568 73%	1300 58%	136 60%	595 55%	1486 72%moq	1715 70%moq	487 60%	393 66%	151 63%	3201 71%moq	544 65%	1903 74%stuvx	1677 71%tuvx	374 55%	184 52%	90 56%	3579 73%tuvx	274 53%	1208 74%z	3034 67%
Ability to select a specific date/time for delivery	4120 67%	1775 74%bd	1300 58%	2537 73%bd	2062 62%b	1775 74%fg	125 65%	501 64%	1300 58%j	135 59%	554 52%	1356 66%m	1717 71%moq	491 61%	396 67%	152 64%	3073 68%m	548 66%	1781 69%tuvx	1673 71%tuvx	368 54%	203 58%	86 54%	3454 70%tuvx	290 56%	1231 76%z	2889 64%
Fast delivery	4955 80%	2090 87%bd	1693 75%	2937 85%bd	2540 77%	2090 87%fg	147 76%	643 83%	1693 75%j	180 80%j	753 70%	1721 83%moq	2013 83%moq	555 68%	476 80%m	178 75%	3734 83%moq	655 79%m	2209 86%stuvx	1944 82%tuvx	429 63%	254 72%t	103 64%	4153 84%stuvx	358 70%	1312 81%	3643 80%
Convenient options for me to drop the parcel off	4900 79%	1993 83%bd	1755 78%	2825 82%bd	2587 78%	1993 83%	152 78%	616 79%	1755 78%	176 78%	823 77%	1723 84%moq	1978 81%mo	539 66%	477 80%m	173 73%	3701 82%moq	650 78%m	2185 85%stuvx	1906 80%tuvx	431 63%	253 72%t	105 66%	4091 83%stuvx	358 70%	1288 79%	3612 80%
Convenient options for the operator to pick the parcel up from me	4040 65%	1747 73%bd	1313 58%	2473 72%bd	2038 61%b	1747 73%fg	121 63%	489 63%	1313 58%j	136 60%	572 53%	1352 66%m	1681 69%moq	478 59%	384 65%	140 59%	3033 67%moq	523 63%	1741 68%tuvx	1664 70%tuvx	350 51%	188 53%	88 55%	3405 69%tuvx	276 54%	1232 76%z	2808 62%
Convenient options for the recipient to accept the delivery	4881 79%	2013 84%bd	1732 77%	2844 82%bd	2564 77%	2013 84%g	156 81%	618 79%	1732 77%	170 75%	826 77%	1721 83%lmoq	1952 80%moq	558 69%	473 80%mo	101 70%	3672 82%moq	641 77%m	2189 85%stuvwx	1907 81%tuvx	425 62%	244 69%	101 63%	4096 83%stuvx	345 67%	1305 80%	3576 79%
Insurance against damage or loss	4493 73%	1853 77%bd	1588 70%	2627 76%bd	2362 71%	1853 77%f	130 67%	572 73%	1588 70%	160 71%	767 72%	1556 75%moq	1827 75%moq	526 65%	432 73%mo	146 61%	3384 75%mo	578 69%	2000 78%tuvx	1776 75%tuvx	402 59%	214 61%	92 57%	3776 76%tuvx	306 60%	1241 76%z	3252 72%
Same price to send to anywhere within the UK	5095 83%	2008 84%	1913 85%	2848 82%	2753 83%	2008 84%	155 80%	648 83%	1913 85%	196 87%	922 86%	1820 88%lmnoq	2055 84%mnoq	569 70%	466 79%m	173 73%	3875 86%mnoq	640 77%m	2266 88%stuvwx	1986 84%tuvx	450 66%	265 75%t	112 70%	4252 86%stuvx	377 73%t	1336 82%	3759 83%
Proof of postage/ dispatch	5289 86%	2142 89%bd	1950 86%	3005 87%bd	2813 85%	2142 89%	169 87%	681 88%	1950 86%	195 86%	932 87%	1883 91%lmnopq	2112 87%moq	592 73%	508 88%mo	109 78%	3995 89%lmnoq	694 83%m	2356 92%stuvwx	2076 88%tuvx	461 68%	270 77%t	109 68%	4432 90%stuvx	379 74%	1361 84%	3929 87%y
Proof of receipt/ delivery	5246 85%	2101 87%d	1922 85%	2980 86%	2801 85%	2101 87%	162 83%	675 87%	1922 85%	188 83%	913 85%	1822 88%mo	2135 88%moq	583 72%	508 88%mo	118 79%	3957 88%moq	696 83%m	2415 94%stuvx	2105 89%tuvx	489 72%	284 80%t	117 73%	4520 92%stuvx	401 78%	1378 85%	3904 86%y
Delivery to recipient's door	5425 88%	2169 90%d	1998 89%	3083 89%	2912 88%	2169 90%	169 87%	704 90%	1998 89%	193 85%	964 90%	1932 94%lmnopq	2174 89%moq	603 74%	520 88%mo	186 78%	4106 91%moq	705 85%m	2415 94%stuvwx	2105 89%tuvx	489 72%	284 80%t	117 73%	4520 92%stuvx	401 78%	1378 85%	4047 89%y
Daily collection service	4598 75%	1934 80%bd	1600 71%	2708 78%bd	2374 72%	1934 80%fg	137 71%	593 76%	1600 71%	163 72%	748 70%	1664 81%lmnoq	1854 76%moq	504 62%	417 70%m	150 63%	3518 78%moq	568 68%	2069 81%stuvx	1809 76%tuvx	411 60%	202 57%	91 57%	3878 79%stuvx	294 57%	1254 77%z	3343 74%
Parcel provider operates in an environmentally responsible way	3770 61%	1627 68%bd	1250 55%	2272 66%bd	1896 57%	1627 68%g	125 64%	456 59%	1250 54%	123 54%	587 55%	1300 63%moq	1570 60%moq	429 53%	355 60%mo	110 46%	2870 64%moq	465 56%	1643 64%tuvx	1525 64%tuvx	337 49%	178 50%	78 49%	3168 64%tuvx	256 50%	1145 70%z	2625 58%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3778 61%	1613 67%bd	1193 53%	2309 67%bd	1889 57%b	1613 67%fg	105 54%	428 55%	1193 53%j	126 56%	512 48%	1229 60%	1575 65%kmo	451 56%	388 65%kmo	129 54%	2804 62%mo	517 62%m	1640 64%tuvx	1521 64%tuvx	342 50%	182 52%	79 49%	3160 64%tuvx	261 51%	1165 72%z	2614 58%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	4087 66%	1733 72%bd	1363 60%	2440 71%bd	2070 62%	1733 72%fg	122 63%	496 64%	1363 60%	148 65%	656 61%	1394 68%mo	1688 69%moq	477 59%	393 66%mo	131 55%	3082 69%moq	524 63%	1798 70%tuvx	1639 69%tuvx	358 53%	196 56%	86 54%	3437 70%tuvx	283 55%	1196 73%z	2891 64%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 269

QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Low cost	5225 85%	331 83%	4864 85%	30 73%	1439 84%f	3542 86%f	244 76%	5012 86%hi	100 62%	36 53%	60 81%hi	5149 85%hi	16 44%
Guarantee that the parcel will arrive on time	5254 85%	349 87%	4874 85%	31 76%	1442 85%f	3560 86%f	251 78%	5035 86%hi	103 64%	47 69%	55 74%	5186 86%hij	14 40%
Ability to track the delivery	5063 82%	322 80%	4711 82%	30 72%	1370 80%f	3465 84%df	228 71%	4888 84%hi	83 52%	39 58%	37 50%	5010 83%hi	16 44%
Ability to choose an express or next day service	4242 69%	287 72%	3925 69%	30 72%	1162 68%	2869 69%	211 65%	4043 69%i	105 65%	35 52%	44 59%	4183 69%i	15 43%
Ability to select a specific date/time for delivery	4120 67%	287 72%	3807 67%	26 63%	1134 66%	2779 67%	207 64%	3936 68%i	90 56%	37 54%	44 59%	4063 67%i	13 38%
Fast delivery	4955 80%	312 78%	4611 81%	32 78%	1349 79%	3363 81%f	243 76%	4746 81%hi	100 62%	43 63%	52 71%	4890 81%hi	13 38%
Convenient options for me to drop the parcel off	4900 79%	304 76%	4566 80%	30 73%	1323 78%f	3350 81%df	227 70%	4692 80%hij	107 67%	39 58%	46 62%	4839 80%hij	15 43%
Convenient options for the operator to pick the parcel up from me	4040 65%	280 70%	3735 65%	25 60%	1127 66%	2694 65%	219 68%	3833 66%	100 62%	47 69%	45 60%	3980 66%	16 44%
Convenient options for the recipient to accept the delivery	4881 79%	314 78%	4535 79%	33 79%	1370 80%f	3284 79%f	227 71%	4683 80%hij	97 61%	38 55%	49 66%	4818 80%hij	15 42%
Insurance against damage or loss	4493 73%	296 74%	4169 73%	28 68%	1250 73%f	3032 73%f	211 66%	4296 74%hi	94 58%	37 55%	51 68%	4428 73%hi	15 42%
Same price to send to anywhere within the UK	5095 83%	327 82%	4736 83%	32 77%	1412 83%f	3453 83%f	230 71%	4883 84%hi	96 60%	47 68%	54 73%	5026 83%hi	16 44%
Proof of postage/ dispatch	5289 86%	344 86%	4911 86%	35 83%	1460 86%f	3586 87%f	243 76%	5069 87%hij	107 67%	43 63%	55 74%	5219 86%hij	15 42%
Proof of receipt/ delivery	5246 85%	340 85%	4871 85%	35 84%	1453 85%f	3550 86%f	243 75%	5029 86%hi	103 64%	40 59%	59 79%i	5172 85%hi	16 45%
Delivery to recipient's door	5425 88%	352 88%	5041 88%	32 77%	1501 88%f	3675 89%f	249 77%	5202 89%hij	112 70%	43 63%	55 74%	5357 88%hij	14 40%
Daily collection service	4598 75%	310 77%c	4263 74%c	24 58%	1248 73%f	3137 76%f	212 66%	4400 75%ij	112 70%i	33 49%	40 54%	4546 75%ij	12 34%
Parcel provider operates in an environmentally responsible way	3770 61%	252 63%	3491 61%	28 67%	1031 60%	2543 61%	196 61%	3599 62%hi	82 51%	31 46%	44 59%	3712 61%hi	14 40%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3778 61%	253 63%	3502 61%	23 56%	993 58%	2587 62%d	199 62%	3599 62%	94 59%	36 53%	37 50%	3729 62%	12 35%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	4087 66%	300 75%b	3758 66%	29 69%	1188 70%e	2679 65%	221 69%	3900 67%hi	90 56%	32 47%	49 65%	4022 66%hi	16 47%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Low cost	5225 85%	1319 86%	1297 84%	1286 83%	1323 86%	447 85%	460 89%ghkl	412 83%	434 83%	430 84%	432 85%	403 82%	433 81%	450 85%	457 86%	449 89%ghkl	417 84%
Guarantee that the parcel will arrive on time	5254 85%	1303 84%	1304 85%	1315 85%	1332 87%	449 85%	439 85%	415 83%	442 84%	431 85%	430 85%	412 84%	453 85%	451 86%	465 87%	445 88%	421 85%
Ability to track the delivery	5063 82%	1263 82%	1263 82%	1263 81%	1275 83%	430 81%	434 84%	399 80%	424 81%	418 82%	420 83%	400 81%	426 80%	437 83%	461 87%ghl	410 81%	404 81%
Ability to choose an express or next day service	4242 69%	1029 67%	1055 68%	1079 70%	1078 70%	353 67%	335 65%	341 68%	357 68%	345 68%	353 69%	348 71%	361 68%	370 70%	381 72%	365 72%	332 67%
Ability to select a specific date/time for delivery	4120 67%	1007 65%	1036 67%	1013 65%	1065 69%	348 66%	356 69%g	303 61%	357 68%	330 65%	349 69%g	304 62%	359 67%	350 66%	364 68%g	350 69%g	351 71%glk
Fast delivery	4955 80%	1234 80%	1211 79%	1245 80%	1266 82%b	432 82%	412 80%	390 78%	425 81%	391 77%	395 78%	396 81%	420 79%	430 82%	435 82%	421 83%i	409 82%
Convenient options for me to drop the parcel off	4900 79%	1218 79%	1212 79%	1223 79%	1247 81%	414 78%	409 79%	394 79%	409 78%	391 77%	412 81%	374 76%	420 79%	429 81%	436 82%	416 82%	395 80%
Convenient options for the operator to pick the parcel up from me	4040 65%	1031 67%	985 64%	1012 65%	1012 66%	345 65%	354 69%k	332 67%	342 65%	316 62%	327 64%	296 60%	368 69%k	347 66%	335 63%	343 68%	334 67%
Convenient options for the recipient to accept the delivery	4881 79%	1232 80%	1199 78%	1214 78%	1236 81%	437 83%h	413 80%	382 77%	395 75%	400 78%	405 80%	378 77%	430 81%	407 77%	422 79%	405 80%	409 83%h
Insurance against damage or loss	4493 73%	1131 73%	1109 72%	1121 72%	1132 74%	385 73%	386 75%	360 72%	373 71%	371 73%	364 72%	352 72%	391 73%	379 72%	383 72%	381 75%	367 74%
Same price to send to anywhere within the UK	5096 83%	1302 84%b	1246 81%	1264 82%	1283 84%	441 84%	446 86%h	415 83%	424 79%	415 81%	416 82%	398 81%	432 81%	434 82%	437 82%	440 87%h	407 82%
Proof of postage/ dispatch	5289 86%	1322 86%	1292 84%	1346 87%	1329 87%	464 88%h	442 86%	415 83%	424 81%	435 85%	434 85%	426 87%h	449 84%	472 90%ghl	462 87%h	448 88%h	419 84%
Proof of receipt/ delivery	5246 85%	1277 83%	1297 84%	1317 85%	1355 88%abc	443 84%	423 82%	410 82%	442 84%	432 85%	423 83%	425 87%	448 84%	443 84%	475 89%efgj	450 89%fgj	430 87%
Delivery to recipient's door	5425 88%	1328 86%	1355 88%	1354 87%	1389 90%ac	450 85%	450 87%	428 86%	455 87%	449 88%	451 89%	429 87%	458 86%	466 88%	474 89%	460 91%e	455 92%eghi
Daily collection service	4598 75%	1148 74%	1140 74%	1163 75%	1147 75%	383 73%	385 74%	380 76%i	383 73%	351 69%	405 80%ehik	353 72%	401 75%	409 78%i	394 74%	381 75%	373 75%
Parcel provider operates in an environmentally responsible way	3770 61%	971 63%	937 61%	929 60%	933 61%	316 60%	338 65%ikp	318 64%k	328 63%	288 57%	321 63%k	272 55%	340 64%k	317 60%	326 61%	326 64%lk	281 57%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3778 61%	957 62%	926 60%	935 60%	960 63%	318 60%	333 64%k	306 61%	300 57%	311 61%	316 62%	276 56%	325 61%	334 63%	317 60%	329 68%hk	315 64%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	4087 66%	1033 67%	1002 65%	997 64%	1056 69%c	348 66%	355 69%	331 66%	337 64%	328 64%	337 66%	306 62%	334 63%	357 68%	341 64%	371 73%ehikln	344 69%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Low cost	141 2%	39 3%	102 2%	27 3%	113 2%	89 3%f	51 2%	27 3%	20 2%	30 3%	20 2%	19 2%	13 2%	13 2%	46 3%	49 3%	45 2%	26 2%	118 2%	22 2%
Guarantee that the parcel will arrive on time	156 3%	27 2%	129 3%	21 2%	135 3%	89 3%	67 2%	20 2%	19 2%	23 2%	18 2%	29 3%	25 3%	22 4%	39 2%	41 2%	76 3%	47 3%	138 3%	17 2%
Ability to track the delivery	246 4%	56 5%	190 4%	38 4%	209 4%	146 5%f	101 3%	36 4%	26 3%	41 4%	17 2%	51 4%	38 5%j	38 6%hij	61 4%	58 3%	127 5%o	76 5%o	217 4%	29 3%
Ability to choose an express or next day service	504 8%	53 4%	451 9%a	79 9%	425 8%	252 8%	253 8%	53 6%	66 8%	69 6%	70 8%	107 9%i	77 10%gi	62 10%i	119 7%	138 7%	247 10%no	139 10%no	460 9%s	42 5%
Ability to select a specific date/time for delivery	562 9%	84 7%	478 10%a	83 10%	480 9%	296 10%	267 8%	48 6%	55 6%	86 8%	71 9%	126 11%ghi	94 12%ghi	82 13%ghij	103 6%	157 8%	302 12%no	176 13%no	510 10%s	50 6%
Fast delivery	227 4%	50 4%	177 4%	26 3%	201 4%	131 4%f	96 3%	31 4%i	34 4%i	21 2%	23 3%	47 4%i	37 5%i	35 6%ij	65 4%o	44 2%	118 5%o	72 5%o	204 4%	24 3%
Convenient options for me to drop the parcel off	242 4%	27 2%	215 4%a	47 8%d	194 4%	137 5%f	104 3%	28 3%	31 4%	35 3%	29 4%	55 5%	30 4%	34 5%	59 3%	64 3%	119 5%	64 5%	214 4%	22 2%
Convenient options for the operator to pick the parcel up from me	642 10%	104 8%	539 11%a	91 11%	551 10%	336 11%	307 10%	53 6%	69 8%	89 8%	59 7%	158 14%ghij	115 15%ghij	101 16%ghij	121 7%	148 8%	373 15%no	215 16%no	594 11%	45 5%
Convenient options for the recipient to accept the delivery	210 3%	34 3%	177 4%	36 4%	175 3%	127 4%f	84 3%	36 4%j	25 3%	43 4%j	13 2%	45 4%j	24 3%	24 4%j	61 4%	56 3%	94 4%	49 4%	188 4%	21 2%
Insurance against damage or loss	339 5%	48 4%	291 6%a	44 5%	295 6%	182 6%	157 5%	48 6%	48 6%	61 5%	35 4%	70 6%	39 5%	37 6%	97 6%	96 5%	146 6%	76 6%	285 5%	49 5%
Same price to send to anywhere within the UK	177 3%	38 3%	139 3%	33 4%	144 3%	107 4%f	70 2%	37 4%lm	32 4%l	40 4%l	13 2%	32 3%	11 1%	12 2%	69 4%pq	53 3%	56 2%	23 2%	159 3%	18 2%
Proof of postage/dispatch	161 3%	33 3%	128 3%	26 3%	135 3%	97 3%f	64 2%	30 4%	24 3%	26 2%	15 2%	35 3%	17 2%	14 2%	53 3%	41 2%	66 3%	31 2%	141 3%	20 2%
Proof of receipt/delivery	164 3%	25 2%	139 3%	31 4%	133 3%	88 3%	76 2%	32 4%	25 3%	28 3%	15 2%	24 2%	22 3%	17 3%	58 3%	44 2%	63 2%	38 3%	142 3%	22 2%
Delivery to recipient's door	124 2%	11 1%	113 2%a	24 3%	101 2%	94 3%f	30 1%	27 3%jklm	31 4%jklm	29 3%l	7 1%	16 1%	9 1%	6 1%	58 3%opq	36 2%	30 1%	14 1%	107 2%	18 2%
Daily collection service	346 6%	45 4%	301 6%a	58 7%	288 5%	176 6%	170 5%	53 6%	59 7%	62 6%	28 3%	60 5%	34 5%	49 8%i	112 7%o	90 5%	144 6%	83 6%	296 6%	46 5%
Parcel provider operates in an environmentally responsible way	703 11%	70 6%	633 13%a	110 13%	593 11%	405 13%f	298 9%	63 8%	77 9%	148 13%gh	92 11%	172 15%ghm	91 12%g	60 10%	140 8%	240 12%n	323 13%n	152 11%	626 12%s	72 8%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	788 13%	140 11%	648 13%	86 10%	702 13%c	393 13%	395 13%	68 8%	72 8%	90 8%	83 10%	179 16%ghij	154 20%ghijk	143 23%ghijk	141 8%	173 9%	475 19%no	296 21%no	737 14%s	46 5%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	504 8%	51 4%	453 9%a	74 9%	430 8%	246 8%	257 8%	52 6%	69 8%	98 9%	72 9%	99 9%	62 8%	52 8%	121 7%	170 9%	212 8%	114 8%	450 9%s	49 5%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 270

QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Low cost	141 2%	33 3%d	40 2%	47 3%d	20 1%	73 2%	67 2%	99 3%h	41 2%	11 2%	15 2%	35 2%	35 2%	26 2%	85 2%	13 2%	124 2%	27 2%	107 2%	6 2%
Guarantee that the parcel will arrive on time	156 3%	28 2%	51 3%	35 3%	41 2%	79 3%	77 3%	87 2%	66 3%	16 3%	27 4%lm	49 3%	29 2%	18 2%	104 3%	18 3%	126 2%	28 2%	116 3%	11 4%
Ability to track the delivery	246 4%	45 4%	74 4%	66 5%	62 4%	118 4%	128 4%	135 4%	107 4%	20 4%	33 5%	70 4%	51 3%	42 4%	154 4%	24 4%	206 4%	38 3%	197 4%	11 4%
Ability to choose an express or next day service	504 8%	95 8%	145 7%	120 9%	144 9%	240 8%	264 9%	275 7%	225 9%g	58 10%l	65 9%	131 8%	106 7%	106 10%l	302 8%	59 10%	419 8%	119 9%	370 8%	15 5%
Ability to select a specific date/time for delivery	562 9%	111 10%	185 10%	111 8%	155 9%	296 10%	266 9%	288 8%	270 11%g	55 10%	67 9%	130 8%	128 8%	132 12%kln	325 8%	57 10%	482 9%	109 8%	439 10%s	14 5%
Fast delivery	227 4%	45 4%	75 4%	46 4%	61 4%	120 4%	107 4%	121 3%	101 4%	23 4%	32 4%	58 4%	39 3%	45 4%	128 3%	28 5%	184 4%	48 4%	162 4%	18 6%
Convenient options for me to drop the parcel off	242 4%	47 4%	66 3%	56 4%	72 4%	113 4%	128 4%	134 4%	105 4%	30 5%km	33 5%	64 4%	64 4%	28 3%	162 4%	32 5%	196 4%	55 4%	170 4%	16 5%
Convenient options for the operator to pick the parcel up from me	642 10%	132 11%	218 11%	142 10%	151 9%	350 11%	292 10%	317 9%	316 13%g	55 10%	69 10%	183 12%	139 9%	126 12%	391 10%	60 10%	549 11%	122 9%	497 11%	23 8%
Convenient options for the recipient to accept the delivery	210 3%	32 3%	64 3%	66 5%ad	49 3%	96 3%	114 4%	132 4%	76 3%	25 4%	26 4%	47 3%	49 3%	35 3%	123 3%	27 5%	169 3%	43 3%	157 3%	10 3%
Insurance against damage or loss	339 5%	60 5%	125 6%	71 5%	83 5%	185 6%	154 5%	203 6%	130 5%	39 7%	41 6%	91 6%	77 5%	59 6%	209 5%	41 7%	281 5%	76 6%	250 5%	13 4%
Same price to send to anywhere within the UK	177 3%	44 4%d	51 3%	49 4%d	32 2%	95 3%	82 3%	129 3%h	45 2%	14 2%	15 2%	45 3%	47 3%	37 3%	107 3%	16 3%	154 3%	36 3%	132 3%	8 3%
Proof of postage/ dispatch	161 3%	38 3%	55 3%	35 3%	33 2%	93 3%	68 2%	110 3%	50 2%	19 3%	18 3%	34 2%	34 2%	35 3%	86 2%	21 4%	133 3%	29 2%	124 3%	7 2%
Proof of receipt/ delivery	164 3%	35 3%	50 3%	33 2%	46 3%	85 3%	79 3%	93 3%	68 3%	19 3%	20 3%	38 2%	41 3%	27 2%	99 3%	21 4%	134 3%	38 3%	111 2%	16 5%r
Delivery to recipient's door	124 2%	33 3%b	29 1%	28 2%	34 2%	62 2%	62 2%	90 2%h	33 1%	12 2%	8 1%	39 2%	34 2%	17 2%	81 2%	14 2%	103 2%	25 2%	90 2%	8 3%
Daily collection service	346 6%	83 7%d	101 5%	82 6%	80 5%	184 6%	162 5%	193 5%	146 6%	34 6%	42 6%	78 5%	96 6%	67 6%	216 6%	35 6%	296 6%	65 5%	262 6%	18 6%
Parcel provider operates in an environmentally responsible way	703 11%	134 12%	204 10%	175 13%	191 11%	337 11%	366 12%	397 11%	301 13%	66 12%	75 10%	190 12%	175 11%	131 12%	439 11%	70 12%	593 11%	156 12%s	531 12%s	16 5%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	788 13%	148 13%	242 12%	177 13%	222 13%	390 13%	399 13%	368 10%	410 17%g	72 13%	104 14%l	233 15%l	166 11%	123 12%	503 13%	79 13%	661 13%	171 13%s	593 13%s	24 8%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	504 8%	94 8%	183 9%	102 7%	125 7%	277 9%	227 7%	297 8%	200 8%	48 9%	55 8%	108 7%	138 9%	111 10%kn	300 8%	50 9%	432 8%	86 7%	400 9%	17 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 270

QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Low cost	141 2%	117 2%	24 3%	4 2%	120 2%	8 1%	10 3%e	3 2%	6 3%	7 1%	8 2%	10 2%	14 3%	18 3%i	21 3%	25 3%	12 2%	1 1%	7 2%
Guarantee that the parcel will arrive on time	156 3%	128 2%	28 3%	8 5%	136 3%g	11 2%	7 2%g	1 1%	7 3%	13 2%	17 3%	8 2%	14 2%	16 3%	17 2%	28 3%	17 3%	2 2%	10 2%
Ability to track the delivery	246 4%	213 4%	33 4%	9 5%	211 4%	21 4%	10 3%	5 3%	10 4%l	33 5%l	21 4%l	21 5%l	9 2%	20 4%	34 4%	28 3%	34 6%lo	2 2%	19 4%l
Ability to choose an express or next day service	504 8%	422 8%	83 10%	14 8%	435 8%l	39 8%	21 7%	9 5%	20 8%	50 7%	44 9%	38 9%	37 7%	53 9%	45 6%	89 10%n	58 11%n	4 4%	36 8%
Ability to select a specific date/time for delivery	562 9%	468 9%	95 11%	24 14%a	475 9%	42 8%	30 10%	16 9%	26 11%n	58 9%	45 9%	48 11%n	36 7%	75 13%lnr	43 5%	84 10%n	61 11%ln	6 8%	36 8%
Fast delivery	227 4%	191 4%	37 4%	8 5%	198 4%g	15 3%	11 4%	3 2%	10 4%	16 2%	19 4%	19 4%	23 4%	31 5%in	20 3%	30 4%	30 6%in	2 3%	13 3%
Convenient options for me to drop the parcel off	242 4%	205 4%	37 4%	13 8%ab	203 4%	19 4%	11 4%	8 5%	4 2%	27 4%	24 5%h	19 4%	29 5%h	16 3%	28 3%	31 4%	26 5%h	3 4%	17 4%
Convenient options for the operator to pick the parcel up from me	642 10%	523 10%	119 14%a	27 16%a	551 11%	46 9%	30 10%	16 10%	29 12%	71 11%	47 9%	52 12%	43 8%	71 12%	76 9%	88 10%	74 14%lr	6 9%	39 9%
Convenient options for the recipient to accept the delivery	210 3%	184 3%	26 3%	10 6%	178 3%	22 4%	7 2%	4 2%	9 4%	25 4%	19 4%	21 5%	16 3%	16 3%	24 3%	30 4%	17 3%	* 1%	21 5%
Insurance against damage or loss	339 5%	296 6%	43 5%	13 8%	280 5%	32 6%	19 6%	8 5%	13 5%	29 4%	36 7%l	25 5%	17 3%	34 6%	41 5%	37 4%	49 9%hilno	2 2%	30 7%l
Same price to send to anywhere within the UK	177 3%	153 3%	23 3%	6 4%	148 3%	17 3%	8 3%	3 2%	7 3%	21 3%	14 3%	10 2%	13 2%	25 4%n	14 2%	28 3%	17 3%	1 1%	17 4%
Proof of postage/ dispatch	161 3%	138 3%	23 3%	5 3%	139 3%	11 2%	7 2%	4 2%	6 2%	12 2%	9 2%	20 5%ir	14 3%	15 3%	21 3%	26 3%	17 3%	2 3%	9 2%
Proof of receipt/ delivery	164 3%	146 3%	18 2%	7 4%	137 3%g	18 3%g	7 2%	2 1%	7 3%	20 3%	14 3%	14 3%	16 3%	12 2%	16 2%	27 3%	12 2%	2 3%	16 4%
Delivery to recipient's door	124 2%	108 2%	17 2%	3 2%	111 2%f	9 2%	2 1%	3 2%	3 1%	15 2%	6 1%	10 2%	10 2%	16 3%	28 3%o	10 1%	13 3%	1 2%	7 2%
Daily collection service	346 6%	290 5%	56 7%	12 7%	289 6%	34 7%	13 4%	9 6%	15 6%	32 5%	36 7%	35 8%n	37 7%	28 5%	31 4%	43 5%	34 6%	5 7%	30 7%
Parcel provider operates in an environmentally responsible way	703 11%	596 11%	107 12%	25 14%	568 11%	75 15%d	39 13%	21 12%	33 13%n	77 11%	76 15%mno	49 11%	50 9%	53 9%	64 8%	84 10%	81 15%lmno	11 11%	68 15%lmno
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	788 13%	652 12%	136 16%a	35 20%a	668 13%	55 11%	47 16%eg	18 11%	45 18%iklnor	81 12%n	69 14%n	52 12%n	67 12%n	93 16%nr	59 7%	105 12%n	96 18%iklnor	8 11%	47 11%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	504 8%	420 8%	84 10%	15 9%	417 8%	45 9%	27 9%	14 8%	27 11%lno	59 9%	45 9%	47 10%lno	32 6%	55 10%	51 6%	52 6%	49 9%	4 6%	41 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 270

QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Total	Stamp usage: 1st class all/most (a)	2nd class all/most (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most (e)	Use 1st class all/most & HH income <£11.5 (f)	Use 1st class all/most & Not Working (g)	2nd class usage: Use 2nd class all/most (h)	Use 2nd class all/most & HH income <£11.5 (i)	Use 2nd class all/most & Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Low cost	141 / 2%	50 / 2%	39 / 2%	89 / 3%	78 / 2%	50 / 2%	4 / 2%	18 / 2%	39 / 2%	7 / 3%	14 / 1%	31 / 1%	45 / 2%	30 / 4%klp	25 / 4%klp	8 / 4%	76 / 2%	34 / 4%klp	35 / 1%	39 / 2%	29 / 4%rsw	28 / 8%rsw	6 / 3%	73 / 1%	34 / 7%rsw	52 / 3%z	89 / 2%
Guarantee that the parcel will arrive on time	156 / 3%	49 / 2%	68 / 3%	73 / 2%	93 / 3%	49 / 2%	10 / 5%e	26 / 3%	68 / 3%	4 / 2%	26 / 2%	40 / 2%	37 / 2%	39 / 5%klp	26 / 4%klp	12 / 5%klp	77 / 2%	38 / 5%klp	47 / 2%	36 / 2%	32 / 5%rsw	23 / 7%rsw	13 / 8%rsw	84 / 2%	36 / 7%rsw	52 / 3%	104 / 2%
Ability to track the delivery	246 / 4%	61 / 3%	123 / 5%ac	110 / 3%	171 / 5%ac	61 / 3%	6 / 3%	16 / 2%	123 / 5%	12 / 5%	72 / 7%	95 / 5%l	66 / 3%	39 / 5%klp	30 / 5%kl	15 / 6%kl	161 / 4%	45 / 5%klp	88 / 3%	63 / 3%	39 / 6%rsw	39 / 11%rstw	14 / 9%rsw	151 / 3%	53 / 10%rstw	84 / 5%	162 / 4%
Ability to choose an express or next day service	504 / 8%	105 / 4%	305 / 13%acd	172 / 5%	372 / 11%ac	105 / 4%	18 / 9%e	49 / 6%	305 / 13%	31 / 14%	142 / 13%	179 / 9%	181 / 7%	51 / 6%	68 / 12%lmp	25 / 10%	360 / 8%	93 / 11%lmp	219 / 9%s	148 / 6%	51 / 7%	55 / 16%rstw	25 / 15%rstw	366 / 7%	80 / 16%rstw	126 / 8%	378 / 8%
Ability to select a specific date/time for delivery	562 / 9%	153 / 6%	303 / 13%ac	232 / 7%	382 / 12%ac	153 / 6%	16 / 8%	68 / 9%	303 / 13%	31 / 14%	151 / 14%	237 / 12%lmp	179 / 7%	49 / 6%	71 / 12%lm	25 / 11%	416 / 9%	96 / 12%lm	284 / 11%sw	157 / 7%	57 / 8%	42 / 12%s	17 / 11%	441 / 9%s	60 / 12%s	117 / 7%	445 / 10%y
Fast delivery	227 / 4%	44 / 2%	133 / 6%ac	77 / 2%	166 / 5%ac	44 / 2%	12 / 6%eg	15 / 2%	133 / 6%	11 / 5%	65 / 6%	70 / 3%	72 / 3%	37 / 5%	36 / 6%klp	13 / 5%	142 / 3%	49 / 6%klp	84 / 3%	67 / 3%	33 / 5%	30 / 8%rsw	10 / 6%s	150 / 3%	40 / 8%rsw	88 / 5%	139 / 3%
Convenient options for me to drop the parcel off	242 / 4%	69 / 3%	121 / 5%ac	109 / 3%	161 / 5%ac	69 / 3%	9 / 5%	31 / 4%	121 / 5%	15 / 7%	53 / 5%	84 / 4%	76 / 3%	36 / 4%	28 / 5%	17 / 7%lp	160 / 4%	45 / 5%lp	95 / 4%	66 / 3%	34 / 5%s	33 / 9%rstw	11 / 7%s	161 / 3%	44 / 9%rsw	85 / 5%z	157 / 3%
Convenient options for the operator to pick the parcel up from me	642 / 10%	184 / 8%	333 / 15%ac	281 / 8%	430 / 13%ac	184 / 8%	16 / 8%	82 / 11%e	333 / 15%	34 / 15%	169 / 16%	270 / 13%lmop	204 / 8%	53 / 7%	92 / 16%lmop	17 / 7%	474 / 11%	110 / 13%lmo	312 / 12%stw	196 / 8%	53 / 8%	59 / 17%stw	18 / 11%	504 / 10%s	78 / 15%stw	118 / 7%	525 / 12%y
Convenient options for the recipient to accept the delivery	210 / 3%	68 / 3%	96 / 4%ac	97 / 3%	124 / 4%	68 / 3%	10 / 5%	20 / 3%	96 / 4%	6 / 3%	36 / 3%	65 / 3%	65 / 3%	29 / 4%	33 / 6%klp	17 / 7%klp	131 / 3%	51 / 6%klp	70 / 3%	71 / 3%	29 / 4%	27 / 8%rsw	12 / 7%rsw	141 / 3%	39 / 8%rsw	63 / 4%	147 / 3%
Insurance against damage or loss	339 / 5%	86 / 4%	167 / 7%ac	141 / 4%	222 / 7%ac	86 / 4%	15 / 8%e	35 / 5%	167 / 7%	18 / 8%	66 / 6%	115 / 6%	106 / 4%	49 / 6%	48 / 8%lp	19 / 8%l	221 / 5%	67 / 8%lp	125 / 5%	107 / 5%	45 / 7%	41 / 12%rstw	18 / 11%rsw	232 / 5%	58 / 11%rstw	88 / 5%	251 / 6%
Same price to send to anywhere within the UK	177 / 3%	56 / 2%	68 / 3%	99 / 3%	111 / 3%	56 / 2%	5 / 3%	12 / 2%	68 / 3%	3 / 1%	20 / 2%	41 / 2%	68 / 3%	24 / 3%	35 / 6%klmp	9 / 4%	109 / 2%	44 / 5%klp	55 / 2%	60 / 3%	27 / 4%l	28 / 8%rstw	5 / 3%	115 / 2%	33 / 6%rsw	64 / 4%z	113 / 2%
Proof of postage/dispatch	161 / 3%	48 / 2%	70 / 3%	82 / 2%	105 / 3%a	48 / 2%	8 / 4%g	11 / 1%	70 / 3%	10 / 4%	28 / 3%	33 / 2%	58 / 2%	38 / 5%klp	18 / 3%	12 / 5%kp	91 / 2%	30 / 4%klp	39 / 2%	56 / 2%	26 / 4%rw	25 / 7%rsw	13 / 8%rsw	94 / 2%	37 / 7%rstw	59 / 4%z	102 / 2%
Proof of receipt/delivery	164 / 3%	46 / 2%	70 / 3%a	81 / 2%	108 / 3%a	46 / 2%	9 / 5%e	17 / 2%	70 / 3%	5 / 2%	34 / 3%	49 / 2%	49 / 2%	30 / 4%klp	30 / 5%klp	6 / 2%	98 / 2%	36 / 4%klp	65 / 3%	43 / 2%	23 / 3%	19 / 5%rsw	10 / 6%rsw	109 / 2%	29 / 6%rsw	69 / 4%z	96 / 2%
Delivery to recipient's door	124 / 1%	30 / 1%	50 / 2%b	62 / 2%	82 / 2%a	30 / 1%	3 / 1%	7 / 1%	50 / 2%	7 / 3%	16 / 2%	24 / 1%	38 / 2%	30 / 4%klp	21 / 4%klp	11 / 4%	62 / 1%	32 / 4%klp	24 / 1%	35 / 1%	26 / 4%rsw	24 / 7%rsw	12 / 6%rsw	59 / 1%	37 / 7%rstw	61 / 4%z	63 / 1%
Daily collection service	346 / 6%	113 / 5%	157 / 7%ac	166 / 5%	210 / 6%ac	113 / 5%	13 / 7%	49 / 6%	157 / 7%	15 / 6%	69 / 6%	101 / 5%	118 / 5%	52 / 6%	50 / 8%klp	23 / 10%klg	219 / 5%	73 / 9%klp	129 / 5%	101 / 4%	35 / 5%	62 / 18%rstw	16 / 10%rsw	230 / 5%	78 / 15%rstw	83 / 5%	263 / 6%
Parcel operates in an environmentally responsible way	703 / 11%	223 / 9%	316 / 14%ac	328 / 9%	421 / 13%ac	223 / 9%	16 / 8%	92 / 12%	316 / 14%	34 / 15%	135 / 13%	263 / 13%lm	238 / 10%	74 / 9%	79 / 13%m	48 / 20%klmnp	501 / 11%	128 / 15%lmp	342 / 13%st	233 / 10%	53 / 8%	48 / 14%t	22 / 14%	575 / 12%t	70 / 14%t	139 / 9%	564 / 12%y
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	788 / 13%	252 / 10%	398 / 18%acd	348 / 10%	494 / 15%ac	252 / 10%	16 / 8%	124 / 16%ef	398 / 18%	42 / 19%	222 / 21%	351 / 17%lmnpq	261 / 11%m	62 / 8%	72 / 12%m	39 / 16%lm	613 / 14%lm	110 / 13%m	377 / 15%st	253 / 11%	67 / 10%	60 / 17%st	27 / 17%s	630 / 13%s	86 / 17%rstw	132 / 8%	656 / 14%y
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	504 / 8%	142 / 6%	250 / 11%ac	216 / 6%	324 / 10%ac	142 / 6%	14 / 7%	60 / 8%	250 / 11%	20 / 9%	103 / 10%	189 / 9%l	165 / 7%	60 / 7%	60 / 10%l	27 / 11%l	354 / 8%	87 / 10%l	213 / 8%	161 / 7%	57 / 8%	52 / 15%rstw	15 / 8%	374 / 8%	68 / 13%rstw	112 / 7%	392 / 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Low cost	141 2%	10 3%	130 2%	* 1%	40 2%	92 2%	9 3%	113 2%	18 11%gk	6 9%gk	2 2%	137 2%	2 5%
Guarantee that the parcel will arrive on time	156 3%	6 1%	150 3%	- -	52 3%	88 2%	16 5%e	124 2%	19 12%gk	8 11%gk	4 6%	150 2%	2 5%
Ability to track the delivery	246 4%	19 5%	226 4%	1 3%	75 4%	153 4%	18 6%	195 3%	29 18%gk	9 13%gk	8 11%gk	233 4%	5 14%
Ability to choose an express or next day service	504 8%	18 4%	486 8%a	1 2%	156 9%	317 8%	30 9%	459 8%	24 15%gk	12 17%gk	5 7%	494 8%	5 14%
Ability to select a specific date/time for delivery	562 9%	23 6%	538 9%	1 2%	162 9%	374 9%	27 8%	511 9%	29 18%gk	11 17%	7 10%	551 9%	4 10%
Fast delivery	227 4%	14 4%	213 4%	- -	73 4%	141 3%	14 4%	196 3%	14 8%gk	8 12%gk	2 3%	219 4%	6 18%
Convenient options for me to drop the parcel off	242 4%	19 5%	221 4%	1 3%	80 5%	145 4%	16 5%	206 4%	18 11%gk	11 17%gjk	3 4%	236 4%	3 9%
Convenient options for the operator to pick the parcel up from me	642 10%	28 7%	612 11%	2 5%	186 11%	426 10%	31 10%	615 11%	20 12%	3 5%	3 4%	638 11%	2 5%
Convenient options for the recipient to accept the delivery	210 3%	9 2%	201 4%	- -	58 3%	142 3%	11 3%	181 3%	18 11%gk	5 8%	2 3%	205 3%	4 11%
Insurance against damage or loss	339 5%	15 4%	323 6%	2 4%	90 5%	220 5%	29 9%de	308 5%	15 9%	9 14%gk	3 4%	332 5%	4 11%
Same price to send to anywhere within the UK	177 3%	16 4%	158 3%	3 7%	55 3%	112 3%	10 3%	136 2%	25 16%gk	8 12%gk	4 5%	170 3%	3 9%
Proof of postage/ dispatch	161 3%	8 2%	151 3%	2 4%	49 3%	101 2%	11 3%	131 2%	16 10%gk	7 10%gk	2 3%	153 3%	5 15%
Proof of receipt/ delivery	164 3%	8 2%	155 3%	* 1%	47 3%	100 2%	17 5%de	141 2%	10 6%gk	10 14%gjk	1 2%	161 3%	2 5%
Delivery to recipient's door	124 2%	7 2%	117 2%	- -	37 2%	74 2%	13 4%e	92 2%	21 13%gk	6 8%gk	3 5%	118 2%	3 9%
Daily collection service	346 6%	7 2%	335 6%a	4 10%a	118 7%e	206 5%	22 7%	305 5%	18 11%gk	15 21%gjk	4 5%	338 6%	5 13%
Parcel provider operates in an environmentally responsible way	703 11%	36 9%	662 12%	5 11%	202 12%	476 11%	25 8%	659 11%	20 13%	15 22%gjk	4 5%	695 11%	5 13%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	788 13%	57 14%	729 13%	2 6%	254 15%ef	505 12%	29 9%	740 13%	21 13%	12 17%	10 13%	772 13%	6 17%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	504 8%	16 4%	486 8%a	2 5%	119 7%	364 9%	21 7%	460 8%	24 15%gk	13 19%gjk	3 5%	497 8%	3 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Low cost	141 2%	41 3%	34 2%	36 2%	30 2%	13 3%n	10 2%	18 4%n	8 1%	10 2%	16 3%n	12 3%	15 3%n	8 2%	3 1%	8 2%	19 4%n
Guarantee that the parcel will arrive on time	156 3%	45 3%	40 3%	36 2%	36 2%	12 2%	20 4%n	12 2%	15 3%	15 3%	10 2%	15 3%	12 2%	9 2%	6 1%	16 3%	14 3%
Ability to track the delivery	246 4%	70 5%	59 4%	52 3%	65 4%	31 6%mn	22 4%	17 3%	25 5%	18 4%	16 3%	20 4%	19 4%	13 2%	13 2%	26 5%	27 5%
Ability to choose an express or next day service	504 8%	127 8%	121 8%	123 8%	134 9%	41 8%	47 9%	39 8%	38 7%	37 7%	47 9%	33 7%	53 10%	37 7%	36 7%	43 8%	55 11%
Ability to select a specific date/time for delivery	562 9%	150 10%	140 9%	142 9%	129 8%	56 11%n	39 8%	55 11%ln	56 11%n	44 9%	40 8%	49 10%	34 6%	59 11%ln	33 6%	51 10%	46 9%
Fast delivery	227 4%	58 4%	57 4%	46 3%	66 4%	11 2%	20 4%	27 6%ehm	12 2%	17 3%	28 5%ehm	19 4%	16 3%	11 2%	18 3%	22 4%	26 5%
Convenient options for me to drop the parcel off	242 4%	80 5%cd	66 4%	46 3%	50 3%	35 7%hkmno	24 5%	20 4%	17 3%	27 5%mc	21 4%	16 3%	19 4%	11 2%	14 3%	10 2%	26 5%
Convenient options for the operator to pick the parcel up from me	642 10%	155 10%	171 11%	153 10%	163 11%	58 11%	54 10%	44 9%	64 12%	61 12%	47 9%	60 12%	49 9%	44 8%	56 11%	47 9%	60 12%
Convenient options for the recipient to accept the delivery	210 3%	50 3%	63 4%	40 3%	58 4%	14 3%	14 3%	23 5%l	21 4%	23 5%l	19 4%	12 3%	8 2%	19 4%	11 2%	27 5%ln	20 4%
Insurance against damage or loss	339 5%	92 6%	84 5%	84 5%	80 5%	35 7%	25 5%	32 7%	26 5%	29 6%	28 6%	26 5%	33 6%	24 5%	25 5%	18 3%	37 8%o
Same price to send to anywhere within the UK	177 3%	48 3%	33 2%	47 3%	48 3%	10 2%	17 3%	20 4%jo	13 3%	16 3%	7 1%	15 3%	21 4%jo	9 2%	16 3%	6 1%	26 5%eijmo
Proof of postage/ dispatch	161 3%	39 3%	38 2%	41 3%	43 3%	9 2%	10 2%	19 4%	13 3%	16 3%	9 2%	10 2%	22 4%	9 2%	14 3%	8 2%	21 4%
Proof of receipt/ delivery	164 3%	47 3%	47 3%	26 2%	43 3%	15 3%	21 4%m	11 2%	18 3%	18 4%	11 2%	8 2%	11 2%	8 2%	15 3%	12 2%	16 3%
Delivery to recipient's door	124 2%	47 3%cd	28 2%	23 1%	26 2%	17 3%im	19 4%im	12 2%	12 2%	5 1%	11 2%	9 2%	11 2%	3 1%	5 1%	7 1%	13 3%m
Daily collection service	346 6%	87 6%	86 6%	76 5%	96 6%	28 5%	35 7%	25 5%	33 6%	35 7%	19 4%	33 7%	25 5%	19 4%	32 6%	30 6%	34 7%
Parcel provider operates in an environmentally responsible way	703 11%	175 11%	176 11%	174 11%	178 12%	75 14%	49 9%	51 10%	49 9%	65 13%	62 12%	67 14%	56 11%	51 10%	57 11%	54 11%	68 14%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	788 13%	208 13%	196 13%	192 12%	192 13%	71 13%	73 14%	64 13%	62 12%	69 14%	65 13%	73 15%m	69 13%	49 9%	60 11%	61 12%	71 14%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	504 8%	129 8%	134 9%	132 8%	109 7%	42 8%	50 10%n	36 7%	40 8%	51 10%n	43 9%	39 8%	54 10%n	38 7%	28 5%	35 7%	46 9%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Low cost	4.20	4.24b	4.19	4.22	4.20	4.14	4.26e	4.14	4.19	4.19	4.23g	4.26ghim	4.22g	4.19	4.16	4.20	4.23n	4.20	4.21s	4.16
Guarantee that the parcel will arrive on time	4.23	4.36b	4.19	4.26	4.22	4.18	4.27e	4.22	4.21	4.26lm	4.24m	4.26lm	4.19	4.17	4.22	4.25q	4.22	4.18	4.22	4.27r
Ability to track the delivery	4.15	4.26b	4.12	4.17	4.14	4.08	4.21e	4.17lm	4.19lm	4.22lm	4.21lm	4.14lm	4.04	4.00	4.18pq	4.21pq	4.08	4.02	4.13	4.22r
Ability to choose an express or next day service	3.85	4.15b	3.77	3.94d	3.83	3.83	3.86	3.99klm	3.94klm	3.96klm	3.89klm	3.75	3.66	3.65	3.96pq	3.93pq	3.70	3.66	3.81	4.04r
Ability to select a specific date/time for delivery	3.81	4.03b	3.75	3.88	3.80	3.77	3.85e	4.00jklm	3.99jklm	3.92klm	3.87klm	3.73lm	3.52	3.52	3.99opq	3.90pq	3.62q	3.52	3.77	4.06r
Fast delivery	4.10	4.24b	4.07	4.21d	4.08	4.06	4.14e	4.18klm	4.16klm	4.22klm	4.12lm	4.06lm	3.99	3.90	4.17pq	4.18pq	4.00	3.95	4.08	4.24r
Convenient options for me to drop the parcel off	4.07	4.24b	4.02	4.10	4.06	4.00	4.13e	4.08m	4.11m	4.14m	4.06m	4.06m	4.02	3.91	4.10pq	4.11pq	4.02	3.98	4.06	4.12
Convenient options for the operator to pick the parcel up from me	3.76	3.96b	3.71	3.85d	3.74	3.71	3.80e	3.96klm	3.88klm	3.91klm	3.82klm	3.65lm	3.51	3.45	3.92pq	3.87pq	3.56	3.48	3.72	3.99r
Convenient options for the recipient to accept the delivery	4.06	4.20b	4.02	4.10	4.05	4.01	4.10e	4.08m	4.11m	4.08m	4.07m	4.07m	4.00	3.94	4.09pq	4.08q	4.02	3.98	4.05	4.13r
Insurance against damage or loss	3.94	4.09b	3.90	4.10d	3.91	3.90	3.97e	4.01m	3.97m	3.96m	4.00lm	3.91	3.88	3.80	3.99pq	3.98pq	3.87	3.85	3.93	3.97
Same price to send to anywhere within the UK	4.19	4.20	4.19	4.24	4.18	4.14	4.23e	4.09	4.13	4.15	4.23gh	4.21g	4.27ghi	4.28ghi	4.11	4.18n	4.24no	4.27no	4.20	4.15
Proof of postage/ dispatch	4.24	4.30b	4.22	4.33d	4.22	4.18	4.29e	4.16	4.21	4.22	4.25	4.29g	4.26g	4.25	4.19	4.23	4.27n	4.26	4.24	4.19
Proof of receipt/ delivery	4.23	4.34b	4.20	4.30d	4.22	4.17	4.29e	4.12	4.21	4.22g	4.28g	4.30g	4.23g	4.20	4.17	4.24n	4.25n	4.22	4.23	4.19
Delivery to recipient's door	4.31	4.42b	4.29	4.32	4.31	4.26	4.37e	4.16	4.20	4.30gh	4.36gh	4.39ghi	4.41ghi	4.39gh	4.18	4.33n	4.40no	4.40no	4.33s	4.24
Daily collection service	3.98	4.19b	3.93	4.03	3.97	3.94	4.02e	3.94	3.91	3.99	4.03hm	4.05ghm	4.03hm	3.89	3.93	4.01n	4.00n	3.96	3.98	4.01
Parcel provider operates in an environmentally responsible way	3.66	3.92b	3.59	3.78d	3.64	3.58	3.73e	3.87ijklm	3.79ijklm	3.66k	3.63	3.52	3.57	3.59	3.83opq	3.65p	3.55	3.58	3.63	3.83r
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.85b	3.62	3.85d	3.64	3.64	3.69	3.90jklm	3.90jklm	3.87klm	3.69klm	3.56lm	3.35	3.21	3.90pq	3.79pq	3.41q	3.29	3.61	3.97r
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability	3.81	4.07b	3.75	3.87	3.80	3.78	3.84	3.90klm	3.90klm	3.86klm	3.81	3.75	3.71	3.73	3.90pq	3.84pq	3.73	3.72	3.78	3.99r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Low cost	4.20	4.12	4.19a	4.17	4.30bc	4.17	4.24e	4.19	4.22	4.27klmn	4.25lm	4.21m	4.19m	4.12	4.21m	4.27p	4.19	4.26r	4.19	4.19
Guarantee that the parcel will arrive on time	4.23	4.27bc	4.20	4.19	4.25bc	4.23	4.22	4.24h	4.20	4.24	4.19	4.22	4.22	4.22	4.21	4.23	4.22	4.28rs	4.22s	4.13
Ability to track the delivery	4.15	4.22bc	4.11	4.12	4.16	4.15	4.14	4.19h	4.09	4.15	4.12	4.13	4.16	4.15	4.14	4.13	4.15	4.19	4.14	4.12
Ability to choose an express or next day service	3.85	3.96bcd	3.81	3.81	3.83	3.87	3.82	3.91h	3.74	3.76	3.81	3.83	3.88i	3.82	3.84	3.76	3.85	3.86	3.84	3.91
Ability to select a specific date/time for delivery	3.81	3.87b	3.77	3.80	3.82	3.81	3.81	3.91h	3.65	3.78	3.81	3.80	3.80	3.78	3.80	3.78	3.80	3.86r	3.78	4.00r
Fast delivery	4.10	4.17bc	4.06	4.08	4.12	4.10	4.10	4.16h	4.01	4.10	4.09	4.08	4.12	4.11	4.10	4.08	4.10	4.14s	4.10	4.00
Convenient options for me to drop the parcel off	4.07	4.09	4.09	4.03	4.05	4.09	4.04	4.10h	4.02	4.00	4.07	4.03	4.07	4.10	4.06	4.00	4.07	4.08s	4.07s	3.91
Convenient options for the operator to pick the parcel up from me	3.76	3.77	3.71	3.72	3.83bc	3.73	3.78	3.85h	3.61	3.81	3.79	3.73	3.75	3.74	3.75	3.79	3.74	3.86r	3.72	3.81
Convenient options for the recipient to accept the delivery	4.06	4.09c	4.03	4.00	4.12bc	4.05	4.06	4.08	4.03	4.09	4.06	4.07	4.06	4.03	4.06	4.08	4.05	4.10	4.05	3.98
Insurance against damage or loss	3.94	3.98b	3.88	3.96b	3.97b	3.92	3.96	3.96	3.91	3.93	3.93	3.92	3.95	3.93	3.93	3.93	3.93	3.98	3.92	4.00
Same price to send to anywhere within the UK	4.19	4.13	4.18	4.17	4.25bc	4.16	4.21e	4.16	4.24g	4.24m	4.25lm	4.22m	4.16	4.11	4.20m	4.22	4.18	4.25r	4.17	4.16
Proof of postage/ dispatch	4.24	4.23	4.21	4.23	4.28b	4.22	4.26	4.23	4.25	4.27	4.26	4.23	4.24	4.20	4.24	4.25	4.23	4.28	4.23	4.17
Proof of receipt/ delivery	4.23	4.24	4.19	4.23	4.25	4.21	4.24	4.24	4.22	4.23	4.24	4.21	4.22	4.24	4.22	4.22	4.22	4.26s	4.22	4.13
Delivery to recipient's door	4.31	4.32	4.31	4.26	4.36c	4.31	4.32	4.29	4.35g	4.33	4.35	4.30	4.29	4.33	4.31	4.31	4.31	4.36s	4.31s	4.18
Daily collection service	3.98	3.99	3.97	3.96	4.01	3.98	3.99	4.00	3.95	3.99	4.01	3.98	3.96	3.92	3.98	3.97	3.98	4.03	3.97	3.95
Parcel provider operates in an environmentally responsible way	3.66	3.72c	3.66	3.61	3.66	3.68	3.64	3.71h	3.56	3.65	3.74	3.64	3.64	3.65	3.66	3.63	3.66	3.69	3.64	3.80r
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.74b	3.63	3.65	3.67	3.67	3.66	3.79h	3.47	3.64	3.65	3.59	3.72k	3.71k	3.66	3.62	3.67	3.70	3.65	3.70
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability	3.81	3.84	3.75	3.77	3.89bc	3.78	3.84	3.84	3.77	3.83	3.87m	3.83m	3.76	3.71	3.81m	3.83	3.79	3.92r	3.78	3.88

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 271

QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Low cost	4.20	4.21	4.19	4.14	4.20	4.18	4.19	4.27	4.23	4.24nop	4.25nop	4.19	4.26nop	4.19	4.16	4.18	4.17	4.20	4.18
Guarantee that the parcel will arrive on time	4.23	4.24b	4.16	4.19	4.22	4.23	4.24	4.30	4.25	4.22	4.21	4.22	4.29ijmno	4.16	4.22m	4.23m	4.24m	4.28	4.22
Ability to track the delivery	4.15	4.15	4.15	4.11	4.15	4.12	4.17	4.22e	4.17	4.09	4.15	4.08	4.17	4.14	4.14	4.21k	4.14	4.26	4.10
Ability to choose an express or next day service	3.85	3.86	3.77	3.84	3.84	3.83	3.88	3.95de	3.89m	3.86	3.84	3.77	3.99jkmopr	3.73	3.95kmop	3.76	3.79	3.85	3.83
Ability to select a specific date/time for delivery	3.81	3.83bc	3.69	3.64	3.82	3.74	3.74	3.85	3.81	3.79	3.84mp	3.70	3.93kmpr	3.68	4.03hijkmopqr	3.80	3.66	3.69	3.75
Fast delivery	4.10	4.12bc	4.00	3.97	4.10	4.09	4.13	4.19de	4.15mp	4.13mp	4.12m	4.05	4.12m	3.98	4.20kmpr	4.10	4.00	4.11	4.09
Convenient options for me to drop the parcel off	4.07	4.07c	4.04c	3.85	4.06	4.06	4.11	4.10	4.20ijkmnopr	4.07	4.04	4.01	4.08	4.08	4.07	4.04	4.05	4.15	4.04
Convenient options for the operator to pick the parcel up from me	3.76	3.77bc	3.65	3.62	3.75	3.78	3.76	3.83	3.74	3.73	3.79p	3.63	3.88kmp	3.66	3.88kmp	3.77p	3.60	3.81	3.77p
Convenient options for the recipient to accept the delivery	4.06	4.06	4.03	3.97	4.06	4.03	4.06	4.10	4.11	4.03	4.06	3.99	4.16ikmpr	4.02	4.09	4.06	4.03	4.17	4.00
Insurance against damage or loss	3.94	3.94	3.93	3.86	3.94	3.89	3.93	4.05def	3.94	4.01kmr	3.90	3.86	4.06jkmnpr	3.87	3.93	3.96	3.90	3.97	3.88
Same price to send to anywhere within the UK	4.19	4.18	4.25	4.27	4.19	4.18	4.20	4.27d	4.22	4.19	4.24	4.15	4.21	4.13	4.19	4.16	4.21	4.49hijkimnopr	4.13
Proof of postage/ dispatch	4.24	4.23	4.25	4.27	4.24	4.19	4.23	4.26	4.30r	4.27	4.26	4.20	4.26	4.19	4.20	4.24	4.30r	4.28	4.22
Proof of receipt/ delivery	4.23	4.22	4.27	4.28	4.23	4.19	4.23	4.30e	4.20	4.25	4.22	4.23	4.26	4.21	4.20	4.21	4.29r	4.34	4.17
Delivery to recipient's door	4.31	4.30	4.37	4.39	4.31	4.31	4.33	4.33	4.34	4.31	4.33	4.29	4.35n	4.30	4.23	4.37n	4.32	4.43	4.29
Daily collection service	3.98	3.99	3.91	3.91	3.98	3.94	3.99	4.03	4.04k	4.01	3.92	3.88	4.05k	3.98	4.02k	3.99	3.96	3.94	3.94
Parcel provider operates in an environmentally responsible way	3.66	3.67c	3.59	3.50	3.67e	3.55	3.58	3.64	3.56	3.64	3.56	3.65	3.80hijpr	3.67	3.78hjpr	3.72jpr	3.55	3.56	3.55
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.69bc	3.55	3.41	3.67	3.67	3.58	3.78df	3.60	3.69p	3.60	3.63	3.72p	3.57	3.85hijkmopr	3.69p	3.50	3.63	3.68p
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability	3.81	3.82	3.77	3.75	3.82	3.80	3.78	3.81	3.81	3.77	3.77	3.69	3.97hijkmpr	3.77	3.88k	3.86k	3.74	3.84	3.79

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Low cost	4.20	4.19	4.28acd	4.16	4.22ac	4.19	4.21	4.16	4.28	4.37h	4.31	4.35lmnopq	4.19mnq	3.95	4.06m	4.16m	4.27mnoq	4.10m	4.36stuvwx	4.17tux	3.92	3.92	4.16tux	4.26stuvx	3.99	4.22	4.20
Guarantee that the parcel will arrive on time	4.23	4.33bcd	4.16	4.29bd	4.17	4.33fg	4.21	4.26	4.16	4.26h	4.17	4.38lmnopq	4.20m	3.98	4.19m	4.12m	4.28lmnoq	4.17m	4.40stuvwx	4.18tuvx	3.91	3.98	3.98	4.30stuvx	3.98	4.20	4.24
Ability to track the delivery	4.15	4.28bcd	4.05	4.22bd	4.06	4.28g	4.21	4.19	4.05	4.08	4.01	4.24lmpq	4.14m	3.95	4.14m	4.10	4.19m	4.13m	4.30stuvwx	4.13tuvx	3.82	3.84	3.94	4.22stuvx	3.87	4.13	4.15
Ability to choose an express or next day service	3.85	4.08bcd	3.58	4.02bd	3.67b	4.08fq	3.83	3.95	3.58	3.62	3.55	3.93lmnq	3.83m	3.74	3.75	3.84	3.87mnoq	3.78	3.96stuvx	3.86tuvx	3.60	3.51	3.61	3.91stuvx	3.54	3.94z	3.81
Ability to select a specific date/time for delivery	3.81	4.00bd	3.58	3.96bd	3.67b	4.00g	3.86	3.81	3.58j	3.66	3.49	3.82	3.84m	3.74	3.75	3.78	3.83	3.76	3.87tuvx	3.85tuvx	3.59	3.59	3.64	3.86tuvx	3.60	3.99z	3.74
Fast delivery	4.10	4.27bcd	3.94	4.22bd	3.99	4.27fg	4.10	4.18	3.94	4.06j	3.88	4.19mnq	4.10m	3.91	4.03	4.11m	4.14mnq	4.05m	4.24stuvwx	4.08tuvx	3.80	3.90	3.88	4.17stuvx	3.89	4.14	4.09
Convenient options for me to drop the parcel off	4.07	4.15bd	4.02	4.11bd	4.02	4.15	4.07	4.08	4.02	4.05	4.00	4.21lmnopq	4.05m	3.83	4.03m	3.94	4.12lmnoq	4.00m	4.22stuvwx	4.03tux	3.80	3.81	3.93	4.13stuvx	3.85	4.06	4.07
Convenient options for the operator to pick the parcel up from me	3.76	3.93bd	3.56	3.89bd	3.63b	3.93g	3.86	3.74	3.56	3.68	3.50	3.77	3.78n	3.72	3.67	3.77	3.78	3.70	3.81tux	3.80tux	3.59	3.47	3.66	3.80tux	3.53	3.97z	3.68
Convenient options for the recipient to accept the delivery	4.06	4.16bd	3.99	4.12bd	4.00	4.16	4.15	4.10	3.99	4.04	3.99	4.19lmnopq	4.03m	3.87	3.96m	3.96	4.11lmnoq	3.98m	4.21stuvwx	4.02tux	3.77	3.82	3.91	4.12stuvx	3.85	4.10z	4.04
Insurance against damage or loss	3.94	4.05bd	3.85	4.01bd	3.88	4.05	3.93	3.96	3.85	3.95	3.90	4.03mnoq	3.94m	3.80	3.91	3.80	3.98mnoq	3.88	4.08stuvwx	3.92tuvx	3.71	3.66	3.70	4.00stuvx	3.67	4.03z	3.91
Same price to send to anywhere within the UK	4.19	4.21	4.22	4.18	4.18	4.21	4.23	4.26	4.22	4.29	4.28	4.37lmnopq	4.16mnq	3.96	4.03	4.05	4.28lmnoq	4.03	4.36stuvwx	4.13tux	3.89	3.96	4.10t	4.25stux	4.01	4.18	4.19
Proof of postage/ dispatch	4.24	4.31bcd	4.23	4.25d	4.20	4.31	4.33	4.30	4.23	4.26	4.27	4.43lmnopq	4.19m	3.96	4.19m	4.16m	4.30lmnoq	4.18m	4.41stuvwx	4.20tuvx	3.90	4.03	3.93	4.31stuvx	4.00	4.21	4.25
Proof of receipt/ delivery	4.23	4.31bd	4.19	4.26bd	4.18	4.31	4.26	4.29	4.19	4.24	4.20	4.37lmnopq	4.21m	3.95	4.16m	4.23m	4.28lmnq	4.18m	4.38stuvwx	4.18tux	3.97	4.00	4.10	4.28stuvx	4.03	4.17	4.25y
Delivery to recipient's door	4.31	4.37d	4.32	4.33	4.30	4.37	4.39	4.38	4.32	4.33	4.39h	4.51lmnopq	4.27m	4.04	4.25m	4.15	4.38lmnoq	4.22m	4.50stuvwx	4.25stuvx	3.99	4.12	4.04	4.38stuvx	4.09	4.22	4.35y
Daily collection service	3.98	4.11bd	3.89	4.06bd	3.90	4.11	3.97	4.03	3.89	4.01	3.91	4.16lmnopq	3.96mnq	3.76	3.85	3.79	4.05lmnoq	3.83	4.13stuvwx	3.98tuvx	3.73	3.58	3.74	4.05stuvx	3.63	4.04z	3.96
Parcel provider operates in an environmentally responsible way	3.66	3.81bd	3.51	3.77bd	3.57	3.81g	3.82	3.64	3.51	3.51	3.52	3.72moq	3.69moq	3.57o	3.59o	3.28	3.70moq	3.51o	3.71tux	3.68tux	3.52	3.47	3.52	3.70tux	3.48	3.86z	3.58
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.81bd	3.46	3.79bd	3.55b	3.81g	3.64	3.53	3.46j	3.54j	3.33	3.63	3.71k	3.64	3.71	3.55	3.67	3.66	3.72tux	3.69tux	3.53	3.42	3.50	3.71tux	3.45	3.91z	3.58
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability	3.81	3.95bd	3.67	3.91bd	3.72	3.95g	3.88	3.83	3.67	3.84	3.73	3.88mnoq	3.83moq	3.71	3.74	3.64	3.85mnoq	3.71	3.92stuvx	3.82tux	3.59	3.49	3.69	3.87tux	3.55	3.95z	3.76

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Low cost	4.20	4.15	4.21	4.20	4.23f	4.20f	4.11	4.23hil	3.72	3.66	4.20hil	4.21hil	3.62
Guarantee that the parcel will arrive on time	4.23	4.29b	4.22	4.28	4.24f	4.23f	4.08	4.25hijl	3.80i	3.72	4.04hil	4.23hijl	3.46
Ability to track the delivery	4.15	4.15	4.15	4.07	4.14f	4.16f	4.00	4.18hij	3.47	3.60	3.69	4.16hij	3.49
Ability to choose an express or next day service	3.85	3.94	3.84	4.08	3.84	3.85	3.85	3.86i	3.69	3.39	3.70	3.85i	3.45
Ability to select a specific date/time for delivery	3.81	3.94b	3.80	4.03	3.81	3.81	3.81	3.82hi	3.57	3.45	3.71	3.81hi	3.48
Fast delivery	4.10	4.08	4.10	4.38	4.10	4.11	4.06	4.12hi	3.79	3.58	3.95i	4.11hi	3.37
Convenient options for me to drop the parcel off	4.07	4.04	4.07	4.07	4.06	4.08f	3.93	4.09hij	3.76	3.53	3.83	4.07hij	3.51
Convenient options for the operator to pick the parcel up from me	3.76	3.95b	3.74	4.02	3.80	3.73	3.85	3.76	3.69	3.83	3.80	3.76	3.56
Convenient options for the recipient to accept the delivery	4.06	4.08	4.06	4.27	4.11ef	4.05	3.94	4.06hi	3.70	3.66	4.04i	4.06hi	3.47
Insurance against damage or loss	3.94	4.00	3.93	4.11	3.97	3.93	3.85	3.95hi	3.65	3.63	3.91	3.94hi	3.60
Same price to send to anywhere within the UK	4.19	4.20	4.19	4.20	4.21f	4.19f	4.06	4.21hi	3.68	3.77	4.06h	4.19hi	3.65
Proof of postage/dispatch	4.24	4.25	4.23	4.28	4.26f	4.24f	4.09	4.26hi	3.85	3.69	4.11i	4.24hi	3.45
Proof of receipt/delivery	4.23	4.23	4.23	4.41	4.26f	4.23f	4.01	4.25hi	3.86	3.59	4.15i	4.23hi	3.66
Delivery to recipient's door	4.31	4.33	4.31	4.29	4.34f	4.32f	4.11	4.34hi	3.85	3.66	4.18i	4.32hi	3.42
Daily collection service	3.98	4.09b	3.98	3.90	3.97	3.99	3.92	4.00i	3.85i	3.41	3.75	3.99i	3.35
Parcel provider operates in an environmentally responsible way	3.66	3.75	3.65	3.89	3.67	3.65	3.73	3.67i	3.50	3.32	3.76i	3.66i	3.51
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.66	3.67	3.75	3.61	3.68	3.79d	3.67	3.59	3.44	3.53	3.67	3.40
Options for people receiving parcels with specific needs from delivery company,eg. relating to limited mobility or a disability	3.81	4.05b	3.79	4.04	3.92e	3.76	3.90	3.83hi	3.54	3.29	3.92hi	3.81hi	3.59

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Low cost	4.20	4.20	4.19	4.19	4.23c	4.22p	4.22p	4.16	4.19	4.21	4.18	4.18	4.16	4.23lp	4.27ghjklp	4.28ghjklp	4.14
Guarantee that the parcel will arrive on time	4.23	4.20	4.20	4.23	4.28abc	4.23	4.17	4.21	4.19	4.16	4.23	4.19	4.26fi	4.23	4.34efghijklmp	4.29fghik	4.21
Ability to track the delivery	4.15	4.13	4.14	4.16	4.17	4.13	4.13	4.14	4.13	4.13	4.14	4.13	4.15	4.18	4.24	4.12	4.13
Ability to choose an express or next day service	3.85	3.81	3.85	3.87	3.85	3.83	3.75	3.86	3.83	3.79	3.91fp	3.89f	3.83	3.89	3.91fp	3.90f	3.75
Ability to select a specific date/time for delivery	3.81	3.79	3.82	3.78	3.85	3.81	3.81	3.73	3.79	3.77	3.89	3.74	3.84	3.76	3.89gk	3.84	3.82
Fast delivery	4.10	4.09	4.08	4.11	4.13	4.16f	4.02	4.08	4.12	4.05	4.07	4.11	4.09	4.13	4.13	4.16f	4.11
Convenient options for me to drop the parcel off	4.07	4.03	4.05	4.09	4.10	4.02	3.99	4.08	4.07	3.97	4.10i	4.06	4.11i	4.10i	4.11i	4.14fi	4.05
Convenient options for the operator to pick the parcel up from me	3.76	3.79	3.70	3.76	3.78	3.78l	3.74	3.84ik	3.73	3.62	3.76	3.63	3.83ik	3.80ik	3.74	3.85ik	3.74
Convenient options for the recipient to accept the delivery	4.06	4.07	4.02	4.06	4.08	4.12i	4.04	4.06	4.03	3.99	4.05	4.04	4.13i	4.01	4.08	4.07	4.08
Insurance against damage or loss	3.94	3.94	3.94	3.92	3.97	3.95	3.95	3.92	3.94	3.93	3.95	3.90	3.94	3.91	3.96	4.02	3.91
Same price to send to anywhere within the UK	4.19	4.22	4.17	4.16	4.21	4.24	4.21	4.20	4.14	4.16	4.21	4.14	4.16	4.18	4.22	4.27hkp	4.14
Proof of postage/ dispatch	4.24	4.22	4.20	4.27	4.26	4.31ghp	4.16	4.19	4.16	4.20	4.25	4.29fh	4.21	4.29fhp	4.30fhp	4.29fh	4.17
Proof of receipt/ delivery	4.23	4.17	4.21	4.25a	4.27a	4.20	4.10	4.21	4.19	4.21	4.24f	4.24f	4.27f	4.26f	4.31fp	4.33efhp	4.18
Delivery to recipient's door	4.31	4.27	4.30	4.31	4.38abc	4.29	4.22	4.29	4.28	4.29	4.33	4.30	4.30	4.34f	4.38f	4.43efghikl	4.33
Daily collection service	3.98	3.96	3.98	4.00	4.00	3.96	3.90	4.03i	3.98	3.88	4.07fik	3.92	4.04fi	4.03fi	3.96	4.03i	4.00
Parcel provider operates in an environmentally responsible way	3.66	3.66	3.65	3.65	3.67	3.59	3.68	3.72i	3.69	3.54	3.71i	3.56	3.73i	3.65	3.68	3.72i	3.61
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.67	3.66	3.63	3.68	3.69	3.63	3.68	3.69	3.61	3.66	3.63	3.59	3.69	3.76k	3.67	3.75	3.65
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability	3.81	3.82	3.79	3.78	3.86	3.78	3.82	3.86	3.81	3.74	3.83	3.77	3.75	3.82	3.84	3.91ll	3.83

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Disagree strongly (1)	895 15%	107 9%	788 16%a	86 10%	809 15%c	483 16%f	412 13%	45 6%	83 10%g	166 15%gh	130 16%gh	259 23%ghijlm	125 17%gh	86 14%gh	129 8%	296 15%n	470 19%noq	212 15%n	813 16%s	79 9%
Disagree (2)	1267 21%	295 24%b	973 20%	149 17%	1118 21%c	551 18%	714 23%e	152 18%	137 16%	180 16%	192 23%hi	253 22%hi	178 23%hi	175 28%ghi	289 17%	372 19%	606 24%no	353 26%no	1091 21%	164 18%
Neither agree nor disagree (3)	1957 32%	377 31%	1579 32%	225 26%	1731 33%c	937 31%	1016 32%	224 27%	256 29%	322 29%	281 34%gi	341 30%	296 39%ghik	237 38%ghik	479 28%	603 31%	874 35%n	533 38%no	1648 32%	286 32%
Agree (4)	1502 24%	363 29%b	1140 23%	252 29%d	1251 24%	745 25%	752 24%	282 34%jklm	278 32%jklm	333 30%jklm	156 19%	215 19%	138 18%	99 16%	560 33%opq	489 25%pq	453 18%	238 17%	1235 24%	261 29%r
Agree strongly (5)	448 7%	54 4%	394 8%a	146 17%d	302 6%	252 8%f	193 6%	107 13%jklm	108 12%jklm	109 10%jklm	47 6%lm	55 5%lm	9 1%	11 2%	215 13%opq	156 8%pq	76 3%q	21 2%	341 7%	102 11%r
Don't know	100 2%	37 3%b	63 1%	2 *	98 2%c	45 1%	55 2%	13 2%	10 1%	12 1%	16 2%	20 2%	13 2%	17 3%i	23 1%	28 1%	49 2%	30 2%	83 2%	13 1%
NET Agree	1950 32%	416 34%	1534 31%	398 46%d	1552 29%	997 33%f	945 30%	389 47%jklm	386 44%jklm	443 39%jklm	203 25%m	270 24%m	148 19%	111 18%	775 46%opq	646 33%pc	529 21%	259 19%	1576 30%	363 40%r
NET Disagree	2162 35%	402 33%	1761 36%	235 27%	1927 36%	1034 34%	1126 36%	198 24%	221 25%	346 31%gh	322 39%ghi	511 45%ghi	304 40%ghi	262 42%ghi	418 25%	667 34%n	1077 43%no	565 41%no	1905 37%s	242 27%
Mean	2.89	2.97b	2.87	3.26d	2.83	2.91	2.87	3.31ijklm	3.22ijklm	3.04jklm	2.75k	2.60	2.64	2.63	3.27opq	2.92pq	2.62	2.63	2.84	3.16r
Std Dev.	1.15	1.04	1.18	1.22	1.13	1.19	1.11	1.09	1.15	1.21	1.12	1.17	1.01	0.98	1.12	1.18	1.08	0.99	1.15	1.12
Std Error	0.01	0.03	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 272

Ql7_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

		Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
			Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base		6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base		6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base		3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Disagree strongly	(1)	895 15%	105 9%	287 15%a	201 14%a	302 18%abc	392 13%	503 16%e	490 13%	391 16%g	122 22%jklmn	99 14%	218 14%	233 15%	137 13%	550 14%	127 22%p	715 14%	200 15%	663 15%	31 10%
Disagree	(2)	1267 21%	200 17%	412 21%a	295 21%	360 21%a	612 20%	655 21%	680 18%	582 24%g	97 17%	181 25%iklmn	320 20%	282 18%	204 19%	784 20%	105 18%	1057 20%	252 19%	965 21%	51 17%
Neither agree nor disagree	(3)	1957 32%	362 31%	617 32%	435 31%	541 32%	979 32%	977 32%	1085 29%	836 35%g	187 33%	211 29%	506 32%	497 32%	328 31%	1214 32%	191 32%	1620 31%	393 30%	1458 32%	106 35%
Agree	(4)	1502 24%	339 29%bcd	481 25%d	340 24%d	343 20%	819 26%f	683 22%	1042 28%h	437 18%	104 19%	165 23%	380 24%i	401 26%i	299 28%i	946 25%i	111 19%	1315 25%o	288 22%	1137 25%	77 26%
Agree strongly	(5)	448 7%	133 11%bcd	112 6%	101 7%	102 6%	245 8%	203 7%	340 9%h	102 4%	33 6%	45 6%	129 8%	126 8%	95 9%	300 8%	34 6%	401 8%	143 11%r	283 6%	22 7%
Don't know		100 2%	15 1%	34 2%	21 2%	30 2%	49 2%	51 2%	50 1%	47 2%	18 3%klmn	17 2%lm	18 1%	13 1%	6 1%	49 1%	20 3%p	64 1%	20 2%	67 1%	13 4%qr
NET Agree		1950 32%	471 41%bcd	593 31%d	440 32%d	445 27%	1065 34%f	885 29%	1381 37%h	539 23%	137 24%	210 29%	509 32%i	527 34%i	394 37%ijn	1246 32%i	145 25%	1716 33%o	431 33%	1419 31%	99 33%
NET Disagree		2162 35%	305 26%	699 36%a	496 36%a	662 39%a	1004 32%	1158 38%e	1170 32%	973 41%g	219 39%lm	280 39%lm	538 34%	516 32%	341 32%	1334 35%	231 39%o	1772 34%	452 35%s	1628 36%s	82 27%
Mean		2.89	3.17bcd	2.85d	2.89d	2.75	2.97f	2.81	3.02h	2.69	2.68	2.82	2.92i	2.94i	3.01ij	2.91i	2.69	2.93o	2.94	2.87	3.03
Std Dev.		1.15	1.13	1.13	1.15	1.16	1.14	1.16	1.18	1.09	1.19	1.13	1.16	1.17	1.16	1.16	1.19	1.15	1.22	1.14	1.09
Std Error		0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 272

Ql7_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

| | | Rurality | | | Nation | | | | Region | | | | | | | | | | |
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Disagree strongly (1)	895 15%	782 15%	113 13%	26 15%	764 15%g	68 13%	46 15%g	18 10%	32 13%	115 17%	83 16%	55 12%	85 16%	90 16%	102 13%	129 15%	72 14%	6 8%	62 14%
Disagree (2)	1267 21%	1100 21%	168 19%	36 21%	1044 20%	117 23%	60 20%	46 27%df	57 23%	164 24%	101 20%	84 19%	102 19%	106 18%	163 20%	161 19%	106 20%	19 28%	97 22%
Neither agree nor disagree (3)	1957 32%	1658 31%	299 35%	60 35%	1649 32%	162 31%	87 30%	59 34%	82 33%	205 30%	157 31%	155 35%	162 30%	179 31%	263 32%	271 32%	175 33%	25 36%	137 30%
Agree (4)	1502 24%	1310 25%c	192 22%	32 18%	1252 24%	140 27%	72 24%	38 22%	57 23%	127 19%	118 23%	115 28%i	133 24%	167 29%i	201 25%	214 25%i	120 23%	18 26%	122 27%i
Agree strongly (5)	448 7%	374 7%	74 9%	14 8%	391 8%eg	24 5%	25 9%eg	8 4%	12 5%	49 7%q	36 7%q	35 8%q	52 10%hmqr	29 5%	71 9%q	60 7%	46 9%q	* 1%	24 5%
Don't know	100 2%	83 2%	17 2%	4 2%	86 2%	7 1%	5 2%	2 1%	10 4%kmnor	15 2%	13 3%m	3 1%	10 2%	3 1%	11 1%	9 1%	11 2%	* 1%	7 1%
NET Agree	1950 32%	1683 32%	266 31%	46 27%	1642 32%g	165 32%	97 33%g	46 27%	70 28%	176 26%	154 30%	150 34%i	185 34%i	196 34%i	272 34%i	274 32%	166 31%	18 27%	146 33%i
NET Disagree	2162 35%	1881 35%	281 33%	63 36%	1808 35%	184 36%	106 36%	64 38%	89 35%	279 41%kmnp	184 36%	140 31%	187 34%	195 34%	265 33%	290 34%	178 34%	25 36%	159 36%
Mean	2.89	2.88	2.94	2.83	2.89	2.88	2.90	2.83	2.84	2.74	2.84	2.98i	2.94i	2.89	2.97i	2.90	2.93i	2.83	2.88
Std Dev.	1.15	1.15	1.14	1.16	1.16	1.10	1.20	1.04	1.09	1.17	1.18	1.13	1.21	1.14	1.15	1.16	1.16	0.94	1.12
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 272

Ql7_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Disagree strongly (1)	895 / 15%	249 / 10%	447 / 20%acd	358 / 10%	556 / 17%ac	249 / 10%	31 / 16%e	96 / 12%	447 / 20%	67 / 29%hj	212 / 20%	339 / 16%lm	313 / 13%	87 / 11%	91 / 15%m	60 / 25%klmnp	652 / 14%m	151 / 18%klmp	411 / 16%sw	259 / 11%	109 / 16%s	62 / 18%s	49 / 31%rstuw	670 / 14%s	112 / 22%rstw	197 / 12%	698 / 15%y
Disagree (2)	1267 / 21%	439 / 18%	541 / 24%ac	621 / 18%	724 / 22%ac	439 / 18%	33 / 17%	181 / 23%e	541 / 24%	39 / 17%	280 / 26%i	448 / 22%	456 / 19%	163 / 20%	146 / 25%l	52 / 22%	905 / 20%	198 / 24%l	506 / 20%	500 / 21%	131 / 19%	88 / 25%	40 / 25%	1006 / 20%	129 / 25%r	255 / 16%	1012 / 22%y
Neither agree nor disagree (3)	1957 / 32%	720 / 30%	732 / 32%	1083 / 31%	1095 / 33%	720 / 30%	58 / 30%	272 / 35%e	732 / 32%	78 / 35%	373 / 35%	572 / 28%	820 / 34%k	318 / 39%klmnopq	175 / 29%	68 / 28%	1392 / 31%k	243 / 29%	751 / 29%	787 / 33%rvx	271 / 40%rsuvwx	106 / 30%	32 / 20%	1538 / 31%v	138 / 27%	422 / 26%	1534 / 34%y
Agree (4)	1502 / 24%	705 / 29%bd	410 / 18%	1007 / 29%bd	713 / 22%b	705 / 29%g	46 / 24%	165 / 21%	410 / 18%j	28 / 12%	158 / 15%	460 / 22%o	687 / 28%kmoq	178 / 22%o	140 / 24%o	35 / 15%	1147 / 25%koq	175 / 21%	606 / 24%v	666 / 28%rtvx	130 / 19%	77 / 22%v	18 / 11%	1271 / 26%tvx	95 / 19%	498 / 31%z	1004 / 22%
Agree strongly (5)	448 / 7%	258 / 11%bd	98 / 4%	335 / 10%bd	175 / 5%	258 / 11%g	15 / 8%	52 / 7%	98 / 4%	8 / 4%	28 / 3%	210 / 10%lmnpq	136 / 6%	49 / 6%	37 / 6%	16 / 7%	346 / 8%l	53 / 6%	267 / 10%stuwx	128 / 5%	30 / 4%	13 / 4%	8 / 5%	395 / 8%stux	21 / 4%	244 / 15%z	204 / 4%
Don't know	100 / 2%	33 / 1%	32 / 1%	52 / 1%	51 / 2%	33 / 1%	9 / 5%eg	11 / 1%	32 / 1%	6 / 3%	20 / 2%	35 / 2%	23 / 1%	15 / 2%	4 / 1%	8 / 3%lnn	58 / 1%	12 / 1%	28 / 1%	28 / 1%	10 / 2%	7 / 2%	13 / 8%rstuw	56 / 1%	20 / 4%rsw	13 / 1%	87 / 2%y
NET Agree	1950 / 32%	954 / 40%bd	509 / 23%	1342 / 39%bd	888 / 27%b	954 / 40%g	62 / 32%	218 / 28%	509 / 23%j	36 / 16%	186 / 17%	670 / 32%oq	823 / 34%moq	227 / 28%	178 / 30%o	50 / 21%	1492 / 33%moq	228 / 27%	873 / 34%tuvx	794 / 34%tuvx	160 / 24%	90 / 26%	26 / 16%	1667 / 34%tuvx	116 / 23%	742 / 46%z	1208 / 27%
NET Disagree	2162 / 35%	688 / 29%	988 / 44%acd	980 / 28%	1280 / 39%ac	688 / 29%	64 / 33%	277 / 36%e	988 / 44%	106 / 47%	491 / 46%	787 / 38%lmp	769 / 32%	251 / 31%	237 / 40%lmp	112 / 47%klmp	1556 / 35%l	349 / 42%klmp	917 / 36%s	759 / 32%	239 / 35%	151 / 43%rsw	89 / 56%rstuw	1676 / 34%	240 / 47%rstw	452 / 28%	1710 / 38%y
Mean	2.89	3.12bd	2.63	3.10bd	2.76b	3.12fg	2.90	2.87	2.63i	2.42	2.53	2.88oq	2.95noq	2.92oq	2.81o	2.54	2.92oq	2.73	2.93tuvx	2.96tuvx	2.77vx	2.68v	2.29	2.94tuvx	2.57v	3.21z	2.78
Std Dev.	1.15	1.15	1.13	1.13	1.13	1.15	1.20	1.10	1.13	1.15	1.06	1.23	1.10	1.05	1.15	1.22	1.16	1.18	1.22	1.08	1.08	1.12	1.20	1.16	1.16	1.23	1.10
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.09	0.04	0.02	0.08	0.03	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Disagree strongly (1)	895 15%	67 17%	827 14%	1 3%	261 15%f	607 15%f	28 9%	861 15%	14 9%	11 16%	7 10%	886 15%	2 5%
Disagree (2)	1267 21%	76 19%	1187 21%	4 11%	314 18%	894 22%d	59 18%	1207 21%	26 16%	14 20%	20 27%	1246 21%	1 3%
Neither agree nor disagree (3)	1957 32%	115 29%	1818 32%	24 57%ab	560 33%	1295 31%	101 31%	1847 32%	42 26%	26 38%	24 33%	1915 32%	18 50%
Agree (4)	1502 24%	94 24%	1401 24%	7 17%	394 23%	1016 25%	93 29%	1397 24%	65 41%gijk	14 21%	15 21%	1477 24%	10 28%
Agree strongly (5)	448 7%	43 11%b	400 7%	5 11%	151 9%e	265 6%	32 10%	428 7%	12 7%	3 5%	1 2%	443 7%	3 9%
Don't know	100 2%	6 2%	93 2%	1 2%	26 2%	65 2%	9 3%	90 2%	2 1%	-	6 8%ghk	92 2%	2 6%
NET Agree	1950 32%	137 34%	1801 31%	12 28%	545 32%	1281 31%	124 39%e	1825 31%	77 48%gijk	18 26%	17 23%	1920 32%	13 37%
NET Disagree	2162 35%	143 36%c	2014 35%c	6 14%	575 34%	1500 36%f	87 27%	2068 35%h	40 25%	26 36%	27 37%	2132 35%h	3 8%
Mean	2.89	2.93	2.89	3.23	2.92	2.86	3.13de	2.88	3.23gijk	2.79	2.75	2.89	3.35
Std Dev.	1.15	1.24	1.15	0.91	1.18	1.14	1.11	1.16	1.09	1.10	0.99	1.16	0.90
Std Error	0.01	0.06	0.02	0.13	0.03	0.02	0.06	0.02	0.09	0.14	0.12	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_1. How much do you agree or disagree with the following statements
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Disagree strongly	(1)	895 15%	211 14%	240 16%	224 14%	220 14%	78 15%	61 12%	72 15%	88 17%l	77 15%	75 15%	89 18%fl	57 11%	77 15%	72 13%	68 13%	80 16%l
Disagree	(2)	1267 21%	329 21%	285 18%	290 19%	364 24%bc	114 22%	108 21%	106 21%	97 19%	106 21%	82 16%	79 16%	121 23%jk	91 17%	113 21%	107 21%	143 29%efghijklmno
Neither agree nor disagree	(3)	1957 32%	475 31%	510 33%	524 34%d	448 29%	165 31%	173 33%	138 28%	172 33%	164 32%	174 34%	159 32%	167 32%	198 38%gnp	156 29%	155 31%	136 28%
Agree	(4)	1502 24%	403 26%	354 23%	392 25%	353 23%	139 26%	125 24%	139 28%p	115 22%	115 23%	124 25%	132 27%	141 27%	119 23%	131 25%	119 23%	102 21%
Agree strongly	(5)	448 7%	105 7%	130 8%c	91 6%	122 8%	25 5%	43 8%	36 7%	45 9%e	41 8%	44 9%	24 5%	39 7%	28 5%	48 9%ek	47 9%ek	27 6%
Don't know		100 2%	20 1%	22 1%	29 2%	29 2%	7 1%	7 1%	7 1%	7 1%	7 1%	8 2%	8 2%	7 1%	14 3%	12 2%	11 2%	6 1%
NET Agree		1950 32%	508 33%	484 31%	483 31%	475 31%	164 31%	168 33%	176 35%mp	160 30%	156 31%	168 33%	156 32%	180 34%p	147 28%	179 34%p	166 33%	130 26%
NET Disagree		2162 35%	540 35%	525 34%	514 33%	584 38%c	192 36%	169 33%	179 36%	185 35%	182 36%	157 31%	168 34%	178 33%	168 32%	185 35%	175 35%	224 45%efghijklmno
Mean		2.89	2.91	2.90	2.89	2.86	2.84	2.96p	2.92p	2.87	2.88	2.96p	2.84	2.97p	2.87	2.94p	2.94p	2.70
Std Dev.		1.15	1.14	1.18	1.12	1.17	1.12	1.13	1.17	1.19	1.17	1.17	1.16	1.11	1.10	1.18	1.18	1.14
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_2. How much do you agree or disagree with the following statements
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Disagree strongly (1)	666 11%	119 10%	548 11%	63 7%	603 11%c	368 12%f	299 10%	45 5%	58 7%	122 11%gh	108 13%gh	183 16%ghilm	79 10%gh	72 11%gh	103 6%	230 12%n	334 13%n	151 11%n	593 11%s	70 8%
Disagree (2)	1134 18%	322 26%b	812 16%	137 16%	997 19%	478 16%	651 21%e	161 19%i	134 15%	162 14%	159 19%i	207 18%	175 23%hik	137 22%hi	295 17%	321 17%	519 21%no	311 22%no	983 19%	140 15%
Neither agree nor disagree (3)	1856 30%	346 28%	1510 31%	223 26%	1633 31%c	877 29%	977 31%	201 24%	238 27%	305 27%	247 30%g	375 33%ghi	259 34%ghi	231 37%ghij	438 26%	552 28%	865 34%no	490 35%no	1605 31%s	234 26%
Agree (4)	1873 30%	357 29%	1516 31%	286 33%	1587 30%	953 32%	917 29%	289 35%jklm	312 36%jklm	409 36%jklm	226 28%	280 25%	205 27%	152 24%	601 35%pq	636 33%pq	637 25%	357 26%	1514 29%	354 39%r
Agree strongly (5)	523 8%	55 4%	468 9%a	148 17%d	375 7%	289 10%f	230 7%	115 14%ijklm	116 13%jklm	112 10%klm	68 8%lm	73 6%lm	24 3%	15 2%	231 14%opq	180 9%pq	112 4%q	39 3%	418 8%	95 11%
Don't know	117 2%	34 3%b	83 2%	5 1%	112 2%c	48 2%	69 2%	14 2%	16 2%	11 1%	14 2%	23 2%	18 2%	21 3%i	29 2%	25 1%	62 2%o	39 3%o	99 2%	12 1%
NET Agree	2396 39%	412 33%	1984 40%a	433 50%d	1963 37%	1242 41%f	1147 36%	404 49%jklm	427 49%jklm	522 46%jklm	294 36%m	353 31%	229 30%	166 27%	831 49%opq	816 42%pq	749 30%	396 29%	1933 37%	449 50%r
NET Disagree	1800 29%	440 36%b	1360 28%	200 23%	1600 30%c	846 28%	950 30%	205 25%	192 22%	284 25%	266 32%ghi	391 34%ghi	254 33%ghi	208 33%ghi	397 23%	551 28%n	852 34%n	462 33%no	1576 30%s	210 23%
Mean	3.07	2.92	3.11a	3.37d	3.03	3.11	3.04	3.33jklm	3.34jklm	3.20klm	2.99	2.87	2.89	2.84	3.34opq	3.11pq	2.87	2.87	3.04	3.30r
Std Dev.	1.13	1.07	1.14	1.16	1.12	1.17	1.09	1.11	1.10	1.15	1.16	1.16	1.03	1.01	1.11	1.16	1.08	1.02	1.13	1.10
Std Error	0.01	0.03	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_2. How much do you agree or disagree with the following statements
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Disagree strongly (1)	666 11%	85 7%	223 11%a	130 9%	229 14%ac	308 10%	359 12%	363 10%	292 12%g	86 15%jklmn	68 9%	162 10%	160 10%	112 10%	390 10%	88 15%p	529 10%	148 11%	495 11%	24 8%
Disagree (2)	1134 18%	198 17%	380 20%	269 19%	287 17%	578 19%	556 18%	643 17%	486 20%g	80 14%	137 19%	283 18%	273 18%	188 18%	694 18%	91 15%	952 18%	221 17%	863 19%	50 17%
Neither agree nor disagree (3)	1856 30%	309 27%	544 28%	466 33%ab	535 32%ab	853 28%	1001 33%e	1027 28%	788 33%g	170 30%	237 33%	463 30%	462 30%	294 28%	1162 30%	175 30%	1543 30%	381 30%	1368 30%	107 36%
Agree (4)	1873 30%	402 35%cd	632 33%cd	381 27%	458 27%	1034 33%f	839 27%	1220 33%h	631 26%	143 26%	197 27%	522 33%ij	495 32%i	351 33%i	1214 32%i	148 25%	1630 32%o	381 29%	1419 31%s	73 24%
Agree strongly (5)	523 8%	137 12%bcd	132 7%	122 9%	131 8%	269 9%	254 8%	380 10%h	137 6%	56 10%	65 9%	119 8%	149 10%	110 10%	332 9%	58 10%	446 9%	146 11%r	345 8%	32 11%
Don't know	117 2%	22 2%	33 2%	25 2%	37 2%	55 2%	62 2%	53 1%	61 3%g	26 8%jklmn	14 2%	22 1%	14 1%	13 1%	51 1%	27 5%p	73 1%	19 1%	83 2%	15 5%qr
NET Agree	2396 39%	539 47%bcd	764 39%d	503 36%	589 35%	1303 42%f	1093 36%	1600 43%h	768 32%	199 35%	262 36%	641 41%	644 41%i	462 43%ij	1547 40%	206 35%	2076 40%	527 41%	1764 39%	105 35%
NET Disagree	1800 29%	283 25%	602 31%a	399 29%	516 31%a	885 29%	915 30%	1007 27%	778 32%g	166 30%	205 29%	446 28%	433 28%	300 28%	1083 28%	179 30%	1480 29%	369 28%	1358 30%	74 25%
Mean	3.07	3.27bcd	3.04	3.07	2.99	3.12f	3.02	3.17h	2.93	3.00	3.08	3.10	3.13	3.15	3.11	2.99	3.10	3.12	3.06	3.14
Std Dev.	1.13	1.11	1.13	1.10	1.15	1.13	1.13	1.14	1.10	1.22	1.11	1.11	1.13	1.15	1.12	1.21	1.12	1.17	1.12	1.10
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_2. How much do you agree or disagree with the following statements
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base		6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base		3793	3296	499	203	2867	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Disagree strongly	(1)	666 11%	566 11%	100 12%	23 13%	561 11%	56 11%	35 12%	14 8%	28 11%	87 13%	66 13%	42 9%	70 13%	60 11%	69 9%	91 11%	48 9%	4 6%	52 12%
Disagree	(2)	1134 18%	987 19%	147 17%	28 16%	936 18%	104 20%	59 20%	35 21%	51 20%	131 19%	100 20%	86 19%	102 19%	92 16%	146 18%	146 17%	81 15%	11 16%	93 21%
Neither agree nor disagree	(3)	1856 30%	1573 30%	283 33%	55 32%	1568 30%	146 28%	80 27%	62 36%def	80 32%	199 29%	135 26%	135 30%	150 28%	162 28%	243 30%	277 33%r	186 35%jlr	29 42%jlmnr	117 26%
Agree	(4)	1873 30%	1632 31%	241 28%	47 27%	1560 30%	176 34%	88 30%	49 29%	66 27%	187 28%	153 30%	140 31%	170 31%	202 35%hl	239 30%	243 29%	160 30%	21 30%	155 35%hl
Agree strongly	(5)	523 8%	449 8%	74 9%	16 9%	459 9%eg	29 6%	27 9%eg	8 5%	17 7%	58 9%	38 7%	39 9%	41 7%	53 9%	99 12%hjlpr	76 9%	38 7%	3 5%	26 6%
Don't know		117 2%	99 2%	18 2%	5 3%	102 2%	7 1%	6 2%	2 1%	8 3%mo	14 2%	17 3%m	6 1%	11 2%	5 1%	14 2%	11 1%	16 3%m	- -	7 2%
NET Agree		2396 39%	2081 39%	315 36%	63 36%	2019 39%g	205 40%g	115 39%g	56 33%	83 33%	245 36%	191 38%	179 40%	211 39%	255 44%hl	338 42%h	319 38%	198 37%	24 35%	181 40%h
NET Disagree		1800 29%	1553 29%	247 29%	51 29%	1496 29%	160 31%	94 32%	50 29%	79 31%p	218 32%p	166 33%p	128 29%	172 32%p	152 27%	215 27%	237 28%	129 24%	15 22%	145 32%p
Mean		3.07	3.08	3.05	3.03	3.08	3.04	3.05	3.00	2.97	3.00	2.99	3.11	3.02	3.17h	3.19hijlr	3.08	3.11	3.12	3.02
Std Dev.		1.13	1.13	1.13	1.17	1.13	1.10	1.17	1.02	1.11	1.16	1.17	1.11	1.16	1.13	1.14	1.12	1.06	0.95	1.13
Std Error		0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 273

QI7_2. How much do you agree or disagree with the following statements
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Disagree strongly (1)	666 11%	206 9%	297 13%ac	295 9%	386 12%ac	206 9%	20 10%	73 9%	297 13%	45 20%h	156 15%	244 12%m	241 10%	69 8%	59 10%	51 21%klmnpq	485 11%	109 13%klm	295 11%s	218 9%	80 12%	37 10%	33 20%rstuw	513 10%	69 14%s	153 9%	514 11%
Disagree (2)	1134 18%	435 18%	456 20%c	590 17%	610 18%	435 18%	31 16%	158 20%	456 20%	30 13%	220 21%i	387 19%	401 16%	158 20%	137 23%lp	49 20%	788 18%	186 22%lp	493 19%	401 17%	105 15%	95 27%rtw	37 23%	894 18%	132 26%rstw	229 14%	905 20%y
Neither agree nor disagree (3)	1856 30%	668 28%	678 30%	1026 30%	1037 31%a	668 28%	56 29%	266 34%e	678 30%	65 29%	341 32%	543 26%	786 32%knoq	308 38%klnopq	156 26%	58 24%	1329 30%k	214 26%	684 27%	729 31%r	284 42%rsuvwx	103 29%	44 28%	1414 29%	147 29%	374 23%	1481 33%y
Agree (4)	1873 30%	796 33%bd	631 28%	1142 33%bd	976 29%	796 33%g	56 29%	213 27%	631 28%	50 22%	270 25%	609 30%	795 33%mo	219 27%	193 32%o	55 23%	1404 31%o	248 30%	773 30%tvx	819 35%rtuvx	159 23%	94 27%v	24 15%	1592 32%tvx	119 23%	594 36%z	1279 28%
Agree strongly (5)	523 8%	257 11%bd	156 7%	346 10%bd	245 7%	257 11%g	22 11%g	48 6%	156 7%	23 10%j	59 5%	243 12%lmnpq	180 7%	40 5%	43 7%	17 7%	423 9%lm	60 7%	296 12%stuvwx	165 7%	37 5%	16 4%	8 5%	461 9%stux	24 5%	265 16%z	259 6%
Don't know	117 2%	41 2%	41 2%	60 2%	60 2%	41 2%	9 5%e	20 3%	41 2%	12 5%h	27 2%	36 2%	32 1%	16 2%	6 1%	9 4%lnn	68 2%	15 2%	26 1%	36 2%	17 2%r	10 3%r	13 8%rstuw	62 1%	23 4%rstw	14 1%	103 2%
NET Agree	2396 39%	1054 44%bd	787 35%	1487 43%bd	1221 37%	1054 44%g	78 40%	261 34%	787 35%	78 32%	328 31%	852 41%mo	975 40%mo	259 32%	236 40%mo	72 30%	1827 41%mo	308 37%	1070 42%tuvx	984 42%tuvx	196 29%	110 31%v	32 20%	2053 42%tuvx	142 28%	859 53%z	1537 34%
NET Disagree	1800 29%	641 27%	753 33%acd	884 26%	996 30%ac	641 27%	51 27%	231 30%	753 33%	76 33%	376 35%	632 31%l	642 26%	227 28%	196 33%l	99 42%klmp	1273 28%	295 35%klmp	789 31%s	619 26%	185 27%	131 37%stw	70 44%rstw	1408 29%	201 39%rstw	382 23%	1418 31%y
Mean	3.07	3.20bd	2.95	3.19bd	3.03	3.20g	3.15	3.01	2.95	2.89	2.86	3.11oq	3.11moq	3.01o	3.04o	2.74	3.11oq	2.96o	3.11tuvx	3.13tuvx	2.95vx	2.88v	2.57	3.12tuvx	2.79	3.36z	2.97
Std Dev.	1.13	1.13	1.14	1.11	1.12	1.13	1.16	1.06	1.14	1.28	1.13	1.20	1.09	1.01	1.12	1.25	1.14	1.17	1.19	1.08	1.05	1.07	1.17	1.14	1.11	1.19	1.09
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.08	0.04	0.02	0.09	0.03	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_2. How much do you agree or disagree with the following statements
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base		6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base		3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Disagree strongly	(1)	666 11%	65 16%b	600 10%	2 5%	191 11%	453 11%	23 7%	644 11%	8 5%	7 11%	7 9%	659 11%	* 1%
Disagree	(2)	1134 18%	57 14%	1070 19%	7 16%	298 17%	789 19%	46 14%	1075 18%	25 16%	7 11%	25 34%ghik	1107 18%	2 4%
Neither agree nor disagree	(3)	1856 30%	120 30%	1722 30%	14 34%	478 28%	1269 31%	109 34%	1734 30%	51 32%	27 40%	21 28%	1813 30%	22 63%
Agree	(4)	1873 30%	114 28%	1751 31%	8 19%	528 31%	1242 30%	103 32%	1782 31%	52 33%	18 26%	15 20%	1852 31%	6 17%
Agree strongly	(5)	523 8%	42 10%	472 8%	10 23%ab	182 11%e	308 7%	33 10%	491 8%	20 13%j	7 10%	1 2%	519 9%	3 9%
Don't know		117 2%	4 1%	112 2%	1 2%	28 2%	81 2%	8 2%	104 2%	3 2%	2 2%	6 8%gik	109 2%	2 6%
NET Agree		2396 39%	156 39%	2223 39%	18 43%	710 42%e	1550 37%	136 42%	2273 39%j	73 45%j	25 36%	16 21%	2371 39%j	9 26%
NET Disagree		1800 29%	121 30%	1670 29%	9 21%	489 29%f	1242 30%f	69 22%	1719 29%	33 21%	15 22%	32 43%ghik	1767 29%	2 5%
Mean		3.07	3.03	3.08	3.41	3.13e	3.04	3.24e	3.07j	3.33gjk	3.14	2.69	3.08j	3.32
Std Dev.		1.13	1.23	1.12	1.17	1.17	1.12	1.06	1.13	1.06	1.11	0.98	1.13	0.74
Std Error		0.01	0.06	0.02	0.17	0.03	0.02	0.06	0.01	0.09	0.15	0.12	0.01	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_2. How much do you agree or disagree with the following statements
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Disagree strongly	(1)	666 11%	147 10%	176 11%	161 10%	182 12%	56 11%	46 9%	45 9%	50 9%	65 13%	62 12%	57 12%	50 9%	54 10%	60 11%	52 10%	71 14%fn
Disagree	(2)	1134 18%	280 18%	262 17%	273 18%	319 21%b	98 19%	90 17%	93 19%	91 17%	91 18%	79 16%	84 17%	99 19%	90 17%	92 17%	99 19%	128 26%efghijklmn
Neither agree nor disagree	(3)	1856 30%	461 30%	450 29%	494 32%	450 29%	142 27%	160 31%	159 32%	165 31%	148 29%	137 27%	147 30%	168 32%	179 34%	144 27%	157 31%	149 30%
Agree	(4)	1873 30%	489 32%d	500 32%d	471 30%	412 27%	172 33%p	164 32%p	153 31%p	172 33%op	158 31%p	171 34%op	157 32%p	168 32%p	146 28%	178 33%op	129 26%	105 21%
Agree strongly	(5)	523 8%	140 9%	125 8%	119 8%	139 9%	53 10%	47 9%	40 8%	38 7%	38 7%	49 10%	34 7%	40 8%	45 9%	49 9%	55 11%	35 7%
Don't know		117 2%	25 2%	28 2%	31 2%	33 2%	7 1%	10 2%	8 2%	8 2%	11 2%	10 2%	11 2%	8 1%	12 2%	9 2%	16 3%	8 2%
NET Agree		2396 39%	629 41%d	625 41%d	591 38%	551 36%	225 43%p	211 41%p	193 39%p	210 40%p	195 38%p	220 43%p	191 39%p	208 39%p	192 36%p	227 43%p	184 36%p	140 28%
NET Disagree		1800 29%	427 28%	438 28%	435 28%	501 33%abc	154 29%	135 26%	138 28%	141 27%	155 30%	141 28%	142 29%	149 28%	144 27%	152 29%	150 30%	199 40%efghijklmno
Mean		3.07	3.13d	3.09	3.08	3.00	3.13p	3.15p	3.10p	3.11p	3.03p	3.13p	3.05p	3.10p	3.07p	3.12p	3.08p	2.81
Std Dev.		1.13	1.12	1.14	1.11	1.16	1.16	1.10	1.09	1.09	1.15	1.17	1.12	1.09	1.11	1.16	1.15	1.15
Std Error		0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 274

QI7_3. How much do you agree or disagree with the following statements
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Disagree strongly (1)	1118 18%	186 15%	932 19%c	112 13%	1006 19%c	597 20%f	520 17%	80 10%	108 12%	198 18%gh	171 21%gh	304 27%ghijklm	147 19%gh	110 18%gh	188 11%	369 19%n	561 22%noq	257 19%n	996 19%s	115 13%
Disagree (2)	1550 25%	365 30%b	1185 24%	172 20%	1378 26%c	636 21%	908 29%e	186 23%	161 18%	247 22%	230 28%hi	289 25%h	220 29%ghi	217 35%ghijk	347 20%	477 25%n	726 29%noq	437 32%no	1330 26%	208 23%
Neither agree nor disagree (3)	1674 27%	312 25%	1362 28%	191 22%	1483 28%c	832 28%	841 27%	222 27%	245 28%	286 25%	201 24%	289 25%	235 31%ijk	196 31%ijk	467 28%	487 25%	721 29%o	432 31%o	1418 27%	233 26%
Agree (4)	1328 22%	298 24%	1031 21%	265 31%d	1063 20%	687 23%	636 20%	222 27%jklm	248 28%jklm	306 27%jklm	156 19%m	193 17%m	127 17%	76 12%	470 28%opq	462 24%pq	396 16%	203 15%	1090 21%	235 26%r
Agree strongly (5)	397 6%	39 3%	359 7%a	117 14%d	280 5%	218 7%f	178 6%	96 12%ijklm	98 11%ijklm	78 7%klm	50 6%lm	48 4%lm	16 2%	12 2%	195 11%opq	128 7%pq	75 3%	27 2%	292 6%	99 11%r
Don't know	102 2%	33 3%	68 1%	4 *	98 2%	42 1%	60 2%	17 2%i	13 2%	7 1%	14 2%	20 2%	15 2%i	16 3%i	30 2%	21 1%	50 2%	31 2%o	86 2%	13 1%
NET Agree	1726 28%	337 27%	1389 28%	383 44%d	1343 25%	906 30%f	814 26%	319 39%jklm	346 40%jklm	384 34%jklm	206 25%lm	240 21%m	143 19%	88 14%	665 39%opq	590 30%pq	471 19%	231 17%	1382 27%	335 37%r
NET Disagree	2667 43%	551 45%	2117 43%	283 33%	2384 45%c	1233 41%	1427 45%e	266 32%	269 31%	445 40%gh	401 49%gh	593 52%ghi	367 48%ghi	327 52%ghi	535 32%	846 44%n	1287 51%no	694 50%no	2326 45%s	323 36%
Mean	2.73	2.70	2.73	3.12d	2.66	2.76	2.69	3.08ijklm	3.08ijklm	2.84jklm	2.61km	2.46	2.52	2.45	3.08opq	2.74pq	2.47	2.49	2.68	2.99r
Std Dev.	1.18	1.10	1.20	1.25	1.16	1.22	1.15	1.17	1.20	1.21	1.19	1.18	1.06	0.99	1.18	1.21	1.10	1.02	1.17	1.21
Std Error	0.02	0.04	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 274

Ql7_3. How much do you agree or disagree with the following statements
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500-£17,499 per ye (j)	Income Declared £17,500-£29,999 per ye (k)	Income Declared £30,000-£49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500-£49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Disagree strongly (1)	1118 18%	156 14%	352 18%a	251 18%a	359 21%ab	508 16%	610 20%e	621 17%	479 20%g	134 24%jklmn	126 18%	269 17%	247 16%	198 19%	642 17%	140 24%p	887 17%	245 19%	830 18%	42 14%
Disagree (2)	1550 25%	259 22%	537 28%a	340 24%	414 25%	796 26%	754 25%	857 23%	685 29%g	140 25%	192 27%	377 24%	409 26%	247 23%	979 25%	149 25%	1305 25%	299 23%	1196 26%s	54 18%
Neither agree nor disagree (3)	1674 27%	282 24%	531 27%	415 30%a	444 26%	814 26%	859 28%	941 26%	691 29%g	125 22%	209 29%i	443 28%i	412 27%	282 26%	1064 28%i	130 22%	1417 27%o	339 26%	1228 27%	108 36%qr
Agree (4)	1328 22%	333 29%bcd	385 20%	270 19%	340 20%	718 23%f	611 20%	913 25%h	402 17%	109 19%	115 16%	359 23%j	382 25%ij	240 22%	855 22%j	113 19%	1148 22%	270 21%	997 22%	61 20%
Agree strongly (5)	397 6%	107 9%bcd	109 6%	93 7%	89 5%	216 7%	182 6%	304 8%h	89 4%	36 6%	59 8%	107 7%	88 6%	91 9%l	255 7%	38 6%	349 7%	130 10%r	246 5%	22 7%
Don't know	102 2%	16 1%	30 2%	24 2%	32 2%	46 1%	56 2%	51 1%	48 2%	16 3%klmn	17 2%l	17 1%	14 1%	10 1%	48 1%	18 3%p	67 1%	13 1%	75 2%	13 4%qr
NET Agree	1726 28%	440 38%bcd	493 25%	363 26%	429 26%	933 30%f	792 26%	1217 33%h	491 21%	145 26%	174 24%	466 30%j	470 30%j	332 31%j	1110 29%j	151 26%	1497 29%	400 31%r	1243 27%	83 28%
NET Disagree	2667 43%	415 36%	889 46%a	591 42%a	773 46%a	1304 42%	1364 44%	1478 40%	1164 49%g	275 49%klmn	318 44%	646 41%	656 42%	445 42%	1621 42%	289 49%p	2192 42%	544 42%	2026 44%s	97 32%
Mean	2.73	2.96bcd	2.67	2.72	2.63	2.78f	2.67	2.84f	2.55	2.58	2.70	2.78i	2.78i	2.79i	2.76i	2.58	2.76o	2.80r	2.70	2.88r
Std Dev.	1.18	1.20	1.15	1.17	1.19	1.18	1.18	1.22	1.11	1.24	1.19	1.18	1.16	1.23	1.17	1.24	1.18	1.25	1.16	1.13
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_3. How much do you agree or disagree with the following statements
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Disagree strongly (1)	1118 18%	987 19%	131 15%	33 19%	959 18%g	83 16%	53 18%g	22 13%	47 19%	136 20%	109 21%	74 16%	119 22%nr	98 17%	130 16%	154 18%	91 17%	12 17%	72 16%
Disagree (2)	1550 25%	1312 25%	238 28%	38 22%	1286 25%	133 26%	80 27%	50 30%d	73 29%jl	185 27%	107 21%	106 24%	118 22%	150 26%	191 24%	221 26%	136 26%	19 28%	114 25%
Neither agree nor disagree (3)	1674 27%	1430 27%	244 28%	48 28%	1399 27%	142 27%	77 26%	56 33%df	70 28%	168 25%	140 27%	130 29%	143 26%	142 25%	221 27%	221 26%	164 31%	23 33%	119 27%
Agree (4)	1328 22%	1170 22%	158 18%	36 21%	1114 21%	125 24%g	57 19%	32 19%	46 18%	125 18%	101 20%	109 24%	114 21%	151 26%hip	185 23%	183 22%	101 19%	13 19%	111 25%hi
Agree strongly (5)	397 6%	328 6%	69 8%	13 8%	340 7%	27 5%	22 7%	9 5%	9 3%	49 7%h	34 7%	25 6%	37 7%	30 5%	76 9%hmp	56 7%	25 5%	2 3%	25 6%
Don't know	102 2%	79 1%	23 3%	4 2%	86 2%	8 2%	6 2%	1 1%	6 2%m	13 2%	18 4%kmno	5 1%	13 2%m	3 1%	9 1%	9 1%	11 2%	* 1%	8 2%
NET Agree	1726 28%	1498 28%	227 26%	49 29%	1454 28%	152 29%	79 27%	41 24%	54 22%	173 26%	135 27%	134 30%h	152 28%	180 31%hp	260 32%hp	239 28%	126 24%	15 22%	136 30%hip
NET Disagree	2667 43%	2298 43%	369 43%	71 41%	2245 43%	216 42%	133 45%	73 43%	120 48%kn	321 48%kn	216 42%	180 40%	237 44%	248 43%	321 40%	375 43%	228 44%	31 44%	185 41%
Mean	2.73	2.72	2.76	2.75	2.72	2.76	2.71	2.73	2.57	2.64	2.68	2.79h	2.69	2.76h	2.86hip	2.72	2.68	2.63	2.78h
Std Dev.	1.18	1.18	1.17	1.22	1.19	1.15	1.19	1.07	1.11	1.21	1.22	1.16	1.23	1.17	1.21	1.19	1.12	1.06	1.16
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 274

Ql7_3. How much do you agree or disagree with the following statements
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Disagree strongly (1)	1118 18%	357 15%	507 22%acd	495 14%	645 19%ac	357 15%	38 20%	132 17%	507 22%	73 32%hj	242 23%	462 22%lmnp	371 15%	110 14%	98 17%	72 30%klmnpq	833 19%lm	170 20%lm	534 21%stw	347 15%	109 16%	65 18%	57 35%rstuwx	881 18%s	121 24%stw	234 14%	884 19%y
Disagree (2)	1550 25%	572 24%	658 29%ac	790 23%	876 26%c	572 24%	47 24%	225 29%e	658 29%	56 25%	328 31%	488 24%	622 26%	210 26%	174 29%k	52 22%	1111 25%	226 27%	664 26%t	603 25%t	140 21%	102 29%t	38 24%	1266 26%t	140 27%t	310 19%	1240 27%y
Neither agree nor disagree (3)	1674 27%	615 26%	577 26%	958 28%	921 28%	615 26%	37 19%	221 28%f	577 26%	48 21%	300 28%	495 24%	672 28%k	281 35%klopq	169 29%	52 22%	1167 26%	221 27%	607 24%	674 28%rvx	271 40%rsuvwx	79 22%	24 15%	1281 26%v	114 22%	370 23%	1304 29%x
Agree (4)	1328 22%	602 25%bd	395 17%	861 25%bd	654 20%	602 25%g	48 25%	149 19%	395 17%j	35 16%	151 14%	391 19%	610 25%kmpq	160 20%	121 20%	45 19%	1001 22%k	165 20%	499 19%	602 25%rtvwx	118 17%	79 22%	24 15%	1102 22%t	102 20%	482 30%z	847 19%
Agree strongly (5)	397 6%	216 9%bd	90 4%	296 9%bd	170 5%	216 9%g	14 7%	37 5%	90 4%	11 5%	29 3%	193 9%lmnopq	135 6%	32 4%	28 5%	10 4%	328 7%lmq	37 4%	237 9%stuvwx	113 5%	31 5%	12 3%	5 3%	350 7%sux	17 3%	222 14%z	175 4%
Don't know	102 2%	41 2%	33 1%	56 2%	48 1%	41 2%	9 5%e	15 2%	33 1%	4 2%	21 2%	33 2%	25 1%	17 2%l	4 1%	8 4%lnp	58 1%	12 1%	27 1%	29 1%	12 2%	7 2%	13 8%rstuw	57 1%	20 4%rstw	12 1%	90 2%y
NET Agree	1726 28%	819 34%bd	485 21%	1158 33%bd	824 25%b	819 34%g	62 32%	185 24%	485 21%j	46 21%	181 17%	585 28%m	745 31%mnoq	192 24%	148 25%	54 23%	1329 30%mq	203 24%	737 29%tvx	715 30%tvx	149 22%	90 26%	29 18%	1451 29%tvx	119 23%	704 43%z	1022 23%
NET Disagree	2667 43%	929 39%	1165 52%acd	1285 37%	1521 46%ac	929 39%	85 44%	357 46%e	1165 52%	128 57%	569 53%	950 46%lm	993 41%	320 39%	272 46%	123 52%lmp	1943 43%	395 48%lm	1198 47%stw	950 40%	249 37%	166 47%t	95 59%rstuw	2147 44%st	261 51%stw	543 33%	2124 47%y
Mean	2.73	2.89bd	2.51	2.90bd	2.64b	2.89g	2.74	2.65	2.51	2.36	2.43	2.69o	2.80koq	2.74oq	2.67o	2.43	2.75oq	2.60	2.70vx	2.80ruvx	2.73vx	2.63v	2.20	2.75vx	2.50v	3.09z	2.59
Std Dev.	1.18	1.21	1.14	1.19	1.16	1.21	1.26	1.12	1.14	1.23	1.08	1.28	1.14	1.06	1.12	1.23	1.21	1.15	1.26	1.12	1.07	1.13	1.21	1.20	1.17	1.27	1.12
Std Error	0.02	0.03	0.02	0.02	0.02	0.03	0.09	0.04	0.02	0.08	0.03	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_3. How much do you agree or disagree with the following statements
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Disagree strongly (1)	1118 18%	83 21%	1032 18%	3 7%	312 18%	764 18%	42 13%	1075 18%	18 11%	10 15%	14 19%	1103 18%	* 1%
Disagree (2)	1550 25%	85 21%	1457 25%	8 20%	390 23%	1101 27%df	59 18%	1499 26%h	13 8%	13 19%	22 30%h	1525 25%h	2 7%
Neither agree nor disagree (3)	1674 27%	108 27%	1550 27%	16 39%	481 28%	1086 26%	108 34%e	1566 27%	48 30%	18 26%	21 28%	1632 27%	22 62%
Agree (4)	1328 22%	88 22%	1233 22%	7 18%	354 21%	901 22%	73 23%	1222 21%	67 42%gjk	24 35%gjk	10 14%	1312 22%	6 16%
Agree strongly (5)	397 6%	35 9%	356 6%	6 15%	146 9%e	221 5%	30 9%e	377 6%	13 8%	4 5%	1 2%	393 6%	3 9%
Don't know	102 2%	3 1%	98 2%	1 2%	23 1%	69 2%	10 3%	92 2%	2 1%	-	6 8%ghk	94 2%	2 6%
NET Agree	1726 28%	123 31%	1590 28%	13 32%	500 29%	1123 27%	103 32%	1599 27%	79 49%gjk	27 40%j	11 15%	1705 28%	9 25%
NET Disagree	2667 43%	167 42%	2489 43%	11 27%	702 41%f	1865 45%df	101 31%	2574 44%h	31 20%	23 34%	36 49%h	2629 43%h	3 8%
Mean	2.73	2.77	2.72	3.14	2.78e	2.68	2.97de	2.71	3.27gjk	2.96j	2.45	2.73	3.27
Std Dev.	1.18	1.25	1.18	1.13	1.22	1.17	1.16	1.18	1.10	1.16	1.04	1.19	0.77
Std Error	0.02	0.06	0.02	0.16	0.03	0.02	0.07	0.02	0.10	0.15	0.13	0.02	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_3. How much do you agree or disagree with the following statements
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base		6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base		3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Disagree strongly	(1)	1118 18%	272 18%	289 19%	267 17%	290 19%	93 18%	80 16%	99 20%l	95 18%	97 19%	98 19%	101 20%l	74 14%	93 18%	94 18%	85 17%	111 22%fl
Disagree	(2)	1550 25%	385 25%	359 23%	418 27%	388 25%	117 22%	138 27%	130 26%	106 20%	146 29%hjk	107 21%	104 21%	163 31%ehjkn	151 29%hjk	124 23%	126 25%	137 28%h
Neither agree nor disagree	(3)	1674 27%	394 26%	458 30%ac	398 26%	424 28%	142 27%	129 25%	123 25%	173 33%fglm	135 27%	150 30%	143 29%	127 24%	128 24%	142 27%	135 27%	147 30%
Agree	(4)	1328 22%	355 23%	315 20%	360 23%	299 19%	139 26%p	114 22%p	102 20%	109 21%p	102 20%	104 21%	104 21%p	143 27%ip	113 21%p	123 23%p	103 20%	72 15%
Agree strongly	(5)	397 6%	112 7%	93 6%	82 5%	111 7%	31 6%	45 9%ilp	36 7%	33 6%	21 4%	39 8%	31 6%	22 4%	29 6%	45 8%il	44 9%ilp	22 4%
Don't know		102 2%	26 2%	27 2%	25 2%	24 2%	7 1%	11 2%	8 2%	8 2%	9 2%	10 2%	9 2%	4 1%	12 2%	4 1%	14 3%	6 1%
NET Agree		1726 28%	467 30%	408 26%	441 28%	410 27%	170 32%ip	159 31%p	138 28%p	142 27%p	123 24%	143 28%p	135 27%p	164 31%p	142 27%p	168 32%ip	147 29%p	95 19%
NET Disagree		2667 43%	657 43%	648 42%	685 44%	677 44%	209 40%	218 42%	229 46%	201 38%	242 48%eh	205 40%	204 42%	237 45%	244 46%h	218 41%	211 42%	248 50%ehjkno
Mean		2.73	2.77	2.71	2.72	2.70	2.81ip	2.81ip	2.69	2.77p	2.61	2.76p	2.71p	2.76p	2.68	2.81ip	2.79p	2.51
Std Dev.		1.18	1.20	1.17	1.16	1.20	1.18	1.21	1.22	1.17	1.13	1.21	1.20	1.12	1.17	1.22	1.21	1.13
Std Error		0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1950 32%	416 34%	1534 31%	398 46%d	1552 29%	997 33%f	945 30%	389 47%ijklm	386 44%jklm	443 39%klm	203 25%m	270 24%m	148 19%	111 18%	775 46%opq	646 33%pq	529 21%	259 19%	1576 30%	363 40%r
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2396 39%	412 33%	1984 40%a	433 50%d	1963 37%	1242 41%f	1147 36%	404 49%jklm	427 49%jklm	522 46%jklm	294 36%m	353 31%	229 30%	166 27%	831 49%opq	816 42%pq	749 30%	396 29%	1933 37%	449 50%r
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1726 28%	337 27%	1389 28%	383 44%d	1343 25%	906 30%f	814 26%	319 39%jklm	346 40%jklm	384 34%jklm	206 25%lm	240 21%m	143 19%	88 14%	665 39%opq	590 30%pq	471 19%	231 17%	1382 27%	335 37%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1950 32%	471 41%bcd	593 31%d	440 32%d	445 27%	1065 34%f	885 29%	1381 37%h	539 23%	137 24%	210 29%	509 32%i	527 34%i	394 37%ijn	1246 32%i	145 25%	1716 33%o	431 33%	1419 31%	99 33%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2396 39%	539 47%bcd	764 39%d	503 36%	589 35%	1303 42%f	1093 36%	1600 43%h	768 32%	199 35%	262 36%	641 41%	644 41%i	462 43%ij	1547 40%	206 35%	2076 40%	527 41%	1764 39%	105 35%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1726 28%	440 38%bcd	493 25%	363 26%	429 26%	933 30%f	792 26%	1217 33%h	491 21%	145 26%	174 24%	466 30%i	470 30%i	332 31%ij	1110 29%j	151 26%	1497 29%	400 31%r	1243 27%	83 28%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Rural (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1950 32%	1683 32%	266 31%	46 27%	1642 32%g	165 32%	97 33%g	46 27%	70 28%	176 26%	154 30%	150 34%i	185 34%i	196 34%i	272 34%i	274 32%	166 31%	18 27%	146 33%i
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2396 39%	2081 39%	315 36%	63 36%	2019 39%g	205 40%g	115 39%g	56 33%	83 33%	245 36%	191 38%	179 40%	211 39%	255 44%hi	338 42%h	319 38%	198 37%	24 35%	181 40%h
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1726 28%	1498 28%	227 26%	49 29%	1454 28%	152 29%	79 27%	41 24%	54 22%	173 26%	135 27%	134 30%h	152 28%	180 31%hp	260 32%hp	239 28%	126 24%	15 22%	136 30%hp

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1950 32%	964 40%bd	509 23%	1342 39%bd	888 27%b	964 40%g	62 32%	218 28%	509 23%j	36 16%	186 17%	670 32%oq	823 34%moq	227 28%	178 30%o	50 21%	1492 33%moq	228 27%	873 34%tuvx	794 34%tuvx	160 24%	90 26%	26 16%	1667 34%tuvx	116 23%	742 46%z	1208 27%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2396 39%	1054 44%bd	787 35%	1487 43%bd	1221 37%	1054 44%g	78 40%	261 34%	787 35%	73 32%	328 31%	852 41%mo	975 40%mo	259 32%	236 40%mo	72 30%	1827 41%mo	308 37%	1070 42%tuvx	984 42%tuvx	196 29%	110 31%v	32 20%	2053 42%tuvx	142 28%	859 53%z	1537 34%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1726 28%	819 34%bd	485 21%	1158 33%bd	824 25%b	819 34%g	62 32%	185 24%	485 21%j	46 21%	181 17%	585 28%m	745 31%mnoq	192 24%	148 25%	54 23%	1329 30%mo	203 24%	737 29%tvx	715 30%tvx	149 22%	90 26%	29 18%	1451 29%tvx	119 23%	704 43%z	1022 23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1950 **32%**	137 34%	1801 31%	12 28%	545 32%	1281 31%	124 **39%e**	1825 31%	77 **48%gjk**	18 26%	17 23%	1920 32%	13 37%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2396 **39%**	156 39%	2223 39%	18 43%	710 **42%e**	1550 37%	136 42%	2273 **39%j**	73 **45%j**	25 36%	16 21%	2371 **39%j**	9 26%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1726 **28%**	123 31%	1590 28%	13 32%	500 29%	1123 27%	103 32%	1599 27%	79 **49%gjk**	27 **40%j**	11 15%	1705 28%	9 25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	1950 32%	508 33%	484 31%	483 31%	475 31%	164 31%	168 33%	176 35%mn	160 30%	156 31%	168 33%	156 32%	180 34%p	147 28%	179 34%p	166 33%	130 26%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	2396 39%	629 41%d	625 41%d	591 38%	551 36%	225 43%p	211 41%p	193 39%p	210 40%p	195 38%p	220 43%p	191 39%p	208 39%p	192 36%p	227 43%p	184 36%p	140 28%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1726 28%	467 30%	408 26%	441 28%	410 27%	170 32%lp	159 31%p	138 28%p	142 27%p	123 24%	143 28%p	135 27%p	164 31%p	142 27%p	168 32%lp	147 29%p	95 19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2162 35%	402 33%	1761 36%	235 27%	1927 36%c	1034 34%	1126 36%	198 24%	221 25%	346 31%gh	322 39%ghi	511 45%ghi	304 40%ghi	262 42%ghi	418 25%	667 34%n	1077 43%no	565 41%no	1905 37%s	242 27%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1800 29%	440 36%b	1360 28%	200 23%	1600 30%c	846 28%	950 30%	205 25%	192 22%	284 25%	266 32%ghi	391 34%ghi	254 33%ghi	208 33%ghi	397 23%	551 28%n	852 34%no	462 33%no	1576 30%s	210 23%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2667 43%	551 45%	2117 43%	283 33%	2384 45%c	1233 41%	1427 45%e	266 32%	269 31%	445 40%gh	401 49%ghi	593 52%ghi	367 48%ghi	327 52%ghi	535 32%	846 44%n	1287 51%no	694 50%no	2326 45%s	323 36%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2162 35%	305 26%	699 38%a	496 36%a	662 39%a	1004 32%	1158 38%e	1170 32%	973 41%g	219 39%lm	280 39%lm	538 34%	516 33%	341 32%	1334 35%	231 39%p	1772 34%	452 35%s	1628 36%s	82 27%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1800 29%	283 25%	602 31%a	399 29%	516 31%a	885 29%	915 30%	1007 27%	778 32%g	166 30%	205 29%	446 28%	433 28%	300 28%	1083 28%	179 30%	1480 29%	369 28%	1358 30%	74 25%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2667 43%	415 36%	889 46%a	591 42%a	773 46%a	1304 42%	1364 44%	1478 40%	1164 49%g	275 49%klmn	318 44%	646 41%	656 42%	445 42%	1621 42%	289 49%p	2192 42%	544 42%s	2026 44%s	97 32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2162 35%	1881 35%	281 33%	63 36%	1808 35%	184 36%	106 36%	64 38%	89 35%	279 41%kmnp	184 36%	140 31%	187 34%	195 34%	265 33%	290 34%	178 34%	25 36%	159 36%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1800 29%	1553 29%	247 29%	51 29%	1496 29%	160 31%	94 32%	50 29%	79 31%p	218 32%p	166 33%p	128 29%	172 32%p	152 27%	215 27%	237 28%	129 24%	15 22%	145 32%p
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2667 43%	2298 43%	369 43%	71 41%	2245 43%	216 42%	133 45%	73 43%	120 48%kn	321 48%kn	216 42%	180 40%	237 44%	248 43%	321 40%	375 44%	228 43%	31 44%	185 41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 276

QI7_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2162 35%	688 29%	988 44%acd	980 28%	1280 39%ac	688 29%	64 33%	277 36%e	988 44%	106 47%	491 46%	787 38%lmp	769 32%	251 31%	237 40%lmp	112 47%klmp	1556 35%l	349 42%klm	917 36%s	759 32%	239 35%	151 43%rsw	89 56%rstuw	1676 34%	240 47%rstw	452 28%	1710 38%y
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1800 29%	641 27%	753 33%acd	884 26%	996 30%ac	641 27%	51 27%	231 30%	753 33%	76 33%	376 35%	632 31%l	642 26%	227 28%	196 33%l	99 42%klmp	1273 28%	295 35%klm	789 31%s	619 26%	185 27%	131 37%stw	70 44%rstw	1408 29%	201 39%rstw	382 23%	1418 31%y
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2667 43%	929 39%	1165 52%acd	1285 37%	1521 46%ac	929 39%	85 44%	357 46%e	1165 52%	128 57%	569 53%	950 46%lm	993 41%	320 39%	272 46%	123 52%klmp	1943 43%	395 48%klm	1198 47%stw	950 40%	249 37%	166 47%t	95 59%rstuw	2147 44%st	261 51%rstw	543 33%	2124 47%y

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QI7_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2162 35%	143 36%c	2014 35%c	6 14%	575 34%	1500 36%f	87 27%	2068 35%h	40 25%	25 36%	27 37%	2132 35%h	3 8%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1800 29%	121 30%	1670 29%	9 21%	489 29%f	1242 30%f	69 22%	1719 29%	33 21%	15 22%	32 43%ghik	1767 29%	2 5%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2667 43%	167 42%	2489 43%	11 27%	702 41%f	1865 45%df	101 31%	2574 44%h	31 20%	23 34%	36 49%h	2629 43%h	3 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QI7_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2162 35%	540 35%	525 34%	514 33%	584 38%c	192 36%	169 33%	179 36%	185 35%	182 36%	157 31%	168 34%	178 33%	168 32%	185 35%	175 35%	224 45%efghijklmno
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1800 29%	427 28%	438 28%	435 28%	501 33%abc	154 29%	135 26%	138 28%	141 27%	155 30%	141 28%	142 29%	149 28%	144 27%	152 29%	150 30%	199 40%efghijklmno
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2667 43%	657 43%	648 42%	685 44%	677 44%	209 40%	218 42%	229 46%	201 38%	242 48%eh	205 40%	204 42%	237 45%	244 46%h	218 41%	211 42%	248 50%efghijkno

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.89	2.97b	2.87	3.26d	2.83	2.91	2.87	3.31hijklm	3.22ijklm	3.04jklm	2.75klm	2.60	2.64	2.63	3.27opq	2.92pq	2.62	2.63	2.84	3.16r
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.07	2.92	3.11a	3.37d	3.03	3.11f	3.04	3.33ijklm	3.34ijklm	3.20jklm	2.99klm	2.87	2.89	2.84	3.34opq	3.11pq	2.87	2.87	3.04	3.30r
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.73	2.70	2.73	3.12d	2.66	2.76	2.69	3.09ijklm	3.08ijklm	2.84jklm	2.61klm	2.46	2.52	2.45	3.08opq	2.74pq	2.47	2.49	2.68	2.99r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.89	3.17bcd	2.85d	2.89d	2.75	2.97f	2.81	3.02h	2.69	2.68	2.82i	2.92ij	2.94ij	3.01ijkln	2.91ij	2.69	2.93o	2.94r	2.87	3.03r
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.07	3.27bcd	3.04	3.07d	2.99	3.12f	3.02	3.17h	2.93	3.00	3.08	3.10i	3.13i	3.15i	3.11i	2.99	3.10o	3.12r	3.06	3.14
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.73	2.98bcd	2.67	2.72	2.63	2.78f	2.67	2.84h	2.55	2.58	2.70	2.78i	2.78i	2.79i	2.76i	2.58	2.76o	2.80r	2.70	2.88r

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.89	2.88	2.94	2.83	2.89	2.88	2.90	2.83	2.84	2.74	2.84	2.98ij	2.94i	2.89i	2.97ij	2.90i	2.83i	2.83	2.88i
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.07	3.08	3.05	3.03	3.08	3.04	3.05	3.00	2.97	3.00	2.99	3.11	3.02	3.17hijlr	3.19hijlor	3.08i	3.11ij	3.12	3.02
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.73	2.72	2.76	2.75	2.72	2.76	2.71	2.73	2.57	2.64	2.68	2.79h	2.69	2.76h	2.86hip	2.72	2.68	2.63	2.78h

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.89	3.12bd	2.63	3.10bd	2.76b	3.12fg	2.90	2.87	2.63ij	2.42	2.53	2.88oq	2.95knoq	2.92noq	2.81o	2.54	2.92noq	2.73o	2.93tuvx	2.96tuvx	2.77vx	2.68v	2.29	2.94tuvx	2.57v	3.21z	2.78
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.07	3.20bd	2.95	3.19bd	3.03b	3.20g	3.15	3.01	2.95j	2.89	2.86	3.11moq	3.11moq	3.01o	3.04o	2.74	3.11moq	2.96o	3.11tuvx	3.13tuvx	2.95vx	2.88v	2.57	3.12tuvx	2.79v	3.36z	2.97
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.73	2.89bd	2.51	2.90bd	2.64b	2.89g	2.74	2.65	2.51	2.36	2.43	2.69o	2.80koq	2.74oq	2.67o	2.43	2.75oq	2.60	2.70vx	2.80ruvx	2.73vx	2.63v	2.20	2.75vx	2.50v	3.09z	2.59

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Ql7_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.89	2.93	2.89	3.23b	2.92e	2.86	3.13de	2.88	3.23gijk	2.79	2.75	2.89	3.35gijk
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.07	3.03	3.08	3.41ab	3.13e	3.04	3.24de	3.07j	3.33gijk	3.14j	2.69	3.08j	3.32j
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.73	2.77	2.72	3.14	2.78e	2.68	2.97de	2.71	3.27gijk	2.96j	2.45	2.73	3.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ql7_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.89	2.91	2.90	2.89	2.86	2.84p	2.96ekp	2.92p	2.87p	2.88p	2.96ekp	2.84p	2.97ekmp	2.87p	2.94p	2.94p	2.70
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.07	3.13d	3.09d	3.08d	3.00	3.13p	3.15ip	3.10p	3.11p	3.03p	3.13p	3.05p	3.10p	3.07p	3.12p	3.08p	2.81
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.73	2.77	2.71	2.72	2.70	2.81ip	2.81ip	2.69	2.77p	2.61	2.76p	2.71p	2.76p	2.68	2.81ip	2.79p	2.51

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	3400 55%	774 63%b	2626 53%	590 69%d	2810 53%	1620 54%	1774 56%	453 55%	502 58%lm	684 61%gklm	461 56%lm	620 54%	373 49%	306 49%	955 56%pq	1146 59%pq	1300 51%	679 49%	2833 54%	529 58%
They've delivered a packet or parcel	4317 70%	895 73%	3423 69%	560 65%	3758 71%c	2076 69%	2228 71%	571 69%	579 66%	797 71%	576 70%	804 70%	555 73%h	435 69%	1150 68%	1374 71%	1794 71%	990 71%	3708 71%s	582 64%
I've heard of them but not used them in the last 12 months	485 8%	124 10%b	362 7%	29 3%	456 9%c	266 9%f	219 7%	52 6%	65 7%	86 8%	54 7%	92 8%	74 10%g	62 10%	117 7%	140 7%	229 9%	136 10%no	412 8%	71 8%
I've not heard of them before	37 1%	9 1%	28 1%	13 2%d	24 *	23 1%	14 *	10 1%kl	6 1%	12 1%kl	4 *	1 *	1 *	3 *	17 1%p	15 1%p	5 *	4 *	29 1%	6 1%
NET Any usage	5647 92%	1100 89%	4547 92%a	819 95%d	4828 91%	2724 90%	2909 93%e	761 92%	801 92%	1025 91%	764 93%	1049 92%	685 90%	561 90%	1562 92%	1789 92%	2295 91%	1247 90%	4771 92%	829 92%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	3400 55%	714 62%bcd	1106 57%d	785 56%d	794 47%	1820 59%f	1580 51%	2174 59%h	1179 49%	262 47%	350 49%	830 53%i	914 59%ijkn	646 60%ijkn	2094 54%ij	276 47%	2915 56%o	634 49%	2618 57%qs	148 49%
They've delivered a packet or parcel	4317 70%	789 68%	1401 72%	965 69%	1162 69%	2191 71%	2126 69%	2557 69%	1712 72%	398 71%	470 66%	1079 69%	1096 71%	791 74%jkn	2645 69%	422 72%	3614 70%	907 70%s	3226 71%s	184 61%
I've heard of them but not used them in the last 12 months	485 8%	73 6%	116 6%	105 8%	191 11%abc	189 6%	296 10%e	239 6%	235 10%g	75 13%klmn	81 11%klmn	112 7%	97 6%	56 5%	290 8%m	77 13%p	371 7%	124 10%r	329 7%	32 11%
I've not heard of them before	37 1%	7 1%	16 1%	9 1%	4 *	23 1%	13 *	20 1%	13 1%	1 *	5 1%	7 *	13 1%	4 *	25 1%	1 *	31 1%	10 1%	22 *	5 2%r
NET Any usage	5647 92%	1074 93%d	1811 93%d	1280 92%d	1482 88%	2884 93%f	2762 90%	3428 93%h	2146 90%	485 86%	631 88%	1453 92%ij	1444 93%ij	1009 94%ijn	3528 92%ij	509 87%	4770 92%o	1162 90%	4221 92%qs	263 87%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	3400 55%	2885 54%	515 60%a	104 60%	2873 55%g	291 56%g	156 53%g	79 47%	121 48%	369 55%	280 55%	235 52%	301 55%	335 58%h	491 61%hk	452 54%	290 55%	42 61%	249 55%h
They've delivered a packet or parcel	4317 70%	3718 70%	599 69%	126 73%	3604 70%	382 74%	209 71%	123 72%	164 65%	463 69%	337 66%	325 73%hc	372 68%	418 73%hq	537 66%	610 72%hq	378 71%	41 60%	340 76%hijlnq
I've heard of them but not used them in the last 12 months	485 8%	436 8%	50 6%	11 6%	411 8%	36 7%	26 9%	13 7%	31 12%ikmnor	49 7%	50 10%	33 7%	48 9%	35 6%	62 8%	53 6%	50 9%	4 6%	32 7%
I've not heard of them before	37 1%	29 1%	8 1%	*	32 1%	2 *	1 *	2 1%	1 *	5 1%	6 1%	4 1%	1 *	2 *	6 1%	4 1%	3 1%	-	2 *
NET Any usage	5647 92%	4841 91%	806 93%	162 94%	4742 91%	480 93%	268 91%	156 92%	219 87%	621 92%h	453 89%	412 92%	494 91%	537 94%hj	743 92%	787 93%hj	476 90%	65 94%	415 92%h

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	3400 55%	1417 59%b	1250 55%	2027 59%	1860 56%	1417 59%fg	89 46%	414 53%	1250 55%j	117 52%	528 49%	1290 63%lmnopq	1364 56%mnoq	380 47%o	276 46%o	85 36%	2654 59%mnoq	361 43%	1692 66%stuvx	1276 54%tuvx	252 37%v	137 39%v	32 20%	2968 60%stuvx	169 33%v	921 57%	2479 55%
They've delivered a packet or parcel	4317 70%	1651 69%	1584 70%	2422 70%	2355 71%	1651 69%	123 64%	536 69%	1584 70%	165 73%	779 73%	1456 71%o	1726 71%o	556 69%	417 70%	149 62%	3183 71%o	566 68%	1852 72%tvx	1678 71%tvx	441 65%v	246 69%v	84 52%	3530 72%tvx	330 64%v	964 59%	3353 74%y
I've heard of them but not used them in the last 12 months	485 8%	166 7%	176 8%	231 7%	240 7%	166 7%	33 17%eg	72 9%	176 8%	25 11%	97 9%	121 6%	169 7%	78 10%klp	61 10%klp	44 18%klmnpq	290 6%	105 13%klp	100 4%	145 6%r	125 18%rsw	46 13%rsw	53 33%rstuwx	245 5%	99 19%rsw	132 8%	354 8%
I've not heard of them before	37 1%	8 *	14 1%	14 *	21 1%	8 *	1 *	4 *	14 1%	- -	2 *	4 *	8 *	9 1%klp	4 1%	11 5%klmnpq	11 *	15 2%klp	* *	10 *r	15 2%rsw	6 2%rsw	5 3%rsw	10 *	11 2%rsw	21 1%z	16 *
NET Any usage	5647 92%	2230 93%	2070 92%	3212 93%	3052 92%	2230 93%f	160 83%	702 90%f	2070 92%	201 89%	972 91%	1939 94%mnoq	2258 93%mnoq	723 89%o	529 69%o	183 77%	4197 93%mnoq	712 86%o	2468 96%stuvx	2213 93%tuvx	541 73%v	301 85%v	103 64%	4681 95%tuvx	404 79%v	1475 91%	4171 92%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	3400 55%	199 50%	3175 55%	25 60%	860 50%	2377 57%d	163 51%	3256 56%hi	68 42%	25 37%	39 53%	3349 55%hi	12 33%
They've delivered a packet or parcel	4317 70%	288 72%c	4013 70%c	16 39%	1200 70%f	2926 71%f	192 60%	4142 71%hi	85 53%	28 41%	44 59%	4255 70%hi	18 52%
I've heard of them but not used them in the last 12 months	485 8%	38 9%	444 8%	4 9%	155 9%e	286 7%	44 14%de	417 7%	24 15%gk	18 26%gk	21 29%gk	459 8%	5 14%
I've not heard of them before	37 1%	3 1%	32 1%	2 4%b	19 1%e	11 *	8 2%e	19 *	6 4%gk	5 7%gk	2 2%g	30 *	5 15%
NET Any usage	5647 92%	360 90%	5251 92%	36 87%	1532 90%f	3845 93%df	270 84%	5394 93%hij	131 81%	46 67%	51 69%	5571 92%hij	25 70%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	3400 55%	821 53%	872 57%	861 56%	846 55%	301 57%	274 53%	246 49%	295 56%	290 57%	287 57%	268 55%	305 57%g	287 55%	301 57%	293 58%g	252 51%
They've delivered a packet or parcel	4317 70%	1041 67%	1088 71%	1094 71%	1094 71%	344 65%	347 67%	350 70%	365 70%	354 69%	370 73%ec	346 70%	376 71%	372 71%	383 72%	333 66%	378 76%efo
I've heard of them but not used them in the last 12 months	485 8%	127 8%	108 7%	129 8%	121 8%	44 8%	38 7%	46 9%	42 8%	29 6%	37 7%	42 9%	35 7%	52 10%i	35 7%	50 10%i	36 7%
I've not heard of them before	37 1%	16 1%d	7 *	11 1%	3 *	5 1%	5 1%	6 1%ino	2 *	3 1%	2 *	3 1%	-	8 2%ino	*	-	3 1%
NET Any usage	5647 92%	1400 91%	1426 93%	1410 91%	1411 92%	480 91%	474 92%	446 90%	480 91%	478 94%m	469 92%	446 91%	497 93%m	467 89%	497 93%m	457 90%	457 92%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	464 8%	52 4%	413 8%a	163 19%d	301 6%	212 7%	252 8%	84 10%klm	97 11%klm	93 8%lm	67 8%lm	73 6%lm	28 4%	22 4%	181 11%opq	160 8%pq	124 5%	50 4%	381 7%	77 9%
They've delivered a packet or parcel	773 13%	150 12%	623 13%	199 23%d	574 11%	357 12%	414 13%	151 18%klm	175 20%jklm	183 16%klm	117 14%klm	88 8%lm	34 5%	24 4%	327 19%opq	300 15%pq	147 6%	58 4%	594 11%	171 19%r
I've heard of them but not used them in the last 12 months	2741 44%	502 41%	2239 45%a	329 38%	2412 45%c	1318 44%	1420 45%	284 34%	381 44%g	556 50%ghlm	396 48%glm	562 49%glm	312 41%g	251 40%	665 39%	952 49%npq	1125 44%n	563 41%	2346 45%	372 41%
I've not heard of them before	2312 37%	550 45%b	1763 36%	207 24%	2106 40%c	1169 39%	1135 36%	321 39%hij	252 29%	322 29%	264 32%	433 38%hij	388 51%ghijk	333 53%ghijk	573 34%	585 30%	1154 46%no	721 52%nop	1993 38%s	300 33%
NET Any usage	1115 18%	180 15%	935 19%a	325 38%d	790 15%	526 17%	587 19%	219 27%jklm	239 27%ijklm	245 22%klm	162 20%klm	147 13%lm	60 8%	42 7%	459 27%opq	407 21%pq	250 10%q	102 7%	874 17%	233 26%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	464 8%	114 10%d	152 8%d	107 8%	92 5%	266 9%f	198 6%	358 10%h	102 4%	25 5%	51 7%	114 7%	131 8%i	120 11%ijkn	296 8%i	26 4%	427 8%o	107 8%s	347 8%s	10 3%
They've delivered a packet or parcel	773 13%	187 16%bd	232 12%	180 13%	174 10%	419 14%	355 12%	585 16%h	183 8%	43 8%	74 10%	216 14%i	207 13%i	176 16%ijn	497 13%i	43 7%	696 13%o	179 14%	548 12%	46 15%
I've heard of them but not used them in the last 12 months	2741 44%	435 38%	877 45%a	658 47%a	771 46%a	1312 42%	1429 47%e	1682 46%	1022 43%	258 46%	324 45%	683 43%	727 47%	452 42%	1734 45%	265 45%	2286 44%	560 43%	2058 45%	123 41%
I've not heard of them before	2312 37%	436 38%	730 38%	484 35%	662 39%c	1166 38%	1146 37%	1167 32%	1105 46%g	240 43%lmn	278 39%	584 37%	524 34%	358 34%	1386 36%	260 44%p	1872 36%	469 36%	1719 38%	124 41%
NET Any usage	1115 18%	283 24%bcd	336 17%	251 18%d	245 15%	619 20%f	496 16%	838 23%h	268 11%	62 11%	115 16%i	305 19%i	302 19%i	259 24%ijkln	722 19%i	62 11%	1013 20%o	267 21%r	795 17%	53 18%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	464 8%	383 7%	82 9%	13 8%	385 7%	40 8%	26 9%	13 8%	18 7%	57 8%o	31 6%	35 8%	44 8%o	45 8%o	72 9%o	37 4%	46 9%o	5 7%	35 8%o
They've delivered a packet or parcel	773 13%	682 13%	92 11%	15 9%	663 13%	59 11%	34 11%	18 10%	33 13%	81 12%	68 13%	57 13%	63 12%	67 12%	138 17%lmpqr	101 12%	54 10%	5 7%	54 12%
I've heard of them but not used them in the last 12 months	2741 44%	2351 44%	391 45%	70 40%	2306 44%	225 43%	132 45%	78 46%	114 45%	295 44%	199 39%	220 49%j	265 49%j	264 46%	340 42%	370 44%	239 45%	26 38%	199 44%
I've not heard of them before	2312 37%	1992 38%	321 37%	78 45%a	1932 37%	206 40%	110 37%	64 38%	94 37%	258 38%	219 43%klmn	151 34%	178 33%	201 35%	278 34%	350 41%kln	203 38%	36 52%hiklmnpr	171 38%
NET Any usage	1115 18%	963 18%	152 18%	26 15%	947 18%	87 17%	53 18%	28 16%	43 17%	122 18%	91 18%	77 17%	101 18%	108 19%	193 24%hkopqr	124 15%	87 16%	7 11%	80 18%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 280

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	464 8%	181 8%	174 8%	277 8%	271 8%	181 8%g	10 5%	28 4%	174 8%ij	7 3%	48 4%	171 8%m	193 8%	45 6%	45 8%	10 4%	364 8%m	55 7%	200 8%t	188 8%t	33 5%	35 10%t	7 5%	388 8%t	42 8%	209 13%z	256 6%
They've delivered a packet or parcel	773 13%	346 14%bc	222 10%	518 15%bd	394 12%	346 14%g	17 9%	65 8%	222 10%	16 7%	58 5%	204 10%	348 14%ko	117 14%ko	78 13%	20 8%	552 12%k	98 12%	285 11%x	357 15%ruvx	91 13%uvx	24 7%	10 6%	642 13%uvx	33 7%	336 21%z	437 10%
I've heard of them but not used them in the last 12 months	2741 44%	1094 46%	996 44%	1570 45%	1471 44%	1094 46%	77 40%	329 42%	996 44%	99 43%	471 44%	915 44%	1098 45%	350 43%	260 44%	108 46%	2013 45%	368 44%	1169 46%v	1056 45%v	295 43%	155 44%	54 34%	2225 45%v	210 41%	660 40%	2082 46%y
I've not heard of them before	2312 37%	840 35%	903 40%ac	1176 34%	1239 37%c	840 35%	94 49%e	360 46%e	903 40%	106 47%	503 47%h	820 40%l	848 35%	306 38%	222 37%	103 43%l	1669 37%	325 39%	974 38%	817 35%	266 39%	147 42%s	90 56%rstuw	1791 36%	237 46%rsw	467 29%	1846 41%y
NET Any usage	1115 18%	470 20%b	361 16%	712 21%b	603 18%	470 20%fg	23 12%	89 11%	361 16%j	22 10%	97 9%	328 16%	489 20%ko	155 19%o	112 19%o	27 11%	816 18%o	138 17%	425 17%	495 21%ruvx	120 18%	51 15%	16 10%	920 19%vx	67 13%	503 31%z	613 13%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	464 8%	27 7%	431 8%	6 13%	143 8%	293 7%	28 9%	439 8%	18 11%j	7 10%j	* *	464 8%	* *
They've delivered a packet or parcel	773 13%	53 13%	717 13%	4 8%	214 13%	507 12%	53 16%	692 12%j	52 32%gjk	21 30%gjk	1 2%	765 13%j	7 20%
I've heard of them but not used them in the last 12 months	2741 44%	182 46%	2539 44%	20 47%	690 40%	1901 46%d	150 47%	2633 45%hj	52 33%	24 35%	17 23%	2709 45%hj	15 42%
I've not heard of them before	2312 37%	147 37%	2152 38%	13 31%	688 40%ef	1527 37%	98 30%	2181 37%h	44 27%	19 28%	55 75%ghik	2244 37%	13 37%
NET Any usage	1115 18%	71 18%	1035 18%	9 22%	328 19%	714 17%	74 23%e	1017 17%j	65 40%gjk	25 37%gjk	2 2%	1107 18%j	7 21%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	464 / 8%	132 / 9%	115 / 7%	114 / 7%	104 / 7%	60 / 11%gilop	40 / 8%	32 / 6%	40 / 8%	31 / 6%	44 / 9%	39 / 8%	35 / 7%	40 / 8%	38 / 7%	34 / 7%	32 / 6%
They've delivered a packet or parcel	773 / 13%	206 / 13%	173 / 11%	186 / 12%	207 / 13%	85 / 16%fjk	54 / 10%	68 / 14%j	68 / 13%	63 / 12%	43 / 8%	48 / 10%	58 / 11%	80 / 19%jk	68 / 13%	67 / 13%	72 / 15%j
I've heard of them but not used them in the last 12 months	2741 / 44%	704 / 46%	686 / 45%	667 / 43%	685 / 45%	223 / 42%	258 / 50%ekl	222 / 45%	231 / 44%	225 / 44%	230 / 45%	202 / 41%	222 / 42%	243 / 46%	238 / 45%	232 / 46%	215 / 43%
I've not heard of them before	2312 / 37%	531 / 34%	594 / 39%	613 / 40%a	574 / 37%	172 / 33%	171 / 33%	188 / 38%	198 / 38%	204 / 40%e	192 / 38%	206 / 42%efm	227 / 43%efm	180 / 34%	199 / 37%	188 / 37%	187 / 38%
NET Any usage	1115 / 18%	308 / 20%	261 / 17%	270 / 17%	276 / 18%	132 / 25%fghijklno	88 / 17%	88 / 18%	95 / 18%	80 / 16%	85 / 17%	83 / 17%	83 / 16%	104 / 20%	96 / 18%	88 / 17%	93 / 19%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DHL

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	450 7%	86 7%	364 7%	139 16%d	311 6%	223 7%	227 7%	95 12%klm	114 13%ijklm	102 9%klm	48 6%m	46 4%	32 4%	14 2%	209 12%opq	149 8%pq	92 4%	45 3%	306 6%	138 16%r
They've delivered a packet or parcel	2238 36%	325 26%	1913 39%a	382 44%d	1856 35%	1132 38%	1097 35%	287 35%	346 40%klm	460 41%gklm	333 41%klm	374 33%	244 32%	193 31%	634 37%pq	793 41%pq	811 32%	437 32%	1870 36%	343 38%
I've heard of them but not used them in the last 12 months	3225 52%	713 58%b	2512 51%	322 37%	2903 55%c	1549 51%	1673 53%	358 43%	391 45%	541 48%	434 53%gh	687 60%ghij	445 59%ghi	369 59%ghi	749 44%	976 50%n	1501 59%no	814 59%no	2802 54%s	402 44%
I've not heard of them before	404 7%	148 12%b	256 5%	49 6%	355 7%	170 6%	232 7%e	111 13%hijkl	54 6%j	54 5%	25 3%	51 4%	50 7%j	59 9%ijk	165 10%op	79 4%	160 6%o	109 8%o	340 7%	59 7%
NET Any usage	2539 41%	372 30%	2168 44%a	490 57%d	2050 39%	1294 43%f	1237 39%	354 43%klm	428 49%gklm	526 47%klm	363 44%klm	404 35%	264 35%	199 32%	783 46%pq	889 46%pq	868 34%	463 33%	2071 40%	443 49%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DHL

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	450 7%	149 13%bcd	131 7%d	94 7%d	76 5%	280 9%f	170 6%	354 10%h	89 4%	31 6%	41 6%	106 7%	129 8%	114 11%jkn	276 7%	32 5%	402 8%	97 7%	328 7%	25 8%
They've delivered a packet or parcel	2238 36%	515 45%bcd	707 36%d	489 35%	527 31%	1222 39%f	1016 33%	1432 39%h	773 32%	128 23%	238 33%i	609 39%ij	605 39%ij	469 44%ijkn	1452 38%i	130 22%	1986 38%o	472 36%	1658 36%	108 36%
I've heard of them but not used them in the last 12 months	3225 52%	466 40%	1054 54%a	746 54%a	959 57%a	1520 49%	1705 56%e	1827 50%	1367 57%g	357 64%jklmn	391 54%m	813 52%m	789 51%	489 46%	1993 52%m	374 64%p	2645 51%	649 50%	2446 53%s	131 44%
I've not heard of them before	404 7%	72 6%	101 5%	93 7%	137 8%b	172 6%	230 8%e	187 5%	201 8%g	54 10%klmn	57 8%klmn	75 5%	76 5%	39 4%	208 5%	60 10%p	275 5%	103 8%r	260 6%	41 14%qr
NET Any usage	2539 41%	616 53%bcd	788 41%d	554 40%d	581 35%	1404 45%f	1135 37%	1673 45%h	827 35%	150 27%	270 38%i	683 43%ij	688 44%ij	540 51%ijkln	1641 43%ij	153 26%	2252 44%o	545 42%	1866 41%	129 43%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DHL

Base : All participants

	Total	Rurality			Nation				Region									
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	450 7%	372 7%	78 9%	11 6%	387 7%g	38 7%	18 6%	8 4%	17 7%	37 5%	40 8%	23 5%	42 8%	47 8%	83 10%lkp	67 8%	31 6%	6 8%	33 7%
They've delivered a packet or parcel	2238 36%	1889 36%	349 40%a	70 41%	1854 36%	194 37%	123 41%d	67 39%	91 36%	215 32%	181 36%	165 37%	203 37%	237 41%in	264 33%	310 37%	189 36%	21 31%	173 39%i
I've heard of them but not used them in the last 12 months	3225 52%	2806 53%	420 49%	83 48%	2746 53%f	252 49%	143 48%	84 49%	137 55%	360 53%	267 52%	251 56%r	269 49%	293 51%	432 53%	446 53%	291 55%r	39 57%	213 48%
I've not heard of them before	404 7%	365 7%	40 5%	11 6%	333 6%	42 8%	17 6%	13 7%	13 5%	76 11%hkmop	35 7%	18 4%	43 8%km	22 4%	58 7%	39 5%	28 5%	5 7%	37 8%kmo
NET Any usage	2539 41%	2135 40%	404 47%a	79 46%	2106 41%	224 43%	136 46%d	74 43%	100 40%	240 35%	206 41%	179 40%	231 43%	259 45%i	321 40%	359 43%	210 40%	26 37%	198 44%i

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DHL

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	450 7%	236 10%bd	91 4%	344 10%bd	200 6%b	236 10%g	14 7%	39 5%	91 4%j	9 4%	25 2%	158 8%	185 8%	47 6%	47 8%	14 6%	342 8%	61 7%	226 9%st	160 7%	36 5%	20 6%	9 6%	385 8%	29 6%	236 14%z	214 5%
They've delivered a packet or parcel	2238 36%	924 38%b	782 35%	1337 39%b	1194 36%	924 38%fg	45 23%	255 33%f	782 35%i	46 20%	356 33%i	761 37%	918 38%	280 34%	205 35%	71 30%	1679 37%	276 33%	1015 40%tuvx	871 37%tuvx	206 30%	102 29%	39 24%	1887 38%tuvx	140 27%	657 40%z	1581 35%
I've heard of them but not used them in the last 12 months	3225 52%	1195 50%	1273 56%ac	1702 49%	1780 54%ac	1195 50%	117 60%e	437 56%e	1273 56%	155 68%hj	624 58%	1071 52%	1250 51%	431 53%	316 53%	137 58%	2320 52%	454 55%	1282 50%	1234 52%	386 57%rw	205 58%rw	94 58%	2516 51%	299 58%rw	670 41%	2556 56%y
I've not heard of them before	404 7%	129 5%	136 6%	199 6%	206 6%	129 5%	22 11%e	63 8%e	136 6%	20 9%	75 7%	121 6%	154 6%	62 8%	44 7%	18 8%	275 6%	62 7%	123 5%	160 7%r	62 9%rw	31 9%r	20 13%rsw	284 6%	51 10%rw	128 8%	277 6%
NET Any usage	2539 41%	1080 45%bd	851 38%	1557 45%bd	1327 40%	1080 45%fg	55 28%	278 36%	851 38%d	52 23%	372 35%i	871 42%	1031 42%	318 39%	233 39%	83 35%	1902 42%	316 38%	1163 45%stuvx	974 41%tuvx	233 34%	117 33%	47 29%	2137 43%tuvx	164 32%	832 51%z	1708 38%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DHL

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	450 7%	43 11%b	402 7%	6 13%	131 8%	283 7%	36 11%e	425 7%	20 12%j	1 2%	* *	446 7%	4 11%
They've delivered a packet or parcel	2238 36%	163 41%	2058 36%	17 41%	670 39%e	1462 35%	107 33%	2145 37%j	59 37%j	19 28%j	4 6%	2224 37%j	10 29%
I've heard of them but not used them in the last 12 months	3225 52%	170 43%	3040 53%ac	15 35%	798 47%	2271 55%d	156 49%	3077 53%h	60 37%	39 57%h	35 47%	3177 52%h	14 39%
I've not heard of them before	404 7%	40 10%b	360 6%	4 10%	141 8%e	231 6%	32 10%e	330 6%	23 14%gk	9 13%g	35 47%ghik	361 6%	8 21%
NET Any usage	2539 41%	191 48%b	2326 41%	23 55%	766 45%e	1639 40%	134 42%	2423 42%j	78 48%lj	20 30%j	4 6%	2521 42%j	14 40%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DHL

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	450 7%	120 8%	102 7%	120 8%	108 7%	43 8%	47 9%	31 6%	36 7%	34 7%	32 6%	34 7%	43 8%	43 8%	40 8%	37 7%	30 6%
They've delivered a packet or parcel	2238 36%	549 36%	561 36%	569 37%	560 36%	196 37%	191 37%	161 32%	195 37%	171 34%	195 38%	184 38%	209 39%	175 33%	188 35%	166 33%	206 42%gimo
I've heard of them but not used them in the last 12 months	3225 52%	824 53%	803 52%	797 51%	802 52%	270 51%	273 53%	281 56%p	274 52%	274 54%	256 50%	250 51%	264 50%	282 54%	282 53%	283 56%	237 48%
I've not heard of them before	404 7%	84 5%	107 7%	106 7%	107 7%	28 5%	24 5%	32 6%	33 6%	37 7%	37 7%	33 7%	30 6%	42 8%	34 6%	38 7%	36 7%
NET Any usage	2539 41%	636 41%	630 41%	647 42%	626 41%	231 44%	219 42%	186 37%	217 41%	198 39%	216 42%	208 42%	238 45%o	202 38%	216 41%	187 37%	222 45%o

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	350 6%	49 4%	301 6%a	136 16%d	214 4%	197 7%f	152 5%	88 11%ijklm	108 12%ijklm	79 7%jklm	25 3%	28 2%	10 1%	13 2%	196 12%opq	104 5%pq	50 2%	23 2%	243 5%	102 11%r
They've delivered a packet or parcel	1304 21%	202 16%	1103 22%a	244 28%d	1060 20%	720 24%f	579 18%	241 29%jklm	220 25%klm	276 25%klm	184 22%klm	199 17%m	113 15%	71 11%	461 27%pq	460 24%pq	383 15%	185 13%	1025 20%	259 29%r
I've heard of them but not used them in the last 12 months	4147 67%	779 63%	3368 68%a	466 54%	3681 69%c	1946 65%	2193 70%e	435 53%	521 60%g	704 63%g	570 69%ghi	848 74%ghi	592 78%ghij	476 76%ghij	957 56%	1273 66%n	1917 76%no	1068 77%no	3636 70%s	485 54%
I've not heard of them before	453 7%	228 18%b	225 5%	44 5%	408 8%c	198 7%	254 8%	78 10%hkl	46 5%	87 8%	51 6%	71 6%	47 6%	72 11%hijkl	124 7%	139 7%	190 8%	119 9%	368 7%	80 9%
NET Any usage	1570 25%	226 18%	1344 27%a	350 41%d	1219 23%	870 29%f	695 22%	310 38%ijklm	306 35%ijklm	331 29%klm	201 24%klm	222 19%m	121 16%	79 13%	616 36%opq	532 27%pq	422 17%	200 14%	1209 23%	340 38%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	350 6%	125 11%bcd	91 5%	70 5%	64 4%	216 7%f	134 4%	297 8%h	52 2%	33 6%	43 6%	73 5%	99 6%	85 8%kn	214 6%	33 6%	306 6%	86 7%	249 5%	15 5%
They've delivered a packet or parcel	1304 21%	355 31%bcd	409 21%d	272 20%d	269 16%	763 25%f	541 18%	902 24%h	384 16%	91 16%	112 16%	363 23%ij	373 24%ij	290 27%ijn	848 22%ij	94 16%	1160 22%o	254 20%	973 21%	77 26%
I've heard of them but not used them in the last 12 months	4147 67%	634 55%	1348 69%a	957 69%a	1208 72%a	1982 64%	2164 70%e	2313 63%	1780 74%g	384 68%	512 71%lm	1079 69%m	1017 65%	668 62%	2607 68%m	395 67%	3465 67%	872 67%	3091 68%	184 61%
I've not heard of them before	453 7%	71 6%	114 6%	110 8%	156 9%ab	185 6%	266 9%e	246 7%	192 8%	62 11%klmn	57 8%km	74 5%	95 6%	46 4%	225 6%	74 13%p	315 6%	99 8%	324 7%	29 10%
NET Any usage	1570 25%	448 39%bcd	481 25%d	327 23%d	314 19%	929 30%f	641 21%	1128 31%h	422 18%	116 21%	149 21%	419 27%ij	442 28%ij	355 33%ijkln	1010 26%ij	119 20%	1393 27%o	325 25%	1157 25%	88 29%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	350 6%	291 5%	60 7%	6 3%	304 6%g	29 6%g	13 4%	5 3%	11 5%	46 7%	19 4%	16 4%	29 5%	41 7%k	59 7%k	51 6%	31 6%	4 6%	24 5%
They've delivered a packet or parcel	1304 21%	1123 21%	181 21%	37 21%	1082 21%	121 23%	64 22%	37 22%	43 17%	117 17%	106 21%	77 17%	94 17%	159 28%hijklop	220 27%hiklop	163 19%	104 20%	20 29%hikl	101 22%
I've heard of them but not used them in the last 12 months	4147 67%	3552 67%	594 69%	122 71%	3489 67%	339 65%	202 68%	117 69%	180 72%mn	465 69%n	343 67%n	335 75%jmnoqr	388 71%mn	359 63%	475 59%	571 68%n	374 71%mn	42 61%	297 66%n
I've not heard of them before	453 7%	414 8%b	39 4%	8 5%	381 7%	40 8%	20 7%	12 7%	18 7%	66 10%kmp	44 9%k	22 5%	37 7%	31 5%	73 9%k	62 7%	28 5%	4 5%	37 8%
NET Any usage	1570 25%	1339 25%	231 27%	42 24%	1315 25%	139 27%	74 25%	42 25%	52 21%	145 21%	122 24%	92 21%	119 22%	184 32%hijklop	263 32%hijklopr	211 25%	127 24%	23 34%hikl	116 26%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	350 6%	201 8%bd	67 3%	263 8%bd	129 4%	201 8%g	13 7%g	21 3%	67 3%	9 4%	17 2%	133 6%	140 6%	34 4%	31 5%	11 5%	274 6%	42 5%	173 7%tx	138 6%t	21 3%	12 3%	6 4%	310 6%tx	18 3%	213 13%z	137 3%
They've delivered a packet or parcel	1304 21%	570 24%bd	396 18%	842 24%bd	668 20%	570 24%fg	30 15%	136 18%	396 18%	37 16%	156 15%	405 20%	550 23%oq	201 25%knoq	112 19%	36 15%	955 21%	148 18%	529 21%x	565 24%rtuvx	130 19%	53 15%	23 14%	1094 22%ux	76 15%	456 28%z	848 19%
I've heard of them but not used them in the last 12 months	4147 67%	1534 64%	1656 73%acd	2169 63%	2290 69%ac	1534 64%	128 66%	559 72%e	1656 73%	155 69%	836 78%hi	1408 68%	1597 66%	515 64%	419 71%m	185 78%klmp	3005 67%	604 73%lmp	1753 68%s	1532 65%	455 67%	270 77%rstw	110 69%	3286 67%	381 74%rstw	874 54%	3272 72%y
I've not heard of them before	453 7%	154 6%	157 7%	247 7%	250 8%	154 6%	25 13%e	68 9%	157 7%	27 12%hj	66 6%	140 7%	186 8%	69 8%	41 7%	12 5%	325 7%	53 6%	155 6%	166 7%	79 12%rsuw	23 6%	23 14%rsuw	321 6%	45 9%	124 8%	329 7%
NET Any usage	1570 25%	716 30%bd	447 20%	1042 30%bd	773 23%b	716 30%fg	40 21%	151 19%	447 20%d	44 19%	169 16%	516 25%o	652 27%oq	227 28%oq	134 23%	41 17%	1168 26%oq	175 21%	660 26%ux	669 28%tuvx	146 21%	60 17%	28 17%	1330 27%tuvx	88 17%	630 39%z	940 21%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	350 6%	37 9%b	309 5%	5 12%	119 7%e	205 5%	26 8%	319 5%	27 17%gjk	4 6%	* *	350 6%	- -
They've delivered a packet or parcel	1304 21%	97 24%	1195 21%	12 29%	369 22%	840 20%	95 30%de	1220 21%j	49 31%gjk	15 22%j	5 7%	1284 21%j	15 44%
I've heard of them but not used them in the last 12 months	4147 67%	236 59%	3890 68%ac	21 51%	1115 65%f	2859 69%df	173 54%	4002 68%hj	67 42%	38 56%	29 39%	4108 68%hj	10 28%
I've not heard of them before	453 7%	41 10%	407 7%	5 12%	129 8%	289 7%	35 11%e	370 6%	22 14%gk	11 17%gk	40 54%ghik	403 7%	10 28%
NET Any usage	1570 25%	124 31%b	1430 25%	15 37%	461 27%	994 24%	114 36%de	1458 25%j	72 45%gjk	19 28%j	5 7%	1549 26%j	15 44%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	350 6%	91 6%	88 6%	79 5%	92 6%	30 6%	33 6%	28 6%	29 5%	30 6%	30 6%	22 4%	31 6%	27 5%	43 8%o	22 4%	27 5%
They've delivered a packet or parcel	1304 21%	283 18%	313 20%	346 22%a	363 24%a	106 20%	84 16%	93 19%	105 20%	105 21%	103 20%	113 23%f	120 23%f	113 21%	96 18%	125 26%fn	142 29%efghijmn
I've heard of them but not used them in the last 12 months	4147 67%	1084 70%d	1037 67%	1040 67%	986 64%	360 68%p	367 71%p	356 72%p	359 68%p	334 66%	344 68%p	330 67%	349 66%	360 68%p	362 68%p	328 65%	296 60%
I've not heard of them before	453 7%	100 7%	116 8%	116 7%	120 8%	35 7%	37 7%	28 6%	37 7%	43 8%	36 7%	29 6%	47 9%	39 7%	37 7%	40 8%	44 9%
NET Any usage	1570 25%	359 23%	388 25%	394 25%	428 28%a	133 25%	112 22%	114 23%	128 24%	132 26%	128 25%	131 27%	135 25%	127 24%	133 25%	139 27%	156 31%fgm

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Evri

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	1199 19%	236 19%	963 20%	289 34%d	910 17%	476 16%	722 23%e	174 21%klm	223 26%jklm	260 23%klm	164 20%lm	190 17%	101 13%	87 14%	397 23%pq	424 22%pq	378 15%	188 14%	993 19%	187 21%
They've delivered a packet or parcel	3544 57%	570 46%	2974 60%a	502 58%	3042 57%	1599 53%	1935 62%e	444 54%	502 58%	662 59%	527 64%ghklm	658 58%	419 55%	332 53%	946 56%	1189 61%npq	1409 56%	751 54%	3064 59%s	450 50%
I've heard of them but not used them in the last 12 months	1535 25%	397 32%b	1138 23%	151 18%	1384 26%c	877 29%f	654 21%	207 25%	194 22%	275 24%	170 21%	303 27%j	219 29%hj	168 27%j	401 24%	445 23%	689 27%no	386 28%no	1282 25%	247 27%
I've not heard of them before	567 9%	184 15%b	384 8%	48 6%	520 10%c	314 10%f	253 8%	87 11%i	64 7%	82 7%	60 7%	99 9%	80 11%i	95 15%ghijkl	151 9%	142 7%	274 11%o	175 13%no	459 9%	102 11%
NET Any usage	4067 66%	652 53%	3415 69%a	662 77%d	3405 64%	1822 60%	2235 71%e	529 64%	615 70%gklm	765 68%lm	592 72%gklm	740 65%m	461 61%	364 58%	1144 67%pq	1358 70%pq	1565 62%	825 59%	3472 67%s	556 61%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Evri

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	1199 19%	278 24%d	398 21%d	280 20%d	241 14%	676 22%f	521 17%	809 22%h	378 16%	75 13%	110 15%	285 18%i	325 21%i	268 28%ijkn	719 19%i	76 13%	1053 20%o	222 17%	918 20%	59 20%
They've delivered a packet or parcel	3544 57%	670 58%	1149 59%d	805 58%	919 55%	1819 59%	1724 56%	2135 58%	1361 57%	275 49%	396 55%	915 58%i	944 61%ij	672 63%ij	2256 59%i	282 48%	3063 59%o	739 57%s	2658 58%s	147 49%
I've heard of them but not used them in the last 12 months	1535 25%	245 21%	500 26%a	321 23%	469 28%ac	744 24%	791 26%	897 24%	615 26%	164 29%lm	208 29%lm	388 25%m	358 23%	206 19%	955 25%m	173 29%p	1226 24%	312 24%	1140 25%	83 28%
I've not heard of them before	567 9%	108 9%	144 7%	140 10%b	176 11%b	252 8%	316 10%e	285 8%	268 11%g	89 16%jklmn	60 8%	127 8%	120 8%	76 7%	307 8%	101 17%p	416 8%	135 10%	391 9%	41 14%r
NET Any usage	4067 66%	801 69%d	1300 67%d	933 67%d	1032 62%	2101 68%f	1965 64%	2505 68%h	1511 63%	307 55%	451 63%i	1056 67%i	1074 69%i	787 74%ijkn	2581 67%i	314 53%	3529 68%o	849 65%	3042 67%s	176 59%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Evri

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	1199 19%	1005 19%c	194 22%c	22 13%	1030 20%eg	76 15%	65 22%eg	27 16%	49 20%	172 25%jlnpqr	96 19%	99 22%nqr	91 17%	114 20%	126 15%	190 23%nqr	93 18%	7 10%	69 15%
They've delivered a packet or parcel	3544 57%	2976 56%	568 66%a	129 75%ab	2945 57%	321 62%d	176 60%	102 60%	142 57%n	370 55%	287 56%n	280 62%in	314 58%n	343 60%n	396 49%	480 57%n	334 63%in	36 52%	285 63%ijn
I've heard of them but not used them in the last 12 months	1535 25%	1386 26%bc	149 17%	25 15%	1313 25%	117 23%	68 23%	37 22%	66 26%	168 25%	133 26%	111 25%	133 24%	131 23%	254 31%klmopr	194 23%	125 24%	16 24%	101 22%
I've not heard of them before	567 9%	506 10%c	61 7%	6 4%	480 9%f	49 9%f	17 6%	22 13%df	21 8%	71 10%k	38 8%	26 6%	55 10%k	49 9%	103 13%jkp	78 9%	39 7%	11 16%jkpr	38 8%
NET Any usage	4067 66%	3413 64%	653 76%a	141 82%a	3392 65%	352 68%	210 71%d	112 66%	163 65%n	437 65%n	337 66%n	312 70%n	356 65%n	394 69%n	454 56%	572 68%n	366 69%n	41 60%	310 69%n

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Evri

Base : All participants

	Total	Stamp usage — 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards — Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels — Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability — ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	1199 19%	504 21%	440 19%	706 20%	641 19%	504 21%f	24 12%	134 17%	440 19%j	34 15%	164 15%	416 20%m	500 21%m	119 15%	124 21%m	39 17%	917 20%m	163 20%m	584 23%stvx	441 19%t	89 13%	62 17%	21 13%	1025 21%t	83 16%	412 25%z	787 17%
They've delivered a packet or parcel	3544 57%	1321 55%	1359 60%ac	1948 56%	1986 60%ac	1321 55%	89 46%	433 56%	1359 60%i	111 49%	640 60%i	1252 61%mo	1391 57%	427 53%	345 58%	118 50%	2643 59%mo	463 56%	1555 61%tuvx	1384 58%uvx	369 54%vx	165 47%	59 37%	2939 60%tuvx	224 44%	861 53%	2683 59%y
I've heard of them but not used them in the last 12 months	1535 25%	606 25%	541 24%	864 25%	799 24%	606 25%	54 28%	191 25%	541 24%	71 31%h	270 25%	452 22%	609 25%	245 30%klp	146 25%	77 32%kp	1061 24%	222 27%k	561 22%	592 25%r	188 28%r	115 32%rsw	63 39%rstw	1153 23%	178 35%rstw	371 23%	1164 26%
I've not heard of them before	567 9%	247 10%bd	173 8%	334 10%bd	261 8%	247 10%	42 22%eg	97 12%	173 8%	25 11%	100 9%	182 9%	214 9%	85 10%	47 8%	29 12%	395 9%	76 9%	214 8%	196 8%	76 11%w	47 13%rsw	26 16%rsw	410 8%	73 14%rsw	143 9%	425 9%
NET Any usage	4067 66%	1551 65%	1547 68%a	2259 65%	2254 68%a	1551 65%f	98 51%	490 63%f	1547 68%i	130 58%	701 65%	1429 69%moq	1613 66%mo	480 59%	401 68%mo	133 56%	3042 68%mo	534 64%	1794 70%tuvx	1579 67%tuvx	417 61%vx	192 54%	72 45%	3373 68%tuvx	263 51%	1115 68%z	2952 65%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Evri

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	1199 19%	50 13%	1139 20%a	10 23%	308 18%	826 20%	65 20%	1144 20%j	37 23%j	14 21%j	2 2%	1195 20%j	2 6%
They've delivered a packet or parcel	3544 57%	218 54%	3304 58%	22 54%	1006 59%f	2383 58%f	155 48%	3450 59%hij	48 30%j	21 31%	10 14%	3519 58%hij	15 42%
I've heard of them but not used them in the last 12 months	1535 25%	113 28%	1410 25%	12 29%	384 22%	1056 26%	95 29%d	1435 25%	45 28%	21 30%	23 30%	1501 25%	11 31%
I've not heard of them before	567 9%	43 11%	521 9%	3 8%	157 9%	373 9%	37 12%	468 8%	35 22%gk	16 23%gk	40 54%ghik	518 9%	9 26%
NET Any usage	4067 66%	245 61%	3796 66%	26 63%	1165 68%f	2712 65%	189 59%	3928 67%hij	80 50%j	32 47%j	12 16%	4040 67%hij	15 43%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	1199 19%	302 20%	284 18%	309 20%	304 20%	110 21%	91 18%	101 20%	105 20%	87 17%	92 18%	99 20%	86 16%	124 24%il	101 19%	103 20%	100 20%
They've delivered a packet or parcel	3544 57%	850 55%	847 55%	925 60%ab	922 60%ab	302 57%	289 56%	259 52%	292 56%	282 55%	272 54%	271 55%	330 62%gj	325 62%gj	317 60%	279 55%	326 66%efghijko
I've heard of them but not used them in the last 12 months	1535 25%	406 26%	397 26%	374 24%	358 23%	129 24%	153 30%mp	123 25%	126 24%	131 26%	141 28%p	121 25%	141 27%	112 21%	128 24%	129 25%	101 20%
I've not heard of them before	567 9%	148 10%	158 10%	133 9%	129 8%	45 9%	35 7%	67 13%efinp	57 11%kl	49 10%	52 10%	47 10%	32 6%	54 10%	45 8%	44 9%	40 8%
NET Any usage	4067 66%	990 64%	986 64%	1043 67%	1048 68%b	353 67%	328 64%	308 62%	342 65%	329 65%	315 62%	323 66%	359 67%	361 69%	359 67%	335 66%	355 72%fg

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DPD

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	563 9%	124 10%	438 9%	169 20%d	393 7%	323 11%f	239 8%	96 12%klm	161 19%gijklm	133 12%klm	70 9%klm	64 6%m	24 3%	14 2%	257 15%opq	203 10%pq	102 4%	38 3%	420 8%	133 15%r
They've delivered a packet or parcel	2982 48%	547 44%	2435 49%a	432 50%	2550 48%	1452 48%	1521 48%	389 47%lm	456 52%lm	591 53%lm	450 55%gklm	546 48%lm	307 40%	244 39%	845 50%pq	1041 54%pq	1097 43%	551 40%	2560 49%s	395 44%
I've heard of them but not used them in the last 12 months	2342 38%	509 41%b	1833 37%	255 30%	2087 39%c	1121 37%	1218 39%	270 33%	262 30%	375 33%	305 37%h	495 43%ghij	347 46%ghij	287 46%ghij	532 31%	680 35%	1130 45%no	635 46%no	2009 39%	319 35%
I've not heard of them before	502 8%	133 11%b	368 7%	52 6%	449 8%	235 8%	264 8%	103 12%hijk	44 5%	69 6%	36 4%	74 6%	85 11%hijk	90 14%hijk	147 9%o	105 5%	250 10%o	176 13%nop	399 8%	94 10%r
NET Any usage	3325 54%	590 48%	2735 55%a	554 64%d	2771 52%	1657 55%	1660 53%	451 55%lm	566 65%gijklm	678 60%gklm	481 59%klm	573 50%lm	327 43%	249 40%	1017 60%pq	1159 60%pq	1149 45%	576 42%	2805 54%	491 54%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DPD

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	563 9%	157 14%bcd	174 9%d	135 10%d	96 6%	331 11%f	232 8%	454 12%h	104 4%	30 5%	47 7%	144 9%i	169 11%ij	128 12%ij	360 9%i	32 5%	505 10%o	121 9%	413 9%	28 9%
They've delivered a packet or parcel	2982 48%	631 55%bcd	937 48%d	676 49%d	738 44%	1568 51%f	1414 46%	1886 51%h	1053 44%	216 39%	296 41%	760 48%ij	796 51%ij	611 57%ijkln	1852 48%ij	225 38%	2589 50%o	609 47%	2244 49%	129 43%
I've heard of them but not used them in the last 12 months	2342 38%	348 30%	733 38%a	541 39%a	720 43%ab	1082 35%	1260 41%e	1292 35%	1022 43%g	252 45%klmn	324 45%klmn	598 38%m	531 34%	335 31%	1453 38%m	264 45%p	1889 37%	489 38%	1740 38%	113 38%
I've not heard of them before	502 8%	91 8%	152 8%	92 7%	165 10%c	243 8%	257 8%	238 6%	250 10%g	72 13%klmn	67 9%m	111 7%	128 8%m	52 5%	306 8%m	78 13%p	386 7%	105 8%	360 8%	37 12%r
NET Any usage	3325 54%	714 62%bcd	1058 54%d	761 55%d	792 47%	1772 57%f	1554 51%	2157 59%h	1122 47%	237 42%	328 46%	862 55%ij	894 58%ij	682 64%ijkln	2084 54%ij	246 42%	2897 56%o	703 54%	2472 54%	151 50%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DPD

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	563 9%	484 9%	78 9%	15 9%	479 9%g	43 8%	31 11%g	10 6%	20 8%	66 10%	55 11%	33 7%	46 9%	56 10%	81 10%	76 9%	45 8%	4 5%	39 9%
They've delivered a packet or parcel	2982 48%	2535 48%	447 52%	99 57%a	2474 48%	279 54%dg	155 52%dg	75 44%	114 45%	319 47%	245 48%	225 50%	263 48%	281 49%	375 46%	379 45%	273 52%	31 45%	248 55%hino
I've heard of them but not used them in the last 12 months	2342 38%	2023 38%	319 37%	57 33%	2003 39%e	159 31%	107 36%	73 43%ef	96 38%r	247 37%	191 37%r	176 39%r	213 39%r	224 39%r	312 38%r	343 41%r	202 38%r	22 33%	137 30%
I've not heard of them before	502 8%	448 8%	54 6%	11 7%	416 8%f	56 11%df	13 5%	16 9%f	25 10%m	73 11%klmp	43 8%	28 6%	35 6%	35 6%	72 9%	73 9%	32 6%	12 18%jklmnop	44 10%
NET Any usage	3325 54%	2835 53%	491 57%	105 61%a	2766 53%g	303 58%dg	175 59%dg	82 48%	130 52%	356 53%	275 54%	244 54%	296 54%	315 55%	428 53%	428 51%	295 56%	34 50%	269 60%hino

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DPD

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	563 / 9%	275 / 11%bd	143 / 6%	390 / 11%bd	258 / 8%	275 / 11%fg	10 / 5%	45 / 6%	143 / 6%j	11 / 5%	25 / 2%	200 / 10%m	237 / 10%m	55 / 7%	50 / 8%	20 / 8%	438 / 10%m	70 / 8%	270 / 11%t	221 / 9%t	34 / 5%	26 / 7%	11 / 7%	491 / 10%t	36 / 7%	276 / 17%z	286 / 6%
They've delivered a packet or parcel	2982 / 48%	1194 / 50%	1047 / 46%	1764 / 51%b	1617 / 49%	1194 / 50%f	74 / 38%	352 / 45%	1047 / 46%i	83 / 37%	478 / 45%	1015 / 49%o	1215 / 50%oc	379 / 47%	275 / 46%	92 / 39%	2231 / 50%oc	368 / 44%	1344 / 52%stuvx	1147 / 48%uvx	310 / 46%vx	138 / 39%v	39 / 24%	2491 / 50%uvx	176 / 34%	739 / 45%	2243 / 49%y
I've heard of them but not used them in the last 12 months	2342 / 38%	887 / 37%	944 / 42%acd	1211 / 35%	1268 / 38%c	887 / 37%	89 / 46%e	321 / 41%	944 / 42%	109 / 48%	475 / 44%	756 / 37%	910 / 37%	310 / 38%	243 / 41%	110 / 46%klp	1666 / 37%	353 / 42%klp	877 / 34%	918 / 39%r	280 / 41%r	163 / 46%rsw	83 / 52%rstw	1795 / 36%	246 / 48%rsw	539 / 33%	1803 / 40%y
I've not heard of them before	502 / 8%	161 / 7%	181 / 8%	245 / 7%	266 / 8%	161 / 7%	24 / 13%e	76 / 10%e	181 / 8%	27 / 12%	104 / 10%	165 / 8%	173 / 7%	84 / 10%lp	48 / 8%	23 / 10%	338 / 8%	70 / 8%	184 / 7%	173 / 7%	64 / 9%	41 / 12%rsw	29 / 18%rstw	357 / 7%	70 / 14%rsw	147 / 9%	354 / 8%
NET Any usage	3325 / 54%	1357 / 56%b	1135 / 50%	2002 / 58%bd	1780 / 54%b	1357 / 56%fg	80 / 41%	381 / 49%	1135 / 50%i	90 / 40%	492 / 46%	1143 / 55%oq	1352 / 56%oc	417 / 51%	303 / 51%	106 / 44%	2494 / 55%oc	409 / 49%	1508 / 59%stuvx	1277 / 54%uvx	337 / 50%vx	149 / 42%v	48 / 30%	2784 / 56%tuvx	197 / 38%	942 / 58%z	2383 / 52%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DPD

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	563 9%	34 9%	522 9%	6 15%	159 9%	365 9%	38 12%	529 9%	25 16%gjk	8 11%j	1 1%	561 9%j	1 2%
They've delivered a packet or parcel	2982 48%	197 49%	2765 48%	20 48%	826 48%	2009 49%	147 46%	2880 49%ij	68 42%j	17 25%j	3 3%	2965 49%ij	15 42%
I've heard of them but not used them in the last 12 months	2342 38%	138 34%	2192 38%	12 28%	608 36%	1619 39%	115 36%	2203 38%	55 34%	32 46%	38 51%h	2289 38%	14 41%
I've not heard of them before	502 8%	43 11%	455 8%	4 10%	167 10%e	303 7%	32 10%	434 7%	16 10%	12 18%gk	33 44%ghik	463 8%	6 17%
NET Any usage	3325 54%	220 55%	3080 54%	26 62%	931 55%	2220 54%	174 54%	3193 55%ij	90 56%ij	24 36%j	3 4%	3307 55%ij	15 42%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - DPD

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	563 9%	132 9%	146 9%	143 9%	141 9%	54 10%	46 9%	33 7%	53 10%	55 11%	38 8%	41 8%	55 10%	47 9%	35 7%	52 10%	54 11%
They've delivered a packet or parcel	2982 48%	710 46%	726 47%	763 49%	783 51%a	231 44%	237 46%	242 48%	262 50%	235 46%	230 45%	234 48%	277 52%e	252 48%	257 48%	229 45%	296 60%efghijkmno
I've heard of them but not used them in the last 12 months	2342 38%	623 40%d	591 38%	579 37%	549 36%	216 41%p	212 41%p	194 39%p	194 37%p	184 36%p	213 42%p	177 36%p	184 35%	218 41%p	209 39%p	203 40%p	136 27%
I've not heard of them before	502 8%	123 8%	131 9%	125 8%	123 8%	38 7%	43 8%	42 8%	43 8%	50 10%	39 8%	48 10%	38 7%	38 7%	39 7%	44 9%	40 8%
NET Any usage	3325 54%	798 52%	818 53%	846 55%	863 56%a	274 52%	262 51%	262 53%	288 55%	275 54%	255 50%	267 54%	309 58%j	270 51%	284 53%	260 51%	319 64%efghijkmno

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	806 13%	191 16%b	615 12%	175 20%d	631 12%	453 15%f	352 11%	93 11%	120 14%	163 15%l	120 15%l	166 15%l	78 10%	67 11%	213 13%	283 15%q	310 12%	145 10%	683 13%	118 13%
They've delivered a packet or parcel	2403 39%	438 36%	1965 40%a	349 41%	2054 39%	1219 40%	1179 38%	240 29%	290 33%	414 37%g	385 47%ghi	504 44%ghi	317 42%gh	252 40%gh	530 31%	799 41%n	1073 42%n	569 41%n	2108 40%s	279 31%
I've heard of them but not used them in the last 12 months	2840 46%	595 48%	2245 45%	313 36%	2527 48%c	1326 44%	1510 48%e	326 40%	410 47%g	555 49%gi	358 43%	508 44%	378 50%g	306 49%g	736 43%	913 47%	1191 47%	683 49%n	2447 47%s	373 41%
I've not heard of them before	438 7%	116 9%b	322 7%	71 8%	367 7%	193 6%	243 8%	195 24%hijklm	78 9%ijklm	66 6%jkl	23 3%	32 3%	15 2%	28 4%l	273 16%opq	89 5%p	75 3%	43 3%	249 5%	177 20%r
NET Any usage	2891 47%	522 42%	2369 48%a	477 55%d	2414 45%	1494 50%f	1390 44%	302 37%	384 44%g	500 45%g	442 54%ghim	602 53%ghi	367 48%g	293 47%g	686 40%	942 48%n	1262 50%n	660 48%n	2517 48%s	354 39%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	806 13%	222 18%bcd	266 14%d	166 12%d	152 9%	488 16%f	318 10%	565 15%h	228 10%	50 9%	70 10%	204 13%i	246 16%ij	158 15%ij	520 14%ij	50 9%	706 14%o	156 12%	608 13%	42 14%
They've delivered a packet or parcel	2403 39%	495 43%d	751 39%	570 41%d	588 35%	1246 40%	1157 38%	1437 39%	936 39%	170 30%	235 33%	602 38%ij	665 43%ijkn	499 47%ijkn	1503 39%ij	177 30%	2093 40%o	499 38%	1794 39%	111 37%
I've heard of them but not used them in the last 12 months	2840 46%	441 38%	896 46%a	623 45%a	880 52%abc	1337 43%	1503 49%e	1640 44%	1168 49%g	303 54%klmn	379 53%klmn	743 47%lm	651 42%	424 40%	1773 46%lm	312 53%p	2325 45%	608 47%	2107 46%	125 42%
I've not heard of them before	438 7%	88 8%	139 7%	93 7%	118 7%	226 7%	210 7%	258 7%	165 7%	52 9%kmn	57 8%k	83 5%	107 7%	56 5%	247 6%	62 11%p	332 6%	83 6%	322 7%	32 11%q
NET Any usage	2891 47%	625 54%bcd	909 47%d	677 49%d	680 41%	1533 50%f	1357 44%	1789 49%h	1061 44%	206 37%	282 39%	746 47%ij	795 51%ij	589 55%ijkn	1823 47%ij	213 36%	2515 49%o	605 47%	2143 47%	143 48%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	806 13%	658 12%	147 17%a	32 18%a	681 13%	68 13%	40 13%	17 10%	34 14%	81 12%	52 10%	45 10%	70 13%	88 15%jk	113 14%	134 16%jk	64 12%	10 14%	58 13%
They've delivered a packet or parcel	2403 39%	2003 38%	400 46%a	91 53%a	1996 39%	201 39%	133 45%de	73 43%	100 40%	234 35%	199 39%	167 37%	185 34%	245 43%iln	286 35%	356 42%il	226 43%iln	31 45%	170 38%
I've heard of them but not used them in the last 12 months	2840 46%	2513 47%bc	327 38%	56 32%	2396 46%	240 46%	128 43%	77 45%	106 42%	340 50%hoq	250 49%oq	230 51%hnoq	268 49%oq	260 45%	352 43%	351 42%	240 45%	23 34%	216 48%q
I've not heard of them before	438 7%	394 7%	44 5%	7 4%	380 7%f	35 7%	13 4%	10 6%	24 9%kmp	46 7%	31 6%	25 6%	47 9%mp	26 5%	96 12%ijkmpr	66 8%p	20 4%	8 11%mp	28 6%
NET Any usage	2891 47%	2398 45%	493 57%a	110 64%a	2409 46%	243 47%	155 52%d	84 49%	121 48%	290 43%	227 45%	194 43%	229 42%	288 50%l	364 45%	427 51%il	270 51%ilkl	38 55%	205 46%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 286

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	806 13%	370 15%bd	243 11%	538 16%bd	411 12%	370 15%f	16 8%	93 12%	243 11%j	18 8%	85 8%	302 15%m	315 13%	89 11%	76 13%	23 10%	618 14%	99 12%	393 15%tux	322 14%t	41 6%	35 10%	15 9%	715 14%tx	50 10%	273 17%z	533 12%
They've delivered a packet or parcel	2403 39%	942 39%	902 40%	1388 40%	1348 41%	942 39%f	56 29%	299 38%f	902 40%j	68 30%	443 41%i	882 43%lmnoq	942 39%nc	305 38%	189 32%	81 34%	1824 41%nc	269 32%	1107 43%stuvx	907 38%vx	232 34%v	126 36%v	29 18%	2014 41%tvx	154 30%v	610 37%	1793 39%
I've heard of them but not used them in the last 12 months	2840 46%	1074 45%	1090 48%c	1507 44%	1522 46%	1074 45%	103 53%	379 49%	1090 48%	126 56%	529 49%	900 44%	1120 46%	368 45%	307 52%klp	128 54%kp	2020 45%	435 52%klmp	1089 42%	1079 46%	354 52%rsw	179 51%r	112 70%rstuwx	2168 44%	291 57%rsw	641 39%	2199 48%y
I've not heard of them before	438 7%	163 7%b	110 5%	251 7%b	199 6%	163 7%	21 11%g	45 6%	110 5%	19 9%	54 5%	108 5%	176 7%k	79 10%kp	50 8%k	18 8%	284 6%	68 8%k	151 6%	175 7%	70 10%rw	27 8%	7 5%	326 7%	35 7%	168 10%z	270 6%
NET Any usage	2891 47%	1167 49%	1060 47%	1699 49%	1593 48%	1167 49%f	69 36%	353 45%f	1060 47%j	81 36%	488 46%i	1055 51%lmnoq	1140 47%nc	364 45%	237 40%	92 39%	2194 49%noq	329 40%	1329 52%stuvx	1113 47%tvx	257 38%v	147 42%v	41 25%	2442 49%tuvx	188 37%v	820 50%z	2070 46%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	806 13%	54 13%	745 13%	8 18%	237 14%	528 13%	41 13%	765 13%	26 16%	9 14%	3 5%	800 13%	2 7%
They've delivered a packet or parcel	2403 39%	177 44%	2213 39%	13 31%	673 39%f	1628 39%f	102 32%	2298 39%j	67 42%j	21 30%j	9 13%	2386 39%j	8 22%
I've heard of them but not used them in the last 12 months	2840 46%	162 40%	2665 47%	14 33%	758 44%	1929 47%	154 48%	2700 46%h	51 32%	36 53%h	39 52%h	2788 46%h	14 39%
I've not heard of them before	438 7%	29 7%	402 7%	7 18%ab	115 7%	287 7%	35 11%de	385 7%	16 10%	3 4%	23 31%ghik	404 7%	11 32%
NET Any usage	2891 47%	211 53%	2660 46%	20 49%	832 49%f	1926 46%	133 41%	2746 47%j	93 58%gjk	29 43%j	13 17%	2868 47%j	10 29%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	806 13%	200 13%	186 12%	196 13%	224 15%	56 11%	71 14%	73 15%k	58 11%	66 13%	62 12%	47 10%	65 12%	84 16%ek	75 14%	72 14%	76 15%k
They've delivered a packet or parcel	2403 39%	613 40%	602 39%	620 40%	568 37%	221 42%o	196 38%	196 39%	188 36%	218 43%o	196 39%	198 40%	211 40%	212 40%	189 36%	174 34%	205 41%
I've heard of them but not used them in the last 12 months	2840 46%	696 45%	706 46%	715 46%	723 47%	232 44%	244 47%	220 44%	262 50%l	214 42%	230 45%	232 47%	252 47%	231 44%	261 49%	246 48%	216 44%
I've not heard of them before	438 7%	95 6%	122 8%	115 7%	107 7%	34 6%	25 5%	36 7%	36 7%	37 7%	49 10%f	34 7%	35 7%	46 9%	29 6%	37 7%	40 8%
NET Any usage	2891 47%	752 49%	713 46%	720 46%	706 46%	263 50%	247 48%	242 49%	226 43%	258 51%	229 45%	225 46%	245 46%	250 47%	242 45%	224 44%	240 48%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - TNT

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	208 3%	18 1%	191 4%a	92 11%d	116 2%	135 4%f	73 2%	46 6%jklm	61 7%ijklm	49 4%klm	18 2%m	26 2%lm	6 1%	3 *	107 6%opq	67 3%pq	34 1%	8 1%	154 3%	51 6%r
They've delivered a packet or parcel	798 13%	161 13%	637 13%	181 21%d	617 12%	503 17%f	295 9%	101 12%	135 15%lm	162 14%lm	120 15%lm	156 14%lm	72 9%	53 8%	236 14%pq	282 15%pq	280 11%	124 9%	625 12%	168 19%r
I've heard of them but not used them in the last 12 months	4001 65%	758 62%	3243 66%a	446 52%	3556 67%c	1924 64%	2072 66%	358 44%	469 54%g	693 62%gh	580 71%ghi	844 74%ghi	593 78%ghij	465 74%ghi	827 49%	1272 65%n	1902 75%no	1058 76%no	3544 68%s	423 47%
I've not heard of them before	1197 19%	301 24%b	897 18%	151 18%	1046 20%	475 16%	714 23%e	322 39%hijklm	218 25%jklm	229 20%jkl	106 13%	126 11%	90 12%	106 17%kl	540 32%opq	335 17%p	322 13%	196 14%	919 18%	267 30%r
NET Any usage	970 16%	174 14%	796 16%	264 31%d	706 13%	614 20%f	356 11%	143 17%lm	186 21%klm	201 18%lm	136 17%lm	172 15%lm	78 10%	55 9%	329 19%pq	336 17%pq	305 12%	133 10%	749 14%	214 24%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - TNT

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	208 3%	71 6%bcd	62 3%	39 3%	36 2%	133 4%f	75 2%	183 8%h	24 1%	14 2%	18 3%	67 4%	60 4%	42 4%	145 4%	14 2%	190 4%	64 5%rs	140 3%	5 2%
They've delivered a packet or parcel	798 13%	220 19%bcd	236 12%	167 12%	175 10%	455 15%f	343 11%	551 15%h	236 10%	53 9%	79 11%	230 15%i	229 15%i	162 15%ij	539 14%i	53 9%	716 14%o	188 15%	565 12%	45 15%
I've heard of them but not used them in the last 12 months	4001 65%	648 56%	1298 67%a	918 66%a	1137 68%a	1946 63%	2056 67%e	2271 62%	1682 70%g	371 66%	471 66%	1051 67%	995 64%	683 64%	2517 66%	383 65%	3358 65%	785 57%	3038 66%qs	178 59%
I've not heard of them before	1197 19%	229 20%	360 19%	271 19%	336 20%	589 19%	607 20%	716 19%	456 19%	127 23%kn	150 21%k	238 15%	281 18%	188 18%	669 17%	141 24%p	941 18%	271 21%	853 19%	73 24%
NET Any usage	970 16%	277 24%bcd	285 15%	204 15%	204 12%	562 18%f	408 13%	700 19%h	257 11%	63 11%	97 14%	282 18%ij	277 18%ij	198 19%ij	657 17%i	63 11%	873 17%o	240 19%r	680 15%	50 16%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - TNT

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	208 3%	174 3%	35 4%	7 4%	187 4%e	9 2%	8 3%	4 2%	9 4%	30 4%r	19 4%	12 3%	27 5%r	23 4%	29 4%	20 2%	19 4%	1 1%	8 2%
They've delivered a packet or parcel	798 13%	692 13%	106 12%	19 11%	677 13%	66 13%	35 12%	20 12%	22 9%	63 9%	69 14%p	46 10%	67 12%	103 18%hiklpr	137 17%hikp	124 15%hip	46 9%	8 12%	57 13%
I've heard of them but not used them in the last 12 months	4001 65%	3434 65%	567 66%	118 69%	3365 65%	335 65%	197 67%	105 62%	177 71%mno	442 65%n	327 64%	333 74%jilmnor	355 65%n	349 61%	464 57%	525 62%	395 75%jilmnor	47 69%	288 64%n
I've not heard of them before	1197 19%	1037 20%	161 19%	29 17%	990 19%	109 21%	56 19%	41 24%df	43 17%	147 22%kp	94 18%	58 13%	100 18%	102 18%	187 23%kp	182 22%kp	77 15%	12 18%	97 22%kp
NET Any usage	970 16%	834 16%	136 16%	26 15%	830 16%	74 14%	42 14%	24 14%	30 12%	87 13%	88 17%p	58 13%	89 16%p	122 21%hikpr	161 20%hikpr	137 16%p	58 11%	9 14%	64 14%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - TNT

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	208 / 3%	111 / 5%bd	38 / 2%	169 / 5%bd	95 / 3%b	111 / 5%g	6 / 3%	10 / 1%	38 / 2%j	3 / 1%	6 / 1%	67 / 3%	81 / 3%	34 / 4%	20 / 3%	5 / 2%	148 / 3%	26 / 3%	81 / 3%	88 / 4%	23 / 3%	12 / 3%	4 / 2%	168 / 3%	15 / 3%	170 / 10%z	39 / 1%
They've delivered a packet or parcel	798 / 13%	396 / 16%bd	231 / 10%	539 / 16%bd	375 / 11%	396 / 16%g	22 / 12%	85 / 11%	231 / 10%	18 / 8%	99 / 9%	255 / 12%q	357 / 15%nq	112 / 14%nc	52 / 9%	22 / 9%	612 / 14%nc	74 / 9%	302 / 12%	361 / 15%rux	86 / 13%	27 / 8%	19 / 12%	663 / 13%ux	46 / 9%	326 / 20%z	472 / 10%
I've heard of them but not used them in the last 12 months	4001 / 65%	1494 / 62%	1594 / 71%acd	2125 / 61%	2225 / 67%ac	1494 / 62%	111 / 57%	538 / 69%ef	1594 / 71%	159 / 70%	789 / 74%	1417 / 69%lm	1536 / 63%	497 / 61%	376 / 63%	159 / 67%	2953 / 66%	535 / 64%	1718 / 67%s	1465 / 62%	451 / 66%	240 / 68%	104 / 65%	3183 / 64%	344 / 67%	806 / 49%	3196 / 70%y
I've not heard of them before	1197 / 19%	432 / 18%	401 / 18%	656 / 19%	626 / 19%	432 / 18%	55 / 28%eg	146 / 19%	401 / 18%	46 / 20%	177 / 17%	342 / 17%	472 / 19%	175 / 22%k	146 / 25%klp	52 / 22%	814 / 18%	197 / 24%klp	476 / 19%	478 / 20%	125 / 18%	74 / 21%	34 / 21%	953 / 19%	108 / 21%	357 / 22%z	840 / 19%
NET Any usage	970 / 16%	478 / 20%bd	265 / 12%	676 / 20%bd	463 / 14%	478 / 20%g	27 / 14%	94 / 12%	265 / 12%	21 / 9%	105 / 10%	304 / 15%	427 / 18%knq	139 / 17%nq	72 / 12%	27 / 11%	731 / 16%nq	99 / 12%	374 / 15%	426 / 18%rux	105 / 15%	39 / 11%	22 / 14%	800 / 16%ux	61 / 12%	466 / 29%z	504 / 11%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - TNT

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	208 3%	17 4%	188 3%	3 8%	77 5%e	115 3%	16 5%	182 3%	24 15%gijk	2 2%	* *	208 3%	- -
They've delivered a packet or parcel	798 13%	71 18%b	721 13%	6 15%	256 15%e	497 12%	46 14%	727 12%	43 27%gijk	13 19%j	3 3%	783 13%	12 35%
I've heard of them but not used them in the last 12 months	4001 65%	236 59%	3747 66%ac	19 45%	1041 61%	2767 67%df	193 60%	3861 66%hj	55 34%	37 54%h	36 48%	3952 65%hj	13 38%
I've not heard of them before	1197 19%	77 19%	1107 19%	13 32%	348 20%	779 19%	70 22%	1095 19%	40 25%	17 25%	36 48%ghik	1152 19%	9 27%
NET Any usage	970 16%	88 22%b	873 15%	9 22%	316 19%e	595 14%	58 18%	875 15%j	66 41%gijk	14 21%j	3 3%	955 16%j	12 35%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	208 / 3%	60 / 4%	61 / 4%	37 / 2%	51 / 3%	26 / 5%gjl	24 / 5%	9 / 2%	24 / 5%	18 / 3%	19 / 4%	15 / 3%	10 / 2%	13 / 2%	17 / 3%	20 / 4%	13 / 3%
They've delivered a packet or parcel	798 / 13%	224 / 15%b	161 / 10%	200 / 13%	213 / 14%b	73 / 14%h	74 / 14%h	78 / 16%h	46 / 9%	67 / 13%	48 / 9%	62 / 13%	74 / 14%h	64 / 12%	83 / 16%hj	68 / 13%	62 / 13%
I've heard of them but not used them in the last 12 months	4001 / 65%	1004 / 65%	1003 / 65%	1024 / 66%	970 / 63%	325 / 62%	343 / 66%	336 / 67%	353 / 67%	321 / 63%	329 / 65%	319 / 65%	358 / 67%	347 / 66%	344 / 65%	325 / 64%	301 / 61%
I've not heard of them before	1197 / 19%	264 / 17%	326 / 21%a	292 / 19%	316 / 21%	104 / 20%	85 / 16%	76 / 15%	105 / 20%	106 / 21%	114 / 22%g	97 / 20%	91 / 17%	104 / 20%	94 / 18%	97 / 19%	124 / 25%fgln
NET Any usage	970 / 16%	275 / 18%b	212 / 14%	233 / 15%	250 / 16%	99 / 19%hj	89 / 17%	87 / 17%	66 / 13%	82 / 16%	64 / 13%	75 / 15%	83 / 16%	76 / 14%	94 / 18%	85 / 17%	70 / 14%

Question focuses on packets and parcels since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UPS

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	355 6%	53 4%	302 6%	153 18%d	202 4%	209 7%f	145 5%	86 10%klm	90 10%jklm	86 8%jklm	32 4%	33 3%	16 2%	13 2%	175 10%opq	118 6%pq	62 2%	29 2%	269 5%	79 9%r
They've delivered a packet or parcel	1429 23%	216 18%	1213 25%a	274 32%d	1155 22%	752 25%f	670 21%	228 28%klm	241 28%klm	306 27%klm	196 24%lm	243 21%m	131 17%	84 13%	469 28%pq	502 26%pq	458 18%	216 16%	1203 23%	211 23%
I've heard of them but not used them in the last 12 months	3870 63%	761 62%	3109 63%	417 48%	3453 65%c	1865 62%	1999 64%	442 54%	492 56%	646 58%	549 67%ghi	776 68%ghi	540 71%ghi	425 68%ghi	934 55%	1195 61%n	1740 69%no	964 70%no	3320 64%s	526 58%
I've not heard of them before	616 10%	225 18%b	392 8%	54 6%	562 11%c	243 8%	372 12%e	92 11%j	71 8%	106 9%	55 7%	102 9%	81 11%j	109 17%ghijkl	163 10%	161 8%	292 12%o	190 14%no	498 10%	110 12%
NET Any usage	1683 27%	247 20%	1436 29%a	390 45%d	1293 24%	905 30%f	771 25%	289 35%jklm	310 36%jklm	370 33%jklm	218 26%lm	264 23%lm	139 18%	93 15%	599 35%opq	587 30%pq	497 20%	232 17%	1394 27%	269 30%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UPS

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	355 6%	123 11%bcd	95 5%	78 8%d	59 4%	218 7%f	137 4%	296 8%h	53 2%	22 4%	40 6%	91 6%	111 7%i	76 7%i	242 6%	22 4%	323 6%	103 8%rs	240 5%	12 4%
They've delivered a packet or parcel	1429 23%	367 32%bcd	432 22%	310 22%	320 19%	799 26%f	630 21%	972 26%h	438 18%	89 16%	112 16%	362 23%ij	419 27%ijkn	314 29%ijkn	893 23%ij	90 15%	1246 24%o	307 24%	1044 23%	78 26%
I've heard of them but not used them in the last 12 months	3870 63%	599 52%	1306 67%ac	877 63%a	1088 65%a	1905 62%	1965 64%	2200 60%	1624 68%g	371 66%m	488 68%lm	1011 64%m	936 60%	634 59%	2435 63%	384 65%	3238 63%	771 60%	2932 64%qs	167 55%
I've not heard of them before	616 10%	90 8%	146 8%	141 10%b	237 14%abc	237 8%	378 12%e	295 8%	301 13%g	91 16%klmn	90 13%klmn	122 8%	125 8%	64 6%	337 9%m	103 18%p	450 9%	133 10%	438 10%	46 15%qr
NET Any usage	1683 27%	464 40%bcd	491 25%d	376 27%d	352 21%	955 31%f	728 24%	1192 32%h	469 20%	99 18%	140 19%	438 28%ij	492 32%ijn	370 35%ijkn	1070 28%ij	101 17%	1484 29%o	392 30%r	1203 26%	88 29%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UPS

Base : All participants

	Total	Rurality			Nation				Region									
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	355 6%	284 5%	70 8%a	8 5%	310 6%	21 4%	17 6%	7 4%	12 5%	39 6%	27 5%	19 4%	35 6%	45 8%kpr	51 6%	60 7%	21 4%	2 3%	20 4%
They've delivered a packet or parcel	1429 23%	1222 23%	207 24%	41 24%	1181 23%	135 26%	77 26%	36 21%	46 19%	146 22%	105 21%	83 19%	106 20%	158 28%hjklp	222 27%hjklp	207 25%	107 20%	14 20%	121 27%hijklp
I've heard of them but not used them in the last 12 months	3870 63%	3343 63%	527 61%	108 63%	3278 63%	310 60%	174 59%	108 63%	160 64%	438 65%	327 64%	316 70%mnor	363 67%mnr	337 59%	475 59%	522 62%	342 65%	44 64%	266 59%
I've not heard of them before	616 10%	544 10%	72 8%	16 9%	506 10%	59 11%	31 10%	20 12%	35 14%klmo	68 10%	58 11%	31 7%	47 9%	47 8%	81 10%	79 9%	61 11%k	10 14%	50 11%
NET Any usage	1683 27%	1418 27%	265 31%	49 28%	1401 27%	149 29%	91 31%g	43 25%	55 22%	170 25%	124 24%	101 23%	134 25%	190 33%hijklp	255 31%hjklp	244 29%h	127 24%	15 22%	134 30%hik

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 289

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UPS

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	355 6%	174 7%bd	85 4%	256 7%bd	168 5%	174 7%g	6 3%	20 3%	85 4%j	8 4%	13 1%	134 7%	144 6%	38 5%	26 4%	12 5%	278 6%	38 5%	177 7%t	123 5%	29 4%	15 4%	9 6%	300 6%	24 5%	212 13%z	143 3%
They've delivered a packet or parcel	1429 23%	602 25%b	482 21%	868 25%b	748 23%	602 25%fg	24 12%	160 21%f	482 21%ij	29 13%	183 17%	434 21%	599 25%k	219 27%knpq	124 21%	51 21%	1033 23%	175 21%	595 23%	596 25%tux	139 20%	64 18%	33 21%	1191 24%ux	97 19%	471 29%z	958 21%
I've heard of them but not used them in the last 12 months	3870 63%	1464 61%	1504 67%ac	2069 60%	2109 64%c	1464 61%	129 67%	514 66%e	1504 67%	161 71%	767 72%h	1339 65%m	1498 62%	474 58%	380 64%	160 67%	2837 63%m	540 65%m	1626 63%	1466 62%	427 63%	232 66%	92 57%	3092 63%	324 63%	821 50%	3048 67%y
I've not heard of them before	616 10%	216 9%	209 9%	338 10%	331 10%	216 9%	39 20%eg	98 13%e	209 9%	32 14%	112 10%	194 9%	232 10%	85 10%	78 13%klp	20 8%	427 9%	98 12%	219 9%	221 9%	91 13%rsw	48 14%rw	30 18%rsw	440 9%	78 15%rsw	170 10%	446 10%
NET Any usage	1683 27%	724 30%bd	547 24%	1050 30%bd	873 26%	724 30%fg	26 13%	166 21%f	547 24%ij	33 15%	192 18%	530 26%	704 29%nq	252 31%knq	136 23%	58 24%	1234 27%	194 23%	723 26%ux	681 29%ux	163 24%	73 21%	39 24%	1404 26%ux	112 22%	637 39%z	1046 23%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	355 6%	34 8%	319 6%	2 4%	121 7%e	212 5%	22 7%	326 6%	23 15%gjk	3 4%	* *	352 6%	2 7%
They've delivered a packet or parcel	1429 23%	106 26%	1308 23%	15 37%	407 24%	935 23%	87 27%	1352 23%j	51 32%j	12 18%	4 5%	1415 23%j	10 29%
I've heard of them but not used them in the last 12 months	3870 63%	222 55%	3627 63%a	20 49%	1027 60%	2661 64%df	181 56%	3733 64%hj	58 36%	38 56%h	26 35%	3830 63%hj	14 39%
I've not heard of them before	616 10%	47 12%	564 10%	6 14%	179 11%	399 10%	38 12%	517 9%	31 19%gk	15 22%gk	44 60%ghik	563 9%	9 26%
NET Any usage	1683 27%	132 33%b	1536 27%	15 37%	499 29%	1082 26%	103 32%	1580 27%j	71 44%gijk	15 22%j	4 5%	1667 28%j	13 36%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

**QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UPS**

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	355 6%	111 7%	80 5%	81 5%	83 5%	45 9%gl	43 8%gl	22 4%	28 5%	25 5%	27 5%	24 5%	24 4%	33 6%	26 5%	27 5%	29 6%
They've delivered a packet or parcel	1429 23%	364 24%	331 21%	360 23%	375 24%	136 26%	117 23%	111 22%	107 20%	122 24%	101 20%	120 24%	132 25%	109 21%	116 22%	124 24%	134 27%j
I've heard of them but not used them in the last 12 months	3870 63%	963 62%	1010 66%d	978 63%	919 60%	320 61%	320 62%	323 65%p	347 66%p	316 62%	346 68%ekop	296 60%	334 63%	348 66%p	338 63%p	305 60%	276 56%
I've not heard of them before	616 10%	136 9%	149 10%	160 10%	171 11%	38 7%	51 10%	47 9%	51 10%	55 11%	43 8%	56 11%	52 10%	52 10%	56 10%	55 11%	60 12%e
NET Any usage	1683 27%	443 29%	382 25%	412 27%	446 29%b	170 32%hjm	145 28%	128 26%	126 24%	138 27%	118 23%	139 28%	146 27%	126 24%	139 26%	147 29%	159 32%hjm

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	1756	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	422 7%	50 4%	372 8%a	133 15%d	289 5%	210 7%	213 7%	101 12%ijklm	88 10%klm	79 7%lm	41 5%	64 6%	24 3%	24 4%	189 11%opq	121 6%pq	112 4%	49 4%	306 6%	110 12%r
They've delivered a packet or parcel	1050 17%	140 11%	910 18%a	201 23%d	848 16%	604 20%f	445 14%	161 20%lm	180 21%klm	204 18%lm	136 17%	182 16%	104 14%	83 13%	341 20%pq	340 17%p	369 15%	187 14%	834 16%	207 23%r
I've heard of them but not used them in the last 12 months	2863 46%	542 44%	2322 47%	365 42%	2499 47%c	1422 47%	1433 46%	305 37%	331 38%	557 50%gh	433 53%gh	564 49%gh	377 50%gh	297 47%gh	636 37%	990 51%n	1238 49%n	674 49%n	2470 47%s	367 41%
I've not heard of them before	1941 31%	517 42%b	1424 29%	186 22%	1756 33%c	831 28%	1105 35%e	274 33%ij	286 33%l	303 27%	223 27%	361 32%	265 35%ij	229 36%ij	561 33%o	526 27%	854 34%o	493 36%o	1692 32%s	236 26%
NET Any usage	1364 22%	174 14%	1191 24%a	311 36%d	1054 20%	759 25%f	604 19%	245 30%ijklm	255 29%ijklm	262 23%klm	166 20%	217 19%	118 16%	101 16%	500 29%opq	428 22%pq	437 17%	219 16%	1050 20%	302 33%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	422 7%	112 10%bcd	127 7%	95 7%	88 5%	239 8%f	183 6%	312 8%h	106 4%	32 6%	49 7%	133 8%	109 7%	70 7%	291 8%	32 5%	372 7%	108 8%r	289 6%	25 8%
They've delivered a packet or parcel	1050 17%	255 22%bcd	316 16%	225 16%	253 15%	572 18%f	478 16%	692 19%h	346 14%	78 14%	121 17%	284 18%	309 20%i	196 18%	714 19%i	82 14%	932 18%o	224 17%	781 17%	44 15%
I've heard of them but not used them in the last 12 months	2863 46%	453 39%	911 47%a	723 52%abd	777 46%a	1364 44%	1500 49%e	1715 47%	1111 46%	265 47%	325 45%	758 48%	700 45%	509 48%	1783 46%	266 45%	2405 46%	570 44%	2161 47%	133 44%
I've not heard of them before	1941 31%	359 31%	623 32%c	379 27%	580 35%c	982 32%	958 31%	1042 28%	865 36%g	195 35%kn	229 32%	430 27%	473 30%	311 29%	1132 29%	216 37%p	1561 30%	416 32%	1428 31%	98 33%
NET Any usage	1364 22%	342 30%bcd	410 21%	292 21%	320 19%	752 24%f	613 20%	931 25%h	418 17%	102 18%	164 23%	383 24%i	380 24%i	249 23%	927 24%i	106 18%	1207 23%o	311 24%	984 22%	70 23%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	422 7%	355 7%	68 8%	11 6%	372 7%e	24 5%	17 6%	8 5%	13 5%	48 7%	34 7%	27 6%	40 7%	47 8%	83 10%hkpr	57 7%	25 5%	2 3%	22 5%
They've delivered a packet or parcel	1050 17%	897 17%	153 18%	26 15%	896 17%g	83 16%	49 17%	23 13%	42 17%	106 16%	81 16%	79 18%	101 18%	122 21%o	160 20%o	120 14%	86 16%	12 17%	71 16%
I've heard of them but not used them in the last 12 months	2863 46%	2482 47%	382 44%	70 41%	2407 46%	231 45%	140 47%	85 50%	120 48%	297 44%	218 43%	256 57%hijlmnopqr	256 47%	279 49%	354 44%	381 45%	245 46%	29 42%	202 45%
I've not heard of them before	1941 31%	1656 33%	285 33%	68 39%a	1604 31%	187 36%d	95 32%	56 33%	79 31%k	234 35%kmn	181 36%kmn	93 21%	159 29%k	149 26%	224 28%k	305 36%kmn	181 34%km	27 39%km	160 36%kmn
NET Any usage	1364 22%	1168 22%	197 23%	35 20%	1174 23%g	100 19%	61 21%	29 17%	51 20%	145 21%	110 22%	99 22%	128 24%	146 25%or	233 29%hijkopr	158 19%	104 20%	13 19%	87 19%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	422 7%	217 9%bd	107 5%	306 9%bd	196 6%	217 9%g	15 8%	39 5%	107 5%	11 5%	48 4%	159 8%mnq	185 8%mnq	40 5%	27 5%	9 4%	344 8%mnq	36 4%	199 8%tux	171 7%ux	32 5%	11 3%	9 6%	370 7%tux	20 4%	252 15%z	170 4%
They've delivered a packet or parcel	1050 17%	477 20%bd	314 14%	679 20%bd	517 16%	477 20%fg	21 11%	107 14%	314 14%	34 15%	171 16%	294 14%	454 19%k	174 21%knopc	93 16%	33 14%	748 17%	126 15%	421 16%	444 19%uvx	119 17%x	45 13%	17 10%	865 18%x	62 12%	415 25%z	635 14%
I've heard of them but not used them in the last 12 months	2863 46%	1095 46%	1098 49%c	1558 45%	1561 47%	1095 46%	93 48%	368 47%	1098 49%	95 42%	482 45%	960 47%	1156 47%	347 43%	283 48%	106 44%	2116 47%	389 47%	1156 45%	1137 48%	307 45%	183 52%	67 42%	2293 46%	250 49%	629 39%	2234 49%y
I've not heard of them before	1941 31%	671 28%	772 34%ac	987 29%	1088 33%ac	671 28%	66 34%	270 35%e	772 34%	89 39%	393 37%	694 34%l	687 28%	259 32%	198 33%	90 38%l	1381 31%	288 35%l	846 33%s	662 28%	229 34%s	117 33%	68 42%sw	1508 31%	184 36%s	375 23%	1566 34%y
NET Any usage	1364 22%	638 27%bd	390 17%	913 26%bd	665 20%b	638 27%fg	34 18%	139 18%	390 17%	42 19%	197 18%	409 20%	592 24%knq	204 25%knq	113 19%	42 18%	1002 22%	155 19%	567 22%ux	568 24%ux	145 21%x	54 15%	26 16%	1135 23%ux	80 15%	624 38%z	740 16%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Total	Housebound Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disability Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	422 7%	29 7%	383 7%	10 24%ab	128 7%	261 6%	34 10%e	386 7%	26 16%gjk	9 13%	1 2%	421 7%	* *
They've delivered a packet or parcel	1050 17%	70 18%	976 17%	3 8%	306 18%	671 16%	72 22%e	975 17%j	48 30%gjk	16 23%j	4 5%	1039 17%j	7 19%
I've heard of them but not used them in the last 12 months	2863 46%	176 44%	2676 47%c	12 29%	750 44%	1979 48%d	134 42%	2754 47%hj	51 32%	32 46%j	15 20%	2837 47%hj	12 33%
I've not heard of them before	1941 31%	133 33%	1792 31%	16 39%	556 33%	1300 31%	86 27%	1820 31%	36 22%	13 18%	55 74%ghik	1869 31%	17 48%
NET Any usage	1364 22%	92 23%	1259 22%	13 32%	400 23%	863 21%	101 31%de	1256 22%j	73 46%gjk	24 35%gjk	4 6%	1354 22%j	7 19%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	422 / 7%	115 / 7%	108 / 7%	90 / 6%	110 / 7%	40 / 8%k	34 / 6%	41 / 8%k	47 / 9%jk	37 / 7%	25 / 5%	19 / 4%	35 / 7%	36 / 7%	38 / 7%	46 / 9%jk	26 / 5%
They've delivered a packet or parcel	1050 / 17%	296 / 19%	250 / 16%	257 / 17%	247 / 16%	97 / 18%o	98 / 19%o	101 / 20%jko	94 / 18%	84 / 16%	72 / 14%	70 / 14%	84 / 16%	103 / 20%o	107 / 20%jo	64 / 13%	76 / 15%
I've heard of them but not used them in the last 12 months	2863 / 46%	702 / 45%	715 / 46%	721 / 47%	726 / 47%	235 / 44%	253 / 49%	214 / 43%	232 / 44%	238 / 47%	245 / 48%	241 / 49%	246 / 46%	234 / 44%	229 / 43%	247 / 49%	250 / 50%
I've not heard of them before	1941 / 31%	450 / 29%	499 / 32%	515 / 33%	477 / 31%	166 / 31%	135 / 26%	149 / 30%	167 / 32%	159 / 31%	173 / 34%f	164 / 33%f	178 / 34%f	173 / 33%	167 / 31%	159 / 31%	151 / 30%
NET Any usage	1364 / 22%	392 / 25%bc	327 / 21%	313 / 20%	332 / 22%	128 / 24%jk	128 / 25%jk	136 / 27%jklop	125 / 24%k	112 / 22%	90 / 18%	85 / 17%	108 / 20%	120 / 23%	136 / 26%jk	101 / 20%	95 / 19%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	513 8%	83 7%	430 9%	176 20%d	336 6%	246 8%	267 8%	96 12%klm	105 12%klm	139 12%klm	76 9%klm	51 4%	29 4%	16 3%	202 12%pq	215 11%pq	96 4%	45 3%	417 8%	86 10%
They've delivered a packet or parcel	2340 38%	318 26%	2023 41%a	393 46%d	1948 37%	1084 36%	1249 40%e	232 28%	353 40%gm	471 42%glm	347 42%glm	468 41%gm	272 36%g	198 32%	585 34%	818 42%npq	938 37%	470 34%	2077 40%s	249 27%
I've heard of them but not used them in the last 12 months	2813 46%	635 52%b	2177 44%	267 31%	2546 48%c	1437 48%f	1375 44%	342 41%	340 39%	475 42%	379 46%h	547 48%ghi	406 53%ghij	324 52%ghi	681 40%	855 44%	1277 50%no	730 53%no	2393 46%	399 44%
I've not heard of them before	689 11%	228 19%b	461 9%	76 9%	613 12%	322 11%	362 12%	178 22%hijklm	111 13%ijkl	87 8%	59 7%	95 8%	65 9%	94 15%ijkl	289 17%opq	146 8%	254 10%o	159 11%o	486 9%	192 21%r
NET Any usage	2667 43%	369 30%	2298 47%a	519 60%d	2149 40%	1255 42%	1405 45%	304 37%	422 48%glm	559 50%gklm	384 47%glm	500 44%glm	289 38%	209 33%	726 43%q	943 49%npq	998 39%	498 36%	2334 45%s	313 35%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	513 8%	144 13%bcd	172 9%d	108 8%d	89 5%	316 10%f	197 6%	401 11%h	108 5%	29 5%	46 6%	136 9%i	137 9%i	130 12%ijkln	318 8%i	30 5%	457 9%o	116 9%	376 8%	21 7%
They've delivered a packet or parcel	2340 38%	470 41%	735 38%	519 37%	616 37%	1205 39%	1135 37%	1458 40%h	845 35%	185 33%	262 36%	624 40%i	629 40%i	464 43%ij	1514 39%i	186 32%	2038 39%o	537 41%	1706 37%	98 33%
I've heard of them but not used them in the last 12 months	2813 46%	435 38%	928 48%a	647 46%a	804 48%a	1363 44%	1450 47%e	1608 44%	1180 49%g	263 47%m	346 48%m	731 47%m	721 47%m	418 39%	1798 47%m	270 46%	2343 45%	534 41%	2145 47%q	134 44%
I've not heard of them before	689 11%	144 13%b	181 9%	157 11%	205 12%b	326 11%	362 12%	369 10%	296 12%g	95 17%jklmn	78 11%	130 8%	129 8%	96 9%	336 9%	114 19%p	497 10%	142 11%	493 11%	53 18%qr
NET Any usage	2667 43%	575 50%bcd	834 43%	590 42%	669 40%	1409 45%f	1259 41%	1709 46%h	919 38%	203 36%	294 41%	711 48%i	703 45%i	555 52%ijkln	1708 44%i	204 35%	2332 45%o	620 48%rs	1934 42%	113 38%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	513 8%	447 8%	66 8%	11 6%	441 8%	31 6%	29 10%e	12 7%	26 10%pr	67 10%pr	35 7%	38 9%	42 8%	48 8%	86 11%pr	71 8%	27 5%	6 8%	25 6%
They've delivered a packet or parcel	2340 38%	1969 37%	372 43%a	92 53%ab	1900 37%	239 46%d	129 44%d	73 43%d	102 41%n	229 34%	209 41%in	173 38%n	195 36%	226 39%n	250 31%	316 37%	202 38%n	31 45%n	208 46%iklnop
I've heard of them but not used them in the last 12 months	2813 46%	2446 46%c	367 42%	64 37%	2409 46%e	204 39%	127 43%	72 42%	110 44%	315 47%	241 47%r	221 49%qr	261 48%r	262 46%	359 44%	380 45%	259 49%qr	24 35%	180 40%
I've not heard of them before	689 11%	616 12%bc	73 8%	9 5%	596 12%f	54 10%	21 7%	18 11%f	24 10%	79 12%j	35 7%	34 8%	56 10%	50 9%	152 19%hijklmpr	114 13%jk	51 10%	10 14%j	44 10%
NET Any usage	2667 43%	2243 42%	424 49%a	100 58%ab	2179 42%	260 50%d	148 50%d	80 47%d	117 47%n	281 42%	232 46%n	194 43%	226 42%	261 45%n	300 37%	350 41%	219 41%	35 51%n	225 50%ilnop

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
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Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	513 8%	238 10%bd	168 7%	328 9%b	258 8%	238 10%g	11 6%	36 5%	168 7%j	12 5%	44 4%	181 9%	199 8%	60 7%	52 9%	21 9%	380 8%	73 9%	228 9%t	210 9%t	39 6%	24 7%	12 8%	437 9%t	36 7%	243 15%z	270 6%
They've delivered a packet or parcel	2340 38%	902 38%	874 39%	1318 38%	1291 39%	902 38%f	50 26%	260 33%	874 39%	74 33%	403 38%	804 39%	935 38%	303 37%	218 37%	77 32%	1739 39%	294 35%	1036 40%vx	902 38%vx	250 37%vx	122 34%v	25 16%	1937 39%vx	147 29%v	645 40%	1695 37%
I've heard of them but not used them in the last 12 months	2813 46%	1104 46%	1081 48%c	1534 44%	1511 46%	1104 46%	89 46%	394 51%	1081 48%	114 50%	542 51%	962 47%	1093 45%	341 42%	275 46%	129 54%lmp	2054 46%	404 49%m	1159 45%	1062 45%	308 45%	173 49%	92 57%rstw	2221 45%	265 52%rsw	611 38%	2202 48%y
I've not heard of them before	689 11%	248 10%	192 9%	398 12%b	343 10%	248 10%	48 25%eg	100 13%	192 9%	31 14%h	95 9%	189 9%	284 12%k	120 15%kopq	66 11%	19 8%	473 11%	85 10%	246 10%	259 11%	93 14%rw	42 12%	35 22%rstuw	505 10%	77 15%rsw	189 12%	500 11%
NET Any usage	2667 43%	1052 44%	987 44%	1525 44%	1460 44%	1052 44%fg	57 30%	283 36%	987 44%	82 36%	434 41%	912 44%	1058 43%	350 43%	252 42%	91 38%	1971 44%	343 41%	1164 45%vx	1046 44%vx	280 41%vx	138 39%v	33 21%	2210 45%vx	171 33%v	828 51%z	1839 41%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	513 8%	18 5%	487 8%a	8 19%ab	148 9%	331 8%	34 10%	483 8%j	26 16%gjk	3 4%	-	513 8%j	* 1%
They've delivered a packet or parcel	2340 38%	167 42%	2158 38%	15 36%	691 41%	1539 37%	111 34%	2264 39%hij	46 29%j	12 17%	5 7%	2321 38%ij	14 40%
I've heard of them but not used them in the last 12 months	2813 46%	153 38%	2643 46%a	16 39%	722 42%	1952 47%d	139 43%	2688 46%hj	55 34%	35 51%	23 32%	2778 46%hj	12 33%
I've not heard of them before	689 11%	66 16%b	618 11%	5 13%	199 12%	439 11%	51 16%e	582 10%	34 21%gk	19 28%gk	46 62%ghik	634 10%	9 26%
NET Any usage	2667 43%	182 45%	2466 43%	20 48%	784 46%e	1751 42%	132 41%	2561 44%ij	72 45%ij	15 22%j	5 7%	2648 44%ij	14 41%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	513 *8%*	127 *8%*	112 *7%*	129 *8%*	144 *9%*	50 *9%*	50 *10%g*	27 *5%*	34 *6%*	38 *7%*	40 *8%*	33 *7%*	48 *9%*	49 *9%*	52 *10%g*	58 *11%ghkp*	34 *7%*
They've delivered a packet or parcel	2340 *38%*	594 *38%*	578 *38%*	579 *37%*	590 *38%*	203 *38%*	203 *39%*	188 *38%*	188 *36%*	199 *39%*	192 *38%*	179 *36%*	202 *38%*	197 *37%*	207 *39%*	187 *37%*	196 *40%*
I've heard of them but not used them in the last 12 months	2813 *46%*	705 *46%*	706 *46%*	718 *46%*	685 *45%*	237 *45%*	232 *45%*	235 *47%*	262 *50%cI*	213 *42%*	231 *45%*	222 *45%*	245 *46%*	251 *48%*	242 *45%*	222 *44%*	221 *45%*
I've not heard of them before	689 *11%*	159 *10%*	187 *12%*	171 *11%*	172 *11%*	50 *9%*	54 *10%*	55 *11%*	54 *10%*	72 *14%*	60 *12%*	67 *14%*	53 *10%*	51 *10%*	49 *9%*	61 *12%*	62 *13%*
NET Any usage	2667 *43%*	679 *44%*	649 *42%*	661 *43%*	678 *44%*	241 *46%*	231 *45%*	207 *42%*	208 *40%*	224 *44%*	216 *43%*	202 *41%*	234 *44%*	225 *43%*	241 *45%*	225 *44%*	212 *43%*

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	864 14%	289 23%b	574 12%	185 21%d	679 13%	402 13%	462 15%	171 21%ijklm	184 21%ijklm	178 16%klm	110 13%klm	106 9%	64 8%	51 8%	355 21%opq	288 15%pq	221 9%	115 8%	672 13%	177 20%r
They've delivered a packet or parcel	3867 63%	828 67%b	3039 62%	525 61%	3342 63%	1866 62%	1993 63%	511 62%	511 59%	746 66%hm	540 66%hm	724 63%	473 62%	362 58%	1022 60%	1286 66%npq	1559 62%	836 60%	3279 63%	563 62%
I've heard of them but not used them in the last 12 months	1455 24%	244 20%	1211 25%a	165 19%	1291 24%c	719 24%	731 23%	159 19%	178 20%	224 20%	187 23%	310 27%ghi	204 27%ghi	194 31%ghij	337 20%	411 21%	707 28%no	398 29%no	1278 25%s	166 18%
I've not heard of them before	363 6%	59 5%	304 6%	33 4%	331 6%c	181 6%	182 6%	44 5%	54 6%	62 5%	35 4%	58 5%	61 8%jk	50 8%j	98 6%	96 5%	169 7%	111 8%o	315 6%	42 5%
NET Any usage	4350 71%	929 75%b	3421 69%	664 77%d	3687 69%	2113 70%	2229 71%	620 75%klm	641 73%klm	836 75%klm	600 73%lm	774 68%m	495 65%	383 61%	1261 74%pq	1437 74%pq	1652 65%	878 63%	3619 69%	696 77%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	864 14%	230 20%bcd	258 13%	178 13%	197 12%	488 16%f	374 12%	634 17%h	222 9%	55 10%	92 13%	199 13%	226 15%i	167 16%i	517 13%	57 10%	734 14%o	193 15%	627 14%	43 14%
They've delivered a packet or parcel	3867 63%	764 66%d	1264 65%d	862 62%	975 58%	2028 66%f	1837 60%	2383 65%h	1431 60%	287 51%	416 58%	953 61%i	1034 67%ijkn	737 69%ijkn	2403 63%i	301 51%	3323 64%o	779 60%	2920 64%qs	168 56%
I've heard of them but not used them in the last 12 months	1455 24%	194 17%	443 23%a	328 24%a	491 29%abc	637 21%	819 27%e	757 21%	678 28%g	196 35%jklmn	196 27%lm	412 26%lm	293 19%	197 18%	901 23%lm	208 35%p	1140 22%	322 25%	1049 23%	84 28%
I've not heard of them before	363 6%	61 5%	94 5%	95 7%	114 7%	155 5%	208 7%e	175 5%	177 7%g	45 8%m	47 7%	84 5%	97 6%	43 4%	228 6%	47 8%	287 6%	80 6%	263 6%	20 7%
NET Any usage	4350 71%	898 78%bcd	1406 72%d	971 70%d	1073 64%	2305 74%f	2044 67%	2755 75%h	1539 64%	319 57%	475 66%i	1075 68%i	1163 75%ijkn	829 78%ijkn	2714 71%i	333 57%	3744 72%o	895 69%	3259 71%	196 65%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	864 14%	757 14%c	107 12%	16 9%	734 14%	64 12%	42 14%	23 14%	34 13%	93 14%	73 14%	74 17%p	81 15%	86 15%	118 15%	122 14%	55 10%	7 9%	58 13%
They've delivered a packet or parcel	3867 63%	3322 63%	545 63%	107 62%	3227 62%	350 68%df	176 60%	114 67%df	149 59%	399 59%	308 61%	296 66%	329 60%	358 62%	504 62%	528 63%	357 67%hl	39 56%	311 69%hijlmno
I've heard of them but not used them in the last 12 months	1455 24%	1246 23%	209 24%	45 26%	1240 24%	109 21%	72 24%	34 20%	66 27%r	160 24%	140 27%kpr	93 21%	145 27%r	150 26%r	196 24%	179 21%	111 21%	20 29%	89 20%
I've not heard of them before	363 6%	317 6%	46 5%	12 7%	299 6%	33 6%	22 7%	10 6%	14 6%	65 10%jklmn	23 5%	17 4%	23 4%	27 5%	32 4%	61 7%	36 7%	5 7%	28 6%
NET Any usage	4350 71%	3742 71%	608 70%	115 67%	3646 70%	376 73%	202 68%	127 74%f	170 68%	451 67%	346 68%	338 75%hij	376 69%	397 69%	584 72%	604 72%	382 72%	44 65%	331 74%i

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	864 14%	436 18%bd	215 10%	605 18%bd	384 12%	436 18%g	22 11%	89 11%	215 10%	15 7%	78 7%	285 14%	365 15%	95 12%	89 15%	30 13%	650 14%	119 14%	409 16%tvx	342 14%t	57 8%	41 11%	13 8%	751 15%tx	54 10%	358 22%z	505 11%
They've delivered a packet or parcel	3867 63%	1553 65%bd	1371 61%	2212 64%b	2030 61%	1553 65%f	80 41%	474 61%f	1371 61%	119 52%	627 59%	1293 63%	1559 64%	486 60%	375 63%	139 58%	2853 63%	514 62%	1669 65%tuvx	1533 65%tuvx	384 56%v	193 54%	72 45%	3202 65%tuvx	264 51%	916 56%	2951 65%y
I've heard of them but not used them in the last 12 months	1455 24%	483 20%	620 27%ac	732 21%	869 26%ac	483 20%	68 35%eg	191 25%e	620 27%	86 38%h	336 31%	502 24%	523 21%	223 27%lp	133 22%	70 29%l	1025 23%	202 24%	544 21%	519 22%	206 30%rsw	117 33%rsw	60 37%rsw	1063 22%	177 34%rsw	349 21%	1106 24%
I've not heard of them before	363 6%	126 5%	146 6%	173 5%	194 6%	126 5%	25 13%e	67 9%e	146 6%	16 7%	75 7%	123 6%	139 6%	50 6%	31 5%	13 5%	262 6%	43 5%	123 5%	131 6%	55 8%rw	24 7%	20 13%rsw	255 5%	44 9%rsw	103 6%	261 6%
NET Any usage	4350 71%	1795 75%bd	1494 66%	2551 74%bd	2250 68%	1795 75%fg	100 52%	520 67%f	1494 66%ij	124 55%	661 62%	1438 70%	1773 73%m	538 66%	430 72%	156 65%	3212 71%m	586 70%	1902 74%tuvx	1717 73%tuvx	420 62%v	213 60%	80 50%	3619 73%tuvx	293 57%	1177 72%	3173 70%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	864 **14%**	61 *15%*	795 *14%*	7 *18%*	216 *13%*	596 *14%*	51 *16%*	826 **14%j**	30 **19%j**	5 *7%*	* ***	861 **14%j**	2 *7%*
They've delivered a packet or parcel	3867 **63%**	243 *61%*	3601 *63%*	23 *55%*	1059 **62%f**	2636 **64%f**	172 *53%*	3757 **64%hij**	68 **42%ij**	16 *24%*	10 *13%*	3840 **63%hij**	17 *47%*
I've heard of them but not used them in the last 12 months	1455 **24%**	100 *25%*	1346 *23%*	10 *24%*	429 *25%*	939 *23%*	87 *27%*	1309 *22%*	48 *30%*	37 **54%ghk**	52 **69%ghk**	1394 *23%*	10 *27%*
I've not heard of them before	363 **6%**	23 *6%*	336 *6%*	5 *11%*	102 *6%*	228 *5%*	34 **11%de**	313 *5%*	19 **12%gk**	11 **16%gk**	13 **17%gk**	343 *6%*	8 *23%*
NET Any usage	4350 **71%**	278 *69%*	4046 *71%*	27 *64%*	1174 *69%*	2975 **72%f**	201 *62%*	4209 **72%hij**	93 **58%ij**	21 *30%*	10 *13%*	4323 **71%hij**	17 *49%*

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	864 14%	198 13%	211 14%	225 14%	229 15%	78 15%	65 13%	55 11%	72 14%	80 16%	60 12%	83 17%g	69 13%	72 14%	79 15%	77 15%	73 15%
They've delivered a packet or parcel	3867 63%	931 60%	948 61%	977 63%	1012 66%ab	334 63%	291 56%	305 61%	346 66%f	298 59%	304 60%	298 61%	341 64%f	338 64%f	350 66%f	323 64%	339 68%fijk
I've heard of them but not used them in the last 12 months	1455 24%	402 26%d	359 23%	361 23%	333 22%	114 22%	155 30%ehiklnp	133 27%n	113 22%	112 22%	133 26%n	112 23%	121 23%	127 24%	103 19%	120 24%	111 22%
I've not heard of them before	363 6%	83 5%	107 7%d	103 7%	70 5%	27 5%	27 5%	30 6%	29 5%	46 9%eop	32 6%	38 8%p	31 6%	34 6%p	32 6%	23 5%	15 3%
NET Any usage	4350 71%	1057 69%	1076 70%	1086 70%	1131 74%a	387 73%f	336 65%	335 67%	382 73%f	351 69%	342 67%	341 69%	380 71%	365 69%	397 75%fg	365 72%	370 75%fg

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI	Online	Sell online	Don't sell online	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White	NET EMG
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I've used them to send a packet or parcel	194 3%	2 *	192 4%a	103 12%d	90 2%	106 4%	88 3%	38 5%klm	57 7%jklm	52 5%klm	19 2%m	16 1%	7 1%	4 1%	96 6%opq	71 4%pq	27 1%	11 1%	153 3%	41 4%
They've delivered a packet or parcel	518 8%	14 1%	504 10%a	176 20%d	342 6%	296 10%f	219 7%	113 14%ijklm	124 14%ijklm	101 9%klm	63 8%m	62 5%m	37 5%	17 3%	237 14%opq	164 8%pq	117 5%	55 4%	417 8%	98 11%r
I've heard of them but not used them in the last 12 months	2255 37%	394 32%	1861 38%a	279 32%	1976 37%c	1116 37%	1134 36%	270 33%	294 34%	471 42%ghlm	327 40%ghlm	473 41%ghlm	245 32%	177 28%	564 33%	798 41%npq	894 35%q	421 30%	1918 37%	318 35%
I've not heard of them before	3243 53%	823 67%b	2421 49%	325 38%	2918 55%c	1512 50%	1726 55%e	413 50%	407 47%	511 46%	416 51%	597 52%i	471 62%ghijk	429 68%ghijk	820 48%	926 48%	1497 59%no	900 65%nop	2763 53%	451 50%
NET Any usage	670 11%	16 1%	655 13%a	257 30%d	413 8%	385 13%f	282 9%	140 17%ijklm	172 20%ijklm	140 12%klm	80 10%klm	73 6%m	44 6%	21 3%	313 18%opq	220 11%pq	138 5%	65 5%	532 10%	135 15%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I've used them to send a packet or parcel	194 3%	62 5%bd	36 2%	50 4%b	45 3%	99 3%	95 3%	160 4%h	32 1%	20 4%	22 3%	50 3%	53 3%	44 4%	125 3%	20 3%	169 3%	67 5%r	120 3%	7 2%
They've delivered a packet or parcel	518 8%	151 13%bcd	139 7%	128 9%d	99 6%	290 9%f	228 7%	388 11%h	124 5%	32 6%	52 7%	152 10%i	137 9%	122 11%ij	342 9%i	32 6%	468 9%o	120 9%	362 8%	36 12%r
I've heard of them but not used them in the last 12 months	2255 37%	383 33%	717 37%	511 37%	645 38%a	1100 36%	1156 38%	1400 38%h	818 34%	213 38%	278 39%	591 38%	572 37%	369 35%	1442 38%	217 37%	1885 36%	489 38%	1667 36%	99 33%
I've not heard of them before	3243 53%	567 49%	1060 55%a	715 51%	900 54%	1627 53%	1615 53%	1773 48%	1427 60%g	302 54%	371 52%	789 50%	799 51%	542 51%	1959 51%	325 55%	2682 52%	631 49%	2452 54%q	160 53%
NET Any usage	670 11%	204 18%bcd	166 9%	168 12%bd	133 8%	370 12%f	301 10%	514 14%h	149 6%	46 8%	69 10%	191 12%i	182 12%	158 15%ijn	442 11%	46 8%	604 12%o	176 14%r	453 10%	41 14%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I've used them to send a packet or parcel	194 3%	156 3%	38 4%	10 6%a	165 3%	17 3%	7 2%	4 3%	4 2%	23 3%	11 2%	11 2%	25 5%h	23 4%	30 4%	20 2%	19 4%	2 2%	15 3%
They've delivered a packet or parcel	518 8%	433 8%	84 10%	14 8%	441 9%	39 7%	28 9%g	10 6%	18 7%p	51 7%p	40 8%p	38 8%p	54 10%p	66 12%p	87 11%p	66 8%p	21 4%	3 4%	36 8%p
I've heard of them but not used them in the last 12 months	2255 37%	1944 37%	311 36%	62 36%	1903 37%	176 34%	105 36%	71 42%def	99 39%l	218 32%	192 38%	200 45%ilmnor	192 35%	212 37%	292 36%	296 35%	203 38%	23 33%	153 34%
I've not heard of them before	3243 53%	2809 53%	434 50%	89 51%	2713 52%	289 56%	156 53%	85 50%	129 52%	390 58%kmn	271 53%k	200 45%	280 51%	280 49%	408 50%	466 55%k	288 54%k	43 62%k	246 55%k
NET Any usage	670 11%	552 10%	118 14%a	23 13%	569 11%	53 10%	34 11%	14 8%	23 9%	68 10%	45 9%	48 11%	72 13%p	81 14%hjpq	112 14%jp	82 10%	38 7%	3 5%	50 11%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I've used them to send a packet or parcel	194 3%	94 4%b	41 2%	147 4%bd	93 3%	94 4%g	7 4%g	5 1%	41 2%	6 3%	18 2%	86 4%l	54 2%	35 4%l	16 3%	3 1%	140 3%	19 2%	93 4%	69 3%	20 3%	8 2%	2 1%	163 3%	11 2%	138 8%z	55 1%
They've delivered a packet or parcel	518 8%	236 10%bd	154 7%	343 10%bd	261 8%	236 10%g	9 5%	47 6%	154 7%	14 6%	53 5%	170 8%nq	229 9%noq	81 10%noq	28 5%	10 4%	399 9%noq	38 5%	199 8%	221 9%x	68 10%ux	19 5%	10 6%	421 9%	29 6%	282 17%z	236 5%
I've heard of them but not used them in the last 12 months	2255 37%	914 38%b	771 34%	1313 38%b	1170 35%	914 38%	69 36%	293 38%	771 34%	84 37%	322 30%	700 34%	915 38%k	338 42%kmq	196 33%	103 43%kn	1615 36%	299 36%	915 36%	880 37%	265 39%	132 37%	53 33%	1796 36%	185 36%	566 35%	1689 37%
I've not heard of them before	3243 53%	1170 49%	1308 58%ac	1678 49%	1816 55%ac	1170 49%	110 57%	434 56%e	1308 58%	124 55%	683 64%hi	1126 55%m	1245 51%m	366 45%	357 60%lmp	125 52%	2371 53%m	482 58%lmp	1386 54%t	1207 51%	330 48%	198 56%	96 60%t	2593 53%	294 57%st	665 41%	2578 57%y
NET Any usage	670 11%	319 13%bd	181 8%	466 13%bd	328 10%	319 13%g	15 8%	51 7%	181 8%	19 8%	67 6%	237 11%noq	275 11%noq	107 13%noq	41 7%	10 4%	512 11%noq	51 6%	268 10%	280 12%ux	86 13%ux	23 7%	12 7%	548 11%ux	35 7%	397 24%z	273 6%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Total	Housebound Housebound (a)	Housebound Not Housebound (b)	Housebound Prefer not to say (c)	Disability Disabled (d)	Disability Not Disabled (e)	Disability Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Internet access Have internet at home but don't use (h)	Internet access Don't have internet at home but use elsewhere (i)	Internet access Don't have access to the internet (j)	Internet access NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I've used them to send a packet or parcel	194 3%	19 5%	169 3%	5 12%b	91 5%e	83 2%	19 6%e	176 3%	12 8%gjk	5 7%	* *	193 3%	1 2%
They've delivered a packet or parcel	518 8%	48 12%b	466 8%	4 11%	174 10%e	312 8%	33 10%	453 8%	46 29%gjk	12 18%gjk	* *	512 8%j	6 16%
I've heard of them but not used them in the last 12 months	2255 37%	141 35%	2099 37%	15 37%	582 34%	1539 37%	134 42%d	2159 37%hj	41 26%	29 43%hj	16 21%	2229 37%hj	11 31%
I've not heard of them before	3243 53%	198 50%	3028 53%	17 40%	874 51%	2226 54%f	143 45%	3081 53%hi	64 40%	22 32%	58 79%ghik	3167 52%hi	18 51%
NET Any usage	670 11%	61 15%b	600 10%	9 22%b	249 15%e	377 9%	45 14%e	590 10%j	56 35%gjk	17 25%gjk	* *	664 11%j	6 18%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I've used them to send a packet or parcel	194 3%	52 3%	36 2%	51 3%	55 4%	22 4%	21 4%	9 2%	13 2%	14 3%	9 2%	11 2%	22 4%	19 4%	16 3%	23 5%g	16 3%
They've delivered a packet or parcel	518 8%	143 9%	118 8%	120 8%	136 9%	47 9%	59 11%m	38 8%	39 7%	36 7%	43 8%	45 9%	44 8%	32 6%	47 9%	51 10%	38 8%
I've heard of them but not used them in the last 12 months	2255 37%	566 37%	568 37%	577 37%	544 35%	186 35%	215 42%gn	166 33%	199 38%	190 37%	178 35%	192 39%	182 34%	203 39%	177 33%	179 35%	189 38%
I've not heard of them before	3243 53%	788 51%	827 54%	821 53%	807 53%	276 52%f	226 44%	287 58%f	276 53%f	273 54%f	279 55%f	247 50%	294 55%f	281 53%f	293 55%f	257 51%	257 52%f
NET Any usage	670 11%	189 12%	146 9%	152 10%	184 12%	67 13%	76 15%ghim	46 9%	49 9%	46 9%	50 10%	52 11%	56 11%	43 8%	62 12%	72 14%lm	50 10%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 295

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	3400 55%	774 63%b	2626 53%	590 68%d	2810 53%	1620 54%	1774 56%	453 55%	502 58%lm	684 61%gklm	461 56%lm	620 54%	373 49%	306 49%	955 56%pq	1146 59%pq	1300 51%	679 49%	2833 54%	529 58%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	464 8%	52 4%	413 8%a	163 19%d	301 6%	212 7%	252 8%	84 10%klm	97 11%klm	93 8%lm	67 8%lm	73 6%lm	28 4%	22 4%	181 11%opq	160 8%pq	124 5%	50 4%	381 7%	77 9%
DHL	450 7%	86 7%	364 7%	139 16%d	311 6%	223 7%	227 7%	95 12%jklm	114 13%ijklm	102 9%klm	48 6%m	46 4%	32 4%	14 2%	209 12%opq	149 8%pq	92 4%	45 3%	306 6%	138 15%r
FedEx or FedEx Express	350 6%	49 4%	301 6%a	136 16%d	214 4%	197 7%	152 5%	88 11%ijklm	108 12%ijklm	79 7%klm	25 3%	28 2%	10 1%	13 2%	196 12%opq	104 5%pq	50 2%	23 2%	243 5%	102 11%r
Evri (formerly known as Hermes)	1199 19%	236 19%	963 20%	289 34%d	910 17%	476 16%	722 23%e	174 21%klm	223 26%jklm	260 23%klm	164 20%klm	190 17%	101 13%	87 14%	397 23%pq	424 22%pq	378 15%	188 14%	993 19%	187 21%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	563 9%	124 10%	438 9%	169 20%d	393 7%	323 11%f	239 8%	96 12%klm	161 19%gijklm	133 12%klm	70 9%klm	64 6%m	24 3%	14 2%	257 15%opq	203 10%pq	102 4%	38 3%	420 8%	133 15%r
Parcelforce	806 13%	191 15%b	615 12%	175 20%d	631 12%	453 15%f	352 11%	93 11%	120 14%	163 15%l	120 15%l	166 15%l	78 10%	67 11%	213 13%	283 15%q	310 12%	145 10%	683 13%	118 13%
TNT	208 3%	18 1%	191 4%a	92 11%d	116 2%	135 4%f	73 2%	46 6%jklm	61 7%jklm	49 4%klm	18 2%m	26 2%lm	6 1%	3 *	107 6%opq	67 3%pq	34 1%	8 1%	154 3%	51 6%r
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	355 6%	53 4%	302 6%	153 18%d	202 4%	209 7%f	145 5%	86 10%klm	90 10%klm	86 8%klm	32 4%	33 3%	16 2%	13 2%	175 10%opq	118 6%pq	62 2%	29 2%	269 5%	79 9%r
UK Mail (not to be confused with Royal Mail)	422 7%	50 4%	372 8%a	133 15%d	289 5%	210 7%	213 7%	101 12%jklm	88 10%klm	79 7%lm	41 5%	64 6%	24 3%	24 4%	189 11%opq	121 6%pq	112 4%	49 4%	306 6%	110 12%r
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	513 8%	83 7%	430 9%	176 20%d	336 6%	246 8%	267 8%	96 12%klm	105 12%klm	139 12%klm	76 9%klm	51 4%	29 4%	16 3%	202 12%pq	215 11%pq	96 4%	45 3%	417 8%	86 10%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	864 14%	289 23%b	574 12%	185 21%d	679 13%	402 13%	462 15%	171 21%ijklm	184 21%ijklm	178 16%klm	110 13%klm	106 9%	64 8%	51 8%	355 21%opq	288 15%pq	221 9%	115 8%	672 13%	177 20%r
Other	194 3%	2 *	192 4%a	103 12%d	90 2%	106 4%	88 3%	38 5%jklm	57 7%jklm	52 5%jklm	19 2%m	16 1%	7 1%	4 1%	96 6%opq	71 4%pq	27 1%	11 1%	153 3%	41 4%
None of the above	2011 33%	365 30%	1647 33%	91 11%	1921 36%c	1014 34%	992 32%	225 27%	219 25%	297 26%	283 34%ghi	417 37%ghi	308 41%ghij	263 42%ghij	444 26%	579 30%	988 39%no	571 41%no	1769 34%s	231 26%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2417 39%	492 40%	1925 39%	551 64%d	1866 35%	1135 38%	1281 41%	424 52%ijklm	473 54%ijklm	513 46%klm	301 37%klm	347 30%	197 26%	162 26%	897 53%opq	814 42%pq	706 28%	359 26%	1925 37%	464 51%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	3400 55%	714 62%bcd	1106 57%d	785 56%d	794 47%	1820 59%f	1580 51%	2174 59%h	1179 49%	262 47%	350 49%	830 53%i	914 59%ijkn	646 60%ijkn	2094 54%ij	276 47%	2915 56%o	634 49%	2618 57%qs	148 49%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	464 8%	114 10%d	152 8%d	107 8%	92 5%	266 9%f	198 6%	358 10%h	102 4%	25 5%	51 7%	114 7%	131 8%i	120 11%ijn	296 8%i	26 4%	427 8%o	107 8%s	347 8%s	10 3%
DHL	450 7%	149 13%bcd	131 7%d	94 7%d	76 5%	280 9%f	170 6%	354 10%h	89 4%	31 6%	41 6%	106 7%	129 8%	114 11%ijkn	276 7%	32 5%	402 8%	97 7%	328 7%	25 8%
FedEx or FedEx Express	350 6%	125 11%bcd	91 5%	70 5%	64 4%	216 7%f	134 4%	297 8%h	52 2%	33 6%	43 6%	73 5%	99 6%	85 8%kn	214 6%	33 6%	306 6%	86 7%	249 5%	15 5%
Evri (formerly known as Hermes)	1199 19%	278 24%d	398 21%d	280 20%d	241 14%	676 22%f	521 17%	809 22%h	378 16%	75 13%	110 15%	285 18%i	325 21%ij	268 25%ijkn	719 19%i	76 13%	1053 20%o	222 17%	918 20%	59 20%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	563 9%	157 14%bcd	174 9%d	135 10%d	96 6%	331 11%f	232 8%	454 12%h	104 4%	30 5%	47 7%	144 9%i	169 11%ij	128 12%ij	360 9%i	32 5%	505 10%o	121 9%	413 9%	28 9%
Parcelforce	806 13%	222 19%bcd	266 14%d	166 12%d	152 9%	488 16%f	318 10%	565 15%h	228 10%	50 9%	70 10%	204 13%i	246 16%ij	158 15%ij	520 14%ij	50 9%	706 14%o	156 12%	608 13%	42 14%
TNT	208 3%	71 6%bcd	62 3%	39 3%	36 2%	133 4%f	75 2%	183 5%h	24 1%	14 2%	18 3%	67 4%	60 4%	42 4%	145 4%	14 2%	190 4%	64 5%rs	140 3%	5 2%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	355 6%	123 11%bcd	95 5%	78 6%d	59 4%	218 7%f	137 4%	296 8%h	53 2%	22 4%	40 6%	91 6%	111 7%i	76 7%i	242 6%	22 4%	323 6%	103 8%rs	240 5%	12 4%
UK Mail (not to be confused with Royal Mail)	422 7%	112 10%bcd	127 7%	95 7%	88 5%	239 8%f	183 6%	312 8%h	106 4%	32 6%	49 7%	133 8%	109 7%	70 7%	291 8%	32 5%	372 7%	108 8%rs	289 6%	25 8%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	513 8%	144 13%bcd	172 9%d	108 8%d	89 5%	316 10%f	197 6%	401 11%h	108 5%	29 5%	46 6%	136 9%i	137 8%	130 12%ijkn	318 8%i	30 5%	457 8%o	116 9%	376 8%	21 7%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	864 14%	230 20%bcd	258 13%	178 13%	197 12%	488 16%f	374 12%	634 17%h	222 9%	55 10%	92 13%	199 13%	226 15%i	167 16%i	517 13%	57 10%	734 14%o	193 15%	627 14%	43 14%
Other	194 3%	62 5%bd	36 2%	50 4%b	45 3%	99 3%	95 3%	160 4%h	32 1%	20 4%	22 3%	50 3%	53 3%	44 4%	125 3%	20 3%	169 3%	67 5%r	120 3%	7 2%
None of the above	2011 33%	259 22%	600 31%a	449 32%a	703 42%abc	860 28%	1152 38%e	1006 27%	973 41%g	248 44%klmn	286 40%klmn	542 34%lm	443 29%	262 24%	1271 33%lm	259 44%p	1595 31%	496 38%r	1404 31%	112 37%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2417 39%	592 51%bcd	774 40%d	525 38%d	524 31%	1366 44%f	1049 34%	1678 46%h	711 30%	152 27%	240 33%i	593 38%i	663 43%ijkn	524 49%ijkn	1496 39%i	155 26%	2126 41%o	479 37%	1825 40%	113 38%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	3400 55%	2885 54%	515 60%a	104 60%	2673 55%g	291 56%g	156 53%g	79 47%	121 48%	369 55%	280 55%	235 52%	301 55%	335 58%h	491 61%hk	452 54%	290 55%	42 61%	249 55%h
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect + (Collect Plus)	464 8%	383 7%	82 9%	13 8%	385 7%	40 8%	26 9%	13 8%	18 7%	57 8%o	31 6%	35 8%	44 8%o	45 8%o	72 9%o	37 4%	46 9%o	5 7%	35 8%o
DHL	450 7%	372 7%	78 9%	11 6%	387 7%g	38 7%	18 6%	8 4%	17 7%	37 5%	40 8%	23 5%	42 8%	47 8%	83 10%ikp	67 8%	31 6%	6 8%	33 7%
FedEx or FedEx Express	350 6%	291 5%	60 7%	6 3%	304 6%g	29 6%g	13 4%	5 3%	11 5%	46 7%	19 4%	16 4%	29 5%	41 7%k	59 7%k	51 6%	31 6%	4 6%	24 5%
Evri (formerly known as Hermes)	1199 19%	1005 19%c	194 22%c	22 13%	1030 20%eg	76 15%	65 22%eg	27 16%	49 20%	172 26%jlnpqr	96 19%	99 22%nqr	91 17%	114 20%	126 15%	190 23%nqr	93 18%	7 10%	69 15%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	563 9%	484 9%	78 9%	15 9%	479 9%g	43 8%	31 11%g	10 6%	20 8%	66 10%	55 11%	33 7%	46 9%	56 10%	81 10%	76 10%	45 9%	4 5%	39 9%
Parcelforce	806 13%	658 12%	147 17%a	32 18%a	681 13%	68 13%	40 13%	17 10%	34 14%	81 12%	52 10%	45 10%	70 13%	88 15%jk	113 14%	134 16%jk	64 12%	10 14%	58 13%
TNT	208 3%	174 3%	35 4%	7 4%	187 4%e	9 2%	8 3%	4 2%	9 4%	30 4%r	19 4%	12 3%	27 5%r	23 4%	29 4%	20 2%	19 4%	1 1%	8 2%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	355 6%	284 5%	70 8%a	8 5%	310 6%	21 4%	17 6%	7 4%	12 5%	39 6%	27 5%	19 4%	35 6%	45 8%kpr	51 6%	60 7%	21 4%	2 3%	20 4%
UK Mail (not to be confused with Royal Mail)	422 7%	355 7%	68 8%	11 6%	372 7%e	24 5%	17 6%	8 5%	13 5%	48 7%	34 7%	27 6%	40 7%	47 8%	83 10%hkpr	57 7%	25 5%	2 3%	22 5%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	513 8%	447 8%	66 8%	11 6%	441 8%	31 6%	29 10%e	12 7%	26 10%pr	67 10%pr	35 7%	38 9%	42 8%	48 8%	86 11%pr	71 8%	27 5%	6 8%	25 6%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	864 14%	757 14%c	107 12%	16 9%	734 14%	64 12%	42 14%	23 14%	34 13%	93 14%	73 14%	74 17%p	81 15%	86 15%	118 15%	122 14%	55 10%	7 9%	58 13%
Other	194 3%	156 3%	38 4%	10 6%a	165 3%	17 3%	7 2%	4 3%	4 2%	23 3%	11 2%	11 2%	25 5%h	23 4%	30 4%	20 2%	19 4%	2 2%	15 3%
None of the above	2011 33%	1768 33%b	243 28%	49 28%	1666 32%	175 34%	102 35%	69 40%de	102 41%ijlmnp	222 33%	164 32%	153 34%	161 30%	162 28%	243 30%	291 34%	169 32%	21 31%	153 34%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2417 39%	2034 38%	383 44%abc	56 33%	2060 40%e	178 34%	118 40%	60 35%	92 37%	279 41%q	190 37%	183 41%q	220 41%q	234 41%q	326 40%	353 42%q	183 35%	19 27%	159 35%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 295

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Stamp usage (a) 1st class - all/most of the time	(b) 2nd class - all/most of the time	(c) Use 1st class	(d) Use 2nd class	1st class usage (e) Use 1st class all/most of the time	(f) Use 1st class all/most of the time and HH income <£11.5	(g) Use 1st class all/most of the time and Not Working	2nd class usage (h) Use 2nd class all/most of the time	(i) Use 2nd class all/most of the time and HH income <£11.5	(j) Use 2nd class all/most of the time and Not Working	Reliance letters/cards (k) Very reliant	(l) Fairly reliant	(m) Neither reliant nor not reliant	(n) Not very reliant	(o) Not at all reliant	(p) Net reliant	(q) Net not reliant	Reliance parcels (r) Very reliant	(s) Fairly reliant	(t) Neither reliant nor not reliant	(u) Not very reliant	(v) Not at all reliant	(w) Net reliant	(x) Net not reliant	Affordability (y) ANY affordability challenges	(z) No affordability challenges
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	3400 55%	1417 59%b	1250 55%	2027 59%	1860 56%	1417 59%fg	89 46%	414 53%	1250 55%j	117 52%	528 49%	1290 63%lmnopq	1364 56%mnoq	380 47%o	276 46%o	85 36%	2654 59%mnnoq	361 43%	1692 66%stuvwx	1276 54%tuvx	252 37%v	137 39%v	32 20%	2968 60%stuvx	169 33%v	921 57%	2479 55%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	464 8%	181 8%	174 8%	277 8%	271 8%	181 8%g	10 5%	28 4%	174 8%	7 3%	48 4%	171 8%m	193 8%	45 6%	45 8%	10 4%	364 6%m	55 7%	200 8%t	188 8%t	33 5%	35 10%t	7 5%	388 8%t	42 8%	209 13%z	256 6%
DHL	450 7%	236 10%bd	91 4%	344 10%bd	200 6%b	236 10%g	14 7%	39 5%	91 4%	9 4%	25 2%	158 8%	185 8%	47 6%	47 8%	14 6%	342 8%	61 7%	226 9%st	160 7%	36 5%	20 6%	9 6%	385 8%	29 6%	236 14%z	214 5%
FedEx or FedEx Express	350 6%	201 8%bd	67 3%	263 8%bd	129 4%	201 8%g	13 7%g	21 3%	67 3%	9 4%	17 2%	133 6%	140 6%	34 4%	31 5%	11 5%	274 6%	42 5%	173 7%stx	138 6%t	21 3%	12 3%	6 4%	310 6%tx	18 3%	213 13%z	137 3%
Evri (formerly known as Hermes)	1199 19%	504 21%	440 19%	706 20%	641 19%	504 21%f	24 12%	134 17%	440 19%j	34 15%	164 15%	416 20%m	500 21%	119 15%	124 21%m	39 17%	917 20%m	163 20%m	584 23%stvx	441 19%t	89 13%	62 17%	21 13%	1025 21%t	83 16%	412 25%z	787 17%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	563 9%	275 11%bd	143 6%	390 11%bd	8%	275 11%fg	10 5%	45 6%	143 6%	11 5%	25 2%	200 10%m	237 10%m	55 7%	50 8%	20 8%	438 10%m	70 8%	270 11%t	221 9%t	34 5%	26 7%	11 7%	491 10%t	36 7%	276 17%z	286 6%
Parcelforce	806 13%	370 15%bd	243 11%	538 16%bd	411 12%	370 15%f	16 8%	93 12%	243 11%	18 8%	85 8%	302 15%m	315 13%	89 11%	76 13%	23 10%	618 14%	99 12%	393 15%tux	322 14%t	41 6%	35 10%	15 9%	715 14%tx	50 10%	273 17%z	533 12%
TNT	208 3%	111 5%bd	38 2%	169 5%bd	95 3%b	111 5%g	6 3%	10 1%	38 2%	3 1%	6 1%	67 3%	81 3%	34 4%	20 3%	5 2%	148 3%	26 3%	81 3%	88 4%	23 3%	12 3%	4 2%	168 3%	15 3%	170 10%z	39 1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	355 6%	174 7%bd	85 4%	256 7%bd	168 5%	174 7%g	6 3%	20 3%	85 4%	8 4%	13 1%	134 7%	144 6%	38 5%	26 4%	12 5%	278 6%	38 5%	177 7%t	123 5%	29 4%	15 4%	9 6%	300 6%	24 5%	212 13%z	143 3%
UK Mail (not to be confused with Royal Mail)	422 7%	217 8%bd	107 5%	306 9%bd	196 6%	217 8%g	15 8%	39 5%	107 5%	11 5%	48 4%	159 8%mnq	185 8%mnq	40 5%	27 5%	9 4%	344 8%mnq	36 4%	199 8%tux	171 7%ux	32 5%	11 3%	9 6%	370 7%tux	20 4%	252 15%z	170 4%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	513 8%	238 10%bd	168 7%	328 9%b	258 8%	238 10%g	11 6%	36 5%	168 7%	12 5%	44 4%	181 9%	199 8%	60 7%	52 9%	21 9%	380 8%	73 9%	228 9%t	210 9%t	39 6%	24 7%	12 8%	437 9%t	36 7%	243 15%z	270 6%
Amazon Delivery Service/Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	864 14%	436 18%bd	215 10%	605 18%bd	384 12%	436 18%g	22 11%	89 11%	215 10%	15 7%	78 7%	285 14%	365 15%	95 12%	89 15%	30 13%	650 14%	119 14%	409 16%tvx	342 14%t	57 8%	41 11%	13 8%	751 15%tx	54 10%	358 22%z	505 11%
Other	194 3%	94 4%b	41 2%	147 4%bd	93 3%	94 4%g	7 4%g	5 1%	41 2%	6 3%	18 2%	86 4%l	54 2%	35 4%l	16 3%	3 1%	140 3%	19 2%	93 4%	69 3%	20 3%	8 2%	2 1%	163 3%	11 2%	138 8%z	55 1%
None of the above	2011 33%	686 29%	758 34%ac	979 28%	1050 32%ac	686 29%	85 44%e	290 37%e	758 34%	93 41%	431 40%h	582 28%	743 31%	328 40%klp	221 37%klp	116 49%klmp	1325 29%	337 41%klp	619 24%	790 33%rsw	318 47%rsw	154 44%rsw	105 65%rstuwx	1410 29%	259 50%rsw	380 23%	1632 36%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2417 39%	1039 43%bd	785 35%	1513 44%bd	1259 38%b	1039 43%fg	54 28%	250 32%	785 35%j	54 24%	297 28%	784 38%	1030 42%kmq	286 35%	236 40%	78 33%	1814 40%m	315 38%	1100 43%tvx	936 40%tvx	209 31%	130 37%v	39 25%	2036 41%tvx	169 33%	932 57%z	1485 33%

Question focuses on packets and parcels since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	3400 55%	199 50%	3175 55%	25 60%	860 50%	2377 57%d	163 51%	3256 56%hi	68 42%	25 37%	39 53%	3349 55%hi	12 33%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	464 8%	27 7%	431 8%	6 13%	143 8%	293 7%	28 9%	439 8%	18 11%j	7 10%j	*	464 8%	*
DHL	450 7%	43 11%b	402 7%	6 13%	131 8%	283 7%	36 11%e	425 7%	20 12%j	1 2%	*	446 7%	4 11%
FedEx or FedEx Express	350 6%	37 9%b	309 5%	5 12%	119 7%e	205 5%	26 8%	319 5%	27 17%gjk	4 6%	*	350 6%	-
Evri (formerly known as Hermes)	1199 19%	50 13%	1139 20%a	10 23%	308 18%	826 20%	65 20%	1144 20%j	37 23%j	14 21%j	2 2%	1195 20%j	2 6%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-
DPD	563 9%	34 9%	522 9%	6 15%	159 9%	365 9%	38 12%	529 9%	25 16%gjk	8 11%j	1 1%	561 9%j	1 2%
Parcelforce	806 13%	54 13%	745 13%	8 18%	237 14%	528 13%	41 13%	765 13%	26 16%	9 14%	3 5%	800 13%	2 7%
TNT	208 3%	17 4%	188 3%	3 8%	77 5%e	115 3%	16 5%	182 3%	24 15%gjk	2 2%	*	208 3%	-
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-
UPS	355 6%	34 8%	319 6%	2 4%	121 7%e	212 5%	22 7%	326 6%	23 15%gjk	3 4%	*	352 6%	2 7%
UK Mail (not to be confused with Royal Mail)	422 7%	29 7%	383 7%	10 24%ab	128 7%	261 6%	34 10%e	386 7%	26 16%gjk	9 13%	1 2%	421 7%	*
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	513 8%	18 5%	487 8%a	8 19%ab	148 9%	331 8%	34 10%	483 8%	26 16%gjk	3 4%	-	513 8%j	1 1%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	864 14%	61 15%	795 14%	7 18%	216 13%	596 14%	51 16%	826 14%j	30 19%j	5 7%	*	861 14%j	2 7%
Other	194 3%	19 5%	169 3%	5 12%b	91 5%e	83 2%	19 6%e	176 3%	12 8%gjk	5 7%	*	193 3%	1 2%
None of the above	2011 33%	151 38%	1849 32%	12 29%	612 36%e	1289 31%	111 34%	1880 32%	50 31%	26 38%	34 46%gjk	1955 32%	22 62%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2417 39%	152 38%	2242 39%	23 55%	646 38%	1632 39%	139 43%	2286 39%j	89 56%gjk	30 44%j	4 5%	2405 40%j	8 23%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	3400 55%	821 53%	872 57%	861 56%	846 55%	301 57%	274 53%	246 49%	295 56%	290 57%	287 57%	268 55%	305 57%g	287 55%	301 57%	293 58%g	252 51%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect + (Collect Plus)	464 8%	132 9%	115 7%	114 7%	104 7%	60 11%gilop	40 8%	32 6%	40 8%	31 6%	44 9%	39 8%	35 7%	40 8%	38 7%	34 7%	32 6%
DHL	450 7%	120 8%	102 7%	120 8%	108 7%	43 8%	47 9%	31 6%	36 7%	34 7%	32 6%	34 7%	43 8%	43 8%	40 8%	37 7%	30 6%
FedEx or FedEx Express	350 6%	91 6%	88 6%	79 5%	92 6%	30 6%	33 6%	28 6%	29 5%	30 6%	30 6%	22 4%	31 6%	27 5%	43 8%o	22 4%	27 5%
Evri (formerly known as Hermes)	1199 19%	302 20%	284 18%	309 20%	304 20%	110 21%	91 18%	101 20%	105 20%	87 17%	92 18%	99 20%	86 16%	124 24%il	101 19%	103 20%	100 20%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	563 9%	132 9%	146 9%	143 9%	141 9%	54 10%	46 9%	33 7%	53 10%	55 11%	38 8%	41 8%	55 10%	47 9%	35 7%	52 10%	54 11%
Parcelforce	806 13%	200 13%	186 12%	196 13%	224 15%	56 11%	71 14%	73 15%k	58 11%	66 13%	62 12%	47 10%	65 12%	84 16%elk	75 14%	72 14%	76 15%k
TNT	208 3%	60 4%	61 4%	37 2%	51 3%	26 5%gl	24 5%	9 2%	24 5%	18 3%	19 4%	15 3%	10 2%	13 2%	17 3%	20 4%	13 3%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	355 6%	111 7%	80 5%	81 5%	83 5%	45 9%gl	43 8%gl	22 4%	28 5%	25 5%	27 5%	24 5%	24 4%	33 6%	26 5%	27 5%	29 6%
UK Mail (not to be confused with Royal Mail)	422 7%	115 7%	108 7%	90 6%	110 7%	40 8%k	34 6%	41 8%k	47 9%jk	37 7%	25 5%	19 4%	35 7%	36 7%	38 7%	46 9%jk	26 5%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	513 8%	127 8%	112 7%	129 8%	144 9%	50 9%	50 10%g	27 5%	34 6%	38 7%	40 8%	33 7%	48 9%	49 9%	52 10%g	58 11%ghkp	34 7%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	864 14%	198 13%	211 14%	225 14%	229 15%	78 15%	65 13%	55 11%	72 14%	80 16%	60 12%	83 17%g	69 13%	72 14%	79 15%	77 15%	73 15%
Other	194 3%	52 3%	36 2%	51 3%	55 4%	22 4%	21 4%	9 2%	13 2%	14 3%	9 2%	11 2%	22 4%	19 4%	16 3%	23 5%g	16 3%
None of the above	2011 33%	519 34%	497 32%	483 31%	513 33%	154 29%	177 34%	188 38%el	167 32%	159 31%	171 34%	160 33%	153 29%	169 32%	177 33%	158 31%	177 36%
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	2417 39%	624 40%	599 39%	603 39%	591 38%	219 42%	219 42%	185 37%	215 41%	199 39%	185 37%	193 39%	200 38%	209 40%	198 37%	203 40%	191 38%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	4317 70%	895 73%	3423 69%	560 65%	3758 71%c	2076 69%	2228 71%	571 69%	579 66%	797 71%	576 70%	804 70%	555 73%h	435 69%	1150 68%	1374 71%	1794 71%	990 71%	3708 71%s	582 64%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect + (Collect Plus)	773 13%	150 12%	623 13%	199 23%d	574 11%	357 12%	414 13%	151 18%klm	175 20%klm	183 16%klm	117 14%klm	88 8%lm	34 5%	24 4%	327 19%opq	300 15%pq	147 6%	58 4%	594 11%	171 19%r
DHL	2238 36%	325 26%	1913 39%a	382 44%d	1856 35%	1132 38%	1097 35%	287 35%	346 40%klm	460 41%gklm	333 41%klm	374 33%	244 32%	193 31%	634 37%pq	793 41%pq	811 32%	437 32%	1870 36%	343 38%
FedEx or FedEx Express	1304 21%	202 16%	1103 22%a	244 28%d	1060 20%	720 24%f	579 18%	241 29%jklm	220 25%klm	276 25%klm	184 22%klm	199 17%m	113 15%	71 11%	461 27%pq	460 24%pq	383 15%	185 13%	1025 20%	259 29%r
Evri (formerly known as Hermes)	3544 57%	570 46%	2974 60%a	502 58%	3042 57%	1599 53%	1935 62%e	444 54%	502 58%	662 59%	527 64%ghklm	658 58%	419 55%	332 53%	946 56%	1189 61%npq	1409 56%	751 54%	3064 59%s	450 50%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	2982 48%	547 44%	2435 49%a	432 50%	2550 48%	1452 48%	1521 48%	389 47%lm	456 52%lm	591 53%lm	450 55%gklm	546 48%lm	307 40%	244 39%	845 50%pq	1041 54%pq	1097 43%	551 40%	2560 49%s	395 44%
Parcelforce	2403 39%	438 36%	1965 40%a	349 41%	2054 39%	1219 40%	1179 38%	240 29%	290 33%	414 37%g	385 47%ghi	504 44%ghi	317 42%gh	252 40%gh	530 31%	799 41%n	1073 42%n	569 41%n	2108 40%	279 31%
TNT	798 13%	161 13%	637 13%	181 21%d	617 12%	503 17%f	295 9%	101 12%	135 15%lm	162 14%lm	120 15%lm	156 14%lm	72 9%	53 8%	236 14%pq	282 15%pq	280 11%	124 9%	625 12%	168 19%r
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	1429 23%	216 18%	1213 25%a	274 32%d	1155 22%	752 25%f	670 21%	228 28%klm	241 28%klm	306 27%klm	196 24%klm	243 21%m	131 17%	84 13%	469 28%pq	502 26%pq	458 18%	216 16%	1203 23%	211 23%
UK Mail (not to be confused with Royal Mail)	1050 17%	140 11%	910 18%a	201 23%d	848 16%	604 20%f	445 14%	161 20%lm	180 21%klm	204 18%lm	136 17%	182 16%	104 14%	83 13%	341 20%pq	340 17%pq	369 15%	187 14%	834 16%	207 23%r
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	2340 38%	318 26%	2023 41%a	393 46%d	1948 37%	1084 36%	1249 40%e	232 28%	353 40%glm	471 42%glm	347 42%glm	468 41%glm	272 36%g	198 32%	585 34%	818 41%npq	938 37%	470 34%	2077 40%s	249 27%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3867 63%	828 67%b	3039 62%	525 61%	3342 63%	1866 62%	1993 63%	511 62%	511 59%	746 66%hm	540 66%hm	724 63%	473 62%	362 58%	1022 60%	1286 66%npq	1559 62%	836 60%	3279 63%	563 62%
Other	518 8%	14 1%	504 10%a	176 20%d	342 6%	296 10%f	219 7%	113 14%ijklm	124 14%ijklm	101 9%klm	63 8%m	62 5%m	37 5%	17 3%	237 14%opq	164 8%pq	117 5%	55 4%	417 8%	98 11%r
None of the above	542 9%	169 14%b	373 8%	60 7%	481 9%	271 9%	270 9%	66 8%	71 8%	88 8%	54 7%	114 10%j	75 10%	74 12%ij	137 8%	142 7%	263 10%no	149 11%no	439 8%	93 10%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5311 86%	968 79%	4343 88%a	781 91%d	4530 85%	2582 86%	2716 86%	729 89%klm	773 89%klm	998 89%klm	732 89%klm	960 84%m	629 83%	489 78%	1503 89%pq	1731 89%pq	2078 82%	1118 81%	4486 86%	784 87%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per yea (j)	Income - Declared £17,500 - £29,999 per yea (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	4317 70%	789 68%	1401 72%	965 69%	1162 69%	2191 71%	2126 69%	2557 69%	1712 72%	398 71%	470 66%	1079 69%	1096 71%	791 74%jkn	2645 69%	422 72%	3614 70%	907 70%s	3226 71%s	184 61%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	773 13%	187 16%bcd	232 12%	180 13%	174 10%	419 14%	355 12%	585 16%h	183 8%	43 8%	74 10%	216 14%i	207 13%i	176 16%ijn	497 13%i	43 7%	696 13%o	179 14%	548 12%	46 15%
DHL	2238 36%	515 45%bcd	707 36%d	489 35%	527 31%	1222 39%f	1016 33%	1432 39%h	773 32%	128 23%	238 33%i	609 39%i	605 39%i	469 44%ijkn	1452 38%i	130 22%	1986 38%o	472 36%	1658 36%	108 36%
FedEx or FedEx Express	1304 21%	355 31%bcd	409 21%d	272 20%d	269 16%	763 25%f	541 18%	902 24%h	384 16%	91 16%	112 16%	363 23%ij	373 24%ij	290 27%ijn	848 22%ij	94 16%	1160 22%o	254 20%	973 21%	77 26%
Evri (formerly known as Hermes)	3544 57%	670 58%	1149 59%d	805 58%	919 55%	1819 59%	1724 56%	2135 58%	1361 57%	275 49%	396 55%	915 58%i	944 61%i	672 63%ij	2256 59%i	282 48%	3063 59%o	739 57%s	2658 58%s	147 49%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	2982 48%	631 55%bcd	937 48%d	676 49%d	738 44%	1568 51%f	1414 46%	1886 51%h	1053 44%	216 39%	296 41%	760 48%ij	796 51%ij	611 57%ijkln	1852 48%ij	225 38%	2589 50%o	609 47%	2244 49%	129 43%
Parcelforce	2403 39%	495 43%d	751 39%	570 41%d	588 35%	1246 40%	1157 38%	1437 39%	936 39%	170 30%	235 33%	602 38%i	665 43%ijkn	499 47%ijkn	1503 39%i	177 30%	2093 40%o	499 38%	1794 39%	111 37%
TNT	798 13%	220 19%bcd	236 12%	167 12%	175 10%	455 15%f	343 11%	551 15%h	236 10%	53 9%	79 11%	230 15%i	229 15%i	162 15%ij	539 14%i	53 9%	716 14%o	188 15%	565 12%	45 15%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1429 23%	367 32%bcd	432 22%	310 22%	320 19%	799 26%f	630 21%	972 26%h	438 18%	89 16%	112 16%	362 23%ij	419 27%ijkn	314 29%ijkn	893 23%ij	90 15%	1246 24%o	307 24%	1044 23%	78 26%
UK Mail (not to be confused with Royal Mail)	1050 17%	255 22%bcd	316 16%	225 16%	253 15%	572 18%f	478 16%	692 19%h	346 14%	78 14%	121 17%	284 18%	309 20%i	196 18%	714 19%i	82 14%	932 18%o	224 17%	781 17%	44 15%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2340 38%	470 41%	735 38%	519 37%	616 37%	1205 39%	1135 37%	1458 40%h	845 35%	185 33%	262 36%	624 40%i	629 40%i	464 43%ij	1514 39%i	186 32%	2038 39%o	537 41%rs	1706 37%	98 33%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3867 63%	764 66%d	1264 65%d	862 62%	975 58%	2028 66%f	1837 60%	2383 65%h	1431 60%	287 51%	416 58%	953 61%i	1034 67%ijkn	737 69%ijkn	2403 63%i	301 51%	3323 64%o	779 60%	2920 64%qs	168 56%
Other	518 8%	151 13%bcd	139 7%	128 9%d	99 6%	290 9%f	228 7%	388 11%h	124 5%	32 6%	52 7%	152 10%i	137 9%	122 11%i	342 9%i	32 6%	468 9%o	120 9%	362 8%	36 12%r
None of the above	542 9%	93 8%	139 7%	109 8%	200 12%abc	232 7%	310 10%e	270 7%	258 11%g	74 13%klmn	96 13%klmn	126 8%m	93 6%	53 5%	316 8%lm	75 13%p	408 8%	131 10%	373 8%	38 13%r
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5311 86%	1026 89%d	1702 88%d	1215 87%d	1366 81%	2729 88%f	2581 84%	3271 89%h	1968 82%	426 76%	580 81%	1381 88%i	1392 90%i	984 92%ijkn	3353 87%i	442 75%	4554 88%o	1091 84%	3966 87%	254 85%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	4317 70%	3718 70%	599 69%	126 73%	3604 70%	382 74%	209 71%	123 72%	164 65%	463 69%	337 66%	325 73%hq	372 68%	418 73%hq	537 66%	610 72%hq	378 71%	41 60%	340 76%hijno
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	773 13%	682 13%	92 11%	15 9%	663 13%	59 11%	34 11%	18 10%	33 13%	81 12%	68 13%	57 13%	63 12%	67 12%	138 17%lmpqr	101 12%	54 10%	5 7%	54 12%
DHL	2238 36%	1889 36%	349 40%a	70 41%	1854 36%	194 37%	123 41%d	67 39%	91 36%	215 32%	181 36%	165 37%	203 37%	237 41%in	264 33%	310 37%	189 36%	21 31%	173 39%i
FedEx or FedEx Express	1304 21%	1123 21%	181 21%	37 21%	1082 21%	121 23%	64 22%	37 22%	43 17%	117 17%	106 21%	77 17%	94 17%	159 28%hijklop	220 27%hiklop	163 19%	104 20%	20 29%hikl	101 22%
Evri (formerly known as Hermes)	3544 57%	2976 56%	568 66%a	129 75%ab	2945 57%	321 62%d	176 60%	102 60%	142 57%n	370 55%	287 56%n	280 62%in	314 58%n	343 60%	396 49%	480 57%n	334 63%in	36 52%	285 63%ijn
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	2982 48%	2535 48%	447 52%	99 57%a	2474 48%	279 54%dg	155 52%dg	75 44%	114 45%	319 47%	245 48%	225 50%	263 48%	281 49%	375 46%	379 45%	273 52%	31 45%	248 55%hino
Parcelforce	2403 39%	2003 38%	400 46%a	91 53%a	1996 39%	201 39%	133 45%de	73 43%	100 40%	234 35%	199 39%	167 37%	185 34%	245 43%lin	286 35%	356 42%il	226 43%lin	31 45%	170 38%
TNT	798 13%	692 13%	106 12%	19 11%	677 13%	66 13%	35 12%	20 12%	22 9%	63 9%	69 14%p	46 10%	67 12%	103 18%hiklpr	137 17%hikp	124 15%hip	46 9%	8 12%	57 13%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1429 23%	1222 23%	207 24%	41 24%	1181 23%	135 26%	77 26%	36 21%	46 19%	146 22%	105 21%	83 19%	106 20%	158 28%hjklop	222 27%hjklp	207 25%	107 20%	14 20%	121 27%hjklp
UK Mail (not to be confused with Royal Mail)	1050 17%	897 17%	153 18%	26 15%	895 17%g	83 16%	49 17%	23 13%	42 17%	106 16%	81 16%	79 18%	101 18%	122 21%o	160 20%o	120 14%	86 16%	12 17%	71 16%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2340 38%	1969 37%	372 43%a	92 53%ab	1900 37%	239 46%d	129 44%d	73 43%d	102 41%n	229 34%	209 41%in	173 38%n	195 36%	226 39%n	250 31%	316 37%	202 38%n	31 45%n	208 46%hilno
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3867 63%	3322 63%	545 63%	107 62%	3227 62%	350 68%df	176 60%	114 67%df	149 59%	399 59%	308 61%	296 66%	329 60%	358 62%	504 62%	528 63%	357 67%hi	39 56%	311 69%ijmno
Other	518 8%	433 10%	84 8%	14 8%	441 9%	39 7%	28 9%q	10 6%	18 7%p	51 7%p	40 8%p	38 8%p	54 10%p	66 12%p	87 11%p	66 8%p	21 4%	3 4%	36 8%p
None of the above	542 9%	462 9%	80 9%	9 5%	471 9%e	30 6%	29 10%eq	11 6%	28 11%pr	74 11%pr	43 8%r	36 8%	58 11%pr	49 9%r	81 10%r	69 8%	33 6%	8 12%f	22 5%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5311 86%	4560 86%	751 87%	158 91%a	4449 86%	458 88%	251 85%	153 90%df	211 84%	559 83%	446 88%	402 89%hilno	458 84%	502 87%	681 84%	710 84%	482 91%hilno	57 83%	401 89%hilno

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	4317 70%	1651 69%	1584 70%	2422 70%	2355 71%	1651 69%	123 64%	536 69%	1584 70%	165 73%	779 73%	1456 71%o	1726 71%o	556 69%	417 70%	149 62%	3183 71%o	566 68%	1852 72%tvx	1678 71%tvx	441 65%v	246 69%v	84 52%	3530 72%tvx	330 64%v	964 59%	3353 74%v
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	773 13%	346 14%bd	222 10%	518 15%bd	394 12%	346 14%fg	17 9%	65 8%	222 10%	16 7%	58 5%	204 10%	348 14%ko	117 14%ko	78 13%	20 8%	552 12%k	98 12%	285 11%x	357 15%tuvx	91 13%uvx	24 7%	10 6%	642 13%tuvx	33 7%	336 21%z	437 10%
DHL	2238 36%	924 38%bd	782 35%	1337 39%bd	1194 36%	924 38%fg	45 23%	255 33%f	782 35%l	46 20%	356 33%i	761 37%	918 38%	280 34%	205 35%	71 30%	1679 37%	276 33%	1015 40%tuvx	871 37%tuvx	206 30%	102 29%	39 24%	1887 38%tuvx	140 27%	657 40%z	1581 35%
FedEx or FedEx Express	1304 21%	570 24%bd	396 18%	842 24%bd	668 20%	570 24%fg	30 15%	136 18%	396 18%	37 16%	156 15%	405 20%	550 23%o	201 25%knoq	112 19%	36 15%	955 21%	148 18%	529 21%x	565 24%rtuvx	130 19%	53 15%	23 14%	1094 22%ux	76 15%	456 28%z	848 19%
Evri (formerly known as Hermes)	3544 57%	1321 55%	1359 60%ac	1948 56%	1986 60%ac	1321 55%	89 46%	433 56%	1359 60%i	111 49%	640 60%i	1252 61%mo	1391 57%	427 53%	345 58%	118 50%	2643 59%mo	463 56%	1555 61%tuvx	1384 58%tuvx	369 54%vx	165 47%	59 37%	2939 60%tuvx	224 44%	861 53%	2683 59%y
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	2982 48%	1194 50%	1047 46%	1764 51%b	1617 49%	1194 50%f	74 38%	352 45%	1047 46%l	83 37%	478 45%	1015 49%o	1215 50%oc	379 47%	275 46%	92 39%	2231 50%oc	368 44%	1344 52%stuvx	1147 48%tuvx	310 46%vx	138 39%v	24 24%	2491 50%tuvx	176 34%	739 45%	2243 49%
Parcelforce	2403 39%	942 39%	902 40%	1388 40%	1348 41%	942 39%f	56 29%	299 38%f	902 40%l	68 30%	443 41%	882 43%lmnoq	942 39%noq	305 38%	189 32%	81 34%	1824 41%noq	269 32%	1107 43%stuvx	907 38%tuvx	232 34%	126 36%v	29 18%	2014 41%tuvx	154 30%v	610 37%	1793 39%
TNT	798 13%	396 16%bd	231 10%	539 16%bd	375 11%	396 16%fg	22 12%	85 11%	231 10%	18 8%	99 9%	255 12%q	357 15%nq	112 14%nq	52 9%	22 9%	612 14%nq	74 9%	302 12%	361 15%rux	86 13%	27 8%	19 12%	663 13%ux	46 9%	326 20%z	472 10%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1429 23%	602 25%b	482 21%	868 25%b	748 23%	602 25%fg	24 12%	160 21%f	482 21%lj	29 13%	183 17%	434 21%	599 25%k	219 27%knpq	124 21%	51 21%	1033 23%	175 21%	595 23%	596 25%tuz	139 20%	64 18%	33 21%	1191 24%ux	97 19%	471 29%z	958 21%
UK Mail (not to be confused with Royal Mail)	1050 17%	477 20%bd	314 14%	679 20%bd	517 16%	477 20%fg	21 11%	107 14%	314 14%	34 15%	171 16%	294 14%	454 19%k	174 21%knopc	93 16%	33 14%	748 17%	126 15%	421 16%	444 19%tuvx	119 17%x	45 13%	17 10%	865 18%x	62 12%	415 25%z	635 14%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2340 38%	902 38%	874 39%	1318 38%	1291 39%	902 38%f	50 26%	260 33%	874 39%	74 33%	403 38%	804 39%	935 38%	303 37%	218 37%	81 32%	1739 39%	294 35%	1036 40%vx	902 38%tuvx	250 37%vx	122 34%v	25 16%	1937 39%tuvx	147 29%v	645 40%	1695 37%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3867 63%	1553 65%bd	1371 61%	2212 64%b	2030 61%	1553 65%f	80 41%	474 61%f	1371 61%	119 52%	627 59%	1293 63%	1559 64%	486 60%	375 63%	139 58%	2853 63%	514 62%	1669 65%tuvx	1533 65%tuvx	384 56%vx	193 54%	72 45%	3202 65%tuvx	264 51%	916 56%	2951 65%y
Other	518 8%	236 10%bd	154 7%	343 10%bd	261 8%	236 10%g	9 5%	47 6%	154 7%	14 6%	53 5%	170 8%nq	229 9%nq	81 10%noq	28 5%	10 4%	399 9%noq	38 5%	199 8%	221 9%x	68 10%ux	19 5%	10 6%	421 9%x	29 6%	282 17%z	236 5%
None of the above	542 9%	209 9%	208 9%	275 8%	273 8%	209 9%	32 17%e	90 12%e	208 9%	30 13%	109 10%	192 9%	189 8%	70 9%	50 8%	34 14%klmng		84 10%	214 8%s	151 6%	84 12%rsw	34 10%	49 31%rstuwx	365 7%	83 16%rsuw	113 7%	429 9%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5311 86%	2088 87%	1931 85%	3011 87%	2854 86%	2088 87%fg	140 72%	644 83%f	1931 85%l	168 74%	885 83%l	1768 86%	2115 87%	698 86%	518 87%	195 82%	3882 86%	712 86%	2252 88%tuvx	2093 88%tuvx	556 82%vx	282 80%v	103 64%	4345 88%tuvx	386 75%v	1443 89%z	3868 85%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 296

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	4317 70%	288 72%c	4013 70%c	16 39%	1200 70%f	2926 71%f	192 60%	4142 71%hi	85 53%	28 41%	44 59%	4255 70%hi	18 52%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect + (Collect Plus)	773 13%	53 13%	717 13%	4 8%	214 13%	507 12%	53 16%	692 12%	52 32%gjk	21 30%gjk	1 2%	765 13%	7 20%
DHL	2238 36%	163 41%	2058 36%	17 41%	670 39%e	1462 35%	107 33%	2145 37%	59 37%	19 28%	4 6%	2224 37%j	10 29%
FedEx or FedEx Express	1304 21%	97 24%	1195 21%	12 29%	369 22%	840 20%	95 30%de	1220 21%	49 31%jk	15 22%j	5 7%	1284 21%j	15 44%
Evri (formerly known as Hermes)	3544 57%	218 54%	3304 58%	22 54%	1006 59%f	2383 58%f	155 48%	3450 59%hij	48 30%	21 31%	10 14%	3519 58%hij	15 42%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	2982 48%	197 49%	2765 48%	20 48%	826 48%	2009 49%	147 46%	2880 49%j	68 42%	17 25%j	3 3%	2965 49%j	15 42%
Parcelforce	2403 39%	177 44%	2213 39%	13 31%	673 39%f	1628 39%f	102 32%	2298 39%j	67 42%	21 30%j	9 13%	2386 39%j	8 22%
TNT	798 13%	71 18%b	721 13%	6 15%	256 15%e	497 12%	46 14%	727 12%	43 27%gjk	13 19%j	3 3%	783 13%	12 35%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	1429 23%	106 26%	1308 23%	15 37%	407 24%	935 23%	87 27%	1352 23%	51 32%j	12 18%	4 5%	1415 23%j	10 29%
UK Mail (not to be confused with Royal Mail)	1050 17%	70 18%	976 17%	3 8%	306 18%	671 16%	72 22%e	975 17%	48 30%gjk	16 23%	4 5%	1039 17%j	7 19%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	2340 38%	167 42%	2158 38%	15 36%	691 41%	1539 37%	111 34%	2264 39%hij	68 42%	16 24%	12 17%	2321 38%j	14 40%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3867 63%	243 61%	3601 63%	23 55%	1059 62%f	2636 64%f	172 53%	3757 64%hij	68 42%j	16 24%	10 13%	3840 63%hij	17 47%
Other	518 8%	48 12%b	466 8%	4 11%	174 10%e	312 8%	33 10%	453 8%	46 29%gjk	12 18%gjk	* *	512 8%j	6 16%
None of the above	542 9%	44 11%	495 9%	3 6%	152 9%	348 8%	41 13%e	476 8%	17 10%	14 20%gjk	25 34%ghk	506 8%	10 30%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5311 86%	338 84%	4934 86%	39 93%	1464 86%	3582 86%	265 82%	5085 87%ij	132 82%j	52 76%j	18 24%	5268 87%ij	25 70%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	4317 70%	1041 67%	1088 71%	1094 71%	1094 71%	344 65%	347 67%	350 70%	365 70%	354 69%	370 73%ec	346 70%	376 71%	372 71%	383 72%	333 66%	378 76%efo
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect + (Collect Plus)	773 13%	206 13%	173 11%	186 12%	207 13%	85 16%fjk	54 10%	68 14%j	68 13%	63 12%	43 8%	48 10%	58 11%	80 15%jk	68 13%	67 13%	72 15%
DHL	2238 36%	549 36%	561 36%	569 37%	560 36%	196 37%	191 37%	161 32%	195 37%	171 34%	195 38%	184 38%	209 39%	175 33%	188 35%	166 33%	206 42%gimo
FedEx or FedEx Express	1304 21%	283 18%	313 20%	346 22%a	363 24%a	106 20%	84 16%	93 19%	105 20%	105 21%	103 20%	113 23%f	120 23%f	113 21%	96 18%	125 25%fn	142 29%efghijmn
Evri (formerly known as Hermes)	3544 57%	850 55%	847 55%	925 60%ab	922 60%ab	302 57%	289 56%	259 52%	292 56%	282 55%	272 54%	271 55%	330 62%gj	325 62%gj	317 60%	279 55%	326 66%efghijko
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	2982 48%	710 46%	726 47%	763 49%	783 51%a	231 44%	237 46%	242 48%	262 50%	235 46%	230 45%	234 48%	277 52%e	252 48%	257 48%	229 45%	296 60%efghijkmno
Parcelforce	2403 39%	613 40%	602 39%	620 40%	568 37%	221 42%o	196 38%	196 39%	188 36%	218 43%o	196 39%	198 40%	211 40%	212 40%	189 36%	174 34%	205 41%
TNT	798 13%	224 15%b	161 10%	200 13%	213 14%b	73 14%h	74 14%h	78 16%hj	46 9%	67 13%	48 9%	62 13%	74 14%h	64 12%	83 16%hj	68 13%	62 13%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	1429 23%	364 24%	331 21%	360 23%	375 24%	136 26%	117 23%	111 22%	107 20%	122 24%	101 20%	120 24%	132 25%	109 21%	116 22%	124 24%	134 27%
UK Mail (not to be confused with Royal Mail)	1050 17%	296 19%	250 16%	257 17%	247 16%	97 18%o	98 19%o	101 20%jko	94 18%	84 16%	72 14%	70 14%	84 16%	103 20%o	107 20%jo	64 13%	76 15%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	2340 38%	594 38%	578 38%	579 37%	590 38%	203 38%	203 39%	188 38%	188 36%	199 39%	192 38%	179 36%	202 38%	197 37%	207 39%	187 37%	196 40%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3867 63%	931 60%	948 61%	977 63%	1012 66%ab	334 63%	291 56%	305 61%	346 66%f	298 59%	304 60%	298 61%	341 64%f	338 64%f	350 66%f	323 64%	339 68%fijk
Other	518 8%	143 9%	118 8%	120 8%	136 9%	47 9%	59 11%m	38 8%	39 7%	36 7%	43 8%	45 9%	44 8%	32 6%	47 9%	51 10%	38 8%
None of the above	542 9%	133 9%	142 9%	138 9%	129 8%	36 7%	44 9%	53 11%p	48 9%	49 10%	45 9%	54 11%p	38 7%	45 9%	41 8%	59 12%ep	29 6%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	5311 86%	1325 86%	1320 86%	1333 86%	1332 87%	469 89%k	432 84%	424 85%	457 87%	432 85%	431 85%	408 83%	471 88%	454 86%	462 87%	437 86%	434 88%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	5647 92%	1100 89%	4547 92%a	819 95%d	4828 91%	2724 90%	2909 93%e	761 92%	801 92%	1025 91%	764 93%	1049 92%	685 90%	561 90%	1562 92%	1789 92%	2295 91%	1247 90%	4771 92%	829 92%
Clitipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	1115 18%	180 15%	935 19%a	325 38%d	790 15%	526 17%	587 19%	219 27%jklm	239 27%ijklm	245 22%klm	162 20%klm	147 13%lm	60 8%	42 7%	459 27%opq	407 21%pq	250 10%q	102 7%	874 17%	233 26%r
DHL	2539 41%	372 30%	2168 44%a	490 57%d	2050 39%	1294 43%f	1237 39%	354 43%klm	428 49%gklm	526 47%klm	363 44%klm	404 35%	264 35%	199 32%	783 46%pq	889 46%pq	868 34%	463 33%	2071 40%	443 49%r
FedEx or FedEx Express	1570 25%	226 18%	1344 27%a	350 41%d	1219 23%	870 29%f	695 22%	310 38%ijklm	306 35%ijklm	331 29%klm	201 24%klm	222 19%m	121 16%	79 13%	616 36%pq	532 27%pq	422 17%	200 14%	1209 23%	340 38%r
Evri (formerly known as Hermes)	4067 66%	652 53%	3415 69%a	662 77%d	3405 64%	1822 60%	2235 71%e	529 64%	615 70%gklm	765 68%klm	592 72%gklm	740 65%m	461 61%	364 58%	1144 67%pq	1358 70%pq	1565 62%	825 59%	3472 67%s	556 61%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3325 54%	590 48%	2735 55%a	554 64%d	2771 52%	1657 55%	1660 53%	451 55%lm	566 68%gjklm	678 60%klm	592 59%klm	573 50%m	327 43%	249 40%	1017 60%pq	1159 60%pq	1149 45%	576 42%	2805 54%	491 54%
Parcelforce	2891 47%	522 42%	2369 48%a	477 55%d	2414 45%	1494 50%f	1390 44%	302 37%	384 44%g	500 45%g	442 54%ghim	602 53%ghi	367 48%g	293 47%g	686 40%	942 48%n	1262 50%n	660 48%n	2517 48%s	354 39%
TNT	970 16%	174 14%	796 16%	264 31%d	706 13%	614 20%f	356 11%	143 17%lm	186 21%klm	201 18%lm	136 17%lm	172 15%lm	78 10%	55 9%	329 19%pq	336 17%pq	305 12%	133 10%	749 14%	214 24%r
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1683 27%	247 20%	1436 29%a	390 45%d	1293 24%	905 30%f	771 25%	289 35%jklm	310 36%ijklm	370 33%klm	218 26%klm	264 23%lm	139 18%	93 15%	599 35%opq	587 30%pq	497 20%	232 17%	1394 27%	269 30%
UK Mail (not to be confused with Royal Mail)	1364 22%	174 14%	1191 24%a	311 36%d	1054 20%	759 25%f	604 19%	245 30%ijklm	255 29%ijklm	262 23%klm	166 20%	217 19%	118 16%	101 16%	500 29%opq	428 22%pq	437 17%	219 16%	1050 20%	302 33%r
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2667 43%	369 30%	2298 47%a	519 60%d	2149 40%	1255 42%	1405 45%	304 37%	422 48%gklm	559 50%gklm	384 47%glm	500 44%glm	289 38%	209 33%	726 43%q	943 49%npq	998 39%	498 36%	2334 45%s	313 35%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4350 71%	929 75%b	3421 69%	664 77%d	3687 69%	2113 70%	2229 71%	620 75%klm	641 73%klm	836 75%klm	600 73%klm	774 68%m	495 65%	383 61%	1261 74%pq	1437 74%pq	1652 65%	878 63%	3619 69%	696 77%r
Other	670 11%	16 1%	655 13%a	257 30%d	413 8%	385 13%f	282 9%	140 17%ijklm	172 20%ijklm	140 12%klm	80 10%klm	73 6%m	44 6%	21 3%	313 18%opq	220 11%pq	138 5%	65 5%	532 10%	135 15%r
None of the above	186 3%	71 6%b	115 2%	3 *	184 3%c	99 3%	87 3%	21 3%	10 1%	20 2%	24 3%h	39 3%hi	34 4%hi	39 6%ghijk	31 2%	43 2%	112 4%no	73 5%no	161 3%	20 2%
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5576 90%	1049 85%	4526 92%a	841 98%d	4735 89%	2697 90%	2866 91%	773 94%klm	829 95%ijklm	1049 93%klm	753 92%lm	1006 88%m	655 86%	511 81%	1602 94%pq	1802 93%pq	2172 86%	1166 84%	4676 90%	855 94%r

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per yea (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	5647 92%	1074 93%d	1811 93%d	1280 92%d	1482 88%	2884 93%f	2762 90%	3428 93%h	2146 90%	485 86%	631 88%	1453 92%ij	1444 93%ij	1009 94%ijn	3528 92%i	509 87%	4770 92%o	1162 90%	4221 92%qs	263 87%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	1115 18%	283 24%bcd	336 17%	251 18%d	245 15%	619 20%f	496 16%	838 23%h	268 11%	62 11%	115 16%	305 19%i	302 19%i	259 24%ijkn	722 19%i	62 11%	1013 20%o	267 21%r	795 17%	53 18%
DHL	2539 41%	616 53%bcd	788 41%d	554 40%d	581 35%	1404 45%f	1135 37%	1673 45%h	827 35%	150 27%	270 38%i	683 43%i	688 44%i	540 51%ijkn	1641 43%i	153 26%	2252 44%o	545 42%	1866 41%	129 43%
FedEx or FedEx Express	1570 25%	448 39%bcd	481 25%d	327 23%d	314 19%	929 30%f	641 21%	1128 31%h	422 18%	116 21%	149 21%	419 27%ij	442 28%ij	355 33%ijkn	1010 26%i	119 20%	1393 27%o	325 25%	1157 25%	88 29%
Evri (formerly known as Hermes)	4067 66%	801 69%d	1300 67%d	933 67%d	1032 62%	2101 68%f	1965 64%	2505 68%h	1511 63%	307 55%	451 63%i	1056 67%i	1074 69%i	787 74%ijkn	2581 67%i	314 53%	3529 68%o	849 65%	3042 67%s	176 59%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3325 54%	714 62%bcd	1058 54%d	761 55%d	792 47%	1772 57%f	1554 51%	2157 59%h	1122 47%	237 42%	328 46%	862 55%ij	894 58%ij	682 64%ijkn	2084 54%i	246 42%	2897 56%o	703 54%	2472 54%	151 50%
Parcelforce	2891 47%	625 54%bcd	909 47%d	677 49%d	680 41%	1533 50%f	1357 44%	1789 49%h	1061 44%	206 37%	282 39%	746 47%ij	795 51%ij	589 55%ijkn	1823 47%i	213 36%	2515 49%o	605 47%	2143 47%	143 48%
TNT	970 16%	277 24%bcd	285 15%	204 15%	204 12%	562 18%f	408 13%	700 19%h	257 11%	63 11%	97 14%	282 18%ij	277 18%ij	198 19%ij	657 17%i	63 11%	873 17%o	240 19%r	680 15%	50 16%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1683 27%	464 40%bcd	491 25%d	376 27%d	352 21%	955 31%f	728 24%	1192 32%h	469 20%	99 18%	140 19%	438 28%ij	492 32%ijn	370 35%ijkn	1070 28%i	101 17%	1484 29%o	392 30%r	1203 26%	88 29%
UK Mail (not to be confused with Royal Mail)	1364 22%	342 30%bcd	410 21%	292 21%	320 19%	752 24%f	613 20%	931 25%h	418 17%	102 18%	164 23%	383 24%i	380 24%i	249 23%	927 24%i	106 18%	1207 23%o	311 24%	984 22%	70 23%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2667 43%	575 50%bcd	834 43%	590 42%	669 40%	1409 46%f	1259 41%	1709 46%h	919 38%	203 36%	294 41%	711 45%i	703 45%i	555 52%ijkln	1708 44%i	204 35%	2332 45%o	620 48%rs	1934 42%	113 38%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4350 71%	898 78%bcd	1406 72%d	971 70%d	1073 64%	2305 74%f	2044 67%	2755 75%h	1539 64%	319 57%	475 66%i	1075 68%i	1163 75%ijkn	829 78%ijkn	2714 71%i	333 57%	3744 72%o	895 69%	3259 71%	196 65%
Other	670 11%	204 18%bcd	166 9%	168 12%bd	133 8%	370 12%f	301 10%	514 14%h	149 6%	46 8%	69 10%	191 12%i	182 12%	158 15%ij	442 11%	46 8%	604 12%o	176 14%r	453 10%	41 14%
None of the above	186 3%	18 2%	39 2%	32 2%	97 6%abc	57 2%	129 4%e	58 2%	123 5%g	44 8%klmn	45 6%klmn	40 3%lm	15 1%	10 1%	100 3%lm	45 8%p	120 2%	70 5%r	108 2%	8 3%
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5576 90%	1084 94%d	1789 92%d	1275 92%d	1426 85%	2873 93%f	2701 88%	3446 93%h	2055 86%	447 80%	615 86%i	1439 92%ij	1458 94%ijn	1024 96%ijkln	3512 91%i	463 79%	4775 92%o	1141 88%	4162 91%q	272 91%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	5647 92%	4841 91%	806 93%	162 94%	4742 91%	480 93%	268 91%	156 92%	219 87%	621 92%h	453 89%	412 92%	494 91%	537 94%hj	743 92%	787 93%hj	476 90%	65 94%	415 92%h
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	1115 18%	963 18%	152 18%	26 15%	947 18%	87 17%	53 18%	28 16%	43 17%	122 18%	91 18%	77 17%	101 18%	108 19%	193 24%hkopqr	124 15%	87 16%	7 11%	80 18%
DHL	2539 41%	2135 40%	404 47%a	79 46%	2106 41%	224 43%	136 46%d	74 43%	100 40%	240 35%	206 41%	179 40%	231 43%	259 45%i	321 40%	359 43%	210 40%	26 37%	198 44%i
FedEx or FedEx Express	1570 25%	1339 25%	231 27%	42 24%	1315 25%	139 27%	74 25%	42 25%	52 21%	145 21%	122 24%	92 21%	119 22%	184 32%hijklop	263 32%hijklopr	211 25%	127 24%	23 34%hikl	116 26%
Evri (formerly known as Hermes)	4067 66%	3413 64%	653 76%a	141 82%a	3392 65%	352 68%	210 71%d	112 66%	163 65%n	437 65%n	337 66%n	312 70%n	356 66%n	394 69%n	454 56%	572 68%n	366 69%n	41 60%	310 69%n
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3325 54%	2835 53%	491 57%	105 61%a	2766 53%g	303 58%dg	175 59%dg	82 48%	130 52%	356 53%	275 54%	244 54%	296 54%	315 55%	428 53%	428 51%	295 56%	34 50%	269 60%hino
Parcelforce	2891 47%	2398 45%	493 57%a	110 64%a	2409 46%	243 47%	155 52%d	84 49%	121 48%	290 43%	227 45%	194 43%	229 42%	288 50%l	364 45%	427 51%il	270 51%ikl	38 55%	205 46%
TNT	970 16%	834 16%	136 16%	26 15%	830 16%	74 14%	42 14%	24 14%	30 12%	87 13%	88 17%p	58 13%	89 16%p	122 21%hikpr	161 20%hikpr	137 16%p	58 11%	9 14%	64 14%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1683 27%	1418 27%	265 31%	49 28%	1401 27%	149 29%	91 31%g	43 25%	55 22%	170 25%	124 24%	101 23%	134 25%	190 33%hijklp	255 31%hjklp	244 29%h	127 24%	15 22%	134 30%hk
UK Mail (not to be confused with Royal Mail)	1364 22%	1168 22%	197 23%	35 20%	1174 23%g	100 19%	61 21%	29 17%	51 20%	145 21%	110 22%	99 22%	128 24%	146 25%or	233 29%hijkopr	158 19%	104 20%	13 19%	87 19%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2667 43%	2243 42%	424 49%a	100 58%ab	2179 42%	260 50%d	148 50%d	80 47%d	117 47%n	281 42%	232 46%n	194 43%	226 42%	261 45%n	300 37%	350 41%	219 41%	35 51%n	225 60%hinop
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4350 71%	3742 71%	608 70%	115 67%	3646 70%	376 73%	202 68%	127 74%f	170 68%	451 67%	346 68%	338 75%hij	376 69%	397 69%	584 72%	604 72%	382 72%	44 65%	331 74%i
Other	670 11%	552 10%	118 14%a	23 13%	569 11%	53 10%	34 11%	14 8%	23 9%	68 10%	45 9%	48 11%	72 13%p	81 14%hjpq	112 14%jp	82 10%	38 7%	3 5%	50 11%
None of the above	186 3%	163 3%	23 3%	5 3%	156 3%	13 3%	11 4%	6 3%	14 6%ilmopqr	17 3%	17 3%	16 4%	14 3%	13 2%	28 3%	22 3%	14 3%	* *	13 3%
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5576 90%	4775 90%	800 93%	160 93%	4688 90%	467 90%	263 89%	158 93%	224 89%	596 88%	463 91%	417 93%i	492 90%	528 92%	725 89%	752 89%	491 93%l	61 88%	407 91%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	5647 92%	2230 93%	2070 92%	3212 93%	3052 92%	2230 93%f	160 83%	702 90%f	2070 92%	201 89%	972 91%	1939 94%mnoq	2258 93%mnoq	723 89%o	529 89%o	183 77%	4197 93%mnoq	712 86%o	2468 96%stuvx	2213 93%tuvx	541 79%v	301 85%v	103 64%	4681 95%tuvx	404 79%v	1475 91%	4171 92%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	1115 18%	470 20%b	361 16%	712 21%b	603 18%	470 20%fg	23 12%	89 11%	361 16%ij	22 10%	97 9%	328 16%	489 20%ko	155 19%o	112 19%o	27 11%	816 18%o	138 17%	425 17%	495 21%tuvx	120 18%	51 15%	16 10%	920 19%tuv	67 13%	503 31%z	613 13%
DHL	2539 41%	1080 45%bd	851 38%	1557 45%bd	1327 40%	1080 45%fg	55 28%	278 36%	851 38%i	52 23%	372 35%i	871 42%	1031 42%	318 39%	233 39%	83 35%	1902 42%	316 38%	1163 45%stuvx	974 41%tuvx	233 34%	117 33%	47 29%	2137 43%tuvx	164 32%	832 51%z	1708 38%
FedEx or FedEx Express	1570 25%	716 30%bd	447 20%	1042 30%bd	773 23%b	716 30%fg	40 21%	151 19%	447 20%i	44 19%	169 16%	516 25%o	652 27%oq	227 28%oq	134 23%	41 17%	1168 26%oq	175 21%	660 26%ux	669 28%tuvx	146 21%	60 17%	28 17%	1330 27%tuvx	88 17%	630 39%z	940 21%
Evri (formerly known as Hermes)	4067 66%	1551 65%	1547 68%a	2259 65%	2254 68%a	1551 65%f	98 51%	490 63%f	1547 68%i	130 58%	701 65%	1429 69%moq	1613 66%mo	480 59%	401 68%mq	133 56%	3042 68%mo	534 64%	1794 70%tuvx	1579 67%tuvx	417 61%vx	192 54%	72 45%	3373 68%tuvx	263 51%	1115 68%z	2952 65%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3325 54%	1357 56%b	1135 50%	2002 58%bd	1780 54%b	1357 56%fg	80 41%	381 49%	1135 50%i	90 40%	492 46%	1143 55%oq	1352 56%oq	417 51%	303 51%	106 44%	2494 55%oq	409 49%	1508 59%stuvx	1277 54%uvx	337 50%vx	149 42%v	48 30%	2784 56%tuvx	197 38%	942 58%z	2383 52%
Parcelforce	2891 47%	1167 49%	1060 47%	1699 49%	1593 48%	1167 49%f	69 36%	353 45%f	1060 47%i	81 36%	488 46%i	1055 51%lmnoq	1140 47%oq	364 45%	237 40%	92 39%	2194 49%moq	329 40%	1329 52%stuvx	1113 47%tvx	257 38%v	147 42%v	41 25%	2442 49%tuvx	188 37%v	820 50%z	2070 46%
TNT	970 16%	478 20%bd	265 12%	676 20%bd	463 14%	478 20%fg	27 14%	94 12%	265 12%	21 9%	105 10%	304 15%	427 18%knq	139 17%nq	72 12%	11 11%	731 16%nq	99 12%	374 15%	426 18%rux	105 15%	39 11%	14 14%	800 16%ux	61 12%	466 29%z	504 11%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1683 27%	724 30%bd	547 24%	1050 30%bd	873 26%	724 30%fg	26 13%	166 21%f	547 24%ij	33 15%	192 18%	530 26%	704 29%q	252 31%knq	136 23%	58 24%	1234 27%	194 23%	723 28%ux	681 29%ux	163 24%	73 21%	39 24%	1404 28%ux	112 22%	637 39%z	1046 23%
UK Mail (not to be confused with Royal Mail)	1364 22%	638 27%bd	390 17%	913 26%bd	665 20%b	638 27%fg	34 18%	139 18%	390 17%	42 19%	197 18%	409 20%	592 24%knq	204 25%kno	113 19%	42 18%	1002 22%	155 19%	567 22%ux	568 24%ux	145 21%x	54 15%	26 16%	1135 23%ux	80 15%	624 38%z	740 16%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2667 43%	1052 44%	987 44%	1525 44%	1460 44%	1052 44%fg	57 30%	283 36%	987 44%	82 36%	434 41%	912 44%	1058 43%	350 43%	252 42%	91 38%	1971 44%	343 41%	1164 45%vx	1046 44%vx	280 41%vx	138 39%v	33 21%	2210 45%vx	171 33%v	828 51%z	1839 41%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4350 71%	1795 75%bd	1494 66%	2551 74%bd	2250 68%	1795 75%fg	100 52%	520 67%f	1494 66%i	124 55%	661 62%	1438 70%	1773 73%mo	538 66%	430 72%	156 65%	3212 71%m	586 70%	1992 74%tuvx	1717 73%tuvx	420 62%x	213 60%	80 50%	3619 73%tuvx	293 57%	1177 72%	3173 70%
Other	670 11%	319 13%bd	181 8%	466 13%bd	328 10%	319 13%fg	15 8%	51 7%	181 8%	19 8%	67 6%	237 11%noq	275 11%noq	107 13%noq	41 7%	10 4%	512 11%noq	51 6%	268 10%	280 12%ux	86 13%ux	23 7%	12 7%	548 11%ux	35 7%	397 24%z	273 6%
None of the above	186 3%	64 3%	67 3%	83 2%	86 3%	64 3%	22 11%eg	40 5%e	67 3%	15 7%h	54 5%h	64 3%	60 2%	29 4%	12 2%	15 6%klnq	124 3%	28 3%	31 1%	40 2%	53 8%rsw	17 5%rsw	37 23%rstuwx	71 1%	54 11%rsuw	26 2%	160 4%y
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5576 90%	2205 92%b	2020 89%	3168 92%b	2983 90%	2205 92%fg	148 77%	674 87%f	2020 89%i	177 78%	915 85%i	1860 90%	2219 91%	721 89%	547 92%	210 88%	4080 91%	757 91%	2385 93%tuvx	2185 92%tuvx	577 85%vx	293 83%v	111 69%	4570 93%tuvx	404 79%v	1531 94%z	4045 89%

Question focuses on packets and parcels since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	5647 92%	360 90%	5251 92%	36 87%	1532 90%f	3845 93%df	270 84%	5394 93%hij	131 81%	46 67%	51 69%	5571 92%hij	25 70%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect + (Collect Plus)	1115 18%	71 18%	1035 18%	9 22%	328 19%	714 17%	74 23%e	1017 17%	65 40%gjk	25 37%gjk	2 2%	1107 18%	7 21%
DHL	2539 41%	191 48%b	2326 41%	23 55%	766 45%e	1639 40%	134 42%	2423 42%	78 48%ij	20 30%	4 6%	2521 42%j	14 40%
FedEx or FedEx Express	1570 25%	124 31%b	1430 25%	15 37%	461 27%	994 24%	114 36%de	1458 25%	72 45%ij	19 28%j	5 7%	1549 26%j	15 44%
Evri (formerly known as Hermes)	4067 66%	245 61%	3796 66%	26 63%	1165 68%f	2712 65%	189 59%	3928 67%hij	80 50%	32 47%	12 16%	4040 67%hij	15 43%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	3325 54%	220 55%	3080 54%	26 62%	931 55%	2220 54%	174 54%	3193 55%j	90 56%ij	24 36%	3 4%	3307 55%j	15 42%
Parcelforce	2891 47%	211 53%	2660 46%	20 49%	832 49%f	1926 46%	133 41%	2746 47%	93 58%gjk	29 43%j	13 17%	2868 47%j	10 29%
TNT	970 16%	88 22%b	873 15%	9 22%	316 19%e	595 14%	58 18%	875 15%	66 41%gijk	14 21%j	3 3%	955 16%j	12 35%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	1683 27%	132 33%b	1536 27%	15 37%	499 29%	1082 26%	103 32%	1580 27%	71 44%gijk	15 22%	4 5%	1667 28%j	13 36%
UK Mail (not to be confused with Royal Mail)	1364 22%	92 23%	1259 22%	13 32%	400 23%	863 21%	101 31%de	1256 22%	73 46%gijk	24 35%gjk	4 6%	1354 22%	7 19%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	2667 43%	182 45%	2466 43%	20 48%	784 46%e	1751 42%	132 41%	2561 44%	72 45%	15 22%	5 7%	2648 44%j	14 41%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4350 71%	278 69%	4046 71%	27 64%	1174 69%	2975 72%f	201 62%	4209 72%hij	93 58%j	21 30%	10 13%	4323 71%hij	17 49%
Other	670 11%	61 15%b	600 10%	9 22%b	249 15%e	377 9%	45 14%e	590 10%	56 35%gjk	17 25%gjk	* *	664 11%j	6 18%
None of the above	186 3%	21 5%b	163 3%	2 5%	74 4%e	100 2%	12 4%	144 2%	7 4%	7 11%gk	19 26%ghk	158 3%	9 25%
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5576 90%	350 87%	5187 91%	39 95%	1531 90%	3764 91%	281 87%	5333 91%ij	142 88%j	55 81%j	20 27%	5531 91%ij	25 70%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	5647 92%	1400 91%	1426 93%	1410 91%	1411 92%	480 91%	474 92%	446 90%	480 91%	478 94%m	469 92%	446 91%	497 93%m	467 89%	497 93%m	457 90%	457 92%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	1115 18%	308 20%	261 17%	270 17%	276 18%	132 25%fghijklno	88 17%	88 18%	95 18%	80 16%	85 17%	83 17%	83 16%	104 20%	96 18%	88 17%	93 19%
DHL	2539 41%	636 41%	630 41%	647 42%	626 41%	231 44%	219 42%	186 37%	217 41%	198 39%	216 42%	208 42%	238 45%o	202 38%	216 41%	187 37%	222 45%o
FedEx or FedEx Express	1570 25%	359 23%	388 25%	394 25%	428 28%a	133 25%	112 22%	114 23%	128 24%	132 26%	128 25%	131 27%	135 25%	127 24%	133 25%	139 27%	156 31%fgm
Evri (formerly known as Hermes)	4067 66%	990 64%	986 64%	1043 67%	1048 68%b	353 67%	328 64%	308 62%	342 65%	329 65%	315 62%	323 66%	359 67%	361 69%	359 67%	335 66%	355 72%fg
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	3325 54%	798 52%	818 53%	846 55%	863 56%a	274 52%	262 51%	262 53%	288 55%	275 54%	255 50%	267 54%	309 58%j	270 51%	284 53%	260 51%	319 64%efghijkmno
Parcelforce	2891 47%	752 49%	713 46%	720 46%	706 46%	263 50%	247 48%	242 49%	226 43%	258 51%	229 45%	225 46%	245 46%	250 47%	242 45%	224 44%	240 48%
TNT	970 16%	275 18%b	212 14%	233 15%	250 16%	99 19%hij	89 17%	87 17%	66 13%	82 16%	64 13%	75 15%	83 16%	76 14%	94 18%	85 17%	70 14%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	1683 27%	443 29%	382 25%	412 27%	446 29%b	170 32%hjm	145 28%	128 26%	126 24%	138 27%	118 23%	139 28%	146 27%	126 24%	139 26%	147 29%	159 32%hjm
UK Mail (not to be confused with Royal Mail)	1364 22%	392 25%bc	327 21%	313 20%	332 22%	128 24%jk	128 25%jk	136 27%jklop	125 24%k	112 22%	90 18%	85 17%	108 20%	120 23%	139 26%jk	101 20%	95 19%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	2667 43%	679 44%	649 42%	661 43%	678 44%	241 46%	231 45%	207 42%	208 40%	224 44%	216 43%	202 41%	234 44%	225 43%	241 45%	225 44%	212 43%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	4350 71%	1057 69%	1076 70%	1086 70%	1131 74%a	387 73%f	336 65%	335 67%	382 73%f	351 69%	342 67%	341 69%	380 71%	365 69%	397 75%fgj	365 72%	370 75%fgj
Other	670 11%	189 12%	146 9%	152 10%	184 12%	67 13%	76 15%ghim	46 9%	49 9%	46 9%	50 10%	52 11%	56 11%	43 8%	62 12%	72 14%hlm	50 10%
None of the above	186 3%	40 3%	45 3%	53 3%	48 3%	12 2%	11 2%	17 3%	16 3%	13 2%	17 3%	21 4%m	13 2%	19 4%	7 1%	29 6%efilnp	12 2%
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	5576 90%	1396 90%	1402 91%	1391 90%	1387 90%	488 92%	460 89%	449 90%	486 93%	460 90%	456 90%	437 89%	481 90%	473 90%	490 92%	454 89%	443 89%

Question focuses on packets and parcels since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 298

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	6132 99%	1224 99%	4909 99%	848 98%	5284 100%c	2990 99%	3128 100%	813 99%	866 99%	1110 99%	818 100%	1141 100%gil	759 100%gi	624 100%	1679 99%	1928 99%	2524 100%no	1383 100%	5183 99%	899 99%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3857 63%	683 55%	3174 64%a	654 76%d	3202 60%	1844 61%	2008 64%	503 61%lm	620 71%g	800 71%gklm	558 68%gklm	709 62%lm	372 49%	294 47%	1123 66%pq	1359 70%pq	1375 54%q	665 48%	3220 62%	605 67%r
DHL	5765 93%	1085 88%	4680 95%a	812 94%	4953 93%	2843 94%f	2910 93%	713 87%	819 94%g	1067 95%gm	797 97%ghlm	1091 96%gm	710 93%g	568 91%	1531 90%	1865 96%npq	2369 94%n	1278 92%	4873 93%	845 93%
FedEx or FedEx Express	5716 93%	1005 82%	4712 95%a	816 95%d	4900 92%	2815 93%	2888 92%	745 90%	827 95%gm	1034 92%m	771 94%m	1071 94%gm	713 94%gm	555 89%	1572 93%	1805 93%	2339 94%n	1268 92%	4845 93%	825 91%
Evri (formerly known as Hermes)	5602 91%	1049 85%	4553 92%a	813 94%d	4788 90%	2699 90%	2889 92%e	736 89%m	809 93%m	1040 93%glm	762 93%m	1043 91%m	680 89%m	531 85%	1545 91%q	1802 93%pq	2254 89%	1211 87%	4753 91%	803 89%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5667 92%	1100 89%	4568 93%a	809 94%	4859 92%	2778 92%	2878 92%	721 88%	828 96%g	1053 94%g	786 98%glm	1068 94%glm	675 89%	536 86%	1550 91%	1839 95%npq	2279 90%q	1211 87%	4814 92%s	811 90%
Parcelforce	5731 93%	1117 91%	4614 93%a	789 92%	4941 93%	2820 94%	2900 92%	628 76%	794 91%g	1055 94%g	799 97%ghi	1110 97%ghi	745 98%ghi	599 96%gh	1423 84%	1855 95%n	2453 97%no	1343 97%n	4964 95%s	727 80%
TNT	4972 81%	932 76%	4040 82%a	710 82%	4262 80%	2538 84%f	2428 77%	501 61%	655 75%g	893 80%g	716 87%ghi	1016 89%ghim	670 88%ghim	521 83%gh	1156 68%	1609 83%n	2207 87%no	1191 86%n	4293 82%s	638 70%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5553 90%	1008 82%	4545 92%a	807 94%d	4746 89%	2770 92%	2770 88%	731 89%m	802 92%m	1016 91%m	767 93%glm	1040 91%m	679 89%m	518 83%	1533 90%q	1783 92%pq	2237 88%	1197 86%	4714 90%	795 88%
UK Mail (not to be confused with Royal Mail)	4228 69%	715 58%	3513 71%a	675 78%d	3553 67%	2182 72%f	2037 65%	549 67%	586 67%	819 73%glm	599 73%glm	781 68%	495 65%	398 64%	1136 67%	1418 73%npq	1674 66%	893 64%	3521 68%	669 74%r
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5480 89%	1004 81%	4476 91%a	785 91%	4695 88%	2691 89%	2780 88%	646 78%	762 87%g	1035 92%ghm	763 93%ghm	1047 92%ghm	695 91%ghm	532 85%g	1407 83%	1798 92%n	2275 90%n	1228 89%n	4726 91%s	713 79%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5806 94%	1173 95%	4632 94%	828 96%d	4977 94%	2832 94%	2960 94%	780 95%	819 94%	1060 95%	788 96%lm	1084 95%l	699 92%	577 92%	1598 94%	1848 98%o	2359 93%	1276 92%	4897 94%	863 95%
Other	2926 47%	410 33%	2516 81%a	536 62%d	2390 45%	1501 50%f	1416 45%	410 50%lm	466 53%klm	611 54%klm	406 49%lm	545 48%lm	289 38%	198 32%	876 52%pq	1017 52%pq	1032 41%q	487 35%	2450 47%	453 50%
None of the above	7 *	1 *	7 *	2 *	5 *	3 *	4 *	4 1%	-	-	2 *	-	1 *	-	4 *	2 *	1 *	1 *	5 *	*
NET Aware of Royal Mail/ Parcelforce	6150 100%	1227 100%	4924 100%	858 100%	5292 100%	3002 100%	3135 100%	816 99%	871 100%	1118 100%	820 100%	1141 100%g	759 100%	624 100%	1688 99%	1938 100%	2525 100%	1383 100%	5197 100%	904 100%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6144 100%	1227 100%	4917 100%	858 100%	5286 100%	3001 100%	3129 100%	819 99%	873 100%	1115 99%	819 100%	1137 100%	759 100%	622 99%	1692 100%	1934 99%	2518 100%	1381 100%	5190 100%	905 100%

Question restructured from Q3 202
Question focuses on packets and parcels since Q3 2022"
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	6132 99%	1147 99%	1927 99%	1385 99%	1674 100%	3074 99%	3058 100%	3667 99%	2381 99%	560 100%	713 99%	1564 100%	1541 99%	1065 100%	3818 99%	586 100%	5141 99%	1287 99%	4550 100%s	295 98%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3857 63%	718 62%	1213 62%	910 65%d	1016 61%	1931 62%	1925 63%	2520 68%h	1290 54%	321 57%	440 61%	988 63%	1029 66%i	711 66%i	2456 64%i	328 56%	3300 64%o	827 64%	2853 62%	176 59%
DHL	5765 93%	1082 94%	1842 95%d	1300 93%	1540 92%	2924 94%f	2841 92%	3500 95%h	2194 92%	507 90%	661 92%	1496 95%i	1477 95%i	1029 96%i	3634 95%i	527 90%	4897 95%o	1193 92%s	4312 94%qs	260 86%
FedEx or FedEx Express	5716 93%	1082 94%d	1829 94%d	1284 92%	1521 91%	2911 94%f	2805 91%	3441 93%	2202 92%	499 89%	661 92%	1498 95%ij	1458 94%i	1023 96%ij	3617 94%i	513 87%	4857 94%o	1197 92%	4248 93%	272 90%
Evri (formerly known as Hermes)	5602 91%	1045 91%	1800 93%cd	1254 90%	1501 89%	2845 92%f	2755 90%	3402 92%h	2126 89%	472 84%	658 92%i	1444 92%i	1433 92%i	993 93%i	3536 92%i	486 83%	4756 92%o	1161 90%	4181 91%s	259 86%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5667 92%	1062 92%	1791 92%	1302 93%d	1512 90%	2854 92%	2814 92%	3449 94%h	2144 90%	489 87%	651 91%	1460 93%i	1426 92%	1017 95%ijln	3537 92%i	509 87%	4786 93%o	1192 92%	4212 92%s	264 88%
Parcelforce	5731 93%	1066 92%	1805 93%	1301 93%	1560 93%	2870 93%	2861 93%	3429 93%	2229 93%	509 91%	661 92%	1489 95%i	1446 93%	1012 95%i	3596 94%i	525 89%	4840 94%o	1213 94%s	4250 93%	268 89%
TNT	4972 81%	925 80%	1583 81%	1122 81%	1341 80%	2508 81%	2464 80%	2971 81%	1938 81%	434 77%	568 79%	1334 85%ij	1272 82%	881 82%	3174 83%i	446 76%	4231 82%o	1025 79%	3719 81%	228 76%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5553 90%	1063 92%b	1797 92%cd	1253 90%d	1440 86%	2860 92%f	2693 88%	3392 92%h	2093 87%	470 84%	628 87%	1449 92%ij	1429 92%i	1004 94%ijn	3506 91%i	484 82%	4722 91%o	1164 90%s	4134 90%s	255 85%
UK Mail (not to be confused with Royal Mail)	4228 69%	795 69%	1321 68%	1015 73%bd	1098 65%	2115 68%	2113 69%	2645 72%h	1529 64%	366 65%	489 68%	1141 73%i	1080 70%	758 71%	2710 71%i	371 63%	3611 70%o	881 68%	3144 69%	203 67%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5480 89%	1009 87%	1762 91%ad	1236 89%	1473 88%	2771 89%	2709 88%	3318 90%h	2099 88%	465 83%	640 89%i	1442 92%i	1425 92%i	973 91%i	3507 91%i	474 81%	4675 90%o	1154 89%s	4079 89%	247 82%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5806 94%	1092 95%	1849 95%	1299 93%	1564 93%	2942 95%f	2863 93%	3512 95%h	2217 93%	515 92%	671 93%	1488 95%	1456 94%	1026 96%i	3614 94%	541 92%	4885 94%	1216 94%	4309 94%	280 93%
Other	2926 47%	587 51%b	883 45%	678 49%	778 46%	1470 47%	1456 47%	1914 52%h	967 40%	259 46%	347 48%	782 50%	754 49%	527 49%	1883 49%	263 45%	2490 48%	665 51%r	2120 46%	141 47%
None of the above	7 *	-	4 *	-	3 *	4 *	3 *	* *	3 *	1 *	*	2 *	-	2 *	2 *	1 *	5 *	4 *r	1 *	2 1%r
NET Aware of Royal Mail/ Parcelforce	6150 100%	1153 100%	1935 100%	1388 100%	1674 100%	3088 100%	3062 100%	3681 100%	2386 100%	560 100%	714 99%	1569 100%	1549 100%	1067 100%	3833 100%	586 100%	5159 100%	1288 99%	4564 100%q	298 99%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6144 100%	1148 99%	1935 100%	1389 100%	1671 100%	3082 100%	3061 100%	3676 100%	2385 100%	560 100%	714 99%	1567 100%	1546 100%	1064 100%	3827 100%	587 100%	5151 100%	1290 100%	4558 100%s	297 99%

Question restructured from Q3 202
Question focuses on packets and parcels since Q3 2022"
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	6132 99%	5277 99%	855 99%	173 100%	5153 99%	516 100%	295 100%	169 99%	250 100%	670 99%	502 99%	445 99%	542 100%	572 100%	805 99%	840 99%	526 99%	69 100%	447 100%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3857 63%	3313 62%c	543 63%	95 55%	3253 63%	312 60%	185 63%	106 62%	157 63%q	418 62%q	290 57%	297 66%joq	366 67%joq	373 65%jq	533 66%joq	494 59%	326 62%q	33 48%	278 62%q
DHL	5765 93%	4941 93%	824 95%	162 94%	4852 94%	476 92%	279 94%	158 93%	237 93%i	600 89%	473 93%	431 96%iir	500 92%	552 96%iir	753 93%	805 95%ir	502 95%i	64 93%	412 92%
FedEx or FedEx Express	5716 93%	4892 92%	825 96%a	165 95%	4804 93%	478 92%	276 93%	159 93%	232 93%	610 90%	464 91%	427 95%ijn	506 93%	543 95%i	738 91%	782 93%	501 95%i	65 95%	412 92%
Evri (formerly known as Hermes)	5602 91%	4799 90%	803 93%	167 96%a	4705 91%g	469 91%	278 94%deg	149 87%	229 92%	605 90%	470 92%nq	422 94%iinq	489 90%	525 91%	708 87%	766 91%	491 93%nq	58 84%	411 92%q
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5667 92%	4857 92%	810 94%	161 93%	4769 92%e	462 89%	282 95%deg	154 91%	225 90%	603 89%	466 92%q	420 94%iq	509 92%	539 94%hiq	740 91%q	771 94%iq	497 94%iq	57 82%	405 90%
Parcelforce	5731 93%	4911 93%	820 95%	166 96%	4805 93%	483 93%	283 96%d	161 94%	227 91%	630 93%n	477 94%n	424 94%hn	497 91%	547 95%hinq	716 88%	778 92%	509 96%hinoq	61 89%	421 94%n
TNT	4972 81%	4269 80%	703 81%	144 83%	4195 81%g	409 79%	239 81%g	129 76%	207 83%	528 78%	415 82%	390 87%iinor	444 82%	471 82%	625 77%	662 78%	452 85%iinor	57 82%	352 78%
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5553 90%	4761 90%	792 92%	157 91%	4679 90%	459 89%	264 90%	150 88%	215 86%	607 90%	451 89%	417 93%hp	497 91%h	527 92%h	730 90%	766 91%h	469 89%	59 86%	400 89%
UK Mail (not to be confused with Royal Mail)	4228 69%	3650 69%c	578 67%	105 61%	3581 69%e	331 64%	201 68%	115 67%	172 69%	442 65%	328 64%	355 79%hijlnopqr	385 71%	425 74%ijopqr	587 72%ijor	539 64%	348 66%	42 61%	289 64%
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5480 89%	4689 88%	791 92%a	164 95%a	4589 88%	464 90%	275 93%dg	152 89%	226 90%n	597 88%n	473 93%iinoq	414 92%no	487 90%n	523 91%n	659 81%	731 87%	478 90%n	59 86%	405 90%n
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5806 94%	4988 94%	818 95%	161 93%	4886 94%	485 94%	273 93%	161 94%	236 94%	611 90%	485 95%i	431 96%i	520 96%i	547 95%i	780 96%i	783 93%	493 93%	64 93%	421 94%
Other	2926 47%	2496 47%	429 50%	84 49%	2472 48%	229 44%	139 47%	86 50%	121 48%	286 42%	237 47%	248 55%ijopqr	264 49%	293 51%i	403 50%i	378 45%	241 46%	26 38%	203 45%
None of the above	7 *	7 *	* *	-	4 *	2 *	* *	1 *	1 *	2 *	-	-	-	-	2 *	-	-	-	2 *
NET Aware of Royal Mail/ Parcelforce	6150 100%	5291 100%	860 100%	173 100%	5170 100%	516 100%	295 100%	169 99%	250 100%	674 100%	504 99%	445 99%	544 100%	574 100%	808 100%	844 100%jk	529 100%	69 100%	447 100%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6144 100%	5281 100%	863 100%	173 100%	5166 100%g	514 99%	295 100%g	169 99%	250 100%	666 99%	508 100%q	449 100%iq	544 100%iq	574 100%iq	808 100%	842 100%q	528 100%q	67 98%	446 99%

Question restructured from Q3 202
Question focuses on packets and parcels since Q3 2022"
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	6132 99%	2397 100%	2246 99%	3443 100%	3293 99%	2397 100%	193 100%	774 100%	2246 99%	227 100%	1069 100%	2060 100%moq	2427 100%moq	802 99%o	590 99%o	227 95%	4487 100%moq	817 98%o	2568 100%stuvx	2358 100%tuvx	666 98%	347 98%	156 97%	4926 100%tuvx	503 98%	1607 99%	4525 100%y
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3857 63%	1564 65%b	1357 60%	2281 66%bd	2074 63%	1564 65%fg	100 51%	418 54%	1357 60%j	120 53%	568 53%	1243 60%	1567 65%ko	505 62%	372 63%	135 57%	2830 63%	507 61%	1595 62%vx	1551 65%uvx	415 61%	207 58%v	70 44%	3145 64%uvx	277 54%	1162 71%z	2694 59%
DHL	5765 95%	2275 95%	2124 94%	3258 94%	3107 94%	2275 95%fg	172 89%	714 92%	2124 94%	206 91%	996 93%	1942 94%	2281 94%	749 92%	550 93%	220 92%	4223 94%	770 93%	2445 95%stuvx	2207 93%	619 91%	323 91%	140 87%	4652 94%tuvx	463 90%	1501 92%	4264 94%
FedEx or FedEx Express	5716 93%	2250 94%	2103 93%	3210 93%	3064 92%	2250 94%f	168 87%	710 91%	2103 93%i	199 88%	1005 94%i	1923 93%	2249 92%	742 92%	553 93%	226 95%	4173 93%	779 94%	2414 94%tv	2202 93%	602 88%	331 94%tv	138 86%	4615 94%tv	468 91%	1505 92%	4212 93%
Evri (formerly known as Hermes)	5602 91%	2158 90%	2088 92%ac	3123 90%	3053 92%ac	2158 90%f	152 78%	681 88%f	2088 92%	201 89%	971 91%	1881 91%	2221 91%	726 90%	546 92%	210 88%	4103 91%	756 91%	2355 92%uvx	2171 92%uvx	605 89%	307 87%	135 84%	4526 92%tuvx	441 86%	1486 91%	4116 91%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5667 92%	2243 93%	2079 92%	3212 93%	3048 92%	2243 93%fg	169 87%	702 90%	2079 92%	199 88%	967 90%	1898 92%	2262 93%m	727 90%	546 92%	216 90%	4160 92%m	762 92%	2384 93%uvx	2195 93%uvx	617 91%v	312 88%	131 82%	4579 93%uvx	444 86%	1481 91%	4186 92%
Parcelforce	5731 93%	2241 93%	2150 95%ac	3206 93%	3115 94%	2241 93%	173 89%	732 94%f	2150 95%j	207 91%	1017 95%	1955 95%lmnq	2259 93%	732 90%	544 92%	220 92%	4214 94%m	764 92%	2417 94%t	2193 93%	611 90%	326 92%	153 95%	4610 93%t	479 93%	1461 90%	4270 94%y
TNT	4972 81%	1972 82%	1859 82%	2801 81%	2688 81%	1972 82%f	139 72%	632 81%f	1859 82%	180 80%	894 83%	1721 83%mnq	1963 81%nc	636 78%	448 75%	187 78%	3684 82%nc	635 76%	2093 81%	1890 80%	556 82%	279 79%	126 79%	3983 81%	406 79%	1272 78%	3700 81%y
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5553 90%	2188 91%	2051 91%	3119 90%	2982 90%	2188 91%fg	155 80%	680 87%f	2051 91%	195 86%	959 90%	1869 91%n	2203 90%n	726 90%	516 87%	218 92%	4072 91%n	734 88%	2349 91%tuvx	2147 91%tvz	590 87%	305 86%	130 81%	4496 91%tuvx	436 85%	1459 90%	4094 90%
UK Mail (not to be confused with Royal Mail)	4228 69%	1733 72%bd	1488 66%	2470 71%bd	2225 67%	1733 72%fg	128 66%	508 65%	1488 66%	137 61%	679 63%	1369 66%	1748 72%koq	551 68%	396 67%	148 62%	3117 69%	543 65%	1723 67%	1705 72%rtvx	453 66%	237 67%	93 58%	3428 69%v	329 64%	1253 77%z	2974 66%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5480 89%	2156 90%	2068 91%c	3059 88%	2971 90%	2156 90%f	146 75%	678 87%f	2068 91%i	196 86%	976 91%	1874 91%lm	2151 88%	691 85%	527 89%	219 92%m	4025 89%	746 90%m	2323 90%tvx	1890 89%vx	588 86%	311 88%v	125 78%	4431 90%tvx	436 85%	1439 88%	4041 89%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5806 94%	2278 95%	2114 94%	3284 95%	3120 94%	2278 95%fg	169 87%	710 91%	2114 94%	211 93%	996 93%	1940 94%	2297 94%	760 94%	563 95%	226 95%	4237 94%	789 95%	2445 95%tvx	2236 94%tvx	626 92%	330 93%	140 87%	4682 95%tvx	470 91%	1526 94%	4280 94%y
Other	2926 47%	1234 51%bd	952 42%	1779 51%bd	1498 45%	1234 51%g	83 43%	344 44%	952 42%j	103 45%	388 36%	937 45%	1190 49%nq	445 55%klnpq	236 40%	113 48%	2127 47%nq	350 42%	1183 46%	1160 49%x	351 52%rvx	156 44%	65 40%	2343 47%	220 43%	963 59%z	1962 43%
None of the above	7 *	1 *	1 *	1 *	1 *	1 *	1 *	1 *	1 *	-	-	*	-	3 *k	-	-	3	-	*	3	2 *r	1	-	3	1	3	4
NET Aware of Royal Mail/Parcelforce	6150 100%	2401 100%	2255 100%	3451 100%	3306 100%	2401 100%	193 100%	774 100%	2255 100%	227 100%	1071 100%	2063 100%mnoq	2431 100%	806 99%	590 99%	234 98%	4494 100%	824 99%	2568 100%stux	2361 100%	672 99%	352 99%	160 100%	4930 100%t	512 100%	1625 100%	4525 100%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6144 100%	2397 100%	2257 100%	3444 100%	3304 100%	2397 100%	193 100%	773 99%	2257 100%	227 100%	1071 100%	2060 100%l	2418 99%	808 100%	593 100%	238 100%	4478 100%	832 100%	2562 100%	2356 100%	677 100%	353 100%	160 100%	4918 100%	513 100%	1625 100%	4519 100%

Question restructured from Q3 202
Question focuses on packets and parcels since Q3 2022"
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	6132 99%	398 99%	5695 99%c	40 96%	1687 99%	4131 100%df	314 98%	5811 100%hij	155 96%	63 93%	73 98%	6030 100%hi	30 85%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3857 63%	253 63%	3574 62%	29 69%	1018 60%	2615 63%d	224 70%d	3650 63%j	117 73%gj	49 72%j	19 25%	3816 63%j	22 63%
DHL	5765 93%	361 90%	5366 94%a	37 90%	1564 92%	3910 94%df	290 90%	5501 94%hij	138 86%	59 87%j	39 53%	5698 94%hi	28 79%
FedEx or FedEx Express	5716 93%	360 90%	5320 93%	36 88%	1576 92%	3853 93%f	287 89%	5461 94%hij	139 86%	57 83%j	34 46%	5657 94%hi	25 72%
Evri (formerly known as Hermes)	5602 91%	357 89%	5206 91%	38 92%	1549 91%	3768 91%	284 88%	5363 82%hij	126 78%j	53 77%j	34 46%	5541 91%hi	26 74%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5667 92%	358 89%	5272 92%	38 90%	1539 90%	3839 93%d	290 90%	5396 93%j	144 90%	56 82%j	41 56%	5597 92%ij	29 83%
Parcelforce	5731 93%	372 93%c	5325 93%c	34 82%	1590 93%f	3854 93%f	286 89%	5446 93%j	144 90%	66 86%j	51 69%	5656 93%j	24 68%
TNT	4972 81%	324 81%	4620 81%	28 68%	1358 80%	3362 81%	251 78%	4736 81%j	121 75%j	51 75%j	38 52%	4907 81%j	26 73%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5553 90%	354 88%	5163 90%	36 86%	1526 89%	3742 90%	284 88%	5314 91%hij	130 81%	53 78%j	30 40%	5497 91%hij	26 74%
UK Mail (not to be confused with Royal Mail)	4228 69%	268 67%	3935 69%	25 61%	1150 67%	2842 69%	236 73%	4010 69%j	125 78%j	56 82%j	19 26%	4190 69%j	18 52%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5480 89%	335 84%	5109 89%a	36 87%	1506 88%	3703 89%f	271 84%	5249 90%hij	127 79%	50 72%j	29 38%	5426 90%hij	26 74%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5806 94%	378 94%	5391 94%	37 89%	1604 94%f	3914 95%f	288 89%	5518 95%hij	142 88%	57 84%	62 83%	5717 94%hij	27 77%
Other	2926 47%	202 50%	2699 47%	25 60%	831 49%	1916 46%	178 55%e	2749 47%j	97 60%gjk	46 68%gjk	16 21%	2892 48%j	17 49%
None of the above	7 *	* *	5 *	2 4%ab	4 *e	1 *	2 1%e	3 *	- -	- -	1 1%gjk	3 *	4 11%
NET Aware of Royal Mail/ Parcelforce	6150 100%	399 100%c	5711 100%c	40 96%	1699 100%	4133 100%	319 99%	5818 100%	160 100%	67 98%	74 99%	6045 100%	31 89%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6144 100%	397 99%	5708 100%c	40 95%	1700 100%	4124 100%	320 99%	5813 100%j	161 100%j	68 100%	71 95%	6042 100%j	31 89%

Question restructured from Q3 202
Question focuses on packets and parcels since Q3 2022*
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel,
or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	6132 99%	1527 99%	1534 100%	1539 99%	1532 100%a	523 99%	512 99%	492 99%	522 100%	506 99%	506 100%	488 99%	532 100%gm	519 98%	532 100%gm	507 100%gm	493 99%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect + (Collect Plus)	3857 63%	1012 66%c	947 61%	937 60%	961 63%	356 67%ikl	346 67%kl	311 62%	326 62%	305 60%	315 62%	285 58%	305 57%	347 66%kl	333 63%	319 63%	308 62%
DHL	5765 93%	1459 95%	1434 93%	1444 93%	1428 93%	500 95%	492 95%	466 94%	491 94%	472 93%	471 93%	458 93%	502 94%	484 92%	499 94%	470 93%	459 93%
FedEx or FedEx Express	5716 93%	1443 93%	1425 92%	1434 93%	1415 92%	493 93%	480 93%	470 94%	487 93%	466 92%	472 93%	462 94%	485 91%	488 93%	495 93%	468 92%	452 91%
Evri (formerly known as Hermes)	5602 91%	1395 90%	1383 90%	1417 91%	1406 92%	482 91%g	482 93%g	431 87%	468 89%	460 90%	456 90%	444 90%	500 94%gh	473 90%	487 92%g	464 91%	456 92%g
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	5667 92%	1420 92%	1410 91%	1425 92%	1412 92%	490 93%	474 92%	456 92%	482 92%	459 90%	469 92%	443 90%	494 93%	488 93%	493 93%	464 91%	456 92%
Parcelforce	5731 93%	1448 94%	1419 92%	1435 93%	1428 93%	494 94%	492 95%j	463 93%	488 93%	472 93%	459 90%	457 93%	497 93%	481 91%	503 94%	470 93%	455 92%
TNT	4972 81%	1279 83%b	1215 79%	1258 81%	1219 79%	424 80%	432 84%p	423 85%jp	419 80%	403 79%	393 78%	394 80%	441 83%p	423 80%	438 82%p	410 81%	371 75%
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	5553 90%	1407 91%	1392 90%	1390 90%	1364 89%	490 93%p	465 90%	451 91%	474 90%	454 89%	464 92%	435 89%	480 90%	475 90%	476 90%	453 89%	435 88%
UK Mail (not to be confused with Royal Mail)	4228 69%	1093 71%	1042 68%	1035 67%	1058 69%	362 69%	382 74%jkl	349 70%	357 68%	350 69%	335 66%	327 67%	354 66%	354 67%	365 69%	348 69%	345 70%
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	5480 89%	1384 90%	1354 88%	1379 89%	1363 89%	478 91%	463 90%	443 89%	470 90%	437 86%	447 88%	424 86%	479 90%	476 90%	483 91%	447 88%	433 87%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	5806 94%	1460 95%	1434 93%	1447 93%	1465 95%b	501 95%l	490 95%	468 94%	495 95%	463 91%	476 94%	453 92%	502 94%	493 94%	500 94%	484 95%l	480 97%ikm
Other	2926 47%	755 49%	714 46%	729 47%	728 47%	252 48%	291 56%eghijlmno	212 47%	249 47%	236 46%	229 45%	244 50%	239 45%	246 47%	239 45%	250 49%	238 48%
None of the above	7 *	2 *	2 *	2 *	1 *	-	2 *	-	2 *	-	*	-	*	-	2 *	-	1 *
NET Aware of Royal Mail/ Parcelforce	6150 100%	1539 100%	1537 100%	1540 99%	1534 100%c	526 100%	516 100%m	496 100%	524 100%m	508 100%	506 100%	489 100%	532 100%m	519 98%	532 100%m	507 100%m	495 100%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	6144 100%	1536 100%	1536 100%	1539 100%	1533 100%c	527 100%	515 100%	493 99%	524 100%	504 99%	508 100%	486 99%	530 100%	523 99%	532 100%	507 100%	494 100%

Question restructured from Q3 202
Question focuses on packets and parcels since Q3 2022"
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : Sent via - Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	3347	579	2768	568	2779	1530	1812	417	449	662	437	640	430	312	866	1099	1382	742	2981	340
Weighted Base	3400	774	2626	590	2810	1620	1774	453	502	684	461	620	373	306	955	1146	1300	679	2833	529
Effective Base	2057	449	1609	348	1709	952	1102	284	291	400	268	392	242	183	574	669	816	424	1761	282
Lost mail	301 9%	26 3%	275 10%a	114 19%d	186 7%	128 8%	170 10%	73 16%hijklm	43 9%m	58 8%m	43 9%lm	55 9%lm	17 4%	12 4%	116 12%pq	101 9%q	84 6%	28 4%	259 9%	35 7%
Damaged mail	227 7%	35 5%	192 7%a	75 13%d	152 5%	119 7%	108 6%	60 13%jklm	44 9%lm	35 5%m	37 8%m	33 5%m	15 4%	3 1%	105 11%opq	71 6%pq	51 4%	18 3%	195 7%	29 5%
Delayed mail	603 18%	90 12%	513 20%a	164 28%d	439 16%	248 15%	352 20%e	128 28%ijklm	123 25%ijklm	114 17%m	80 17%lm	91 15%	39 10%	28 9%	251 26%opq	194 17%pq	158 12%	67 10%	496 18%	102 19%
Mis-delivered mail	202 6%	30 4%	173 7%a	69 12%d	134 5%	91 6%	111 6%	35 8%l	47 9%il	28 4%	26 6%	34 5%	14 4%	19 6%	81 9%opq	54 5%	67 5%	33 5%	172 6%	29 6%
Mail that has been tampered with	100 3%	13 2%	87 3%	43 7%d	57 2%	55 3%	45 3%	28 6%jklm	18 4%	22 3%	8 2%	15 2%	4 1%	4 1%	46 5%opq	29 3%	24 2%	9 1%	85 3%	15 3%
Didn't allow sufficient time to answer the door	209 6%	38 5%	171 6%	65 11%d	144 5%	90 6%	117 7%	57 13%hijklm	30 6%	38 6%	21 5%	37 6%	17 5%	7 2%	88 9%opq	59 5%	62 5%	25 4%	182 6%	26 5%
Any other problems	20 1%	1 *	20 1%	3 1%	17 1%	10 1%	11 1%	3 1%	3 1%	4 1%	* *	6 1%	4 1%	* *	5 1%	5 *	10 1%	5 1%	16 1%	4 1%
I don't know	110 3%	17 2%	93 4%	13 2%	96 3%	52 3%	57 3%	19 4%	17 3%	15 2%	19 4%	11 2%	18 5%k	10 3%	36 4%	34 3%	40 3%	29 4%	88 3%	22 4%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 66%	607 78%b	1628 62%	271 46%	1964 70%c	1104 68%f	1130 64%	213 47%	285 57%g	465 68%gh	302 65%gh	448 72%gh	275 74%ghj	245 80%ghijk	499 52%	767 67%n	969 75%no	520 77%no	1866 66%	342 65%
NET Any problem experienced	1055 31%	151 19%	905 34%a	306 52%d	749 27%	463 29%	586 33%e	221 49%hijklm	200 40%ijklm	204 30%lm	140 30%lm	161 26%m	79 21%	51 17%	420 44%opq	344 30%pq	291 22%	130 19%	879 31%	165 31%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : Sent via - Royal Mail

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	3347	895	1024	674	754	1919	1428	1944	1361	258	351	800	929	651	2080	269	2868	670	2534	143
Weighted Base	3400	714	1106	785	794	1820	1580	2174	1179	262	350	830	914	646	2094	276	2915	634	2618	148*
Effective Base	2057	432	660	472	495	1091	966	1233	812	163	225	508	563	365	1296	172	1753	416	1553	91
Lost mail	301 9%	76 11%	99 9%	61 8%	65 8%	175 10%	126 8%	225 10%h	74 6%	24 9%	26 7%	74 9%	107 12%	54 8%	206 10%	24 9%	264 9%	69 11%s	226 9%	6 4%
Damaged mail	227 7%	54 8%	74 7%	54 7%	46 6%	128 7%	99 6%	176 8%h	50 4%	24 9%	20 6%	61 7%	71 8%	34 5%	152 7%	24 9%	188 6%	55 9%	160 6%	11 8%
Delayed mail	603 18%	155 22%cd	203 18%	130 17%	116 15%	358 20%f	245 16%	425 20%h	172 15%	42 16%	60 17%	141 17%	192 21%	112 17%	383 19%	44 16%	523 18%	135 21%r	441 17%	27 18%
Mis-delivered mail	202 6%	60 8%d	64 6%	45 6%	34 4%	124 7%	79 5%	154 7%h	45 4%	10 4%	18 5%	68 8%m	64 7%m	25 4%	151 7%m	11 4%	182 6%	58 9%r	130 5%	14 9%
Mail that has been tampered with	100 3%	29 4%	27 2%	24 3%	19 2%	57 3%	43 3%	76 3%	24 2%	7 3%	8 2%	24 3%	41 4%m	13 2%	73 3%	7 2%	89 3%	29 5%r	68 3%	2 2%
Didn't allow sufficient time to answer the door	209 6%	65 9%bcd	54 5%	45 6%	45 6%	119 7%	90 6%	145 7%	62 5%	17 7%	17 5%	59 7%	73 8%m	29 5%	149 7%	17 6%	182 6%	55 9%r	150 6%	4 3%
Any other problems	20 1%	4 1%	6 1%	3 *	7 1%	10 1%	11 1%	11 1%	9 1%	2 1%	1 *	4 *	6 1%	3 *	11 1%	2 1%	16 1%	1 *	16 1%	3 2%q
I don't know	110 3%	18 2%	35 3%	22 3%	36 5%	53 3%	57 4%	51 2%	46 4%g	14 5%	13 4%	20 2%	29 3%	12 2%	62 3%	14 5%	78 3%	20 3%	79 3%	11 7%r
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 66%	427 60%	746 67%a	523 67%a	539 68%a	1173 64%	1062 67%	1371 63%	839 71%g	166 64%	231 66%	530 64%	572 63%	433 67%	1333 64%	179 65%	1912 66%	361 57%	1784 68%q	90 61%
NET Any problem experienced	1055 31%	270 38%bcd	325 29%	241 31%	219 28%	595 33%	460 29%	752 35%h	294 25%	82 31%	106 30%	281 34%	313 34%	201 31%	700 33%	84 30%	924 32%	253 40%r	755 29%	47 32%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : Sent via - Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3347	2203	1144	542	1790	643	516	398	169	206	194	185	202	214	229	196	195	109	534
Weighted Base	3400	2885	515	104	2873	291	156	79	121	369	280	235	301	335	491	452	290	42*	249
Effective Base	2057	1772	287	113	1584	286	280	261	162	196	185	175	191	201	218	187	182	39	246
Lost mail	301 9%	246 9%	55 11%	8 8%	264 9%	21 7%	11 7%	4 6%	8 7%	29 8%	22 8%	26 11%	32 11%	39 12%	37 8%	38 9%	33 11%	2 6%	19 7%
Damaged mail	227 7%	191 7%	37 7%	5 5%	196 7%	15 5%	10 7%	6 8%	6 5%	34 9%n	23 8%	11 5%	28 9%n	20 6%	21 4%	35 8%	17 6%	1 3%	13 5%
Delayed mail	603 18%	512 18%	91 18%	22 21%	515 18%	51 17%	22 14%	15 19%	18 15%	64 17%	47 17%	35 15%	65 21%	70 21%	89 18%	76 17%	53 18%	5 13%	45 18%
Mis-delivered mail	202 6%	187 6%cb	15 3%	3 3%	178 6%f	16 5%	4 2%	4 5%	5 4%	16 4%	19 7%p	11 5%	25 8%p	24 7%p	42 9%p	32 7%p	4 1%	1 3%	15 6%p
Mail that has been tampered with	100 3%	92 3%	8 1%	2 2%	83 3%	11 4%	5 3%	2 2%	3 2%	10 3%	9 3%	6 2%	12 4%	7 2%	11 2%	18 4%	7 2%	*	10 4%
Didn't allow sufficient time to answer the door	209 6%	194 7%b	15 3%	3 3%	186 6%	12 4%	7 4%	4 5%	14 12%iknqr	18 5%	18 6%	8 3%	22 7%	26 8%	22 4%	37 8%	21 7%	1 1%	12 5%
Any other problems	20 1%	17 1%	3 1%	1 1%	15 1%	4 1%	1 *	1 1%	2 2%m	2 1%	1 1%	1 *	1 *	-	2 *	4 1%	2 1%	*	3 1%
I don't know	110 3%	92 3%	18 3%	4 3%	94 3%	8 3%	5 3%	2 3%	3 2%	13 4%	7 4%	10 4%	12 4%	4 1%	18 4%	18 4%	9 3%	1 3%	6 3%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 66%	1882 65%	353 69%	70 67%	1871 65%	198 68%	111 71%d	54 68%	81 67%	238 65%	184 66%	159 68%	192 64%	211 63%	325 66%	289 64%	191 66%	32 77%	166 67%
NET Any problem experienced	1055 31%	911 32%	144 28%	30 29%	908 32%f	85 29%	40 25%	23 29%	37 31%	117 32%	89 32%	66 28%	96 32%	120 36%	149 30%	144 32%	89 31%	8 20%	77 31%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : Sent via - Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	3347	1334	1304	1931	1901	1334	91	470	1304	114	615	1328	1296	374	253	90	2624	343	1701	1262	229	112	34	2963	146	846	2501
Weighted Base	3400	1417	1250	2027	1860	1417	89*	414	1250	117*	528	1290	1364	380	276	85*	2654	361	1692	1276	252	137*	32**	2968	169*	921	2479
Effective Base	2057	839	782	1202	1144	839	58	292	782	75	360	793	811	242	158	52	1603	210	1031	771	153	75	22	1802	96	553	1504
Lost mail	301 9%	106 8%	117 9%	172 8%	182 10%	106 8%	4 5%	18 4%	117 9%	13 11%	38 7%	108 8%	110 8%	43 11%	31 11%	7 8%	217 8%	38 10%	143 8%t	128 10%t	9 4%	15 11%t	3 11%	271 9%t	18 11%t	137 15%z	164 7%
Damaged mail	227 7%	103 7%	70 6%	147 7%	114 6%	103 7%	7 7%	21 5%	70 6%	13 11%j	26 5%	94 7%	77 6%	37 10%ln	12 4%	8 9%	171 6%	20 5%	114 7%	82 6%	14 6%	13 10%	4 12%	197 7%	17 10%	115 13%z	112 5%
Delayed mail	603 18%	254 18%	221 18%	362 18%	329 18%	254 18%	13 15%	63 15%	221 18%	21 18%	75 14%	251 19%	236 17%	64 17%	40 15%	9 11%	487 18%	49 14%	341 20%tux	218 17%tux	28 11%	9 7%	3 10%	560 19%tux	12 7%	249 27%z	354 14%
Mis-delivered mail	202 6%	86 6%	69 5%	126 6%	109 6%	86 6%g	4 5%	7 2%	69 5%	4 3%	27 5%	89 7%q	90 7%q	15 4%	8 3%	* 1%	179 7%	8 2%	117 7%	69 5%	11 4%	6 4%	*	186 6%	6 3%	117 13%z	85 3%
Mail that has been tampered with	100 3%	59 4%bd	22 2%	75 4%bd	38 2%	59 4%	1 1%	9 2%	22 2%	4 3%	9 2%	49 4%	33 2%	11 3%	4 1%	*	82 3%	4 1%	51 3%	34 3%	8 3%	3 2%	-	85 3%	3 2%	68 7%z	31 1%
Didn't allow sufficient time to answer the door	209 6%	95 7%	71 6%	132 7%	108 6%	95 7%	6 7%	22 5%	71 6%	8 7%	25 5%	78 6%	103 8%q	17 4%	11 4%	*	181 7%q	11 3%	104 6%	78 6%	18 7%	8 5%	1 4%	182 6%	9 5%	104 11%z	105 4%
Any other problems	20 1%	11 1%	8 1%	12 1%	9 *	11 1%	2 2%	4 1%	8 1%	-	4 1%	8 1%	5 *	5 1%	3 1%	1 1%	12 *	3 1%	8 *	10 1%	*	*	2 6%	18 1%	2 1%	7 1%	14 1%
I don't know	110 3%	46 3%	46 4%	56 3%	55 3%	46 3%	4 4%	17 4%	46 4%	6 5%	24 5%	34 3%	52 4%	14 4%	8 3%	1 2%	86 3%	10 3%	50 3%	45 4%	8 3%	5 3%	*	95 3%	5 3%	32 3%	78 3%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 66%	925 65%	813 65%	1344 66%	1231 66%	925 65%	53 60%	295 71%	813 65%	78 66%	369 70%	853 66%	879 64%	249 66%	191 69%	61 71%	1732 65%	252 70%	1085 64%	854 67%	179 71%	93 68%	20 62%	1939 65%	113 67%	421 46%	1814 73%y
NET Any problem experienced	1055 31%	446 31%	391 31%	628 31%	574 31%	446 31%g	32 36%	102 25%	391 31%j	33 28%	135 26%	403 31%	433 32%	117 31%	76 28%	23 27%	836 32%	99 28%	557 33%	377 30%	66 26%	40 29%	12 38%	934 31%	52 31%	469 51%z	587 24%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : Sent via - Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3347	216	3106	25	930	2251	166	3228	56	24	29	3308	10
Weighted Base	3400	199	3175	25**	860	2377	163	3256	68*	25**	39**	3349	12**
Effective Base	2057	128	1913	16	546	1409	104	1973	41	15	21	2030	7
Lost mail	301 9%	19 9%	277 9%	5 21%	94 11%e	184 8%	23 14%e	290 9%	5 7%	3 11%	1 4%	298 9%	2 14%
Damaged mail	227 7%	12 6%	214 7%	1 6%	82 10%e	128 5%	17 10%e	207 6%	13 19%gk	4 14%	3 8%	224 7%	- -
Delayed mail	603 18%	44 22%	552 17%	7 27%	186 22%e	386 16%	31 19%	582 18%	13 20%	- -	6 16%	595 18%	2 14%
Mis-delivered mail	202 6%	14 7%	183 6%	6 24%	75 9%e	110 5%	17 11%e	182 6%	17 25%gk	3 11%	1 3%	201 6%	- -
Mail that has been tampered with	100 3%	7 3%	91 3%	2 8%	41 5%e	51 2%	8 5%	94 3%	3 5%	3 11%	- -	100 3%	- -
Didn't allow sufficient time to answer the door	209 6%	18 9%	186 6%	5 18%	79 9%e	118 5%	12 7%	200 6%	6 8%	2 8%	1 3%	208 6%	- -
Any other problems	20 1%	2 1%	18 1%	- -	7 1%	11 *	2 1%	20 1%	- -	- -	- -	20 1%	- -
I don't know	110 3%	3 1%	107 3%	* *	34 4%	65 3%	11 7%e	99 3%	2 2%	1 3%	1 3%	101 3%	8 66%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 66%	116 58%	2105 66%	13 53%	486 56%	1661 70%df	88 54%	2162 66%h	28 42%	14 54%	29 73%	2204 66%h	2 20%
NET Any problem experienced	1055 31%	81 40%b	963 30%	12 46%	341 40%e	651 27%	63 39%e	996 31%	38 56%gk	11 43%	9 24%	1044 31%	2 14%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 299

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : Sent via - Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	3347	822	856	841	828	297	285	240	285	293	278	272	293	276	285	290	253
Weighted Base	3400	821	872	861	846	301	274	246	295	290	287	268	305	287	301	293	252
Effective Base	2057	511	533	516	498	190	171	151	180	182	171	158	185	172	184	165	150
Lost mail	301 9%	72 9%	73 8%	69 8%	87 10%	29 10%	22 8%	21 8%	29 10%	19 7%	25 9%	26 10%	22 7%	21 7%	36 12%	20 7%	31 12%
Damaged mail	227 7%	72 9%b	43 5%	56 7%	56 7%	27 9%i	32 12%hikic	14 6%	12 4%	9 3%	22 7%	13 5%	17 6%	26 9%i	23 8%	16 6%	16 6%
Delayed mail	603 18%	187 23%bcd	138 16%	152 18%	126 15%	84 28%ghijklno	58 21%o	45 18%	50 17%	45 16%	42 15%	36 14%	54 18%	62 22%o	43 14%	35 12%	48 19%
Mis-delivered mail	202 6%	49 6%	36 4%	41 5%	77 9%bc	24 8%j	14 5%	11 4%	17 6%	11 4%	8 3%	10 4%	14 5%	17 6%	23 8%j	19 6%	35 14%fghijklmo
Mail that has been tampered with	100 3%	28 3%b	12 1%	25 3%	35 4%b	9 3%	13 5%i	6 2%	6 2%	3 1%	3 1%	7 3%	9 3%	9 3%	17 6%ij	7 3%	11 4%
Didn't allow sufficient time to answer the door	209 6%	43 5%	42 5%	63 7%	61 7%	21 7%	13 5%	9 4%	11 4%	12 4%	19 7%	25 9%ghi	24 8%	13 5%	23 8%	14 5%	24 9%ghi
Any other problems	20 1%	6 1%	6 1%	4 *	4 *	3 1%	1 *	2 1%	2 1%	4 1%	1 *	2 1%	2 1%	1 *	4 1%	* *	-
I don't know	110 3%	25 3%	33 4%	18 2%	33 4%	7 2%	11 4%	8 3%	3 1%	15 5%h	16 6%hi	8 3%	4 1%	6 2%	11 4%	14 5%h	8 3%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 66%	496 60%	588 67%a	587 68%a	564 67%a	160 53%	171 63%	164 67%e	208 70%e	195 67%e	185 65%e	186 69%e	212 69%e	189 66%e	197 65%e	209 71%e	158 63%
NET Any problem experienced	1055 31%	300 37%bcd	251 29%	256 30%	249 29%	134 45%fghijklmnop	92 34%	74 30%	84 29%	80 28%	86 30%	74 28%	89 29%	93 32%	93 31%	70 24%	85 34%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 301

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : Sent via - Collect +

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	468	42	426	156	312	196	272	70	92	108	72	73	36	17	162	180	126	53	412	50
Weighted Base	464	52*	413	163*	301	212	252	84*	97*	93*	67*	73*	28**	22**	181	160	124*	50*	381	77*
Effective Base	284	35	249	93	192	123	162	48	57	59	41	46	20	14	105	100	80	34	241	41
Lost mail	56 12%	2 4%	54 13%	39 24%d	17 6%	34 16%	22 9%	9 11%	25 28%ijk	13 14%	6 9%	3 4%	-	-	34 19%pq	19 12%pq	3 2%	-	44 12%	11 15%
Damaged mail	43 9%	1 2%	42 10%	26 16%d	17 6%	31 15%f	12 5%	9 11%	12 13%	7 8%	8 12%	5 7%	1 3%	-	22 12%	15 10%	6 5%	1 2%	35 9%	6 7%
Delayed mail	84 18%	4 8%	80 19%	46 28%d	38 13%	51 24%f	33 13%	21 25%k	31 32%ijk	10 11%	11 17%	6 9%	3 11%	1 6%	52 29%opq	21 13%	11 9%	5 9%	72 19%	10 12%
Mis-delivered mail	45 10%	2 4%	43 10%	28 17%d	17 6%	34 16%f	11 4%	18 21%ijk	11 11%	6 7%	5 8%	4 5%	3 3%	-	29 16%pq	12 7%	5 4%	1 2%	39 10%	6 8%
Mail that has been tampered with	27 6%	1 2%	26 6%	19 12%d	8 3%	19 9%f	8 3%	11 13%k	8 8%	6 6%	2 3%	*	-	-	19 11%p	8 5%	*	-	24 6%	4 5%
Didn't allow sufficient time to answer the door	28 6%	2 4%	26 6%	17 10%d	11 4%	17 8%	11 4%	14 16%k	6 6%	4 4%	3 5%	1 2%	-	-	19 11%p	7 5%	1 1%	-	23 6%	5 6%
Any other problems	3 1%	-	3 1%	-	3 1%	-	3 1%	-	1 1%	-	-	2 3%	-	-	1 1%	-	2 2%	-	3 1%	-
I don't know	21 4%	1 2%	19 5%	4 2%	17 6%	9 4%	12 5%	1 1%	6 6%	6 7%	2 2%	1 2%	3 10%	1 6%	7 4%	8 5%	6 5%	4 9%	15 4%	5 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 58%	42 81%b	226 55%	65 40%	203 67%c	98 46%	170 68%e	32 37%	40 41%	54 58%g	47 70%gh	55 75%gh	21 75%	19 87%	72 40%	101 63%n	95 77%no	40 80%n	224 59%	40 52%
NET Any problem experienced	176 38%	9 17%	167 40%a	94 58%d	82 27%	106 50%f	70 28%	52 62%ijk	51 52%ijk	32 35%	18 28%	17 23%	4 15%	1 6%	103 57%opq	51 32%pq	22 18%	6 11%	142 37%	32 41%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : Sent via - Collect +

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500-£17,499 per ye (j)	Income Declared £17,500-£29,999 per ye (k)	Income Declared £30,000-£49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500-£49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	468	135	146	93	94	281	187	341	119	33	52	111	130	117	293	34	418	125	331	12
Weighted Base	464	114*	152*	107*	92*	266	198	358	102*	25**	51*	114*	131*	120*	296	26**	427	107*	347	10**
Effective Base	284	70	94	65	56	164	121	209	73	18	31	69	81	70	181	19	257	66	211	7
Lost mail	56 12%	15 13%	17 11%	11 10%	13 14%	31 12%	24 12%	53 15%h	3 3%	5 18%	14 28%klmn	12 11%	13 10%	11 9%	40 13%	5 18%	51 12%	35 33%r	21 6%	- -
Damaged mail	43 9%	12 11%	19 12%c	3 2%	9 10%	31 12%	12 6%	37 10%	6 6%	3 11%	9 18%k	6 5%	11 8%	14 12%	25 9%	3 10%	39 9%	23 21%r	18 5%	2 21%
Delayed mail	84 18%	33 29%bc	22 14%	7 7%	22 24%c	54 20%	30 15%	71 20%	13 13%	5 18%	15 30%l	23 20%	16 12%	22 18%	54 18%	5 18%	77 18%	43 40%r	40 12%	1 7%
Mis-delivered mail	45 10%	19 17%c	15 10%	5 5%	6 7%	34 13%	11 6%	39 11%	6 6%	3 11%	3 7%	10 8%	18 13%	11 9%	31 10%	3 11%	42 10%	19 18%r	25 7%	1 9%
Mail that has been tampered with	27 6%	13 11%c	10 7%	2 2%	2 2%	23 9%f	4 2%	24 7%	3 3%	1 4%	* 1%	11 10%l	2 2%	12 10%l	13 4%	1 4%	26 6%	14 13%r	14 4%	- -
Didn't allow sufficient time to answer the door	28 6%	12 11%d	8 5%	6 6%	1 1%	21 8%	7 4%	22 6%	6 6%	2 10%	* *	8 7%	12 9%	6 5%	20 7%	2 10%	25 6%	10 9%	17 5%	1 12%
Any other problems	3 1%	- -	2 1%	1 1%	- -	2 1%	1 *	3 1%	- -	- -	- -	- -	2 2%	1 1%	2 1%	- -	3 1%	- -	3 1%	- -
I don't know	21 4%	1 1%	3 2%	7 7%	9 10%ab	4 2%	16 8%e	11 3%	8 8%	3 11%	3 6%	4 4%	9 7%m	* *	16 6%	3 11%	17 4%	4 4%	15 4%	1 12%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 58%	55 48%	92 61%	68 64%	53 58%	147 55%	121 61%	194 54%	71 70%g	13 52%	24 48%	66 58%	70 53%	77 64%	160 54%	13 53%	247 58%	31 29%	231 67%q	6 60%
NET Any problem experienced	176 38%	58 51%cd	57 38%	31 29%	30 32%	115 43%f	61 31%	153 43%h	23 22%	9 37%	23 46%	44 39%	53 40%	43 36%	120 40%	9 37%	163 38%	72 68%r	101 29%	3 28%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : Sent via - Collect +

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	468	289	179	76	234	90	82	62	22	30	20	26	28	30	32	16	30	15	75
Weighted Base	464	383	82*	13**	385	40*	26*	13*	18**	57**	31**	35**	44**	45**	72*	37**	46**	5**	35*
Effective Base	284	235	49	18	212	41	46	38	21	29	19	25	27	28	31	16	29	5	36
Lost mail	56 12%	41 11%	14 18%	3 19%	51 13%	1 4%	2 6%	2 13%	-	4 7%	6 20%	1 4%	10 23%	4 8%	18 25%r	3 8%	5 10%	-	1 4%
Damaged mail	43 9%	35 9%	8 10%	* *	35 9%	3 8%	4 16%	* 4%	2 10%	6 10%	3 11%	1 4%	6 14%	6 12%	7 10%	-	3 7%	2 32%	2 5%
Delayed mail	84 18%	70 18%	14 17%	3 22%	73 19%	5 13%	4 15%	2 17%	2 10%	9 16%	2 6%	1 4%	14 31%	7 16%	23 32%	4 12%	10 22%	* *	5 14%
Mis-delivered mail	45 10%	40 10%	5 6%	* 1%	39 10%	3 7%	3 9%	1 6%	2 11%	4 8%	6 18%	-	5 12%	7 15%	12 16%	2 7%	2 3%	-	3 7%
Mail that has been tampered with	27 6%	26 7%	1 1%	* 3%	23 6%	1 2%	3 12%	* 1%	2 9%	-	-	-	2 5%	2 4%	15 21%r	2 7%	-	-	1 3%
Didn't allow sufficient time to answer the door	28 6%	24 6%	4 5%	* 2%	24 6%	1 3%	2 9%	* 2%	2 10%	4 7%	1 4%	3 8%	6 13%	4 8%	4 5%	-	1 3%	-	1 3%
Any other problems	3 1%	3 1%	-	-	3 1%	-	-	-	-	-	-	1 3%	-	-	2 3%	-	-	-	-
I don't know	21 4%	18 5%	2 3%	* *	19 5%	* *	-	1 7%f	-	4 6%	1 5%	4 12%	1 3%	7 16%	1 2%	-	-	-	* 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 58%	217 57%	51 63%	10 72%	214 56%	27 68%	18 70%	9 67%	11 62%	31 55%	18 59%	24 70%	19 44%	20 44%	27 38%	30 80%	33 72%	3 59%	24 69%n
NET Any problem experienced	176 38%	148 39%	28 34%	4 27%	152 39%	13 32%	8 30%	3 25%	7 38%	22 39%	11 36%	6 18%	23 53%	18 40%	43 60%r	7 20%	13 28%	2 41%	11 31%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : Sent via - Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Unweighted Base	468	188	166	285	263	188	12	38	166	10	46	170	192	48	47	11	362	58	208	191	36	23	9	399	32	193	275
Weighted Base	464	181	174	277	271	181	10**	28**	174	7**	48*	171	193	45**	45**	10**	364	55*	200	188	33**	35**	7**	388	42**	209	256
Effective Base	284	109	107	168	166	109	7	19	107	5	34	102	118	29	28	7	220	35	120	116	22	20	6	236	25	123	162
Lost mail	56 / 12%	26 / 15%	19 / 11%	36 / 13%	29 / 11%	26 / 15%	1 / 7%	1 / 5%	19 / 11%	4 / 58%	1 / 3%	27 / 16%	15 / 8%	5 / 12%	5 / 12%	3 / 35%	42 / 11%	9 / 16%	22 / 11%	29 / 15%	-	5 / 14%	-	51 / 13%	5 / 12%	50 / 24%z	5 / 2%
Damaged mail	43 / 9%	24 / 13%b	7 / 4%	36 / 13%b	19 / 7%	24 / 13%	* / 1%	3 / 9%	7 / 4%	3 / 39%	2 / 5%	15 / 9%	18 / 10%	3 / 8%	5 / 11%	1 / 15%	33 / 9%	6 / 12%	16 / 8%	19 / 10%	2 / 7%	4 / 13%	-	35 / 9%	4 / 10%	39 / 19%z	4 / 1%
Delayed mail	84 / 18%	52 / 29%bd	18 / 10%	66 / 24%bd	31 / 12%	52 / 29%	3 / 32%	6 / 21%	18 / 10%	1 / 17%	7 / 15%	39 / 23%l	21 / 11%	14 / 31%	8 / 18%	1 / 12%	61 / 17%	9 / 17%	31 / 15%	43 / 23%	5 / 16%	2 / 7%	1 / 16%	73 / 19%	4 / 8%	70 / 34%z	14 / 5%
Mis-delivered mail	45 / 10%	21 / 12%	11 / 6%	34 / 12%	24 / 9%	21 / 12%	2 / 16%	2 / 9%	11 / 6%	1 / 17%	2 / 5%	19 / 11%	17 / 9%	5 / 10%	3 / 7%	1 / 12%	36 / 10%	4 / 8%	17 / 8%	24 / 13%	2 / 6%	-	1 / 16%	40 / 10%	1 / 3%	41 / 20%z	4 / 2%
Mail that has been tampered with	27 / 6%	12 / 7%	7 / 4%	21 / 7%	15 / 6%	12 / 7%	-	1 / 4%	7 / 4%	1 / 17%	1 / 3%	12 / 7%	12 / 6%	3 / 7%	*	-	24 / 7%	*	6 / 3%	14 / 8%	5 / 14%	2 / 7%	*	20 / 5%	3 / 6%	27 / 13%z	*
Didn't allow sufficient time to answer the door	28 / 6%	15 / 9%	8 / 4%	19 / 7%	11 / 4%	15 / 9%	-	1 / 3%	8 / 4%	1 / 17%	2 / 5%	12 / 7%	12 / 6%	3 / 6%	1 / 3%	-	24 / 7%	1 / 2%	16 / 8%	10 / 5%	-	3 / 8%	-	25 / 7%	3 / 6%	23 / 11%z	5 / 2%
Any other problems	3 / 1%	3 / 2%	-	3 / 1%	-	3 / 2%	-	-	-	-	-	-	3 / 2%	-	-	-	3 / 1%	-	2 / 1%	1 / 1%	-	-	-	3 / 1%	-	3 / 1%	-
I don't know	21 / 4%	5 / 3%	10 / 6%	9 / 3%	14 / 5%	5 / 3%	2 / 14%	1 / 5%	10 / 6%	-	4 / 9%	8 / 5%	8 / 4%	3 / 7%	1 / 3%	-	16 / 4%	1 / 2%	2 / 1%	10 / 5%	8 / 25%	-	-	12 / 3%	-	8 / 4%	13 / 5%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 / 58%	92 / 51%	119 / 68%ac	140 / 51%	168 / 62%c	92 / 51%	5 / 46%	18 / 65%	119 / 68%	3 / 42%	35 / 73%	100 / 58%	115 / 60%	16 / 36%	32 / 70%	5 / 53%	215 / 59%	37 / 67%	132 / 66%s	91 / 48%	15 / 44%	24 / 69%	6 / 83%	224 / 58%	30 / 71%	59 / 28%	209 / 82%y
NET Any problem experienced	176 / 38%	84 / 47%bd	45 / 26%	128 / 46%bd	89 / 33%	84 / 47%	4 / 40%	8 / 30%	45 / 26%	4 / 58%	9 / 18%	64 / 37%	69 / 36%	26 / 57%	12 / 27%	5 / 47%	133 / 37%	17 / 31%	65 / 33%	87 / 46%r	10 / 31%	11 / 31%	1 / 17%	152 / 39%	12 / 29%	142 / 68%z	34 / 13%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : Sent via - Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	468	36	427	5	150	291	27	445	16	5	1	466	1
Weighted Base	464	27**	431	6**	143*	293	28**	439	18**	7**	***	464	***
Effective Base	284	19	262	3	89	178	18	270	10	3	1	284	1
Lost mail	56 12%	4 13%	50 12%	2 44%	26 18%e	26 9%	4 14%	47 11%	7 36%	2 36%	-	56 12%	- -
Damaged mail	43 9%	1 4%	42 10%	- -	22 15%e	20 7%	1 2%	35 8%	7 40%	* 6%	-	43 9%	- -
Delayed mail	84 18%	5 17%	76 18%	3 56%	44 31%e	38 13%	2 6%	75 17%	9 51%	-	100%	84 18%	- -
Mis-delivered mail	45 10%	3 10%	42 10%	- -	24 17%e	17 6%	4 15%	39 9%	7 37%	-	-	45 10%	- -
Mail that has been tampered with	27 6%	* *	25 6%	2 44%	7 5%	20 7%	- -	24 5%	4 19%	-	-	27 6%	- -
Didn't allow sufficient time to answer the door	28 6%	3 10%	25 6%	- -	13 9%	13 4%	2 7%	25 6%	1 7%	2 30%	-	28 6%	- -
Any other problems	3 1%	- -	3 1%	- -	- -	3 1%	- -	3 1%	-	-	-	3 1%	- -
I don't know	21 4%	1 5%	17 4%	2 30%	7 5%	11 4%	3 11%	21 5%	-	-	-	21 4%	* -
I've experienced no problems in the last 12 months when sending packets and parcels via	268 58%	14 50%	253 59%	1 14%	67 47%	186 64%d	14 52%	266 60%	- -	2 35%	-	268 58%	* 100%
NET Any problem experienced	176 38%	12 44%	161 37%	3 56%	69 48%e	96 33%	10 37%	153 35%	18 100%	4 65%	* 100%	176 38%	- -

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : Sent via - Collect +

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	468	120	106	126	116	45	43	32	35	37	34	40	40	46	45	36	35
Weighted Base	464	132*	115*	114*	104*	60*	40**	32**	40**	31**	44**	39**	35**	40**	38**	34**	32**
Effective Base	284	79	70	73	63	35	24	20	24	21	25	25	26	23	26	17	21
Lost mail	56 12%	18 13%	14 12%	6 5%	18 18%c	6 10%	8 20%	4 11%	4 11%	3 11%	6 14%	2 6%	1 3%	2 6%	11 29%	5 14%	3 8%
Damaged mail	43 9%	11 8%	12 10%	8 7%	12 11%	2 4%	6 16%	2 8%	1 1%	3 10%	9 19%	2 5%	3 7%	3 9%	3 7%	2 5%	7 23%
Delayed mail	84 18%	28 21%	13 11%	17 15%	26 26%b	9 15%	11 27%	8 27%	4 11%	1 3%	8 17%	4 9%	9 26%	4 11%	10 25%	8 25%	8 27%
Mis-delivered mail	45 10%	10 7%	15 13%	10 9%	11 11%	5 9%	1 3%	3 10%	12 30%	-	3 6%	2 5%	5 13%	4 9%	3 8%	4 13%	4 11%
Mail that has been tampered with	27 6%	13 10%b	*	5 5%	9 9%b	3 5%	3 9%	6 19%	-	*	-	-	4 11%	2 4%	5 13%	3 8%	1 5%
Didn't allow sufficient time to answer the door	28 6%	11 8%b	1 1%	9 8%	6 6%	6 9%	5 12%	1 2%	-	1 4%	-	-	7 21%	2 4%	4 9%	*	3 9%
Any other problems	3 1%	-	-	3 3%	-	-	-	-	-	-	-	-	-	3 8%	-	-	-
I don't know	21 4%	6 4%	5 4%	5 4%	5 5%	5 9%	*	-	1 3%	2 6%	1 3%	5 13%	-	-	3 8%	*	2 6%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 58%	70 53%	75 65%	70 62%	53 51%	32 53%	19 49%	19 59%	26 65%	20 66%	28 64%	24 61%	20 56%	27 67%	16 42%	21 61%	16 52%
NET Any problem experienced	176 38%	56 43%	36 31%	39 34%	45 44%	23 38%	20 50%	13 41%	13 31%	9 28%	15 33%	10 26%	15 44%	13 33%	19 50%	13 39%	13 42%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : Sent via - DHL

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	401	63	338	127	274	203	198	82	94	88	46	46	30	15	176	134	91	45	297	100
Weighted Base	450	86*	364	139*	311	223	227	95*	114*	102*	48**	46**	32**	14**	209	149*	92*	45**	306	138*
Effective Base	261	49	212	79	182	121	141	55	61	60	29	29	20	9	116	89	57	28	179	78
Lost mail	30 7%	-	30 8%a	22 16%d	8 2%	17 8%	13 6%	6 6%	8 7%	9 9%	2 5%	5 11%	-	-	14 7%	11 7%	5 5%	-	27 9%s	3 2%
Damaged mail	21 5%	-	21 6%	17 12%d	4 1%	16 7%	6 2%	7 8%	4 4%	4 4%	3 7%	2 5%	* 1%	-	11 5%	7 5%	3 3%	* 1%	18 6%	3 2%
Delayed mail	80 18%	3 4%	76 21%a	35 25%d	44 14%	44 20%	36 16%	19 20%	27 23%	17 16%	5 9%	11 23%	2 7%	* 2%	45 22%	21 14%	13 14%	2 5%	53 17%	27 19%
Mis-delivered mail	54 12%	5 5%	50 14%	38 28%d	16 5%	38 17%f	16 7%	13 13%	17 15%	11 10%	8 17%	4 8%	2 7%	* *	30 14%	19 13%	6 6%	2 5%	41 13%	12 9%
Mail that has been tampered with	28 6%	1 2%	27 7%	16 12%d	12 4%	23 10%f	6 3%	6 6%	10 8%	6 6%	5 10%	2 5%	- *	* *	16 7%	10 7%	2 3%	* *	26 8%s	1 1%
Didn't allow sufficient time to answer the door	41 9%	1 1%	40 11%a	25 18%d	16 5%	24 11%	17 7%	7 8%	15 13%	8 8%	7 16%	* 1%	2 8%	-	22 11%	16 11%	3 3%	2 5%	30 10%	10 7%
Any other problems	2 *	-	2 1%	-	2 1%	* *	2 1%	2 2%	-	-	-	* *	-	-	2 1%	-	* *	-	* *	2 1%
I don't know	23 5%	3 4%	20 5%	3 2%	20 6%	12 5%	10 5%	5 5%	8 7%	3 3%	2 5%	* *	1 4%	2 17%	14 7%	5 4%	4 4%	4 8%	16 5%	7 5%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 60%	75 88%b	193 53%	55 39%	213 69%c	123 55%	145 64%	49 51%	59 52%	61 60%	33 69%	30 65%	26 81%	11 82%	108 51%	94 63%	67 73%n	37 81%	177 58%	87 63%
NET Any problem experienced	159 35%	7 8%	152 42%a	82 59%d	78 25%	89 40%	71 31%	41 43%	47 41%	38 37%	12 26%	16 35%	5 15%	* 2%	88 42%p	50 34%	21 23%	5 11%	113 37%	45 32%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : Sent via - DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	401	140	110	72	79	250	151	287	105	36	41	77	122	98	240	37	348	87	293	21
Weighted Base	450	149*	131*	94*	76*	280	170	354	89*	31**	41**	106*	129*	114*	276	32**	402	97*	328	25**
Effective Base	261	82	76	54	49	158	103	194	66	22	24	57	80	61	160	23	228	52	196	14
Lost mail	30 7%	13 9%	5 4%	7 8%	5 6%	18 6%	12 7%	28 8%	2 2%	1 4%	* 1%	8 8%	7 6%	13 11%	16 6%	1 4%	29 7%	18 19%r	9 3%	3 11%
Damaged mail	21 5%	13 9%	3 2%	2 2%	3 4%	16 6%	5 3%	16 5%	5 5%	1 4%	2 5%	3 3%	9 7%	6 5%	14 5%	1 3%	20 5%	14 15%r	7 2%	- -
Delayed mail	80 18%	35 24%	19 14%	13 13%	13 17%	54 19%	26 15%	67 19%	13 14%	8 25%	10 23%	9 9%	27 21%	25 22%k	45 16%	8 25%	70 18%	23 24%	52 16%	4 18%
Mis-delivered mail	54 12%	36 24%bcd	3 2%	7 8%	9 11%b	39 14%	16 9%	53 15%h	2 2%	3 9%	3 7%	11 11%	17 13%	20 17%	32 11%	3 9%	52 13%	25 26%r	30 9%	- -
Mail that has been tampered with	28 6%	14 9%c	12 9%c	* *	3 4%	26 9%f	3 2%	26 7%	3 3%	1 4%	2 5%	5 5%	7 5%	13 11%	14 5%	1 4%	27 7%	16 16%r	13 4%	- -
Didn't allow sufficient time to answer the door	41 9%	24 16%bc	7 5%	4 5%	6 8%	31 11%	10 6%	36 10%	5 5%	3 10%	4 10%	14 13%	14 11%	6 5%	31 11%	3 10%	38 9%	15 16%	25 8%	* *
Any other problems	2 *	- -	* *	- -	2 2%	* *	2 1%	2 1%	- -	2 6%	- -	- -	- -	* *	- -	2 6%	* *	- -	2 1%	- -
I don't know	23 5%	9 6%	2 1%	7 8%	5 7%	10 4%	12 7%	14 4%	5 6%	3 11%	7 16%	2 2%	2 1%	6 5%	11 4%	4 13%	16 4%	5 5%	18 5%	- -
I've experienced no problems in the last 12 months when sending packets and parcels via	268 60%	65 44%	92 70%a	61 65%a	49 64%a	158 56%	110 65%	197 56%	66 75%g	16 52%	23 55%	69 65%	77 60%	59 52%	169 61%	16 51%	239 59%	43 44%	208 63%q	17 71%
NET Any problem experienced	159 35%	75 50%bcd	37 28%	25 27%	22 29%	112 40%f	47 28%	142 40%h	17 19%	12 37%	12 29%	35 33%	50 39%	50 44%	97 35%	12 36%	147 36%	49 51%r	103 31%	7 29%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : Sent via - DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	401	282	119	45	234	75	54	38	24	21	28	18	28	29	39	27	20	13	62
Weighted Base	450	372	78*	11**	387	38*	18*	8**	17**	37**	40**	23**	42**	47**	83*	67**	31**	6**	33*
Effective Base	261	226	37	10	205	41	31	27	23	20	26	18	26	26	38	26	19	8	34
Lost mail	30 7%	27 7%	3 4%	* 3%	23 6%	2 6%	4 21%de	1 7%	-	4 11%	2 4%	1 4%	5 12%	-	7 9%	4 6%	-	* 5%	2 6%
Damaged mail	21 5%	13 4%	8 11%	2 21%	17 4%	1 4%	3 15%d	*	-	2 4%	-	-	8 20%	3 5%	-	2 4%	2 7%	*	1 4%
Delayed mail	80 18%	62 17%	18 23%	1 7%	67 17%	7 18%	4 25%	1 14%	3 21%	10 27%	1 4%	1 5%	17 40%	9 20%	14 17%	8 12%	3 10%	2 35%	5 15%
Mis-delivered mail	54 12%	42 11%	12 16%	2 22%	49 13%	4 10%	1 6%	1 12%	1 7%	2 6%	1 4%	3 11%	10 25%	5 11%	16 19%	8 12%	2 7%	* 2%	4 11%
Mail that has been tampered with	28 6%	16 4%	12 16%a	3 23%	25 6%	2 6%	1 7%	* 5%	2 11%	-	-	-	7 17%	6 13%	7 9%	-	2 7%	* 2%	2 7%
Didn't allow sufficient time to answer the door	41 9%	31 8%	10 13%	2 21%	33 8%	3 8%	4 20%d	1 18%	1 9%	4 12%	4 11%	-	2 5%	2 5%	7 9%	7 11%	3 11%	1 16%	2 7%
Any other problems	2 *	2 1%	*	-	2 *	* 1%	-	-	-	-	-	-	-	-	2 2%	-	-	-	1 1%
I don't know	23 5%	21 6%	2 2%	-	19 5%	3 8%	-	* 1%	1 4%	-	2 6%	4 17%	-	-	1 2%	7 11%	4 13%	-	3 10%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 60%	226 61%	42 54%	7 65%	232 60%	22 57%	10 58%	4 57%	11 63%	21 56%	29 72%	15 67%	18 43%	28 59%	45 54%	44 67%	21 67%	4 65%	18 56%
NET Any problem experienced	159 35%	126 34%	34 43%	4 35%	135 35%	13 35%	7 42%	3 42%	5 32%	16 44%	9 22%	4 15%	24 57%	20 41%	37 45%	15 23%	6 20%	2 35%	11 35%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 302

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : Sent via - DHL

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	401	211	87	298	174	211	18	50	87	8	31	133	162	46	42	17	295	59	195	148	33	14	10	343	24	202	199
Weighted Base	450	236	91*	344	200	236	14**	39**	91*	9**	25**	158*	185	47**	47**	14**	342	61*	226	160*	36**	20**	9**	385	29**	236	214
Effective Base	261	136	57	195	115	136	10	30	57	6	21	85	112	29	26	10	196	35	127	97	20	11	7	223	17	131	131
Lost mail	30 / 7%	21 / 9%	4 / 4%	26 / 8%	9 / 4%	21 / 9%	- / -	* / 1%	4 / 4%	1 / 13%	1 / 5%	16 / 10%	8 / 5%	3 / 6%	3 / 6%	- / -	24 / 7%	3 / 5%	17 / 8%	9 / 6%	1 / 2%	3 / 14%	- / -	26 / 7%	3 / 10%	25 / 11%z	5 / 2%
Damaged mail	21 / 5%	18 / 8%d	2 / 2%	20 / 6%	3 / 2%	18 / 8%	- / -	3 / 7%	2 / 2%	1 / 13%	2 / 6%	13 / 8%	5 / 3%	2 / 4%	- / -	1 / 9%	18 / 5%	1 / 2%	7 / 3%	10 / 6%	3 / 8%	- / -	1 / 14%	17 / 4%	1 / 4%	20 / 9%z	1 / *
Delayed mail	80 / 18%	48 / 20%b	7 / 8%	68 / 20%b	28 / 14%	48 / 20%	3 / 21%	7 / 17%	7 / 8%	1 / 13%	2 / 8%	36 / 23%q	28 / 15%	12 / 26%	3 / 6%	* / *	64 / 19%q	3 / 5%	43 / 19%	27 / 17%	8 / 22%	2 / 10%	* / 2%	69 / 18%	2 / 8%	61 / 26%z	19 / 9%
Mis-delivered mail	54 / 12%	40 / 17%d	7 / 7%	48 / 14%	15 / 7%	40 / 17%	- / -	1 / 1%	7 / 7%	1 / 13%	1 / 5%	23 / 14%q	24 / 13%	8 / 17%	- / -	* / 1%	47 / 14%q	* / *	26 / 12%	22 / 14%	5 / 15%	* / *	1 / 2%	49 / 13%	* / 1%	49 / 21%z	6 / 3%
Mail that has been tampered with	28 / 6%	20 / 8%	2 / 2%	27 / 8%	9 / 4%	20 / 8%	* / *	1 / 4%	2 / 2%	1 / 13%	1 / 5%	16 / 10%	10 / 5%	2 / 3%	- / -	1 / 9%	26 / 7%	1 / 2%	5 / 2%	17 / 11%r	5 / 14%	- / -	1 / 14%	22 / 6%	1 / 4%	28 / 12%z	* / *
Didn't allow sufficient time to answer the door	41 / 9%	28 / 12%b	2 / 2%	39 / 11%b	12 / 6%	28 / 12%	* / *	2 / 4%	2 / 2%	1 / 13%	1 / 5%	15 / 9%	18 / 10%	6 / 12%	2 / 4%	* / *	33 / 10%	2 / 3%	22 / 10%	16 / 10%	3 / 9%	- / -	- / -	37 / 10%	- / -	39 / 16%z	2 / 1%
Any other problems	2 / *	2 / 1%	* / *	2 / 1%	* / *	2 / 1%	* / 13%	- / -	* / *	- / -	- / -	- / -	* / *	- / -	2 / 4%	- / -	* / *	2 / 3%p	* / *	2 / 1%	- / -	- / -	- / -	2 / 1%	- / -	2 / 1%	* / *
I don't know	23 / 5%	6 / 3%	5 / 6%	15 / 4%	14 / 7%	6 / 3%	1 / 9%	1 / 3%	5 / 6%	1 / 9%	2 / 8%	4 / 2%	11 / 6%	3 / 7%	4 / 9%	1 / 6%	15 / 4%	5 / 8%	7 / 3%	12 / 8%	3 / 7%	1 / 8%	1 / 8%	19 / 5%	1 / 3%	14 / 6%	9 / 4%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 / 60%	132 / 56%	71 / 78%ac	189 / 55%	127 / 64%	132 / 56%	8 / 56%	28 / 72%	71 / 78%	7 / 78%	21 / 83%	91 / 57%	114 / 62%	19 / 40%	33 / 71%	12 / 84%	204 / 60%	45 / 74%	146 / 65%	87 / 55%	13 / 36%	15 / 76%	7 / 76%	233 / 60%	22 / 76%	92 / 39%	176 / 82%y
NET Any problem experienced	159 / 35%	97 / 41%bd	15 / 16%	140 / 41%bd	58 / 29%	97 / 41%	5 / 35%	10 / 25%	15 / 16%	1 / 13%	2 / 9%	64 / 40%q	60 / 32%	25 / 53%	10 / 21%	1 / 11%	123 / 36%q	11 / 18%	73 / 32%	60 / 38%	20 / 56%	5 / 24%	1 / 15%	133 / 35%	6 / 21%	131 / 55%z	29 / 13%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : Sent via - DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	401	38	359	4	116	250	35	376	18	3	2	397	2
Weighted Base	450	43**	402	6**	131*	283	36**	425	20**	1**	***	446	4**
Effective Base	261	21	237	3	69	169	23	246	12	2	2	259	2
Lost mail	30 / 7%	3 / 7%	24 / 6%	3 / 49%	15 / 12%	13 / 5%	2 / 5%	28 / 7%	2 / 8%	-	* / 59%	30 / 7%	-
Damaged mail	21 / 5%	3 / 6%	19 / 5%	-	10 / 7%	9 / 3%	2 / 6%	18 / 4%	3 / 17%	-	-	21 / 5%	-
Delayed mail	80 / 18%	5 / 11%	75 / 19%	-	36 / 28%e	37 / 13%	7 / 19%	71 / 17%	9 / 45%	-	-	80 / 18%	-
Mis-delivered mail	54 / 12%	5 / 11%	48 / 12%	2 / 29%	19 / 15%	26 / 9%	9 / 25%	49 / 12%	5 / 27%	-	-	54 / 12%	-
Mail that has been tampered with	28 / 6%	* / 1%	28 / 7%	-	12 / 9%	14 / 5%	2 / 7%	26 / 6%	3 / 14%	-	-	28 / 6%	-
Didn't allow sufficient time to answer the door	41 / 9%	7 / 17%	31 / 8%	2 / 38%	17 / 13%	18 / 6%	6 / 17%	38 / 9%	2 / 12%	-	41%	41 / 9%	-
Any other problems	2 / *	-	2 / 1%	-	-	* / *	2 / 5%	2 / *	-	-	-	2 / *	-
I don't know	23 / 5%	2 / 5%	20 / 5%	1 / 13%	9 / 7%	13 / 4%	1 / 3%	20 / 5%	-	1 / 55%	-	20 / 5%	2 / 63%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 / 60%	27 / 63%	241 / 60%	-	62 / 47%	194 / 69%d	12 / 33%	264 / 62%	2 / 10%	1 / 45%	-	267 / 60%	1 / 37%
NET Any problem experienced	159 / 35%	14 / 31%	141 / 35%	5 / 87%	60 / 46%e	76 / 27%	23 / 64%	141 / 33%	18 / 90%	-	* / 100%	159 / 36%	-

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : Sent via - DHL

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	401	102	84	111	104	39	36	27	26	27	31	31	39	41	44	30	30
Weighted Base	450	120*	102*	120*	108*	43**	47**	31**	36**	34**	32**	34**	43**	43**	40**	37**	30**
Effective Base	261	68	58	72	63	27	25	16	22	18	19	21	24	27	25	20	18
Lost mail	30 7%	13 10%	3 3%	4 3%	10 9%	2 5%	6 13%	5 15%	2 5%	* 1%	1 3%	1 3%	2 5%	1 2%	3 8%	3 9%	3 12%
Damaged mail	21 5%	6 5%	3 3%	1 1%	11 10%c	-	6 13%	-	2 5%	2 5%	-	*	* 1%	*	9 22%	-	2 8%
Delayed mail	80 18%	27 23%	12 11%	23 20%	17 16%	5 11%	15 31%	8 27%	6 18%	4 12%	1 4%	8 23%	5 12%	11 24%	7 18%	8 20%	2 7%
Mis-delivered mail	54 12%	17 14%	9 8%	17 14%	12 11%	4 10%	6 13%	7 22%	8 21%	-	1 3%	2 7%	5 12%	9 21%	7 17%	3 7%	3 9%
Mail that has been tampered with	26 6%	4 4%	2 2%	8 7%	14 13%ab	1 2%	3 7%	-	2 7%	-	-	-	5 11%	3 7%	8 21%	3 7%	3 10%
Didn't allow sufficient time to answer the door	41 9%	18 15%	5 5%	9 8%	9 8%	1 2%	9 20%	7 23%	4 11%	* 1%	* 1%	2 6%	4 10%	3 7%	5 12%	2 5%	2 8%
Any other problems	2 *	-	-	2 2%	-	-	-	-	-	-	-	-	2 6%	-	-	-	-
I don't know	23 5%	4 3%	7 7%	5 4%	7 7%	-	4 9%	-	2 6%	1 2%	4 12%	2 6%	-	2 6%	3 6%	1 4%	3 11%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 60%	64 54%	73 71%a	66 55%	65 61%	31 72%	21 46%	12 39%	19 53%	29 85%	25 77%	18 55%	26 60%	21 49%	22 54%	22 59%	22 71%
NET Any problem experienced	159 35%	52 43%b	23 22%	50 42%b	35 33%	12 28%	21 45%	19 61%	15 41%	4 13%	4 11%	13 39%	17 40%	20 45%	16 39%	14 37%	5 18%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : Sent via - FedEx

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	286	34	252	109	177	155	130	69	76	70	30	21	11	9	145	100	41	20	213	69
Weighted Base	350	49**	301	136*	214	197	152*	88*	108*	79*	25**	28**	10**	13**	196	104*	50*	23**	243	102*
Effective Base	198	27	171	74	125	102	97	49	55	48	16	18	7	7	103	64	32	14	142	54
Lost mail	38 11%	2 4%	37 12%	23 17%d	16 7%	26 13%	11 7%	12 13%	8 7%	10 13%	5 21%	-	2 20%	2 15%	19 10%	15 15%	4 8%	4 17%	30 12%	9 9%
Damaged mail	48 14%	2 5%	46 15%	27 20%	22 10%	28 14%	20 13%	6 7%	25 23%g	14 18%	4 15%	-	-	-	31 16%p	18 17%p	-	-	34 14%	13 12%
Delayed mail	64 18%	6 13%	58 19%	35 26%d	29 14%	43 22%	20 13%	19 22%	30 28%i	9 11%	6 25%	*	-	-	49 25%p	15 14%p	*	-	47 19%	18 17%
Mis-delivered mail	46 13%	-	46 15%	28 20%d	18 8%	36 18%f	9 6%	12 14%	20 18%	6 8%	6 22%	-	2 20%	-	32 16%	12 11%	4 4%	2 9%	36 15%	10 10%
Mail that has been tampered with	27 8%	1 2%	25 8%	11 8%	15 7%	18 9%	9 6%	10 11%	7 6%	6 8%	2 10%	-	2 20%	-	16 8%	8 8%	2 4%	2 9%	14 6%	10 10%
Didn't allow sufficient time to answer the door	34 10%	1 2%	33 11%	22 16%d	12 6%	21 11%	13 8%	11 12%	17 16%i	3 4%	1 4%	2 7%	-	-	28 14%o	4 4%	2 4%	-	32 13%s	2 2%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 5%	2 3%	16 5%	1 1%	17 8%c	6 3%	11 7%	6 7%	1 1%	4 5%	4 16%	2 7%	* 1%	-	8 4%	8 8%	2 4%	*	12 5%	6 6%
I've experienced no problems in the last 12 months when sending packets and parcels via	172 49%	37 75%	136 45%	49 36%	124 58%c	90 46%	82 54%	34 38%	44 41%	43 54%	10 39%	24 86%	8 79%	11 85%	78 40%	52 50%	42 84%no	19 82%	107 44%	62 61%r
NET Any problem experienced	160 46%	11 22%	150 50%	86 64%d	74 35%	100 51%	59 39%	48 55%	63 58%	32 41%	11 46%	2 7%	2 20%	2 15%	111 57%p	44 42%p	6 12%	4 17%	124 51%s	34 34%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 303

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : Sent via - FedEx

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	286	107	70	49	60	177	109	229	55	33	31	62	77	68	170	33	242	75	198	13
Weighted Base	350	125*	91*	70*	64*	216	134*	297	52*	33**	43**	73*	99*	85*	214	33**	306	86*	249	15**
Effective Base	198	66	53	39	42	118	80	162	37	23	23	42	57	46	122	23	170	48	141	9
Lost mail	38 11%	22 18%	5 6%	3 4%	8 12%	28 13%	11 8%	34 11%	5 9%	2 6%	6 13%	11 15%	13 13%	7 9%	29 14%	2 6%	37 12%	18 21%r	21 8%	-
Damaged mail	48 14%	27 21%	11 12%	5 7%	6 9%	38 18%	10 8%	46 16%	2 4%	2 6%	6 14%	8 11%	16 17%	15 18%	31 14%	2 6%	46 15%	21 25%r	27 11%	-
Delayed mail	64 18%	24 19%	15 16%	19 27%	7 11%	38 18%	26 19%	58 20%	6 11%	5 16%	9 21%	13 18%	24 25%	13 15%	46 22%	5 16%	59 19%	22 26%	40 16%	2 12%
Mis-delivered mail	46 13%	18 14%	4 4%	12 17%	12 20%b	22 10%	24 18%	43 15%	2 5%	5 15%	8 18%	14 19%	9 9%	10 12%	31 14%	5 15%	41 13%	18 20%	28 11%	-
Mail that has been tampered with	27 8%	7 5%	8 9%	4 6%	7 11%	15 7%	12 9%	25 8%	1 3%	3 9%	3 8%	6 8%	8 8%	4 4%	17 8%	3 9%	24 8%	9 11%	17 7%	-
Didn't allow sufficient time to answer the door	34 10%	11 9%	13 14%c	2 2%	8 13%	24 11%	10 7%	31 10%	3 5%	3 8%	9 21%	7 10%	13 13%	2 3%	29 13%m	3 8%	31 10%	9 11%	24 10%	* 2%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 5%	2 2%	3 3%	8 11%a	5 7%	5 2%	12 9%e	14 5%	3 7%	3 10%	3 7%	3 4%	* 5%	4 5%	6 3%	3 10%	10 3%	2 3%	13 5%	2 11%
I've experienced no problems in the last 12 months when sending packets and parcels via	172 49%	62 50%	44 49%	34 49%	32 50%	106 49%	66 49%	134 45%	37 71%g	18 55%	16 36%	34 46%	47 47%	47 55%	96 45%	18 55%	147 48%	31 36%	130 52%	11 75%
NET Any problem experienced	160 46%	61 49%	44 48%	29 41%	27 43%	104 48%	56 42%	149 50%h	11 22%	11 35%	24 56%	36 50%	52 52%	34 40%	112 52%	11 35%	149 49%	53 61%r	106 42%	2 14%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : Sent via - FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	286	214	72	25	177	48	38	23	14	25	13	13	18	24	28	20	22	7	41
Weighted Base	350	291	60**	6**	304	29**	13**	5**	11**	46**	19**	16**	29**	41**	59**	51**	31**	4**	24**
Effective Base	198	173	27	6	159	29	26	16	13	24	12	13	17	22	27	19	21	4	25
Lost mail	38 11%	31 11%	8 13%	2 42%	34 11%	1 5%	2 20%	1 14%	2 14%	2 4%	1 8%	3 16%	8 28%	2 5%	6 10%	7 14%	4 11%	* 3%	1 5%
Damaged mail	48 14%	34 12%	14 24%	* *	43 14%	2 7%	3 22%	* 3%	- -	6 12%	1 7%	1 7%	14 48%	5 12%	4 7%	10 20%	2 7%	1 25%	1 4%
Delayed mail	64 18%	50 17%	14 23%	3 49%	58 19%	2 5%	3 20%	2 42%	3 22%	4 9%	3 17%	3 16%	12 42%	10 23%	9 15%	8 15%	7 22%	* 3%	1 6%
Mis-delivered mail	46 13%	36 12%	10 17%	2 42%	41 13%	1 3%	3 25%	1 18%	1 7%	4 8%	1 7%	4 24%	6 21%	2 4%	10 17%	8 16%	5 15%	- -	1 4%
Mail that has been tampered with	27 8%	24 8%	3 5%	* 3%	25 8%	* 1%	2 13%	* 1%	- -	4 9%	1 7%	1 7%	5 17%	3 6%	3 4%	7 15%	- -	* 3%	* 1%
Didn't allow sufficient time to answer the door	34 10%	24 8%	9 16%	* 4%	29 10%	2 6%	3 21%	- -	1 9%	5 10%	2 8%	2 9%	3 9%	8 20%	5 8%	4 7%	1 4%	* 3%	1 6%
Any other problems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	17 5%	11 4%	7 11%	* 2%	16 5%	1 3%	- -	* 4%	2 14%	3 8%	2 10%	- -	2 6%	2 6%	1 2%	4 8%	- -	- -	1 3%
I've experienced no problems in the last 12 months when sending packets and parcels via	172 49%	154 53%	18 31%	2 42%	143 47%	22 77%	5 43%	2 36%	6 56%	22 48%	7 36%	7 45%	5 18%	18 44%	33 57%	24 48%	19 62%	3 75%	19 77%
NET Any problem experienced	160 46%	126 43%	35 58%	3 55%	144 47%	6 21%	7 57%	3 59%	3 30%	20 44%	10 54%	9 55%	22 76%	21 50%	24 41%	22 44%	12 38%	1 25%	5 20%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 303

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : Sent via - FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	286	162	56	215	109	162	15	23	56	9	19	107	115	28	26	10	222	36	139	113	20	9	4	252	13	177	109
Weighted Base	350	201	67*	263	129*	201	13**	21**	67*	9**	17**	133*	140*	34**	31**	11**	274	42**	173*	138*	21**	12**	6**	310	18**	213	137*
Effective Base	198	112	40	147	75	112	10	15	40	6	12	71	84	20	17	7	154	24	89	85	14	8	4	173	12	120	78
Lost mail	38 / 11%	27 / 13%	5 / 8%	32 / 12%	11 / 8%	27 / 13%	- / -	* / 1%	5 / 8%	2 / 21%	5 / 27%	15 / 11%	17 / 12%	3 / 9%	4 / 13%	- / -	31 / 11%	4 / 9%	15 / 9%	22 / 16%	* / 1%	- / -	- / -	37 / 12%	- / -	35 / 16%z	3 / 3%
Damaged mail	48 / 14%	38 / 19%d	4 / 6%	43 / 16%	9 / 7%	38 / 19%	1 / 7%	- / -	4 / 6%	1 / 13%	2 / 13%	22 / 16%	18 / 13%	7 / 22%	* / *	1 / 13%	39 / 14%	2 / 4%	26 / 15%	21 / 15%	* / 2%	1 / 12%	- / -	46 / 15%	1 / 8%	44 / 21%z	4 / 3%
Delayed mail	64 / 18%	49 / 24%d	7 / 11%	57 / 22%	15 / 12%	49 / 24%	4 / 28%	2 / 10%	7 / 11%	2 / 19%	3 / 20%	28 / 21%	24 / 17%	2 / 5%	9 / 28%	2 / 18%	52 / 19%	11 / 25%	27 / 16%	29 / 21%	8 / 41%	- / -	- / -	56 / 18%	- / -	51 / 24%z	13 / 10%
Mis-delivered mail	46 / 13%	29 / 15%	6 / 8%	39 / 15%	15 / 12%	29 / 15%	2 / 18%	- / -	6 / 8%	1 / 15%	1 / 7%	29 / 21%l	8 / 6%	5 / 14%	3 / 10%	1 / 12%	37 / 13%	4 / 10%	23 / 13%	13 / 10%	8 / 41%	1 / 11%	- / -	36 / 12%	1 / 7%	42 / 20%z	4 / 3%
Mail that has been tampered with	27 / 8%	16 / 8%	1 / 2%	22 / 9%	8 / 6%	16 / 8%	* / 3%	- / -	1 / 2%	1 / 13%	1 / 8%	17 / 13%	7 / 5%	2 / 5%	* / *	- / -	25 / 9%	* / *	10 / 6%	13 / 9%	3 / 13%	1 / 12%	- / -	22 / 7%	1 / 8%	27 / 12%z	- / -
Didn't allow sufficient time to answer the door	34 / 10%	18 / 9%	1 / 2%	30 / 11%	14 / 10%	18 / 9%	2 / 12%	1 / 6%	1 / 2%	1 / 13%	1 / 8%	15 / 11%	10 / 7%	6 / 17%	3 / 10%	* / 1%	25 / 9%	3 / 8%	17 / 10%	15 / 11%	- / -	1 / 10%	- / -	33 / 10%	1 / 7%	28 / 13%z	6 / 4%
Any other problems	- / -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 / 5%	3 / 1%	8 / 12%ac	9 / 4%	15 / 11%ac	3 / 1%	1 / 10%	1 / 6%	8 / 12%	2 / 23%	* / *	5 / 4%	7 / 5%	1 / 4%	4 / 12%	* / 1%	12 / 4%	4 / 9%	5 / 3%	8 / 6%	2 / 9%	2 / 20%	- / -	13 / 4%	2 / 13%	14 / 7%	3 / 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	172 / 49%	94 / 47%	46 / 68%ac	116 / 44%	68 / 52%	94 / 47%	5 / 38%	16 / 77%	46 / 68%	5 / 56%	11 / 65%	59 / 44%	76 / 54%	17 / 49%	15 / 47%	6 / 56%	135 / 49%	21 / 49%	90 / 52%	64 / 46%	9 / 42%	4 / 36%	6 / 100%	153 / 49%	10 / 57%	66 / 31%	106 / 77%y
NET Any problem experienced	160 / 46%	103 / 52%bd	14 / 20%	137 / 52%bd	47 / 37%	103 / 52%	7 / 52%	4 / 17%	14 / 20%	2 / 21%	6 / 35%	70 / 52%	57 / 41%	16 / 46%	13 / 41%	5 / 43%	127 / 46%	18 / 42%	78 / 45%	66 / 48%	10 / 48%	5 / 44%	- / -	144 / 46%	5 / 30%	132 / 62%z	28 / 20%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : Sent via - FedEx

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	286	26	256	4	92	172	22	257	23	5	1	285	-
Weighted Base	350	37**	309	5**	119*	205	26**	319	27**	4**	***	350	-**
Effective Base	198	18	177	4	62	121	16	181	15	3	1	198	-
Lost mail	38 11%	6 15%	31 10%	2 33%	16 14%	21 10%	2 6%	30 10%	8 30%	-	-	38 11%	-
Damaged mail	48 14%	9 24%	38 12%	2 33%	23 19%	23 11%	3 11%	46 14%	2 8%	-	-	48 14%	-
Delayed mail	64 18%	6 16%	58 19%	-	27 22%	35 17%	2 9%	55 17%	7 25%	2 52%	100%	64 18%	-
Mis-delivered mail	46 13%	9 25%	36 12%	* 10%	24 20%e	16 8%	5 21%	34 11%	10 36%	2 45%	-	46 13%	-
Mail that has been tampered with	27 8%	5 13%	22 7%	-	11 9%	14 7%	2 6%	18 6%	9 33%	-	-	27 8%	-
Didn't allow sufficient time to answer the door	34 10%	3 8%	31 10%	-	17 14%	13 7%	3 13%	28 9%	6 21%	* 5%	-	34 10%	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 5%	-	17 6%	-	2 2%	12 6%	3 10%	15 5%	2 8%	-	-	17 5%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	172 49%	14 38%	156 50%	3 57%	44 37%	118 57%d	11 43%	169 53%	3 12%	* 3%	-	172 49%	-
NET Any problem experienced	160 46%	23 62%	135 44%	2 43%	73 61%e	75 37%	12 47%	135 42%	22 80%	4 97%	* 100%	160 46%	-

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : Sent via - FedEx

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	286	75	62	64	85	23	32	20	21	20	21	19	24	21	40	18	27
Weighted Base	350	91*	88*	79*	92*	30**	33**	28**	29**	30**	30**	22**	31**	27**	43**	22**	27**
Effective Base	198	49	47	48	55	18	18	13	16	15	17	14	18	16	25	13	18
Lost mail	38 11%	13 14%	4 4%	6 7%	16 18%b	2 7%	5 15%	6 21%	-	2 7%	2 6%	-	-	6 21%	13 30%	2 8%	2 6%
Damaged mail	48 14%	15 16%	4 5%	10 13%	19 21%b	1 5%	8 23%	6 21%	3 11%	-	1 4%	2 9%	1 4%	7 27%	10 23%	4 17%	5 20%
Delayed mail	64 18%	19 21%	16 18%	8 10%	21 23%	6 19%	4 12%	9 33%	5 19%	9 30%	2 7%	4 18%	1 3%	3 12%	15 35%	2 11%	4 14%
Mis-delivered mail	46 13%	19 21%b	5 5%	6 8%	16 17%	8 27%	4 12%	7 25%	1 5%	3 9%	1 2%	* 2%	2 5%	4 16%	14 32%	-	2 7%
Mail that has been tampered with	27 8%	4 4%	5 6%	3 3%	14 16%c	3 12%	* 1%	-	4 15%	*	1 4%	-	1 5%	1 5%	8 18%	-	7 25%
Didn't allow sufficient time to answer the door	34 10%	4 4%	13 15%	8 10%	9 10%	-	4 12%	-	8 29%	-	5 15%	-	6 20%	2 6%	4 10%	2 9%	3 12%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 5%	2 3%	4 5%	6 7%	5 5%	-	2 7%	-	1 3%	-	4 12%	2 10%	1 5%	2 8%	-	3 13%	2 8%
I've experienced no problems in the last 12 months when sending packets and parcels via	172 49%	41 45%	45 51%	47 59%	39 43%	17 55%	15 46%	10 34%	11 39%	18 60%	16 54%	15 71%	20 66%	11 42%	15 35%	9 42%	15 56%
NET Any problem experienced	160 46%	47 52%	39 44%	27 34%	48 52%	14 45%	15 47%	18 65%	17 59%	12 40%	10 34%	4 19%	9 30%	13 50%	28 65%	10 45%	10 36%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : Sent via - Evri

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	1196	188	1008	283	913	438	758	175	216	278	154	181	119	73	391	432	373	192	1064	122
Weighted Base	1199	236	963	289	910	476	722	174	223	260	164*	190	101*	87*	397	424	378	188	993	187
Effective Base	727	142	585	171	556	270	460	115	131	157	93	116	65	52	245	250	233	117	617	103
Lost mail	137 11%	15 6%	122 13%a	53 18%d	84 9%	47 10%	90 13%	36 20%iklm	32 14%klm	26 10%m	29 17%klm	9 5%	5 5%	1 1%	68 17%pq	55 13%pq	15 4%	6 3%	116 12%	19 10%
Damaged mail	93 8%	9 4%	84 9%	34 12%d	60 7%	47 10%	46 6%	17 10%k	28 13%kl	20 8%	17 10%k	5 2%	4 4%	3 3%	45 11%pq	37 9%p	11 3%	7 4%	76 8%	13 7%
Delayed mail	159 13%	17 7%	142 15%a	54 19%d	105 12%	50 11%	109 15%	39 23%ikl	37 16%k	25 9%	25 15%	15 8%	9 9%	10 11%	76 19%opq	49 12%	33 9%	19 10%	125 13%	31 16%
Mis-delivered mail	64 5%	8 3%	56 6%	20 7%	44 5%	27 6%	37 5%	15 8%k	15 7%	12 5%	11 7%	3 2%	6 6%	2 2%	30 7%p	23 5%	11 3%	8 4%	55 5%	8 4%
Mail that has been tampered with	43 4%	-	43 4%	24 8%d	19 2%	26 5%f	17 2%	18 10%ikl	9 4%k	7 3%	6 4%k	*	-	2 3%	27 7%p	13 3%	3 1%	2 1%	29 3%	14 8%r
Didn't allow sufficient time to answer the door	65 5%	4 2%	61 6%a	19 6%	46 5%	32 7%	33 5%	14 8%	19 8%l	7 3%	10 6%	7 4%	4 4%	4 4%	32 8%	18 4%	15 4%	8 4%	52 5%	10 5%
Any other problems	23 2%	4 2%	19 2%	3 1%	20 2%	4 1%	19 3%	2 1%	-	4 1%	8 5%h	5 2%	4 4%h	*	2 *	12 3%hn	9 2%	4 2%	20 2%	2 1%
I don't know	39 3%	10 4%	29 3%	7 2%	32 4%	14 3%	25 3%	6 3%	2 1%	7 3%	8 5%	13 7%h	3 3%	-	8 2%	15 4%	16 4%	3 2%	36 4%	3 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 65%	182 77%b	592 62%	147 51%	628 69%c	315 66%	460 64%	80 46%	136 61%g	171 66%g	95 58%	143 76%ghj	79 78%ghj	71 81%ghij	216 54%	266 63%	293 78%no	150 80%no	650 65%	117 63%
NET Any problem experienced	385 32%	44 19%	341 35%a	135 47%d	250 28%	148 31%	237 33%	88 51%iklm	85 38%klm	82 32%k	61 37%klm	33 18%	19 19%	17 19%	173 44%opq	143 34%pq	69 18%	36 19%	307 31%	67 36%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : Sent via - Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1196	325	385	238	247	710	485	772	410	83	121	276	332	262	729	85	1043	255	888	53
Weighted Base	1199	278	398	280	241	676	521	809	378	75*	110*	285	325	268	719	76*	1053	222	918	59*
Effective Base	727	167	238	163	159	405	321	466	258	57	73	179	192	150	444	58	629	150	543	36
Lost mail	137 11%	37 13%	44 11%	26 9%	30 12%	81 12%	56 11%	108 13%h	29 8%	4 5%	13 12%	40 14%	34 10%	36 14%	86 12%	4 5%	126 12%	45 20%r	85 9%	7 12%
Damaged mail	93 8%	29 11%	24 6%	22 8%	18 8%	53 8%	40 8%	71 9%	23 6%	4 5%	10 9%	27 9%	22 7%	18 7%	59 8%	4 5%	79 7%	26 12%r	61 7%	7 12%
Delayed mail	159 13%	39 14%	49 12%	43 15%	28 12%	88 13%	71 14%	120 15%	39 10%	12 16%	14 13%	39 14%	48 15%	41 15%	101 14%	12 16%	142 13%	42 19%r	113 12%	4 7%
Mis-delivered mail	64 5%	14 5%	28 7%	13 5%	9 4%	42 6%	22 4%	46 6%	15 4%	3 4%	2 2%	24 8%	16 5%	13 5%	41 6%	3 4%	56 5%	20 9%r	41 4%	4 6%
Mail that has been tampered with	43 4%	17 6%	11 3%	7 3%	7 3%	28 4%	15 3%	34 4%	9 2%	1 2%	4 4%	8 3%	11 3%	11 4%	23 3%	1 2%	35 3%	17 8%r	23 3%	3 5%
Didn't allow sufficient time to answer the door	65 5%	20 7%	22 6%	11 4%	11 5%	42 6%	23 4%	46 6%	16 4%	2 3%	6 5%	15 5%	21 7%	12 5%	42 6%	2 3%	58 5%	13 6%	47 5%	5 9%
Any other problems	23 2%	4 2%	8 2%	8 3%	2 1%	12 2%	10 2%	14 2%	9 2%	*	3 2%	2 1%	10 3%	6 2%	14 2%	*	20 2%	4 2%	15 2%	4 9%r
I don't know	39 3%	7 2%	19 5%	9 3%	4 2%	25 4%	14 3%	27 3%	10 3%	4 5%	1 1%	8 3%	9 3%	7 3%	19 3%	4 5%	32 3%	6 3%	29 3%	4 6%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 65%	164 59%	269 67%	177 63%	163 68%	433 64%	341 65%	491 61%	278 73%g	53 71%	72 66%	172 60%	205 63%	174 65%	449 62%	53 71%	676 64%	116 52%	624 68%q	35 60%
NET Any problem experienced	385 32%	107 39%b	111 28%	93 33%	74 31%	218 32%	167 32%	291 36%h	90 24%	19 25%	36 33%	105 37%	110 34%	87 32%	251 35%	19 25%	345 33%	100 45%r	265 29%	20 34%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : Sent via - Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1196	775	421	161	645	192	225	134	69	95	65	78	60	73	61	81	63	25	167
Weighted Base	1199	1005	194	22*	1030	76*	65	27*	49*	172*	96*	99*	91*	114*	126*	190*	93*	7**	69*
Effective Base	727	623	105	55	569	87	124	81	66	91	61	73	57	68	59	77	60	13	76
Lost mail	137 11%	111 11%	26 13%	2 10%	120 12%	9 11%	6 10%	3 10%	3 6%	29 17%	6 6%	7 8%	10 11%	14 13%	11 9%	27 14%	12 12%	* 5%	8 12%
Damaged mail	93 8%	73 7%	21 11%	3 12%	82 8%	6 7%	5 8%	1 3%	2 4%	13 8%	7 7%	3 4%	3 4%	13 11%	11 9%	20 11%	8 9%	* 4%	5 8%
Delayed mail	159 13%	131 13%	28 15%	2 10%	135 13%	10 13%	10 16%	4 13%	8 16%	22 13%	10 10%	7 7%	19 20%k	23 20%k	15 12%	24 13%	8 9%	* 6%	9 14%
Mis-delivered mail	64 5%	55 5%	10 5%	1 4%	54 5%	4 6%	5 8%g	* 1%	1 2%	14 8%	4 4%	2 2%	3 4%	7 6%	8 6%	11 6%	4 4%	-	4 6%
Mail that has been tampered with	43 4%	37 4%	6 3%	1 3%	38 4%	1 2%	3 4%	* 1%	-	8 5%	3 3%	2 2%	3 3%	5 5%	3 3%	13 7%	2 2%	2%	1 2%
Didn't allow sufficient time to answer the door	65 5%	51 5%	14 7%	1 2%	57 6%	3 5%	4 6%	1 3%	1 1%	16 9%	6 7%	3 3%	3 3%	6 5%	3 3%	13 7%	7 8%	-	3 5%
Any other problems	23 2%	15 1%	8 4%	* 1%	18 2%	4 6%d	1 1%	*	2 3%	8 4%	-	1 1%	3 3%	-	2 2%	2 1%	-	* 2%	4 6%imp
I don't know	39 3%	32 3%	7 3%	*	32 3%	4 5%	2 4%	1 3%	1 3%	4 2%	3 3%	1 1%	1 1%	2 2%	3 2%	14 7%	3 3%	* 5%	3 5%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 65%	655 65%	120 62%	15 66%	669 65%	45 60%	40 62%	20 73%	35 71%	101 59%	65 68%	79 80%imopr	60 66%	67 59%	88 70%	116 61%	59 63%	6 83%	39 57%
NET Any problem experienced	385 32%	317 32%	68 35%	7 32%	329 32%	27 36%	23 35%	6 24%	13 27%	67 39%k	28 30%	19 19%	30 32%	45 40%k	35 28%	60 32%	31 33%	1 13%	26 38%k

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : Sent via - Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	1196	491	439	697	645	491	32	152	439	34	166	412	492	127	120	43	904	163	566	459	96	52	21	1025	73	373	823
Weighted Base	1199	504	440	706	641	504	24**	134*	440	34**	164	416	500	119*	124*	39**	917	163*	584	441	89*	62*	21**	1025	83*	412	787
Effective Base	727	301	269	424	392	301	20	97	269	25	104	250	310	74	71	22	560	93	349	278	56	33	12	626	45	245	482
Lost mail	137 / 11%	56 / 11%	54 / 12%	81 / 11%	78 / 12%	56 / 11%	1 / 5%	8 / 6%	54 / 12%	3 / 8%	13 / 8%	58 / 14%	47 / 9%	16 / 13%	14 / 12%	2 / 5%	105 / 11%	16 / 10%	79 / 13%	43 / 10%	10 / 11%	6 / 10%	-	122 / 12%	6 / 7%	81 / 20%z	56 / 7%
Damaged mail	93 / 8%	52 / 10%bd	17 / 4%	68 / 10%bd	32 / 5%	52 / 10%	1 / 3%	11 / 8%	17 / 4%	3 / 9%	9 / 5%	42 / 10%	31 / 6%	5 / 5%	6 / 5%	8 / 21%	73 / 8%	14 / 9%	51 / 9%	32 / 7%	5 / 5%	3 / 4%	2 / 11%	84 / 8%	5 / 6%	65 / 16%z	28 / 4%
Delayed mail	159 / 13%	75 / 15%	48 / 11%	100 / 14%	73 / 11%	75 / 15%	4 / 16%	14 / 10%	48 / 11%	7 / 19%	14 / 8%	58 / 14%	61 / 12%	16 / 13%	17 / 14%	7 / 18%	119 / 13%	24 / 15%	85 / 15%	59 / 13%	10 / 11%	5 / 8%	* / 1%	144 / 14%	5 / 6%	90 / 22%z	69 / 9%
Mis-delivered mail	64 / 5%	32 / 6%	17 / 4%	38 / 5%	23 / 4%	32 / 6%	1 / 3%	7 / 5%	17 / 4%	1 / 4%	5 / 3%	29 / 7%	23 / 5%	8 / 6%	2 / 2%	3 / 7%	51 / 6%	5 / 3%	35 / 6%	19 / 4%	9 / 10%	2 / 3%	*	54 / 5%	2 / 2%	36 / 9%z	28 / 4%
Mail that has been tampered with	43 / 4%	15 / 3%	11 / 3%	27 / 4%	23 / 4%	15 / 3%	*	3 / 2%	11 / 3%	1 / 3%	5 / 3%	14 / 3%	17 / 3%	5 / 4%	6 / 5%	*	31 / 3%	7 / 4%	9 / 2%	23 / 5%r	4 / 5%	4 / 7%r	-	32 / 3%	4 / 5%	40 / 10%z	3 / *
Didn't allow sufficient time to answer the door	65 / 5%	31 / 6%	21 / 5%	37 / 5%	28 / 4%	31 / 6%	1 / 3%	4 / 3%	21 / 5%	1 / 3%	10 / 6%	30 / 7%	24 / 5%	6 / 5%	3 / 2%	3 / 8%	53 / 6%	6 / 4%	25 / 4%	33 / 7%	4 / 4%	4 / 6%	-	58 / 6%	4 / 4%	30 / 7%	35 / 4%
Any other problems	23 / 2%	11 / 2%	9 / 2%	14 / 2%	11 / 2%	11 / 2%	* / 1%	8 / 6%	9 / 2%	-	1 / *	8 / 2%	12 / 2%	1 / 1%	1 / 1%	-	20 / 2%	1 / 1%	13 / 2%	4 / 1%	2 / 3%	2 / 4%	1 / 3%	17 / 2%	3 / 4%	7 / 2%	16 / 2%
I don't know	39 / 3%	13 / 2%	16 / 4%	23 / 3%	26 / 4%	13 / 2%	* / 1%	4 / 3%	16 / 4%	2 / 6%	6 / 4%	16 / 4%	19 / 4%	1 / 1%	1 / *	3 / 7%	35 / 4%	3 / 2%	19 / 3%	15 / 3%	5 / 5%	-	-	34 / 3%	-	13 / 3%	26 / 3%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 / 65%	304 / 60%	305 / 68%ac	437 / 62%	438 / 68%a	304 / 60%	18 / 74%	91 / 68%	305 / 69%	22 / 65%	123 / 75%	254 / 61%	327 / 65%	80 / 68%	90 / 73%	24 / 61%	580 / 63%	114 / 70%	368 / 63%	286 / 65%	56 / 62%	47 / 77%	18 / 85%	654 / 64%	65 / 79%rw	177 / 43%	598 / 76%y
NET Any problem experienced	385 / 32%	188 / 37%bd	119 / 27%	246 / 35%bd	177 / 28%	188 / 37%	6 / 25%	39 / 29%	119 / 27%	10 / 29%	34 / 21%	147 / 35%	154 / 31%	38 / 32%	33 / 26%	13 / 33%	302 / 33%	46 / 28%	197 / 34%	140 / 32%	29 / 32%	14 / 23%	3 / 15%	337 / 33%	18 / 21%	223 / 54%z	162 / 21%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : Sent via - Evri

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	1196	65	1123	8	342	785	69	1146	33	10	2	1189	5
Weighted Base	1199	50*	1139	10**	308	826	65*	1144	37**	14**	2**	1195	2**
Effective Base	727	33	688	6	196	492	40	695	22	8	1	724	2
Lost mail	137 11%	5 11%	131 12%	1 5%	46 15%	80 10%	11 18%	130 11%	7 19%	- -	- -	137 11%	* 2%
Damaged mail	93 8%	8 16%	85 7%	- -	37 12%e	47 6%	10 15%e	80 7%	7 19%	6 41%	- -	93 8%	- -
Delayed mail	159 13%	5 11%	154 14%	- -	57 18%e	90 11%	13 20%	144 13%	12 32%	3 23%	- -	159 13%	- -
Mis-delivered mail	64 5%	5 10%	59 5%	* 5%	26 9%e	30 4%	8 12%e	61 5%	3 8%	- -	- -	64 5%	- -
Mail that has been tampered with	43 4%	* *	43 4%	- -	15 5%	19 2%	9 14%de	35 3%	8 22%	- -	- -	43 4%	- -
Didn't allow sufficient time to answer the door	65 5%	1 1%	64 6%	- -	18 6%	36 4%	10 16%de	62 5%	3 9%	- -	- -	65 5%	- -
Any other problems	23 2%	- -	23 2%	- -	6 2%	16 2%	* *	23 2%	- -	- -	- -	23 2%	- -
I don't know	39 3%	4 8%	32 3%	3 33%	7 2%	30 4%	2 3%	37 3%	2 4%	3%	* 3%	39 3%	* 5%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 65%	32 64%	737 65%	5 57%	167 54%	576 70%df	32 50%	758 66%	8 22%	33%	2 97%	771 65%	2 93%
NET Any problem experienced	385 32%	14 29%	370 32%	1 10%	134 43%e	221 27%	30 47%e	349 30%	27 74%	9 64%	- -	385 32%	* 2%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : Sent via - Evri

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	1196	274	285	325	312	104	84	86	90	97	98	102	100	123	109	109	94
Weighted Base	1199	302	284	309	304	110*	91*	101*	105*	87*	92*	99*	86*	124*	101*	103*	100*
Effective Base	727	181	173	186	188	69	53	59	59	55	60	56	61	70	66	62	60
Lost mail	137 11%	51 17%d	28 10%	32 11%	27 9%	22 20%ikn	18 20%ikn	10 10%	12 12%	4 5%	11 12%	7 7%	13 16%in	12 10%	5 5%	9 9%	13 13%
Damaged mail	93 8%	26 9%	25 9%	20 6%	21 7%	11 10%ik	8 9%	7 7%	3 3%	6 6%	17 18%hkp	1 1%	7 7%	13 10%k	9 9%	8 8%	5 5%
Delayed mail	159 13%	50 16%c	34 12%	29 9%	46 15%	21 19%ik	14 15%ik	15 15%ik	16 15%ik	3 4%	15 16%ik	3 3%	7 8%	19 15%ik	9 9%	21 20%ik	17 17%ik
Mis-delivered mail	64 5%	15 5%	19 7%	15 5%	16 5%	4 4%	4 5%	6 6%	10 9%	6 7%	3 3%	4 4%	7 8%	5 4%	6 6%	2 2%	7 7%
Mail that has been tampered with	43 4%	12 4%	12 4%	8 3%	10 3%	5 5%	* *	7 7%	7 7%	2 3%	2 3%	4 4%	2 2%	2 2%	1 1%	3 3%	6 6%
Didn't allow sufficient time to answer the door	65 5%	14 5%	13 5%	14 5%	24 8%	4 3%	7 8%	3 3%	6 6%	4 5%	3 3%	4 4%	1 1%	9 7%	6 6%	1 1%	16 16%eghklo
Any other problems	23 2%	13 4%d	4 1%	3 1%	2 1%	5 5%	5 6%	3 3%	1 1%	1 1%	1 2%	-	*	3 2%	*	2 2%	*
I don't know	39 3%	10 3%	8 3%	13 4%	8 3%	2 2%	2 2%	6 6%	2 2%	6 7%	*	6 6%	4 4%	3 3%	3 3%	4 4%	1 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 65%	171 56%	186 66%	216 70%a	202 67%a	56 51%	55 61%	60 59%	65 62%	63 72%e	58 64%	72 72%e	60 70%e	84 68%e	71 71%e	68 66%	63 63%
NET Any problem experienced	385 32%	122 40%c	90 32%	80 26%	94 31%	53 48%iklmno	34 37%	35 34%	38 36%	18 21%	33 36%	21 21%	22 26%	37 29%	27 27%	31 30%	36 36%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : Sent via - DPD

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	523	101	422	147	376	276	247	92	133	120	72	63	25	18	225	192	106	43	434	83
Weighted Base	563	124*	438	169*	393	323	239	96*	161*	133*	70*	64*	24**	14**	257	203	102*	38**	420	133*
Effective Base	331	79	253	95	236	178	155	55	92	78	42	39	16	10	147	120	65	25	259	69
Lost mail	39 7%	6 5%	34 8%	18 11%	21 5%	22 7%	17 7%	7 7%	11 7%	9 7%	8 11%	3 4%	-	2 14%	18 7%	17 8%	5 5%	2 5%	35 8%	4 3%
Damaged mail	48 9%	3 3%	45 10%a	27 16%d	21 5%	36 11%	12 5%	14 14%h	8 5%	13 10%	6 8%	3 5%	3 11%	2 14%	21 8%	18 9%	8 8%	5 12%	35 8%	12 9%
Delayed mail	65 11%	3 3%	61 14%a	42 25%d	22 6%	45 14%	20 8%	8 9%	27 16%k	18 14%k	7 10%	* 1%	4 16%	* 3%	35 14%	25 12%	5 5%	4 11%	47 11%	17 13%
Mis-delivered mail	39 7%	4 3%	35 8%	23 14%d	16 4%	28 9%	11 5%	8 9%	20 13%k	8 6%	2 3%	*	-	*	29 11%p	10 5%	*	*	26 6%	12 9%
Mail that has been tampered with	20 4%	3 2%	18 4%	13 8%d	7 2%	12 4%	9 4%	1 1%	13 8%	3 2%	3 5%	-	-	*	14 5%	6 3%	*	*	18 4%	2 1%
Didn't allow sufficient time to answer the door	34 6%	2 2%	32 7%	17 10%d	16 4%	20 6%	14 6%	5 6%	9 5%	11 8%	5 7%	*	4 15%	*	14 6%	16 8%	4 4%	4 10%	32 8%s	2 1%
Any other problems	6 1%	4 3%	2 1%	1 1%	5 1%	2 1%	4 1%	-	4 2%	-	-	2 4%	-	-	4 1%	-	2 2%	-	6 1%	-
I don't know	14 2%	3 2%	11 2%	5 3%	9 2%	6 2%	8 3%	5 5%	4 3%	4 3%	*	*	-	-	10 4%	4 2%	*	-	14 3%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	386 69%	111 89%b	275 63%	79 46%	307 78%c	217 67%	169 71%	59 62%	106 66%	83 63%	52 74%	55 86%ghi	20 80%	11 83%	165 64%	135 66%	86 84%no	31 81%	284 68%	92 70%
NET Any problem experienced	163 29%	10 8%	153 35%a	85 51%d	78 20%	100 31%	63 26%	31 33%k	51 32%k	46 35%k	18 26%	9 14%	5 20%	2 17%	83 32%p	64 32%p	16 16%	7 19%	122 29%	40 30%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : Sent via - DPD

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	523	173	147	108	95	320	203	384	133	37	52	115	161	117	328	38	462	126	375	22
Weighted Base	563	157*	174	135*	96*	331	232	454	104*	30**	47*	144*	169	128*	360	32**	505	121*	413	28**
Effective Base	331	90	101	78	62	191	140	251	83	23	32	80	103	68	214	24	293	76	240	15*
Lost mail	39 7%	7 5%	10 6%	12 9%	10 11%	17 5%	22 10%	35 8%	5 5%	2 6%	7 14%i	16 11%	7 4%	6 5%	29 8%	2 5%	36 7%	14 12%	22 5%	3 10%
Damaged mail	48 9%	16 10%	17 10%	10 7%	5 5%	33 10%	15 6%	44 10%	4 4%	1 5%	5 11%	14 10%	13 8%	14 11%	32 9%	1 5%	46 9%	22 18%r	24 6%	2 8%
Delayed mail	65 11%	21 14%	14 8%	17 12%	12 13%	35 11%	29 13%	57 13%	7 7%	1 4%	9 20%	23 16%	19 11%	12 9%	51 14%	1 4%	63 12%	31 25%r	32 8%	2 6%
Mis-delivered mail	39 7%	11 7%	14 8%	4 3%	10 10%	24 7%	15 6%	35 8%	4 4%	1 4%	7 14%	12 8%	10 6%	7 6%	28 8%	1 4%	35 7%	21 18%r	15 4%	2 8%
Mail that has been tampered with	20 4%	8 5%	7 4%	2 1%	4 4%	14 4%	6 2%	18 4%	2 2%	2 6%	2 5%	8 6%	6 4%	2 2%	16 5%	2 6%	18 4%	12 10%r	8 2%	-
Didn't allow sufficient time to answer the door	34 6%	15 10%	6 3%	7 5%	6 6%	21 6%	13 6%	30 7%	4 3%	4 12%	5 10%	9 6%	10 6%	6 5%	24 7%	4 11%	30 6%	16 13%r	18 4%	-
Any other problems	6 1%	-	6 3%	-	-	6 2%	-	6 1%	-	-	-	4 2%	-	-	4 1%	-	4 1%	1 1%	2 1%	2 8%
I don't know	14 2%	4 2%	5 3%	4 3%	*	9 3%	5 2%	13 3%	1 1%	* 2%	-	3 2%	3 2%	5 4%	5 2%	* 1%	11 2%	*	13 3%	1 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	386 69%	100 64%	123 71%	97 72%	65 68%	223 68%	162 70%	296 65%	85 82%g	24 81%	29 62%	86 60%	122 72%	88 69%	237 66%	26 82%	342 68%	60 50%	306 74%q	19 68%
NET Any problem experienced	163 29%	53 34%	46 26%	34 25%	31 32%	98 30%	65 28%	146 32%h	17 17%	5 17%	18 38%	55 38%	45 26%	35 27%	118 33%	5 17%	153 30%	61 50%r	94 23%	9 30%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : Sent via - DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	523	360	163	75	286	100	83	54	27	35	37	26	30	34	36	32	29	11	89
Weighted Base	563	484	78*	15**	479	43*	31*	10*	20**	66*	55*	33**	46**	56*	81*	76*	45**	4**	39*
Effective Base	331	287	43	12	255	50	49	35	26	34	34	25	29	32	35	31	28	4	45
Lost mail	39 / 7%	34 / 7%	6 / 7%	* / 3%	36 / 7%	2 / 4%	2 / 5%	* / 3%	2 / 8%	5 / 8%	4 / 6%	4 / 12%	5 / 11%	2 / 3%	5 / 6%	2 / 2%	8 / 17%	* / 4%	1 / 4%
Damaged mail	48 / 9%	42 / 9%	6 / 8%	3 / 17%	42 / 9%	2 / 4%	3 / 9%	1 / 13%	2 / 9%	8 / 12%	1 / 2%	1 / 4%	4 / 10%	4 / 7%	15 / 19%j	3 / 4%	4 / 9%	* / 4%	2 / 4%
Delayed mail	65 / 11%	58 / 12%	6 / 8%	3 / 22%	56 / 12%	3 / 6%	3 / 10%	2 / 24%de	1 / 5%	5 / 8%	5 / 8%	4 / 11%	11 / 24%	7 / 13%	15 / 18%	3 / 4%	7 / 15%	* / 6%	3 / 6%
Mis-delivered mail	39 / 7%	35 / 7%	4 / 5%	* / 2%	34 / 7%	2 / 6%	2 / 6%	* / 2%	3 / 14%	6 / 9%	4 / 7%	- / -	7 / 14%	5 / 8%	7 / 9%	2 / 2%	1 / 2%	* / 4%	2 / 6%
Mail that has been tampered with	20 / 4%	17 / 4%	3 / 4%	3 / 17%	13 / 3%	3 / 7%	3 / 11%d	* / 4%	1 / 4%	3 / 5%	- / -	- / -	3 / 6%	4 / 8%	- / -	- / -	2 / 5%	- / -	3 / 8%no
Didn't allow sufficient time to answer the door	34 / 6%	27 / 6%	7 / 9%	5 / 30%	30 / 6%	1 / 2%	3 / 9%	* / 3%	- / -	9 / 14%j	- / -	3 / 8%	6 / 14%	1 / 2%	2 / 3%	5 / 7%	3 / 7%	- / -	1 / 2%
Any other problems	6 / 1%	6 / 1%	- / -	- / -	5 / 1%	1 / 3%	- / -	- / -	- / -	2 / 4%	- / -	- / -	- / -	- / -	- / -	2 / 3%	- / -	- / -	1 / 3%
I don't know	14 / 2%	13 / 3%	* / 1%	* / 2%	10 / 2%	2 / 4%	1 / 4%	* / 3%	1 / 3%	2 / 4%	1 / 3%	2 / 5%	- / -	- / -	- / -	4 / 5%	- / -	- / -	2 / 4%
I've experienced no problems in the last 12 months when sending packets and parcels via	386 / 69%	326 / 67%	60 / 77%	9 / 56%	325 / 68%	32 / 74%	22 / 71%	6 / 64%	13 / 67%	41 / 63%	40 / 73%	25 / 76%	28 / 61%	42 / 74%	47 / 58%	61 / 80%	27 / 61%	4 / 94%	28 / 72%
NET Any problem experienced	163 / 29%	145 / 30%	18 / 22%	6 / 42%	143 / 30%	9 / 22%	8 / 25%	3 / 33%	6 / 30%	22 / 33%	13 / 24%	6 / 19%	18 / 39%	15 / 26%	34 / 42%o	11 / 15%	17 / 39%	* / 6%	9 / 24%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : Sent via - DPD

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	523	244	142	349	247	244	15	57	142	11	37	188	199	58	56	22	387	78	255	201	35	21	10	456	31	238	285
Weighted Base	563	275	143*	390	258	275	10**	45*	143*	11**	25**	200	237	55*	50*	20**	438	70*	270	221	34**	26**	11**	491	36**	276	286
Effective Base	331	159	88	224	153	159	8	36	88	8	20	116	135	35	32	13	251	45	158	129	20	15	8	287	23	154	177
Lost mail	39 / 7%	25 / 9%	7 / 5%	32 / 8%	14 / 6%	25 / 9%	*	3 / 7%	7 / 5%	2 / 16%	2 / 7%	11 / 6%	18 / 8%	3 / 6%	4 / 7%	3 / 13%	30 / 7%	6 / 9%	21 / 8%	11 / 5%	2 / 6%	2 / 7%	1 / 13%	32 / 7%	3 / 9%	31 / 11%z	8 / 3%
Damaged mail	48 / 9%	29 / 11%	10 / 7%	38 / 10%	19 / 7%	29 / 11%	-	2 / 4%	10 / 7%	1 / 10%	1 / 5%	28 / 14%lnc	12 / 5%	7 / 13%lnc	-	-	41 / 9%q	-	23 / 9%	18 / 8%	5 / 15%	* / 2%	1 / 12%	41 / 8%	2 / 5%	43 / 15%z	5 / 2%
Delayed mail	65 / 11%	35 / 13%	16 / 11%	47 / 12%	27 / 11%	35 / 13%	* / 1%	4 / 9%	16 / 11%	1 / 10%	2 / 6%	32 / 16%	21 / 9%	7 / 13%	2 / 5%	2 / 9%	53 / 12%	4 / 6%	28 / 10%	26 / 12%	6 / 19%	3 / 11%	1 / 12%	54 / 11%	4 / 11%	57 / 21%z	8 / 3%
Mis-delivered mail	39 / 7%	19 / 7%	6 / 4%	31 / 8%	18 / 7%	19 / 7%	-	-	6 / 4%	1 / 10%	1 / 5%	18 / 9%	14 / 6%	5 / 8%	*	2 / 12%	32 / 7%	2 / 3%	17 / 6%	14 / 6%	4 / 12%	4 / 14%	*	31 / 6%	4 / 10%	32 / 11%z	7 / 2%
Mail that has been tampered with	20 / 4%	14 / 5%	1 / 1%	19 / 5%	6 / 2%	14 / 5%	1 / 7%	-	1 / 1%	1 / 10%	1 / 5%	9 / 5%	9 / 4%	2 / 4%	*	-	18 / 4%	*	7 / 3%	9 / 4%	*	4 / 16%	-	16 / 3%	4 / 11%	18 / 7%z	2 / 1%
Didn't allow sufficient time to answer the door	34 / 6%	28 / 10%bd	1 / 1%	32 / 8%bd	5 / 2%	28 / 10%	2 / 23%	2 / 5%	1 / 1%	1 / 10%	1 / 5%	16 / 8%	14 / 6%	2 / 4%	1 / 3%	1 / 3%	30 / 7%	2 / 3%	21 / 8%	12 / 5%	-	-	1 / 12%	33 / 7%	1 / 4%	26 / 10%z	7 / 3%
Any other problems	6 / 1%	4 / 1%	2 / 2%	4 / 1%	2 / 1%	4 / 1%	-	-	2 / 2%	-	-	-	-	4 / 7%klp	-	2 / 12%	-	2 / 3%klp	4 / 1%	2 / 1%	-	-	-	6 / 1%	-	2 / 1%	4 / 1%
I don't know	14 / 2%	6 / 2%	5 / 3%	8 / 2%	7 / 3%	6 / 2%	* / 4%	* / 1%	5 / 3%	-	* / 2%	5 / 2%	6 / 2%	3 / 5%	-	-	11 / 2%	-	7 / 2%	4 / 2%	2 / 6%	1 / 6%	-	10 / 2%	1 / 4%	8 / 3%	6 / 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	386 / 69%	178 / 65%	107 / 75%	254 / 65%	183 / 71%	178 / 65%	7 / 66%	35 / 78%	107 / 75%	9 / 84%	22 / 90%	122 / 61%	177 / 75%km	29 / 54%	43 / 86%kmp	14 / 69%	300 / 68%	57 / 81%km	186 / 69%	155 / 70%	19 / 55%	17 / 66%	9 / 87%	341 / 70%	26 / 72%	136 / 49%	250 / 87%y
NET Any problem experienced	163 / 29%	91 / 33%	31 / 22%	128 / 33%	68 / 26%	91 / 33%	3 / 31%	10 / 22%	31 / 22%	2 / 16%	2 / 9%	73 / 37%lnc	54 / 23%	22 / 41%lnc	7 / 14%	6 / 31%	127 / 29%	13 / 19%	77 / 29%	62 / 28%	13 / 39%	7 / 28%	1 / 13%	140 / 28%	9 / 24%	133 / 48%z	30 / 11%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : Sent via - DPD

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	523	39	479	5	163	329	31	493	21	5	3	519	1
Weighted Base	563	34**	522	6**	159*	365	38**	529	25**	8**	1**	561	1**
Effective Base	331	22	306	3	97	212	21	312	15	3	1	329	1
Lost mail	39 7%	3 8%	34 6%	3 43%	20 13%e	14 4%	5 12%	30 6%	7 27%	2 28%	- -	39 7%	- -
Damaged mail	48 9%	7 19%	41 8%	* 8%	17 11%	28 8%	2 6%	40 8%	5 20%	3 41%	12%	48 9%	- -
Delayed mail	65 11%	8 24%	56 11%	* 8%	29 18%e	31 9%	4 12%	52 10%	10 38%	3 35%	- -	64 11%	1 100%
Mis-delivered mail	39 7%	4 11%	35 7%	- -	20 12%e	19 5%	- -	31 6%	7 29%	- -	- -	39 7%	- -
Mail that has been tampered with	20 4%	2 6%	18 3%	- -	8 5%	12 3%	- -	17 3%	3 13%	- -	- -	20 4%	- -
Didn't allow sufficient time to answer the door	34 6%	5 15%	28 5%	- -	19 12%e	15 4%	- -	30 6%	1 3%	3 35%	- -	34 6%	- -
Any other problems	6 1%	- -	6 1%	- -	1 1%	5 1%	- -	6 1%	- -	- -	- -	6 1%	- -
I don't know	14 2%	* *	12 2%	2 26%	3 2%	8 2%	2 6%	14 3%	* *	- -	7%	14 2%	- -
I've experienced no problems in the last 12 months when sending packets and parcels via	386 69%	21 61%	363 70%	2 24%	82 52%	277 76%d	26 69%	380 72%	3 10%	2 32%	1 81%	385 69%	- -
NET Any problem experienced	163 29%	13 39%	146 28%	3 50%	74 46%e	79 22%	10 25%	135 25%	22 90%	5 68%	* 12%	162 29%	1 100%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : Sent via - DPD

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	523	116	133	135	139	42	43	31	45	51	37	42	46	47	45	46	48
Weighted Base	563	132*	146*	143*	141*	54*	46**	33**	53**	55*	38**	41**	55*	47**	35**	52**	54**
Effective Base	331	77	85	88	81	31	26	20	30	33	22	29	32	28	24	28	30
Lost mail	39 7%	7 5%	7 5%	11 8%	14 10%	5 10%	1 2%	1 2%	* *	5 8%	2 5%	1 4%	8 14%	2 4%	5 15%	5 9%	4 8%
Damaged mail	48 9%	11 8%	4 3%	15 11%b	18 13%b	5 9%	6 13%	- -	2 3%	2 3%	* 1%	2 5%	8 15%	5 11%	6 18%	8 15%	4 8%
Delayed mail	65 11%	16 12%	13 9%	14 10%	22 16%	4 8%	9 20%	3 8%	5 9%	6 10%	2 6%	3 8%	7 13%	3 7%	10 29%	1 3%	11 20%
Mis-delivered mail	39 7%	11 8%	6 4%	9 6%	13 9%	3 6%	6 14%	2 5%	4 8%	-	2 6%	3 7%	3 5%	3 7%	8 22%	-	5 9%
Mail that has been tampered with	20 4%	7 5%	3 2%	4 3%	6 5%	3 5%	2 5%	2 5%	2 4%	* *	1 2%	-	2 4%	2 5%	2 7%	1 1%	3 6%
Didn't allow sufficient time to answer the door	34 6%	7 5%	7 5%	3 2%	17 12%c	-	4 8%	3 9%	3 5%	3 5%	2 5%	* *	3 5%	* 1%	8 23%	2 4%	6 12%
Any other problems	6 1%	-	4 2%	2 2%	-	-	-	-	2 4%	-	1 3%	-	2 4%	-	-	-	-
I don't know	14 2%	2 2%	4 3%	7 5%	1 1%	-	-	2 6%	1 1%	4 7%	-	4 9%	3 5%	-	* *	* *	* 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	386 69%	90 68%	108 74%	99 69%	89 63%	37 68%	30 66%	23 70%	40 77%	39 71%	28 74%	30 72%	33 60%	36 78%	17 48%	36 68%	36 67%
NET Any problem experienced	163 29%	40 31%	34 23%	37 26%	52 37%	17 32%	16 34%	8 24%	11 22%	12 22%	10 26%	8 19%	19 35%	10 22%	18 51%	16 32%	17 32%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : Sent via - Parcelforce

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	776	141	635	173	603	422	353	74	91	146	123	165	105	72	165	269	342	177	704	69
Weighted Base	806	191	615	175*	631	453	352	93*	120*	163*	120*	166*	78*	67*	213	283	310	145*	683	118*
Effective Base	464	106	358	97	368	251	213	49	62	89	74	99	49	45	111	163	192	94	404	59
Lost mail	33 4%	-	33 5%a	21 12%d	12 2%	19 4%	14 4%	11 12%ijklm	10 8%il	2 1%	4 3%	6 3%	-	*	21 10%opq	6 2%	6 2%	*	23 3%	10 8%
Damaged mail	52 6%	1 1%	50 8%a	28 16%d	24 4%	39 9%f	13 4%	10 11%kl	18 15%klm	12 7%	7 6%	4 2%	*	1 2%	28 13%pq	19 7%p	5 2%	1 1%	41 6%	11 9%
Delayed mail	81 10%	7 4%	74 12%a	33 19%d	48 8%	49 11%	32 9%	14 15%l	19 16%kl	23 14%kl	9 8%	9 5%	2 2%	6 9%	33 15%pq	32 11%p	16 5%	8 5%	66 10%	14 12%
Mis-delivered mail	30 4%	3 2%	27 4%	17 10%d	13 2%	18 4%	12 4%	6 6%	6 5%	6 4%	3 3%	4 2%	4 5%	1 1%	12 6%	10 3%	9 3%	5 3%	23 3%	8 6%
Mail that has been tampered with	17 2%	2 1%	15 2%	6 3%	11 2%	11 2%	6 2%	1 1%	7 6%	5 3%	1 1%	2 1%	*	2 3%	8 4%	6 2%	4 1%	2 2%	17 2%	*
Didn't allow sufficient time to answer the door	32 4%	-	32 5%a	12 7%	20 3%	18 4%	14 4%	5 5%	12 10%ijkm	3 2%	9 8%k	2 1%	2 3%	-	16 8%p	12 4%	4 1%	2 2%	25 4%	8 7%
Any other problems	*	-	*	-	*	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
I don't know	33 4%	7 4%	26 4%	5 3%	28 4%	18 4%	15 4%	4 4%	4 3%	5 3%	4 4%	12 7%	5 7%	-	7 4%	9 3%	17 5%	5 4%	32 5%	1 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 74%	171 90%b	427 69%	98 56%	501 79%c	329 73%	268 76%	53 57%	75 63%	116 71%	93 78%g	139 84%ghi	65 83%gh	58 87%gh	128 60%	209 74%n	261 84%no	122 85%no	512 75%	83 70%
NET Any problem experienced	174 22%	12 6%	162 26%a	72 41%d	102 16%	105 23%	69 20%	36 39%jklm	41 34%jklm	42 26%kl	23 19%	15 9%	8 11%	9 13%	77 36%opq	65 23%pq	32 10%	17 12%	139 20%	34 28%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 307

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : Sent via - Parcelforce

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	776	252	226	138	160	478	298	483	278	57	64	193	239	149	496	57	673	167	571	38
Weighted Base	806	222	266	166*	152*	488	318	565	228	50*	70*	204	246	158*	520	50*	706	156*	608	42**
Effective Base	464	125	148	95	97	274	191	304	158	30	41	120	140	86	301	30	404	97	342	26
Lost mail	33 4%	17 8%c	11 4%	-	5 3%	28 6%f	5 2%	30 5%h	3 1%	2 3%	4 5%	11 5%	8 3%	9 6%	22 4%	2 3%	31 4%	13 8%r	20 3%	-
Damaged mail	52 6%	25 11%c	14 5%	5 3%	8 5%	39 8%	13 4%	48 8%h	4 2%	3 5%	1 2%	12 6%	22 9%	11 7%	35 7%	3 5%	46 7%	24 16%r	25 4%	3 7%
Delayed mail	81 10%	29 13%b	16 6%	18 11%	17 11%	45 9%	36 11%	64 11%	16 7%	3 7%	5 7%	31 15%	22 9%	18 11%	57 11%	3 7%	75 11%	34 22%r	42 7%	6 14%
Mis-delivered mail	30 4%	11 5%	5 2%	3 2%	11 7%b	16 3%	14 4%	24 4%	6 3%	7 13%kln	4 6%	5 2%	7 3%	7 4%	16 3%	7 13%p	23 3%	12 8%r	17 3%	2 4%
Mail that has been tampered with	17 2%	9 4%	4 2%	*	4 2%	13 3%	4 1%	15 3%	2 1%	2 5%	5 6%l	3 1%	3 1%	5 3%	10 2%	2 5%	15 2%	4 2%	14 2%	-
Didn't allow sufficient time to answer the door	32 4%	13 6%	8 3%	6 3%	6 4%	20 4%	12 4%	27 5%	5 2%	2 3%	6 9%	10 5%	8 3%	3 2%	25 5%	2 3%	28 4%	14 9%r	16 3%	3 7%
Any other problems	* *	-	*	-	-	*	-	*	-	-	-	-	*	-	*	-	*	-	*	-
I don't know	33 4%	8 4%	20 7%c	*	5 3%	28 6%f	5 2%	18 3%	13 6%	1 3%	3 4%	9 4%	5 2%	10 6%	16 3%	1 3%	30 4%	9 6%	25 4%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	599 74%	145 65%	203 76%a	138 83%a	113 74%	348 71%	251 79%	401 71%	189 83%g	38 75%	52 74%	145 71%	186 75%	113 71%	383 74%	38 75%	518 73%	86 55%	481 79%q	31 75%
NET Any problem experienced	174 22%	69 31%bc	43 16%	28 17%	34 22%	112 23%	62 19%	146 26%h	26 12%	11 22%	15 22%	51 25%	55 22%	36 23%	121 23%	11 22%	157 22%	61 39%r	102 17%	11 25%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : Sent via - Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Rural (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	776	487	289	124	411	141	128	96	47	43	35	35	43	57	50	57	44	26	115
Weighted Base	806	658	147*	32**	681	68*	40*	17*	34*	81*	52*	45*	70*	88*	113*	134*	64*	10**	58*
Effective Base	464	387	78	21	357	63	70	62	45	40	32	34	39	53	48	54	41	11	53
Lost mail	33 / 4%	29 / 4%	4 / 3%	1 / 3%	28 / 4%	2 / 4%	2 / 5%	1 / 5%	1 / 2%	2 / 2%	-	-	8 / 11%o	2 / 2%	10 / 8%	2 / 2%	4 / 6%	* / 1%	2 / 4%
Damaged mail	52 / 6%	40 / 6%	12 / 8%	1 / 3%	46 / 7%	3 / 5%	2 / 5%	* / 3%	2 / 5%	2 / 3%	-	3 / 6%	8 / 11%p	5 / 6%	21 / 19%ijopr	5 / 4%	-	1 / 10%	3 / 4%
Delayed mail	81 / 10%	69 / 10%	12 / 8%	3 / 9%	70 / 10%	4 / 6%	6 / 15%	2 / 9%	3 / 10%	6 / 8%	4 / 7%	5 / 11%	9 / 13%	13 / 15%	17 / 15%	8 / 6%	5 / 7%	* / 3%	4 / 7%
Mis-delivered mail	30 / 4%	21 / 3%	9 / 6%	5 / 14%	26 / 4%	1 / 2%	3 / 7%	* / 2%	-	2 / 3%	1 / 3%	1 / 2%	12 / 17%hikmnor	3 / 3%	2 / 2%	-	4 / 6%o	-	1 / 2%
Mail that has been tampered with	17 / 2%	12 / 2%	5 / 4%	1 / 3%	12 / 2%	2 / 4%	2 / 5%	1 / 5%	-	-	-	3 / 6%	1 / 2%	2 / 2%	2 / 2%	4 / 3%	-	1 / 10%	2 / 3%
Didn't allow sufficient time to answer the door	32 / 4%	28 / 4%	4 / 3%	* / *	29 / 4%	2 / 3%	2 / 4%	-	1 / 3%	4 / 5%	2 / 3%	-	7 / 9%	1 / 1%	3 / 3%	9 / 7%	2 / 4%	1 / 1%	2 / 3%
Any other problems	* / *	-	* / *	* / *	-	-	* / *	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	33 / 4%	30 / 5%	3 / 2%	* / *	26 / 4%	5 / 7%	3 / 7%	* / 1%	2 / 4%	5 / 7%	2 / 3%	-	2 / 3%	1 / 2%	7 / 7%	5 / 4%	1 / 2%	2 / 17%	3 / 6%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 / 74%	487 / 74%	111 / 75%	24 / 74%	504 / 74%	52 / 77%	29 / 74%	14 / 80%	28 / 82%ln	61 / 76%	44 / 84%ln	36 / 80%l	39 / 55%	64 / 73%	70 / 62%	110 / 82%ln	52 / 81%l	7 / 71%	45 / 77%l
NET Any problem experienced	174 / 22%	141 / 21%	33 / 22%	8 / 25%	152 / 22%	11 / 16%	8 / 20%	3 / 19%	5 / 14%	14 / 18%	7 / 13%	9 / 20%	29 / 41%hijopr	23 / 26%	36 / 31%o	19 / 14%	11 / 17%	1 / 11%	10 / 17%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : Sent via - Parcelforce

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	776	341	266	488	413	341	21	115	266	20	112	322	285	81	64	23	607	87	400	295	42	25	14	695	39	248	528
Weighted Base	806	370	243	538	411	370	16**	93*	243	18**	85*	302	315	89*	76*	23**	618	99*	393	322	41**	35**	15**	715	50**	273	533
Effective Base	464	214	151	302	238	214	11	71	151	12	60	177	181	51	42	14	358	55	229	180	28	20	9	409	29	157	308
Lost mail	33 / 4%	14 / 4%	10 / 4%	19 / 4%	15 / 4%	14 / 4%	-	1 / 1%	10 / 4%	2 / 10%	2 / 2%	9 / 3%	18 / 6%	3 / 3%	3 / 4%	* / 1%	27 / 4%	3 / 3%	14 / 4%	16 / 5%	2 / 5%	-	* / 1%	31 / 4%	* / *	26 / 10%	7 / 1%
Damaged mail	52 / 6%	30 / 8%	13 / 5%	39 / 7%	22 / 5%	30 / 8%	* / *	3 / 3%	13 / 5%	1 / 6%	1 / 1%	28 / 9%	18 / 6%	4 / 5%	1 / 1%	1 / 6%	45 / 7%	2 / 2%	21 / 5%	26 / 8%	3 / 8%	-	2 / 15%	46 / 6%	2 / 4%	45 / 17%	7 / 1%
Delayed mail	81 / 10%	41 / 11%	20 / 8%	58 / 11%	38 / 9%	41 / 11%	2 / 14%	7 / 7%	20 / 8%	1 / 6%	5 / 6%	28 / 9%	37 / 12%	6 / 7%	8 / 11%	2 / 9%	65 / 10%	10 / 10%	40 / 10%	32 / 10%	6 / 16%	* / 1%	2 / 15%	72 / 10%	2 / 5%	55 / 20%	26 / 5%
Mis-delivered mail	30 / 4%	15 / 4%	5 / 2%	25 / 5%	15 / 4%	15 / 4%	2 / 10%	1 / 1%	5 / 2%	1 / 6%	1 / 1%	9 / 3%	15 / 5%	4 / 5%	2 / 2%	-	24 / 4%	2 / 2%	10 / 2%	17 / 5%	2 / 5%	2 / 4%	* / 1%	26 / 4%	2 / 3%	23 / 9%	7 / 1%
Mail that has been tampered with	17 / 2%	9 / 2%	4 / 2%	13 / 2%	8 / 2%	9 / 2%	1 / 7%	* / 1%	4 / 2%	1 / 6%	2 / 2%	5 / 2%	6 / 2%	4 / 5%	2 / 2%	* / *	11 / 2%	2 / 2%	12 / 3%	5 / 1%	-	* / 1%	-	17 / 2%	* / 1%	15 / 6%	2 / *
Didn't allow sufficient time to answer the door	32 / 4%	14 / 4%	6 / 2%	27 / 5%	18 / 4%	14 / 4%	* / *	1 / 1%	6 / 2%	1 / 6%	4 / 5%	19 / 6%	7 / 2%	6 / 7%	* / *	-	26 / 4%	* / *	13 / 3%	18 / 6%	-	2 / 6%	-	30 / 4%	2 / 4%	30 / 11%	2 / *
Any other problems	* / *	-	* / *	-	* / *	-	-	-	* / *	-	-	-	* / *	-	-	-	* / *	-	-	-	-	-	* / *	-	-	* / *	* / *
I don't know	33 / 4%	17 / 5%	11 / 5%	19 / 4%	13 / 3%	17 / 5%	1 / 8%	7 / 7%	11 / 5%	* / *	5 / 6%	15 / 5%	11 / 4%	6 / 7%	1 / 1%	-	26 / 4%	1 / 1%	10 / 3%	20 / 6%	2 / 5%	-	1 / 8%	30 / 4%	1 / 2%	8 / 3%	25 / 5%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 / 74%	268 / 72%	191 / 79%	390 / 72%	313 / 76%	268 / 72%	11 / 68%	76 / 82%	191 / 79%	16 / 90%	72 / 85%	220 / 73%	235 / 74%	59 / 67%	65 / 85%m	19 / 84%	455 / 74%	84 / 85%m	309 / 79%s	223 / 69%	26 / 65%	31 / 88%	10 / 67%	531 / 74%	41 / 82%	134 / 49%	464 / 87%y
NET Any problem experienced	174 / 22%	85 / 23%	40 / 17%	129 / 24%	84 / 21%	85 / 23%g	4 / 24%	10 / 11%	40 / 17%	2 / 10%	8 / 9%	67 / 22%	69 / 22%	24 / 26%	10 / 13%	4 / 16%	137 / 22%	14 / 14%	74 / 19%	80 / 25%	12 / 29%	4 / 12%	4 / 25%	154 / 22%	8 / 16%	131 / 48%z	43 / 8%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : Sent via - Parcelforce

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			Disability			Internet access					
Unweighted Base	776	56	714	6	236	496	44	743	22	8	2	773	1
Weighted Base	806	54*	745	8**	237	528	41**	765	26**	9**	3**	800	2**
Effective Base	464	31	430	4	140	299	26	441	16	6	2	462	1
Lost mail	33 / 4%	* / *	30 / 4%	2 / 33%	10 / 4%	21 / 4%	1 / 3%	27 / 4%	4 / 14%	2 / 23%	-	33 / 4%	-
Damaged mail	52 / 6%	4 / 7%	46 / 6%	2 / 33%	23 / 10%e	24 / 5%	4 / 10%	46 / 6%	6 / 22%	-	-	52 / 6%	-
Delayed mail	81 / 10%	9 / 16%	67 / 9%	6 / 75%	38 / 16%e	40 / 8%	4 / 9%	69 / 9%	12 / 44%	1 / 7%	-	81 / 10%	-
Mis-delivered mail	30 / 4%	* / 1%	29 / 4%	* / 7%	13 / 6%	13 / 2%	4 / 11%	24 / 3%	5 / 20%	2 / 17%	-	30 / 4%	-
Mail that has been tampered with	17 / 2%	* / *	17 / 2%	-	10 / 4%	7 / 1%	-	16 / 2%	* / 2%	* / 2%	-	17 / 2%	-
Didn't allow sufficient time to answer the door	32 / 4%	1 / 3%	31 / 4%	-	14 / 6%	14 / 3%	5 / 11%	29 / 4%	4 / 14%	-	-	32 / 4%	-
Any other problems	* / *	-	* / *	-	* / *	-	-	* / *	-	-	-	* / *	-
I don't know	33 / 4%	3 / 5%	30 / 4%	-	13 / 5%	18 / 3%	3 / 7%	28 / 4%	2 / 6%	1 / 12%	-	31 / 4%	2 / 100%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 / 74%	42 / 78%	555 / 75%	2 / 25%	148 / 62%	427 / 81%d	24 / 57%	587 / 77%	4 / 17%	4 / 41%	3 / 100%	595 / 74%	-
NET Any problem experienced	174 / 22%	9 / 17%	159 / 21%	6 / 75%	76 / 32%e	83 / 16%	15 / 36%	150 / 20%	20 / 77%	4 / 46%	-	174 / 22%	-

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : Sent via - Parcelforce

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	776	195	172	207	202	53	75	67	53	59	60	60	66	81	76	54	72
Weighted Base	806	200	186	196	224	56*	71*	73*	58*	66*	62*	47*	65*	84*	75*	72*	76*
Effective Base	464	115	110	116	123	32	42	42	35	37	39	33	34	50	46	36	43
Lost mail	33 / 4%	15 / 8%c	4 / 2%	4 / 2%	10 / 4%	5 / 8%	2 / 3%	8 / 11%l	* /	3 / 5%	1 / 1%	1 / 1%	* /	3 / 4%	3 / 4%	4 / 5%	3 / 4%
Damaged mail	52 / 6%	19 / 10%c	10 / 5%	4 / 2%	19 / 8%c	5 / 9%	9 / 13%ikm	5 / 7%	6 / 10%	* / 1%	4 / 6%	* /	3 / 4%	2 / 2%	8 / 11%	3 / 4%	8 / 10%
Delayed mail	81 / 10%	29 / 14%	18 / 10%	15 / 8%	20 / 9%	9 / 15%ikl	10 / 14%il	10 / 14%il	7 / 12%l	* /	10 / 17%ikl	* /	1 / 1%	14 / 16%ikl	6 / 8%	8 / 10%	6 / 8%
Mis-delivered mail	30 / 4%	7 / 4%	5 / 3%	11 / 6%	6 / 3%	4 / 7%	1 / 2%	2 / 3%	-	1 / 1%	4 / 7%	2 / 4%	6 / 9%	4 / 4%	5 / 6%	-	2 / 2%
Mail that has been tampered with	17 / 2%	5 / 2%	5 / 2%	2 / 1%	5 / 2%	-	4 / 6%	* / 1%	3 / 5%	-	2 / 3%	* / 1%	-	2 / 2%	1 / 1%	* / 1%	4 / 5%
Didn't allow sufficient time to answer the door	32 / 4%	10 / 5%	5 / 3%	4 / 2%	14 / 6%	1 / 2%	7 / 10%	3 / 3%	3 / 5%	* /	2 / 3%	1 / 3%	* / 1%	2 / 2%	5 / 6%	1 / 2%	8 / 10%
Any other problems	* / *	* /	* /	-	-	-	* /	-	-	-	-	-	-	-	-	-	-
I don't know	33 / 4%	8 / 4%	2 / 1%	13 / 7%b	10 / 4%	3 / 6%	5 / 7%	1 / 1%	* /	2 / 2%	* /	5 / 11%ghjmo	8 / 12%gjmo	-	7 / 9%m	-	3 / 4%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 / 74%	136 / 68%	145 / 78%	150 / 76%	168 / 75%	36 / 65%	43 / 61%	57 / 77%	45 / 76%	59 / 90%efjn	41 / 67%	38 / 80%	48 / 74%	64 / 75%	50 / 67%	61 / 85%f	57 / 74%
NET Any problem experienced	174 / 22%	56 / 28%	38 / 21%	34 / 17%	46 / 21%	17 / 30%ik	23 / 33%ik	16 / 22%	14 / 23%	5 / 7%	20 / 33%ik	4 / 8%	9 / 14%	21 / 28%i	18 / 24%i	11 / 15%	17 / 22%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : Sent via - TNT

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	179	17	162	82	97	119	60	39	49	41	22	17	6	5	88	63	28	11	144	32
Weighted Base	208	18**	191	92*	116*	135*	73*	46**	61*	49**	18**	26**	6**	3**	107*	67*	34**	8**	154*	51**
Effective Base	121	12	109	53	68	76	45	27	35	26	12	14	4	3	62	38	20	7	92	28
Lost mail	27 13%	2 13%	25 13%	20 22%d	7 6%	20 15%	7 9%	8 18%	12 20%	4 8%	2 13%	* 1%	-	-	21 19%	6 10%	* *	-	20 13%	7 14%
Damaged mail	26 12%	1 8%	25 13%	15 16%	11 9%	20 15%	6 8%	4 8%	11 19%	7 15%	3 16%	-	-	1 24%	15 14%	10 15%	1 2%	1 7%	19 12%	6 12%
Delayed mail	46 22%	1 7%	45 24%	30 32%d	17 15%	34 25%	12 17%	14 31%	16 27%	9 18%	3 15%	4 15%	-	1 24%	30 28%	12 17%	5 13%	1 7%	41 26%	6 11%
Mis-delivered mail	31 15%	1 7%	30 16%	22 23%d	10 8%	22 16%	9 13%	9 21%	11 17%	6 13%	2 10%	2 9%	-	1 22%	20 19%	8 12%	3 9%	1 7%	22 14%	9 18%
Mail that has been tampered with	18 8%	1 8%	16 8%	13 14%d	5 4%	15 11%	3 4%	8 18%	6 10%	* *	2 13%	* 1%	-	1 24%	14 13%	3 4%	1 2%	1 7%	10 6%	6 12%
Didn't allow sufficient time to answer the door	28 13%	-	28 15%	15 16%	13 11%	21 16%	7 9%	6 13%	5 8%	5 11%	6 31%	5 20%	-	1 24%	11 11%	11 16%	6 17%	1 7%	22 15%	5 11%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 2%	-	5 3%	1 1%	4 3%	* *	5 7%e	2 5%	* 1%	3 5%	-	-	-	-	3 2%	3 4%	-	-	4 3%	1 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	89 43%	14 79%	75 39%	20 22%	69 59%c	54 40%	35 48%	12 26%	22 35%	20 41%	8 45%	19 74%	6 100%	2 76%	34 31%	28 42%	27 78%	8 93%	64 41%	23 46%
NET Any problem experienced	114 55%	4 21%	111 58%	71 77%d	44 37%	81 60%	33 46%	32 69%	39 64%	26 54%	10 55%	7 26%	-	1 24%	71 66%	36 54%	7 22%	1 7%	87 56%	26 52%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : Sent via - TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	179	75	47	26	31	122	57	148	26	13	16	54	51	35	121	13	158	61	113	5
Weighted Base	208	71*	62*	39**	36**	133*	75*	183	24**	14**	18**	67*	60*	42**	145*	14**	190	64*	140*	5**
Effective Base	121	42	34	23	23	75	46	102	18	10	10	40	35	22	85	10	108	38	80	3
Lost mail	27 13%	10 14%	9 14%	6 16%	2 6%	19 14%	8 11%	22 12%	5 20%	1 9%	2 13%	7 11%	11 18%	5 13%	21 14%	1 9%	26 14%	15 23%r	13 9%	-
Damaged mail	26 12%	9 13%	5 8%	6 15%	6 17%	14 11%	12 16%	19 11%	7 29%	5 35%	4 21%	8 11%	8 13%	2 4%	19 13%	5 35%	21 11%	18 28%r	8 6%	-
Delayed mail	46 22%	28 40%b	5 9%	6 16%	6 18%	34 25%	13 17%	42 23%	4 17%	2 18%	5 29%	9 13%	15 25%	15 35%	29 20%	2 18%	44 23%	25 39%r	21 15%	-
Mis-delivered mail	31 15%	15 21%	5 8%	5 12%	7 18%	20 15%	11 15%	30 16%	2 7%	3 19%	4 22%	9 13%	12 20%	4 10%	25 17%	3 19%	29 15%	16 25%r	15 11%	4 -
Mail that has been tampered with	18 8%	5 7%	4 7%	5 12%	3 9%	10 7%	8 11%	16 9%	2 7%	1 8%	2 11%	2 2%	12 20%k	1 3%	15 11%	1 8%	16 9%	8 12%	10 7%	-
Didn't allow sufficient time to answer the door	28 13%	10 15%	7 12%	4 10%	6 18%	18 13%	10 13%	26 14%	2 7%	2 13%	4 22%	7 10%	6 10%	9 22%	17 12%	2 13%	26 14%	11 17%	14 10%	3 55%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 2%	* *	* 1%	3 8%	1 3%	1 *	4 6%	5 3%	-	1 9%	-	2 2%	-	*	2 1%	1 9%	2 1%	-	5 4%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	89 43%	21 29%	35 57%a	15 38%	18 49%	56 42%	33 44%	72 40%	15 61%	5 41%	6 30%	31 47%	23 38%	18 44%	59 41%	5 41%	81 42%	10 16%	76 54%q	2 45%
NET Any problem experienced	114 55%	50 71%b	26 42%	21 53%	17 47%	76 57%	38 50%	105 58%	9 39%	7 50%	13 70%	34 51%	38 62%	23 56%	84 58%	7 50%	108 57%	53 84%r	58 42%	3 55%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : Sent via - TNT

	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
		Rurality			**Nation**				**Region**										
Unweighted Base	179	125	54	20	113	22	28	16	12	14	12	9	17	16	13	8	12	2	20
Weighted Base	208	174	35**	7**	187	9**	8**	4**	9**	30**	19**	12**	27**	23**	29**	20**	19**	1**	8**
Effective Base	121	102	19	5	101	11	16	11	12	14	12	9	16	15	13	8	12	1	10
Lost mail	27 13%	25 15%	2 5%	* 5%	22 12%	2 25%	2 29%	1 14%	2 21%	2 7%	- -	1 11%	3 11%	5 23%	5 16%	2 13%	1 7%	- -	2 27%
Damaged mail	26 12%	21 12%	5 13%	* 7%	22 12%	1 14%	3 32%	* 4%	1 15%	4 13%	1 7%	1 11%	8 28%	4 19%	2 8%	- -	- -	* 15%	1 14%
Delayed mail	46 22%	34 20%	12 35%	1 8%	43 23%	* 4%	3 37%	* 9%	2 21%	5 17%	2 8%	4 31%	10 38%	6 25%	10 35%	2 13%	2 9%	* 15%	* 3%
Mis-delivered mail	31 15%	28 16%	4 11%	* 6%	27 14%	2 16%	2 27%	1 16%	3 28%	6 21%	5 26%	2 20%	5 18%	1 5%	2 8%	2 13%	- -	1 100%	1 7%
Mail that has been tampered with	18 8%	15 8%	3 9%	2 34%	15 8%	1 7%	1 18%	* 7%	- -	- -	5 27%	1 11%	3 18%	1 6%	- -	2 13%	- -	* 15%	1 6%
Didn't allow sufficient time to answer the door	28 13%	23 13%	5 14%	* 5%	25 13%	1 11%	1 18%	1 19%	- -	4 13%	2 9%	3 26%	5 20%	- -	5 18%	2 13%	3 15%	- -	1 12%
Any other problems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	5 2%	5 3%	* 1%	- -	4 2%	* 1%	- -	1 14%	- -	- -	1 6%	- -	1 4%	- -	- -	2 11%	- -	- -	* 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	89 43%	71 41%	17 50%	4 55%	80 43%	5 54%	3 34%	1 27%	4 46%	13 43%	6 31%	5 43%	8 28%	10 44%	9 31%	13 64%	13 68%	- -	5 60%
NET Any problem experienced	114 55%	97 56%	17 49%	3 45%	103 55%	4 46%	5 66%	2 58%	5 54%	17 57%	12 63%	7 57%	18 68%	13 56%	20 69%	5 25%	6 32%	1 100%	3 40%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : Sent via - TNT

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	179	96	35	142	81	96	7	12	35	3	7	64	65	24	19	6	129	25	72	74	18	9	5	146	14	144	35
Weighted Base	208	111*	38**	169*	95*	111*	6**	10**	38**	3**	6**	67*	81*	34**	20**	5**	148*	26**	81*	88*	23**	12**	4**	168*	15**	170*	39**
Effective Base	121	63	24	96	57	63	5	7	24	3	6	38	47	19	13	4	85	17	47	49	14	7	3	96	10	97	24
Lost mail	27 13%	17 15%	4 10%	24 14%	11 11%	17 15%	* 1%	2 22%	4 10%	1 39%	1 19%	8 11%	17 21%	1 4%	-	1 26%	24 16%	1 5%	10 12%	13 15%	4 18%	-	-	23 14%	-	26 15%	2 4%
Damaged mail	26 12%	19 17%	2 6%	24 14%	7 8%	19 17%	3 49%	5 45%	2 6%	2 58%	2 28%	9 14%	10 12%	4 12%	2 9%	1 26%	19 13%	3 12%	10 13%	10 12%	2 9%	2 18%	1 33%	20 12%	3 22%	26 15%	-
Delayed mail	46 22%	34 30%d	4 11%	42 25%	13 14%	34 30%	-	2 23%	4 11%	1 39%	1 19%	21 31%	14 18%	10 29%	-	1 26%	35 24%	1 5%	21 27%	21 24%	3 12%	-	1 33%	42 25%	1 8%	44 26%	2 5%
Mis-delivered mail	31 15%	17 15%	4 12%	27 16%	15 15%	17 15%	1 22%	-	4 12%	1 39%	1 19%	12 18%	13 16%	3 9%	1 3%	2 38%	26 17%	3 10%	11 14%	14 16%	3 13%	3 25%	-	25 15%	3 19%	31 18%	-
Mail that has been tampered with	18 8%	7 6%	5 14%	12 7%	11 11%	7 6%	-	-	5 14%	1 39%	1 19%	7 10%	8 10%	1 4%	2 9%	-	14 10%	2 7%	6 7%	8 9%	4 18%	-	-	13 8%	-	18 10%	-
Didn't allow sufficient time to answer the door	28 13%	16 14%	5 13%	23 13%	12 12%	16 14%	1 11%	*	5 13%	1 39%	1 19%	14 20%	8 10%	4 11%	2 10%	-	22 15%	2 9%	11 14%	11 13%	3 13%	2 18%	* 4%	23 13%	2 15%	25 15%	3
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 2%	1 1%	2 4%	3 2%	4 4%	1 1%	-	-	2 4%	1 42%	-	2 3%	1 2%	1 3%	* 2%	-	4 2%	* 2%	2 3%	3 3%	-	-	-	5 3%	-	3 2%	2 6%
I've experienced no problems in the last 12 months when sending packets and parcels via	89 43%	39 35%	22 59%	65 38%	48 51%	39 35%	2 39%	4 44%	22 59%	-	4 72%	23 34%	40 50%	11 32%	14 67%	* 8%	64 43%	14 55%	33 42%	37 42%	9 38%	6 51%	2 63%	70 42%	8 54%	59 35%	30 78%
NET Any problem experienced	114 55%	71 64%d	14 36%	101 60%	43 45%	71 64%	4 61%	6 56%	14 36%	2 58%	2 28%	42 62%	39 49%	22 64%	6 31%	5 92%	81 55%	11 43%	45 56%	48 55%	14 62%	6 49%	1 37%	93 55%	7 46%	108 64%	6 16%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : Sent via - TNT

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	179	22	155	2	68	93	18	157	19	2	1	178	-
Weighted Base	208	17**	188	3**	77*	115*	16**	182	24**	2**	***	208	-**
Effective Base	121	9	110	1	43	67	12	106	14	1	1	121	-
Lost mail	27 / 13%	4 / 21%	23 / 13%	- / -	11 / 14%	15 / 13%	1 / 7%	22 / 12%	5 / 20%	- / -	- / -	27 / 13%	- / -
Damaged mail	26 / 12%	4 / 20%	22 / 12%	* / 15%	12 / 15%	13 / 11%	1 / 7%	22 / 12%	3 / 14%	* / 4%	* / 100%	26 / 12%	- / -
Delayed mail	46 / 22%	4 / 22%	43 / 23%	- / -	27 / 34%:e	15 / 13%	5 / 31%	38 / 21%	8 / 33%	- / -	* / 100%	46 / 22%	- / -
Mis-delivered mail	31 / 15%	4 / 21%	28 / 15%	- / -	17 / 22%	12 / 10%	2 / 14%	28 / 15%	2 / 6%	2 / 100%	- / -	31 / 15%	- / -
Mail that has been tampered with	18 / 8%	3 / 20%	14 / 8%	- / -	12 / 15%	6 / 5%	- / -	16 / 9%	1 / 6%	- / -	- / -	18 / 8%	- / -
Didn't allow sufficient time to answer the door	28 / 13%	3 / 16%	22 / 12%	3 / 85%	18 / 23%:e	10 / 9%	* / 1%	23 / 13%	4 / 18%	- / -	- / -	28 / 13%	- / -
Any other problems	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -
I don't know	5 / 2%	- / -	5 / 3%	- / -	- / -	5 / 4%	* / 3%	5 / 3%	- / -	- / -	- / -	5 / 2%	- / -
I've experienced no problems in the last 12 months when sending packets and parcels via	89 / 43%	7 / 42%	81 / 43%	- / -	21 / 27%	61 / 53%:d	7 / 42%	85 / 47%	4 / 16%	- / -	- / -	89 / 43%	- / -
NET Any problem experienced	114 / 55%	10 / 58%	101 / 54%	3 / 100%	57 / 73%:e	49 / 43%	9 / 56%	92 / 51%	20 / 84%	2 / 100%	* / 100%	114 / 55%	- / -

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : Sent via - TNT

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	179	44	47	38	50	20	17	7	16	16	15	12	11	15	23	15	12
Weighted Base	208	60*	61*	37**	51*	26**	24**	9**	24**	18**	19**	15**	10**	13**	17**	20**	13**
Effective Base	121	33	34	24	31	16	12	5	14	9	11	9	7	8	12	11	9
Lost mail	27 13%	12 19%	6 10%	5 13%	5 9%	4 15%	8 32%	-	5 23%	-	1 4%	-	-	5 38%	2 11%	1 7%	2 12%
Damaged mail	26 12%	8 13%	6 9%	4 10%	9 18%	2 6%	3 13%	3 29%	3 11%	1 8%	2 9%	1 5%	- 5%	* 19%	5 28%	1 7%	3 22%
Delayed mail	46 22%	15 25%	8 12%	11 31%	12 24%	2 8%	9 39%	4 40%	4 18%	2 11%	1 6%	3 17%	4 37%	5 41%	7 42%	4 19%	1 9%
Mis-delivered mail	31 15%	14 24%	8 13%	2 7%	7 13%	6 23%	6 26%	2 21%	1 4%	1 8%	6 30%	1 8%	-	1 10%	3 19%	2 11%	1 9%
Mail that has been tampered with	18 8%	2 3%	8 13%	4 11%	4 7%	2 8%	-	-	2 8%	2 10%	4 23%	1 4%	-	4 28%	1 6%	1 6%	1 9%
Didn't allow sufficient time to answer the door	28 13%	7 11%	7 11%	4 10%	11 22%	1 6%	5 19%	* 5%	2 7%	* *	5 25%	2 13%	2 17%	* *	7 42%	3 13%	1 9%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 2%	* *	* *	4 12%	* *	* *	* *	-	-	-	-	3 22%	1 11%	-	-	-	* 3%
I've experienced no problems in the last 12 months when sending packets and parcels via	89 43%	19 32%	33 54%	11 30%	26 51%	12 45%	7 29%	* 5%	13 55%	13 71%	7 35%	7 47%	3 30%	1 9%	4 23%	13 63%	9 71%
NET Any problem experienced	114 55%	40 68%	28 46%	22 58%	24 48%	15 55%	17 71%	9 95%	11 45%	5 29%	12 65%	5 31%	6 59%	11 91%	13 77%	8 37%	3 26%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : Sent via - UPS

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	307	42	265	124	183	172	135	66	72	81	32	33	16	9	138	113	56	25	251	52
Weighted Base	355	53*	302	153*	202	209	145*	86*	90*	86*	32**	33**	16**	13**	175*	118*	62*	29**	269	79*
Effective Base	201	31	170	82	120	111	91	49	49	46	20	21	9	7	98	65	38	16	156	42
Lost mail	34 9%	3 6%	30 10%	18 12%	16 8%	21 10%	13 9%	10 11%	9 10%	9 11%	3 10%	* *	2 13%	* *	19 11%	13 11%	2 4%	2 8%	29 11%	4 6%
Damaged mail	37 10%	3 6%	33 11%	27 18%d	9 5%	25 12%	11 8%	12 14%	6 7%	6 7%	6 20%	2 7%	4 26%	* *	18 10%	12 10%	7 11%	4 15%	29 11%	8 10%
Delayed mail	45 13%	3 6%	42 14%	28 18%d	17 8%	35 17%f	10 7%	9 11%	16 18%	6 7%	8 24%	4 11%	3 17%	* *	25 14%	14 12%	7 11%	3 10%	34 13%	11 14%
Mis-delivered mail	49 14%	2 4%	47 16%	40 26%d	9 5%	34 16%	15 10%	10 11%	17 20%	13 16%	3 11%	-	3 19%	2 15%	16 16%	17 14%	5 8%	5 17%	37 14%	13 16%
Mail that has been tampered with	26 7%	1 2%	25 8%	19 13%d	7 3%	18 9%	8 6%	9 11%	10 11%	4 4%	* 1%	2 7%	-	* *	20 11%	4 4%	2 4%	* *	22 8%	4 5%
Didn't allow sufficient time to answer the door	29 8%	1 3%	27 9%	23 15%d	6 3%	22 11%	7 5%	5 6%	15 17%i	2 3%	1 3%	2 7%	3 19%	-	20 12%o	3 3%	5 8%	3 11%	26 10%	3 3%
Any other problems	2 *	-	2 1%	-	2 1%	-	2 1%	-	-	-	1 4%	-	* 2%	-	-	1 1%	* 1%	* 1%	2 1%	-
I don't know	31 9%	4 8%	27 9%	1 1%	30 15%c	7 3%	24 16%e	15 17%	7 7%	5 6%	4 12%	-	1 8%	-	21 12%	7 7%	1 2%	1 5%	21 8%	10 12%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 52%	40 76%b	144 48%	59 39%	126 62%c	109 52%	76 52%	37 43%	37 42%	50 58%	14 44%	28 86%	8 47%	11 85%	74 42%	64 54%	47 76%no	18 64%	141 53%	37 47%
NET Any problem experienced	139 39%	8 16%	131 43%a	92 61%d	47 23%	93 45%	46 31%	34 39%	46 52%	31 36%	14 44%	5 14%	7 45%	2 15%	80 46%p	45 39%	14 22%	9 32%	106 40%	32 41%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : Sent via - UPS

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	307	120	75	59	53	195	112	247	56	24	30	70	97	68	197	24	272	91	206	10
Weighted Base	355	123*	95*	78*	59*	218	137*	296	53*	22**	40**	91*	111*	76*	242	22**	323	103*	240	12**
Effective Base	201	70	53	45	33	123	78	163	36	16	21	48	65	42	134	16	180	56	138	7
Lost mail	34 9%	12 10%	12 12%	5 6%	5 8%	24 11%	10 7%	28 9%	4 8%	3 16%	4 10%	13 14%	10 9%	3 4%	27 11%	3 16%	30 9%	17 17%r	14 6%	2 19%
Damaged mail	37 10%	16 13%	4 4%	10 13%	7 12%	19 9%	17 13%	33 11%	4 7%	1 5%	5 12%	12 13%	10 9%	7 9%	27 11%	1 5%	35 11%	21 21%r	13 5%	2 21%
Delayed mail	45 13%	22 18%	10 11%	10 13%	3 5%	32 15%	13 10%	41 14%	4 8%	1 5%	6 14%	8 9%	21 19%	10 13%	35 14%	1 5%	44 14%	24 23%r	20 8%	1 10%
Mis-delivered mail	49 14%	25 21%b	6 6%	10 13%	7 13%	31 14%	18 13%	48 16%h	1 2%	1 5%	5 12%	20 22%l	9 8%	15 19%	33 14%	1 5%	48 15%	28 27%r	22 9%	-
Mail that has been tampered with	26 7%	15 12%	6 6%	3 4%	3 5%	21 10%	6 4%	24 8%	2 5%	2 10%	5 14%	6 6%	10 9%	3 3%	21 9%	2 10%	24 7%	13 12%	13 6%	* 2%
Didn't allow sufficient time to answer the door	29 8%	12 10%	6 6%	9 11%	2 3%	18 8%	11 8%	26 9%	3 6%	2 10%	4 9%	11 12%	7 6%	4 6%	22 9%	2 10%	26 8%	17 17%r	10 4%	1 10%
Any other problems	2 *	* *	1 1%	-	-	2 1%	-	2 1%	-	-	-	-	1 1%	-	1 1%	-	2 1%	-	2 1%	-
I don't know	31 9%	11 9%	8 8%	4 5%	8 13%	19 9%	12 9%	22 8%	6 12%	3 14%	6 15%	7 8%	9 8%	5 6%	23 9%	3 14%	28 9%	8 8%	20 9%	2 17%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 52%	49 40%	60 63%a	41 53%	35 59%	109 50%	76 56%	145 49%	38 72%g	13 61%	17 42%	46 50%	56 50%	40 53%	118 49%	13 61%	163 50%	31 30%	148 62%q	6 52%
NET Any problem experienced	139 39%	63 51%bd	27 28%	32 42%	17 28%	90 41%	49 36%	128 43%h	9 16%	6 26%	17 43%	38 42%	46 41%	31 41%	101 42%	6 26%	132 41%	64 62%r	71 30%	4 31%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : Sent via - UPS

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	307	211	96	33	180	44	48	35	16	20	17	14	22	29	24	24	14	4	40
Weighted Base	355	284	70*	8**	310	21**	17**	7**	12**	39**	27**	19**	35**	45**	51**	60**	21**	2*	20**
Effective Base	201	169	33	8	161	25	30	24	15	20	16	14	21	27	23	23	13	2	22
Lost mail	34 9%	32 11%	1 2%	* 4%	27 9%	3 15%	3 20%	* 2%	1 8%	6 16%	2 7%	1 7%	1 3%	4 10%	7 13%	4 8%	-	1 56%	2 11%
Damaged mail	37 10%	30 11%	6 9%	2 30%	32 10%	3 14%	1 9%	* 4%	1 8%	4 10%	1 6%	-	7 19%	4 9%	10 20%	2 3%	2 10%	*	3 15%
Delayed mail	45 13%	35 12%	10 14%	3 30%	39 13%	2 9%	4 23%	* 7%	2 16%	4 11%	-	2 9%	14 39%	5 11%	2 5%	5 9%	5 23%	* 7%	2 9%
Mis-delivered mail	49 14%	38 13%	11 16%	3 31%	44 14%	2 11%	3 17%	* 5%	1 5%	4 10%	7 27%	1 7%	6 17%	5 11%	11 22%	6 11%	2 10%	* 7%	2 11%
Mail that has been tampered with	26 7%	17 6%	9 13%	* 5%	23 7%	1 6%	2 11%	* 2%	1 7%	-	1 5%	1 7%	3 10%	7 16%	3 5%	6 10%	-	* 7%	1 6%
Didn't allow sufficient time to answer the door	29 8%	21 7%	8 11%	* 5%	24 8%	2 8%	2 10%	2 23%	-	2 5%	2 6%	2 12%	4 12%	1 3%	2 4%	10 17%	-	-	2 9%
Any other problems	2 *	1 *	* *	* 4%	1 *	* 2%	-	-	-	-	-	-	-	-	-	-	-	1 7%	* 2%
I don't know	31 9%	21 7%	10 14%	* 1%	30 10%	1 4%	* *	* 2%	-	10 26%	1 5%	2 13%	1 3%	2 5%	6 11%	7 11%	-	-	1 4%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 52%	150 53%	35 50%	5 58%	159 51%	11 53%	10 61%	4 63%	9 72%	16 42%	12 45%	11 60%	15 44%	23 50%	23 46%	34 57%	15 70%	1 44%	11 54%
NET Any problem experienced	139 39%	114 40%	25 36%	3 40%	121 39%	9 43%	6 39%	2 35%	3 28%	12 32%	14 50%	5 28%	18 53%	20 45%	22 43%	19 32%	6 30%	1 56%	8 42%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : Sent via - UPS

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	307	157	66	227	136	157	11	25	66	5	10	118	121	27	26	14	239	40	146	112	25	12	10	258	22	180	127
Weighted Base	355	174	85*	256	168*	174	6**	20**	85*	8**	13**	134*	144*	38**	26**	12**	278	38**	177*	123*	29**	15**	9**	300	24**	212	143*
Effective Base	201	100	49	145	94	100	6	14	49	5	9	75	85	20	15	7	159	22	96	71	18	9	6	167	15	119	83
Lost mail	34 9%	18 11%	6 7%	28 11%	15 9%	18 11%	* 7%	2 11%	6 7%	1 14%	1 8%	12 9%	15 11%	4 11%	* 1%	2 17%	27 10%	2 6%	14 8%	14 11%	4 14%	-	1 14%	28 9%	1 5%	29 13%z	5 4%
Damaged mail	37 10%	22 12%	7 9%	29 11%	15 9%	22 12%	* 1%	2 11%	7 9%	1 14%	1 8%	20 15%	12 8%	5 13%	*	-	32 11%	*	12 7%	22 18%r	2 8%	1 6%	-	33 11%	1 4%	33 16%z	3 2%
Delayed mail	45 13%	37 22%bd	3 4%	39 16%bd	5 3%	37 22%	-	1 6%	3 4%	1 14%	2 17%	26 19%	15 10%	1 3%	3 12%	1 4%	41 15%	4 9%	22 12%	20 16%	2 7%	1 8%	-	42 14%	1 5%	38 18%z	7 5%
Mis-delivered mail	49 14%	33 19%	8 10%	41 16%	16 10%	33 19%	-	-	8 10%	1 14%	1 8%	23 17%	17 12%	7 18%	* 1%	1 12%	41 15%	2 4%	21 12%	21 17%	5 16%	1 10%	1 15%	42 14%	3 12%	49 23%z	-
Mail that has been tampered with	26 7%	8 4%	4 4%	23 9%	19 11%	8 4%	1 17%	1 5%	4 4%	1 14%	1 8%	10 7%	11 8%	5 13%	* 1%	-	21 8%	*	15 9%	5 4%	4 14%	1 6%	1 14%	20 7%	2 9%	25 12%z	2 1%
Didn't allow sufficient time to answer the door	29 8%	20 12%	3 3%	26 10%	8 5%	20 12%	1 12%	* 1%	3 3%	1 14%	2 17%	14 11%	8 5%	6 16%	*	-	22 8%	*	19 11%	8 6%	* 2%	2 11%	-	26 9%	2 6%	28 13%z	1 1%
Any other problems	2 *	-	2 2%	-	2 1%	-	-	-	2 2%	-	-	1 1%	*	-	-	-	2 1%	-	1 1%	-	-	-	-	1 *	-	1 *	1 1%
I don't know	31 9%	10 6%	9 11%	19 8%	19 11%	10 6%	-	2 9%	9 11%	2 21%	2 18%	7 5%	15 11%	3 8%	5 18%	1 7%	22 8%	5 14%	12 7%	8 7%	7 24%	2 16%	* 1%	20 7%	2 10%	23 11%	8 5%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 52%	78 45%	55 65%ac	122 47%	99 59%	78 45%	4 64%	14 68%	55 65%	5 64%	9 65%	68 51%	77 53%	15 39%	17 68%	7 60%	145 52%	25 65%	101 57%	59 48%	8 28%	8 58%	8 84%	160 53%	16 68%	67 31%	118 83%y
NET Any problem experienced	139 39%	86 49%bd	21 24%	115 45%bd	50 30%	86 49%	2 36%	4 23%	21 24%	1 14%	2 17%	59 44%	52 36%	20 53%	4 14%	4 33%	111 40%	8 21%	64 36%	56 45%	14 48%	4 26%	1 15%	120 40%	5 22%	122 58%z	17 12%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : Sent via - UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	307	28	278	1	105	182	20	285	18	2	1	305	1
Weighted Base	355	34**	319	2**	121*	212	22**	326	23**	3**	***	352	2**
Effective Base	201	17	183	1	63	125	14	186	13	1	1	200	1
Lost mail	34 9%	9 26%	25 8%	- -	19 16%e	13 6%	1 6%	30 9%	4 16%	- -	- -	34 10%	- -
Damaged mail	37 10%	4 12%	31 10%	2 100%	13 11%	20 9%	3 15%	32 10%	4 18%	- -	* 100%	37 10%	- -
Delayed mail	45 13%	7 22%	38 12%	- -	22 18%	23 11%	* 2%	38 12%	4 18%	3 96%	* 100%	45 13%	- -
Mis-delivered mail	49 14%	9 27%	38 12%	2 100%	24 20%	21 10%	5 20%	41 13%	5 22%	3 96%	- -	49 14%	- -
Mail that has been tampered with	26 7%	7 19%	20 6%	- -	14 11%	11 5%	2 7%	24 7%	3 11%	- -	- -	26 7%	- -
Didn't allow sufficient time to answer the door	29 8%	9 25%	20 6%	- -	20 17%e	7 3%	2 7%	22 7%	4 19%	3 96%	* 100%	29 8%	- -
Any other problems	2 *	- -	2 1%	- -	- -	2 1%	- -	2 1%	- -	- -	- -	2 *	- -
I don't know	31 9%	2 7%	29 9%	- -	11 9%	18 9%	2 9%	25 8%	4 17%	- -	- -	29 8%	2 100%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 52%	9 27%	176 55%	- -	49 41%	125 59%d	11 47%	184 56%	1 4%	* 4%	- -	185 52%	- -
NET Any problem experienced	139 39%	23 67%	115 36%	2 100%	61 51%e	68 32%	10 44%	118 36%	18 79%	3 96%	* 100%	139 39%	- -

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : Sent via - UPS

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	307	85	68	74	80	30	37	18	24	21	23	25	21	28	32	21	27
Weighted Base	355	111*	80*	81*	83*	45**	43**	22**	28**	25**	27**	24**	24**	33**	26**	27**	29**
Effective Base	201	56	48	50	47	24	23	10	18	16	15	17	14	20	16	15	17
Lost mail	34 / 9%	10 / 9%	10 / 13%	5 / 7%	8 / 10%	1 / 1%	4 / 10%	5 / 22%	- / -	2 / 7%	8 / 31%	- / -	1 / 4%	4 / 13%	5 / 18%	2 / 7%	2 / 6%
Damaged mail	37 / 10%	11 / 10%	4 / 5%	8 / 10%	13 / 16%	6 / 14%	3 / 6%	2 / 10%	3 / 11%	* / *	1 / 3%	4 / 16%	2 / 7%	3 / 8%	10 / 38%	- / -	3 / 10%
Delayed mail	45 / 13%	15 / 14%	5 / 7%	10 / 12%	15 / 18%	4 / 8%	5 / 11%	7 / 32%	3 / 12%	2 / 8%	* / *	2 / 10%	4 / 16%	4 / 11%	8 / 30%	- / -	7 / 23%
Mis-delivered mail	49 / 14%	16 / 14%	8 / 9%	12 / 15%	14 / 17%	5 / 11%	7 / 17%	4 / 17%	4 / 15%	2 / 7%	1 / 5%	2 / 8%	3 / 11%	7 / 21%	9 / 33%	1 / 3%	5 / 16%
Mail that has been tampered with	26 / 7%	9 / 9%	6 / 7%	2 / 3%	9 / 10%	3 / 6%	7 / 15%	* / *	- / -	1 / 4%	5 / 18%	1 / 4%	- / -	1 / 4%	7 / 26%	- / -	2 / 6%
Didn't allow sufficient time to answer the door	29 / 8%	14 / 13%	3 / 4%	4 / 5%	8 / 10%	4 / 8%	6 / 13%	5 / 21%	2 / 6%	- / -	1 / 4%	1 / 6%	- / -	2 / 6%	2 / 8%	* / *	6 / 20%
Any other problems	2 / *	- / -	- / -	1 / 2%	* / *	- / -	- / -	- / -	- / -	- / -	- / -	1 / 6%	- / -	- / -	- / -	- / -	* / 1%
I don't know	31 / 9%	10 / 9%	10 / 13%	6 / 7%	5 / 6%	2 / 4%	6 / 15%	2 / 8%	3 / 9%	3 / 14%	4 / 15%	- / -	1 / 4%	5 / 14%	- / -	3 / 11%	2 / 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 / 52%	48 / 43%	42 / 53%	46 / 57%	49 / 59%	23 / 50%	20 / 45%	6 / 27%	17 / 59%	16 / 67%	9 / 33%	15 / 62%	15 / 62%	16 / 49%	8 / 31%	22 / 81%	18 / 63%
NET Any problem experienced	139 / 39%	53 / 48%	28 / 35%	29 / 36%	29 / 35%	21 / 46%	17 / 40%	14 / 65%	9 / 32%	5 / 19%	14 / 52%	9 / 38%	8 / 35%	12 / 37%	18 / 69%	2 / 7%	9 / 30%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : Sent via - UK Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	367	39	328	113	254	180	187	77	75	78	44	52	22	19	152	122	93	41	294	69
Weighted Base	422	50**	372	133*	289	210	213	101*	88*	79*	41**	64*	24**	24**	189	121*	112*	49**	306	110*
Effective Base	240	28	212	74	166	116	124	56	50	46	24	38	14	12	106	71	63	26	178	59
Lost mail	39 9%	3 6%	36 10%	24 18%d	16 5%	28 13%f	12 5%	9 9%	12 14%	6 7%	8 19%	5 7%	-	-	21 11%	14 11%	5 4%	-	27 9%	11 10%
Damaged mail	34 8%	2 4%	32 9%	15 11%	19 7%	23 11%	11 5%	5 5%	12 14%	8 10%	3 8%	3 4%	-	2 8%	17 9%	12 10%	5 4%	2 4%	24 8%	9 8%
Delayed mail	65 16%	5 11%	60 16%	37 28%d	29 10%	42 20%	24 11%	26 26%k	18 20%	10 13%	5 11%	3 5%	1 6%	2 7%	44 23%p	15 12%	6 6%	3 6%	41 13%	24 22%
Mis-delivered mail	44 11%	1 3%	43 12%	32 24%d	12 4%	33 16%f	11 5%	18 18%	10 11%	9 11%	2 4%	6 9%	-	* *	28 15%	11 9%	6 5%	* *	33 11%	12 10%
Mail that has been tampered with	26 6%	1 2%	25 7%	14 11%	12 4%	18 9%	8 4%	7 7%	7 8%	6 8%	3 7%	4 6%	-	-	13 7%	9 7%	4 4%	-	18 6%	8 7%
Didn't allow sufficient time to answer the door	24 6%	1 2%	23 6%	10 8%	14 5%	9 4%	15 7%	6 6%	8 9%	2 2%	3 8%	4 6%	-	2 7%	13 7%	5 4%	6 5%	2 3%	21 7%	2 2%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 5%	-	19 5%	2 2%	17 6%	5 2%	15 7%	7 7%	2 2%	-	4 9%	7 10%l	-	-	9 5%	4 3%	7 6%	-	11 4%	8 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	249 59%	40 80%	209 56%	47 36%	202 70%c	111 53%	138 65%	44 44%	45 51%	46 58%	25 60%	46 72%gh	23 94%	21 86%	89 47%	71 59%	90 80%no	44 90%	186 61%	59 53%
NET Any problem experienced	154 36%	10 20%	144 39%	83 63%d	70 24%	94 45%f	60 28%	49 49%k	42 48%k	33 42%k	13 31%	11 18%	1 6%	3 14%	91 48%p	46 38%p	16 15%	5 10%	109 35%	44 40%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : Sent via - UK Mail

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	367	113	108	65	81	221	146	259	101	31	38	103	104	62	245	31	316	101	241	25
Weighted Base	422	112*	127*	95*	88*	239	183	312	106*	32**	49**	133*	109*	70*	291	32**	372	108*	289	25**
Effective Base	240	61	72	54	52	134	106	172	65	21	27	70	67	38	162	21	207	62	164	14
Lost mail	39 9%	22 19%bc	8 6%	4 4%	6 7%	30 12%	9 5%	37 12%h	2 2%	3 10%	7 14%	15 11%	8 7%	7 9%	30 10%	3 10%	36 10%	21 20%r	17 6%	1 2%
Damaged mail	34 8%	16 14%	8 6%	5 6%	5 5%	24 10%	10 5%	28 9%	6 5%	3 9%	2 4%	12 9%	7 7%	10 14%	21 7%	3 9%	31 8%	13 12%	20 7%	-
Delayed mail	65 16%	25 23%	17 13%	15 15%	9 10%	42 18%	24 13%	52 17%	14 13%	3 9%	8 16%	23 17%	23 21%	6 8%	54 18%	3 9%	61 16%	29 27%r	33 12%	3 13%
Mis-delivered mail	44 11%	24 22%bcd	11 9%	6 6%	3 4%	36 15%f	9 5%	41 13%h	4 3%	4 14%	2 4%	15 12%	19 18%	3 5%	37 13%	4 14%	40 11%	26 24%r	18 6%	* *
Mail that has been tampered with	26 6%	12 11%b	2 2%	6 6%	6 7%	14 6%	12 6%	21 7%	5 4%	2 5%	4 8%	9 7%	8 7%	3 5%	21 7%	2 5%	24 7%	13 12%r	11 4%	3 10%
Didn't allow sufficient time to answer the door	24 6%	7 6%	7 5%	5 6%	5 6%	13 6%	10 6%	18 6%	6 6%	1 3%	2 5%	7 5%	7 6%	5 7%	16 5%	1 3%	23 6%	10 10%	10 3%	4 16%
Any other problems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	19 5%	3 3%	9 7%	* *	7 8%c	12 5%	7 4%	13 4%	5 5%	3 11%	4 8%	6 5%	4 4%	1 2%	14 5%	3 11%	16 4%	6 5%	14 5%	* *
I've experienced no problems in the last 12 months when sending packets and parcels via	249 59%	48 43%	80 63%a	64 67%a	57 65%a	129 54%	120 66%	168 54%	79 74%g	18 57%	25 51%	77 58%	58 53%	46 65%	160 55%	18 57%	215 58%	39 36%	194 67%q	16 64%
NET Any problem experienced	154 36%	60 54%bcd	38 30%	32 33%	24 28%	98 41%	56 30%	131 42%h	22 21%	10 33%	20 41%	50 38%	47 43%	23 32%	117 40%	10 33%	142 38%	63 59%r	82 28%	9 36%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : Sent via - UK Mail

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	367	257	110	46	219	55	54	39	17	26	22	21	26	28	37	25	17	5	50
Weighted Base	422	355	68*	11**	372	24**	17*	8**	13**	48**	34**	27**	40**	47**	83*	57**	25**	2**	22**
Effective Base	240	209	32	10	195	28	30	27	16	25	21	21	25	25	36	24	16	3	25
Lost mail	39 9%	36 10%	3 5%	1 5%	33 9%	2 7%	4 23%d	* 4%	1 8%	2 5%	-	1 5%	3 8%	4 9%	19 23%	2 3%	-	* 5%	2 7%
Damaged mail	34 8%	24 7%	9 14%	1 6%	28 8%	3 11%	2 12%	1 9%	2 14%	4 8%	-	1 4%	3 7%	3 7%	7 8%	8 14%	-	-	3 13%
Delayed mail	65 16%	58 16%	8 11%	2 22%	60 16%	1 6%	3 17%	1 12%	1 6%	-	8 22%	1 4%	14 35%	5 10%	21 25%	4 6%	7 29%	* 8%	1 6%
Mis-delivered mail	44 11%	37 11%	7 10%	1 5%	37 10%	1 6%	4 22%d	2 22%	2 14%	3 7%	3 10%	2 9%	5 12%	3 6%	10 12%	9 15%	-	-	1 6%
Mail that has been tampered with	26 6%	22 6%	4 6%	2 15%	23 6%	1 3%	2 13%	* 3%	2 12%	8 16%	1 4%	3 10%	5 13%	2 5%	2 3%	-	-	-	1 3%
Didn't allow sufficient time to answer the door	24 6%	21 6%	3 4%	* 3%	20 5%	2 7%	2 14%	* 2%	-	1 3%	2 5%	1 5%	5 12%	4 8%	3 3%	2 4%	2 6%	-	2 8%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 5%	15 4%	4 6%	*	17 5%	2 6%	* 1%	* 6%	-	2 4%	3 9%	1 5%	3 7%	2 5%	4 5%	2 3%	-	-	2 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	249 59%	207 58%	42 62%	6 55%	218 59%	16 67%	9 55%	5 61%	8 62%	32 68%	20 60%	18 68%	21 53%	26 54%	37 45%	39 68%	17 71%	2 92%	14 64%
NET Any problem experienced	154 36%	132 37%	21 32%	5 44%	137 37%	7 27%	8 45%	3 33%	5 38%	14 28%	11 31%	7 27%	16 40%	19 41%	42 51%	16 29%	7 29%	* 8%	6 29%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 311

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : Sent via - UK Mail

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	367	194	88	271	165	194	15	44	88	9	37	134	156	37	26	12	290	38	165	151	34	10	7	316	17	211	156
Weighted Base	422	217	107*	306	196	217	15**	39**	107*	11**	48**	159*	185	40**	27**	9**	344	36**	199	171*	32**	11**	9**	370	20**	252	170*
Effective Base	240	121	61	173	113	121	9	25	61	7	27	83	109	26	18	6	190	23	109	99	22	6	5	207	11	142	97
Lost mail	39 / 9%	23 / 11%	9 / 8%	31 / 10%	16 / 8%	23 / 11%	2 / 13%	* / *	9 / 8%	1 / 10%	1 / 2%	17 / 11%	17 / 9%	* / 1%	4 / 16%	* / 2%	35 / 10%	4 / 12%	18 / 9%	17 / 10%	3 / 10%	-	1 / 14%	35 / 9%	1 / 6%	37 / 15%z	3 / 2%
Damaged mail	34 / 8%	23 / 11%	6 / 6%	27 / 9%	11 / 6%	23 / 11%	2 / 12%	3 / 8%	6 / 6%	1 / 10%	2 / 4%	18 / 11%	12 / 6%	2 / 5%	* / 1%	* / 2%	30 / 9%	* / 1%	19 / 9%	10 / 6%	3 / 8%	1 / 7%	2 / 22%	28 / 8%	3 / 13%	29 / 12%z	5 / 3%
Delayed mail	65 / 16%	31 / 14%	17 / 16%	48 / 16%	34 / 17%	31 / 14%	2 / 13%	3 / 7%	17 / 16%	1 / 10%	8 / 17%	25 / 16%	21 / 11%	10 / 26%	7 / 28%	1 / 15%	46 / 13%	9 / 24%	19 / 9%	40 / 23%r	6 / 19%	-	2 / 26%	58 / 16%	1 / 5%	59 / 23%z	7 / 4%
Mis-delivered mail	44 / 11%	25 / 12%	7 / 7%	37 / 12%	19 / 10%	25 / 12%	3 / 22%	1 / 3%	7 / 7%	1 / 10%	2 / 5%	21 / 13%	16 / 9%	4 / 10%	1 / 3%	2 / 27%	37 / 11%	3 / 9%	23 / 11%	15 / 9%	5 / 15%	-	2 / 26%	37 / 10%	2 / 12%	42 / 17%z	3 / 2%
Mail that has been tampered with	26 / 6%	14 / 6%	6 / 5%	20 / 7%	13 / 6%	14 / 6%	-	1 / 3%	6 / 5%	2 / 15%	2 / 4%	13 / 8%	10 / 5%	3 / 7%	* / 1%	-	23 / 7%	* / *	11 / 6%	10 / 6%	4 / 12%	-	1 / 14%	21 / 6%	1 / 6%	25 / 10%z	1 / 1%
Didn't allow sufficient time to answer the door	24 / 6%	13 / 6%	2 / 2%	19 / 6%	8 / 4%	13 / 6%	-	2 / 6%	2 / 2%	1 / 10%	2 / 5%	12 / 8%	10 / 6%	1 / 3%	-	-	22 / 7%	-	15 / 7%	7 / 4%	2 / 6%	-	-	22 / 6%	-	15 / 6%	9 / 5%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 / 5%	11 / 5%	3 / 3%	16 / 5%	8 / 4%	11 / 5%	2 / 14%	4 / 9%	3 / 3%	-	1 / 3%	5 / 3%	11 / 6%	2 / 4%	2 / 9%	* / 1%	15 / 4%	3 / 7%	9 / 4%	5 / 3%	1 / 4%	4 / 34%	-	14 / 4%	4 / 19%	13 / 5%	7 / 4%
I've experienced no problems in the last 12 months when sending packets and parcels via	249 / 59%	122 / 56%	75 / 70%c	167 / 55%	121 / 61%	122 / 56%	4 / 26%	28 / 72%	75 / 70%	10 / 85%	37 / 77%	92 / 58%	116 / 63%	22 / 54%	14 / 52%	5 / 55%	208 / 61%	19 / 53%	124 / 62%	101 / 59%	15 / 48%	7 / 60%	2 / 26%	225 / 61%	9 / 45%	103 / 41%	146 / 86%y
NET Any problem experienced	154 / 36%	84 / 39%	29 / 27%	122 / 40%	67 / 34%	84 / 39%	9 / 60%	7 / 19%	29 / 27%	2 / 15%	10 / 20%	63 / 39%	58 / 31%	17 / 42%	11 / 39%	4 / 45%	120 / 35%	15 / 40%	67 / 33%	64 / 38%	15 / 48%	1 / 7%	7 / 74%	131 / 35%	7 / 36%	136 / 54%z	18 / 10%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : Sent via - UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	367	31	329	7	109	227	31	337	18	7	4	362	1
Weighted Base	422	29**	383	10**	128*	261	34**	386	26**	9**	1**	421	***
Effective Base	240	16	219	5	68	150	23	219	14	5	1	238	1
Lost mail	39 9%	7 23%	30 8%	3 30%	17 13%	20 8%	2 7%	30 8%	7 27%	2 24%	- -	39 9%	- -
Damaged mail	34 8%	6 21%	25 7%	2 25%	15 12%	15 6%	3 10%	27 7%	6 25%	* 5%	* 6%	34 8%	- -
Delayed mail	65 16%	3 10%	60 16%	2 25%	18 14%	43 16%	4 13%	56 15%	6 24%	2 21%	1 86%	64 15%	- -
Mis-delivered mail	44 11%	9 33%	35 9%	- -	24 19%:e	20 8%	* *	37 9%	4 16%	2 27%	1 86%	43 10%	- -
Mail that has been tampered with	26 6%	6 19%	21 5%	- -	17 13%:e	4 2%	5 15%	23 6%	3 11%	- -	- -	26 6%	- -
Didn't allow sufficient time to answer the door	24 6%	2 8%	19 5%	3 27%	12 9%	8 3%	4 11%	19 5%	3 12%	- -	1 91%	22 5%	- -
Any other problems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	19 5%	* *	19 5%	- -	9 7%	9 3%	2 5%	19 5%	- -	- -	* 3%	19 5%	- -
I've experienced no problems in the last 12 months when sending packets and parcels via	249 59%	11 38%	234 61%	4 43%	55 43%	179 69%:d	15 46%	243 63%	4 14%	2 22%	- -	249 59%	* 100%
NET Any problem experienced	154 36%	18 62%	130 34%	6 57%	65 50%:e	73 28%	16 49%	123 32%	23 86%	7 78%	1 97%	152 36%	- -

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : Sent via - UK Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	367	93	95	77	102	30	32	31	37	29	29	19	23	35	43	34	25
Weighted Base	422	115*	108*	90*	110*	40**	34**	41**	47**	37**	25**	19**	35**	36**	38**	46**	26**
Effective Base	240	62	68	52	59	22	20	20	29	22	17	13	17	23	22	21	17
Lost mail	39 / 9%	13 / 12%	3 / 3%	9 / 10%	14 / 13%b	7 / 19%	1 / 3%	5 / 12%	* / 1%	2 / 4%	1 / 5%	2 / 10%	1 / 4%	5 / 15%	7 / 18%	3 / 6%	5 / 19%
Damaged mail	34 / 8%	12 / 11%	5 / 4%	8 / 9%	9 / 8%	5 / 11%	4 / 12%	4 / 9%	* / 1%	3 / 7%	2 / 7%	* / 2%	3 / 7%	5 / 13%	4 / 11%	2 / 5%	2 / 10%
Delayed mail	65 / 16%	12 / 11%	14 / 13%	13 / 15%	26 / 24%	7 / 17%	4 / 11%	2 / 5%	7 / 15%	6 / 17%	1 / 5%	1 / 5%	4 / 11%	8 / 23%	9 / 23%	10 / 21%	7 / 29%
Mis-delivered mail	44 / 11%	14 / 12%	9 / 8%	4 / 4%	18 / 16%c	5 / 13%	5 / 16%	4 / 9%	4 / 8%	* / 1%	5 / 21%	1 / 5%	1 / 3%	2 / 5%	11 / 29%	5 / 11%	2 / 6%
Mail that has been tampered with	26 / 6%	10 / 9%	3 / 3%	3 / 4%	9 / 9%	7 / 17%	1 / 3%	3 / 7%	1 / 3%	-	-	2 / 7%	-	1 / 3%	2 / 7%	6 / 16%	-	3 / 13%
Didn't allow sufficient time to answer the door	24 / 6%	9 / 8%b	-	5 / 6%	10 / 9%b	2 / 4%	7 / 22%	* / *	-	-	-	1 / 5%	4 / 12%	* / *	2 / 6%	4 / 8%	4 / 14%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 / 5%	4 / 3%	8 / 8%	* / *	7 / 6%	-	1 / 4%	2 / 6%	1 / 3%	5 / 13%	2 / 9%	-	-	* / 1%	-	4 / 8%	3 / 12%
I've experienced no problems in the last 12 months when sending packets and parcels via	249 / 59%	64 / 56%	72 / 67%	57 / 64%	56 / 51%	18 / 45%	18 / 55%	28 / 68%	35 / 76%	22 / 58%	16 / 62%	15 / 79%	24 / 70%	18 / 49%	17 / 45%	26 / 57%	12 / 47%
NET Any problem experienced	154 / 36%	47 / 41%	28 / 25%	32 / 36%	47 / 43%b	22 / 55%	14 / 41%	11 / 26%	10 / 21%	11 / 29%	7 / 28%	4 / 21%	11 / 30%	18 / 50%	21 / 55%	16 / 35%	11 / 41%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : Sent via - Yodel

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	519	66	453	179	340	218	301	87	111	145	75	50	36	15	198	220	101	51	459	54
Weighted Base	513	83*	430	176	336	246	267	96*	105*	139*	76*	51*	29**	16**	202	215	96*	45**	417	86*
Effective Base	308	51	257	103	205	134	177	58	65	80	45	32	18	11	123	124	62	30	260	45
Lost mail	33 6%	3 4%	30 7%	19 11%d	14 4%	19 8%	15 6%	2 2%	16 16%qjk	10 7%	4 5%	1 2%	* 1%	*	18 9%p	14 6%	1 1%	* 1%	28 7%	5 6%
Damaged mail	42 8%	3 3%	39 9%	25 14%d	17 5%	29 12%f	12 5%	10 10%	10 9%	11 8%	11 14%k	-	*	*	20 10%p	22 10%p	1 1%	1 1%	33 8%	9 10%
Delayed mail	73 14%	6 7%	67 16%	37 21%d	36 11%	42 17%	31 12%	12 12%	24 23%k	15 11%	18 24%	3 7%	-	*	36 18%p	33 16%p	3 4%	*	63 15%	10 12%
Mis-delivered mail	44 9%	7 8%	37 9%	25 14%d	19 6%	28 11%	16 6%	7 7%	16 15%	9 6%	6 8%	4 7%	-	2 12%	23 11%	15 7%	6 6%	2 4%	36 9%	7 8%
Mail that has been tampered with	22 4%	3 3%	19 4%	15 9%d	7 2%	16 6%	6 2%	6 6%	7 7%	3 2%	5 7%	-	-	-	13 7%p	9 4%	-	-	20 5%	1 1%
Didn't allow sufficient time to answer the door	27 5%	1 2%	26 6%	13 8%	14 4%	13 5%	14 5%	12 12%il	10 10%il	1 1%	4 5%	* 1%	-	-	22 11%op	5 2%	*	-	22 5%	6 7%
Any other problems	3 1%	-	3 1%	*	2 1%	-	3 1%	-	1 1%	*	*	2 4%	-	-	1	*	2 2%	-	1	2 2%
I don't know	11 2%	2 3%	8 2%	3 2%	7 2%	9 4%	2 1%	2 2%	2 2%	3 2%	*	3 6%	1 2%	-	4 2%	3 2%	3 4%	1 1%	9 2%	2 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	344 67%	68 82%b	276 64%	92 52%	252 75%c	143 58%	201 75%e	64 67%	56 53%	98 71%h	44 58%	39 76%h	28 96%	14 88%	121 60%	142 66%	81 84%no	42 93%	284 68%	52 60%
NET Any problem experienced	158 31%	12 15%	146 34%a	81 46%d	77 23%	94 38%f	64 24%	30 31%	47 45%ik	37 27%	32 42%k	9 18%	1 2%	2 12%	77 38%p	69 32%p	12 12%	3 6%	124 30%	32 37%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : Sent via - Yodel

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	519	165	161	101	92	326	193	386	125	33	45	132	141	131	318	34	458	129	369	21
Weighted Base	513	144*	172*	108*	89*	316	197	401	108*	29**	46**	136*	137*	130*	318	30**	457	116*	376	21**
Effective Base	308	85	96	68	60	181	129	230	79	21	29	85	83	71	197	22	272	71	225	12
Lost mail	33 6%	12 8%	13 7%	5 4%	4 4%	25 8%	9 4%	31 8%	3 2%	3 10%	8 17%	10 7%	5 3%	8 6%	22 7%	3 10%	30 7%	19 17%r	14 4%	- -
Damaged mail	42 8%	20 14%d	10 6%	9 8%	3 3%	30 9%	12 6%	38 9%	4 4%	1 4%	4 9%	10 7%	12 9%	11 8%	25 8%	1 4%	36 8%	21 18%r	18 5%	3 14%
Delayed mail	73 14%	27 19%c	28 17%c	7 6%	11 12%	56 18%f	17 9%	67 17%h	6 6%	3 9%	10 23%	21 15%	17 13%	19 14%	49 15%	3 9%	67 15%	29 25%r	39 11%	4 20%
Mis-delivered mail	44 9%	20 14%c	11 6%	4 4%	9 10%	31 10%	13 7%	41 10%h	3 3%	2 6%	6 14%	8 6%	16 11%	13 10%	29 9%	2 6%	42 9%	16 14%	28 8%	- -
Mail that has been tampered with	22 4%	8 5%	6 3%	5 5%	3 4%	13 4%	9 4%	19 5%	3 3%	1 4%	2 5%	6 4%	10 7%	3 2%	18 6%	1 4%	21 5%	10 9%r	11 3%	1 6%
Didn't allow sufficient time to answer the door	27 5%	13 9%c	8 5%	1 1%	5 6%	21 7%	6 3%	23 6%	3 2%	3 10%	2 3%	8 6%	5 3%	10 8%	14 4%	3 10%	24 5%	11 9%	17 4%	- -
Any other problems	3 1%	* *	2 1%	* *	- -	2 1%	1 1%	1 *	2 2%	- -	2 4%	* *	* *	* *	2 1%	- -	3 1%	2 2%	1 *	- -
I don't know	11 2%	2 1%	7 4%	2 2%	* *	9 3%	2 1%	6 2%	4 4%	- -	* *	4 3%	1 1%	5 4%	5 2%	* *	11 2%	* *	10 3%	1 3%
I've experienced no problems in the last 12 months when sending packets and parcels via	344 67%	82 56%	113 66%	83 77%a	66 74%a	194 62%	150 76%e	252 63%	90 83%g	22 76%	26 58%	89 66%	93 68%	86 66%	209 66%	22 75%	303 66%	56 48%	276 73%q	12 57%
NET Any problem experienced	158 31%	61 42%cd	52 30%	23 21%	22 25%	113 36%f	45 23%	142 35%h	14 13%	7 24%	19 42%	43 32%	42 31%	39 30%	104 33%	7 24%	143 31%	59 51%r	90 24%	8 39%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : Sent via - Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	519	341	178	68	277	89	98	55	37	38	24	31	28	32	38	30	19	17	72
Weighted Base	513	447	66*	11**	441	31*	29*	12*	26*	67*	35**	38**	42**	48*	86*	71**	27**	6**	25*
Effective Base	308	267	42	18	240	40	52	37	36	36	21	30	27	30	37	29	18	8	32
Lost mail	33 6%	29 7%	4 6%	1 6%	25 6%	3 8%	5 17%d	* 3%	1 5%	5 8%	-	1 3%	3 7%	6 13%	5 6%	2 3%	1 5%	* 6%	2 9%
Damaged mail	42 8%	35 8%	7 10%	* *	37 8%	1 4%	3 11%	* 1%	* 2%	9 13%	3 8%	1 3%	8 20%	5 11%	7 8%	3 4%	-	* 5%	1 4%
Delayed mail	73 14%	59 13%	14 22%	3 25%	62 14%g	5 17%	6 19%g	* 2%	1 4%	8 12%	10 27%	1 3%	13 30%	6 12%	17 20%	5 7%	2 8%	* 7%	5 19%h
Mis-delivered mail	44 9%	40 9%	4 6%	1 7%	38 9%	2 7%	4 12%	1 7%	1 3%	7 11%	1 4%	1 3%	5 11%	6 13%	13 15%	-	3 11%	* 5%	2 7%
Mail that has been tampered with	22 4%	19 4%	3 4%	2 14%	18 4%	2 7%	2 8%	-	2 6%	6 9%	-	3 7%	3 7%	3 6%	2 2%	-	-	* 5%	2 7%
Didn't allow sufficient time to answer the door	27 5%	27 6%	1 1%	* 3%	25 6%	2 5%	1 3%	* 3%	2 9%	3 5%	-	1 3%	3 7%	1 3%	11 13%	2 3%	-	-	2 6%
Any other problems	3 1%	2 1%	* 1%	-	2 *	* *	-	1 4%d	-	-	-	-	-	-	2 2%	-	-	-	1 1%
I don't know	11 2%	10 2%	1 2%	1 5%	9 2%	1 4%	1 3%	* 3%	1 3%	2 4%	2 4%	-	-	-	2 2%	2 3%	-	* 1%	1 4%
I've experienced no problems in the last 12 months when sending packets and parcels via	344 67%	301 67%	43 66%	5 49%	295 67%	20 66%	19 65%	10 82%	20 76%	43 64%	23 65%	32 84%	22 52%	29 60%	47 55%	59 83%	20 76%	5 88%	15 61%
NET Any problem experienced	158 31%	137 31%	21 33%	5 46%	137 31%	9 31%	10 33%	2 15%	6 22%	21 32%	11 31%	6 16%	20 48%	19 40%	37 43%	10 14%	6 24%	1 10%	9 35%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 313

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : Sent via - Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	519	233	169	329	265	233	13	48	169	14	48	178	205	57	54	23	383	77	231	209	43	23	12	440	35	232	287
Weighted Base	513	238	168*	328	258	238	11**	36*	168*	12**	44**	181	199	60*	52*	21**	380	73*	228	210	39**	24**	12**	437	36**	243	270
Effective Base	308	142	98	198	154	142	7	31	98	10	29	103	124	39	32	10	227	42	134	128	23	16	8	262	23	144	164
Lost mail	33 6%	27 11%bd	1 1%	32 10%bd	6 2%	27 11%	2 16%	1 4%	1 1%	1 11%	1 3%	18 10%	10 5%	3 4%	3 6%	* 1%	28 7%	3 4%	12 5%	17 8%	3 8%	1 5%	* 1%	29 7%	1 4%	28 12%z	5 2%
Damaged mail	42 8%	26 11%b	2 1%	39 12%b	16 6%	26 11%	-	3 8%	2 1%	1 9%	1 3%	23 13%	12 6%	3 5%	1 3%	1 6%	36 9%	3 4%	14 6%	26 12%	* 1%	-	1 10%	40 9%	1 3%	40 16%z	2 1%
Delayed mail	73 14%	38 16%	20 12%	53 16%	34 13%	38 16%	*	5 13%	20 12%	1 9%	1 3%	28 15%	25 13%	13 22%n	2 4%	5 26%	53 14%	7 10%	35 16%	27 13%	9 23%	2 10%	2 14%	62 14%	2 5%	54 22%z	19 7%
Mis-delivered mail	44 9%	34 14%bd	7 4%	37 11%bd	10 4%	34 14%g	1 6%	*	7 4%	1 9%	1 3%	18 10%	17 9%	8 14%q	1 1%	* 1%	35 9%	1 1%	24 11%	15 7%	4 10%	1 3%	* 1%	39 9%	1 2%	40 17%z	4 1%
Mail that has been tampered with	22 4%	18 7%bd	1 1%	21 6%bd	4 2%	18 7%	-	-	1 1%	1 9%	1 3%	9 5%	8 4%	5 8%	*	*	17 4%	*	10 4%	11 5%	1 2%	-	-	21 5%	-	21 8%z	1 1%
Didn't allow sufficient time to answer the door	27 5%	14 6%	4 2%	24 7%	14 5%	14 6%	-	-	4 2%	1 9%	1 3%	8 5%	15 7%	4 7%	-	* 1%	23 6%	*	12 5%	12 6%	2 6%	1 3%	-	24 6%	1 2%	23 9%z	5 2%
Any other problems	3 1%	2 1%	*	2 1%	*	2 1%	-	2 5%	*	-	*	*	2 1%	-	-	-	3 1%	-	1 *	2 1%	* 1%	-	-	2 1%	-	2 1%	1 *
I don't know	11 2%	7 3%	1 1%	9 3%	3 1%	7 3%	-	2 6%	1 1%	* 2%	*	2 1%	5 2%	2 3%	2 4%	-	7 2%	2 3%	2 1%	8 4%	* 1%	-	-	10 2%	-	4 2%	7 3%
I've experienced no problems in the last 12 months when sending packets and parcels via	344 67%	132 55%	146 87%acd	182 55%	196 76%ac	132 55%	8 77%	25 70%	146 87%	10 88%	43 96%	109 61%	142 71%	33 56%	45 86%kmp	15 73%	251 66%	60 82%km	157 69%	132 63%	22 57%	23 94%	11 88%	289 66%	33 92%	110 45%	234 87%y
NET Any problem experienced	158 31%	99 42%bd	21 13%	137 42%bd	59 23%b	99 42%	2 23%	9 24%	21 13%	1 11%	2 4%	69 38%no	53 27%	25 42%no	5 11%	6 27%	122 32%no	11 15%	69 30%	70 33%	17 43%	1 6%	1 12%	139 32%	3 8%	129 53%z	29 11%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : Sent via - Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	519	22	491	6	148	335	36	492	22	4	-	518	1
Weighted Base	513	18**	487	8**	148*	331	34**	483	26**	3**	-**	513	***
Effective Base	308	12	293	4	87	200	22	290	17	2	-	308	1
Lost mail	33 6%	4 24%	29 6%	- -	20 14%e	12 4%	1 3%	28 6%	5 19%	- -	- -	33 6%	- -
Damaged mail	42 8%	3 15%	38 8%	* 6%	20 14%e	10 3%	11 32%	35 7%	6 22%	* 16%	- -	42 8%	- -
Delayed mail	73 14%	3 17%	65 13%	5 69%	29 20%e	35 11%	9 26%	60 12%	13 50%	* 7%	- -	73 14%	- -
Mis-delivered mail	44 9%	1 5%	39 8%	4 50%	24 16%e	19 6%	1 3%	37 8%	7 27%	- -	- -	44 9%	- -
Mail that has been tampered with	22 4%	4 19%	19 4%	- -	11 7%	9 3%	3 8%	17 4%	5 18%	- -	- -	22 4%	- -
Didn't allow sufficient time to answer the door	27 5%	1 6%	24 5%	2 32%	8 5%	16 5%	4 11%	25 5%	3 10%	- -	- -	27 5%	- -
Any other problems	3 1%	- -	3 1%	- -	2 1%	1 *	- -	3 1%	- -	- -	- -	3 1%	- -
I don't know	11 2%	* 1%	11 2%	- -	* *	9 3%	1 4%	9 2%	2 6%	- -	- -	11 2%	* 100%
I've experienced no problems in the last 12 months when sending packets and parcels via	344 67%	8 46%	335 69%	* 6%	77 52%	257 77%d	11 31%	339 70%	3 10%	2 77%	- -	344 67%	- -
NET Any problem experienced	158 31%	10 53%	141 29%	7 94%	70 48%e	66 20%	22 64%	135 28%	22 84%	1 23%	- -	158 31%	- -

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : Sent via - Yodel

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	519	113	114	142	150	42	47	24	36	39	39	46	51	45	59	57	34
Weighted Base	513	127*	112*	129*	144*	50*	50**	27**	34**	38**	40**	33**	48**	49**	52*	58*	34**
Effective Base	308	77	66	79	86	31	30	17	19	24	23	27	30	25	34	32	20
Lost mail	33 8%	13 10%	5 4%	7 6%	9 6%	6 12%	3 7%	3 12%	3 8%	2 5%	- -	* 1%	4 8%	3 6%	5 9%	2 4%	2 5%
Damaged mail	42 8%	14 11%	4 4%	7 5%	17 12%	6 12%	6 13%	1 5%	2 5%	2 5%	1 2%	1 4%	4 9%	1 2%	6 12%	6 10%	5 14%
Delayed mail	73 14%	17 13%	8 7%	22 17%	26 18%	6 11%	7 15%	4 14%	4 13%	4 10%	*	4 13%	8 16%	10 20%	12 24%	9 15%	5 14%
Mis-delivered mail	44 9%	18 14%b	3 3%	15 11%b	8 6%	5 11%	10 20%	2 9%	* 1%	-	3 7%	2 6%	6 12%	7 14%	3 6%	3 6%	2 6%
Mail that has been tampered with	22 4%	8 7%	4 4%	6 4%	4 3%	3 5%	3 7%	2 8%	4 12%	-	-	-	3 7%	2 4%	2 4%	-	2 6%
Didn't allow sufficient time to answer the door	27 5%	9 7%	5 4%	6 5%	7 5%	3 6%	6 12%	-	3 8%	-	2 6%	-	4 9%	2 4%	3 6%	3 4%	1 3%
Any other problems	3 1%	-	*	*	2 2%	-	-	-	*	-	*	-	-	-	-	2 3%	-
I don't know	11 2%	4 3%	1 1%	6 4%	*	2 3%	2 4%	*	1 2%	*	*	*	-	4 8%	2 4%	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	344 67%	71 56%	88 79%a	84 65%	100 70%	29 57%	25 49%	18 65%	22 65%	32 84%	34 85%	26 80%	31 65%	27 55%	32 61%	43 74%	25 75%
NET Any problem experienced	158 31%	52 41%b	23 20%	39 30%	44 30%	20 39%	23 46%	9 34%	11 33%	6 15%	6 15%	6 20%	13 27%	20 41%	21 39%	15 26%	8 25%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	809	252	557	168	641	362	447	163	150	170	103	115	63	45	313	273	223	108	680	120
Weighted Base	864	289	574	185	679	402	462	171	184	178	110*	106*	64*	51**	355	288	221	115*	672	177*
Effective Base	519	181	338	104	416	230	290	103	105	110	67	71	37	28	208	177	135	65	415	98
Lost mail	51 6%	7 2%	45 8%a	19 10%d	33 5%	29 7%	22 5%	12 7%	16 9%k	10 6%	9 8%	1 1%	3 4%	1 1%	28 8%p	18 6%	5 2%	3 3%	46 7%	5 3%
Damaged mail	73 9%	14 5%	59 10%a	27 15%d	46 7%	33 8%	40 9%	15 9%	25 14%k	11 6%	12 11%k	2 2%	3 5%	7 13%	40 11%	22 8%	11 5%	10 8%	54 8%	16 9%
Delayed mail	75 9%	12 4%	62 11%a	28 15%d	47 7%	38 10%	36 8%	19 11%l	21 12%l	9 5%	16 14%il	7 7%	* *	2 4%	41 11%pq	25 9%	10 4%	2 2%	53 8%	21 12%
Mis-delivered mail	44 5%	4 1%	40 7%a	28 15%d	16 2%	20 5%	24 5%	17 10%l	12 7%	5 3%	5 4%	4 3%	1 2%	-	29 8%pq	10 3%	5 2%	1 1%	36 5%	8 4%
Mail that has been tampered with	28 3%	7 2%	21 4%	17 9%d	10 2%	15 4%	12 3%	7 4%	10 6%	2 1%	4 3%	2 2%	1 1%	1 2%	17 5%	6 2%	4 2%	2 2%	23 3%	3 2%
Didn't allow sufficient time to answer the door	55 6%	5 2%	49 9%a	18 10%	36 5%	18 4%	37 8%	13 7%	18 10%l	5 3%	3 3%	5 5%	6 9%	5 10%	31 9%o	8 3%	16 7%	11 10%o	47 7%	7 4%
Any other problems	6 1%	3 1%	3 1%	-	6 1%	*	6 1%	1 1%	-	1 1%	2 2%	2 1%	-	-	1 *	3 1%	2 1%	-	4 1%	-
I don't know	23 3%	5 2%	18 3%	5 3%	18 3%	4 1%	18 4%e	8 5%	2 1%	3 2%	*	7 7%hj	3 4%	-	9 3%	3 1%	10 5%	3 2%	21 3%	2 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	609 71%	258 89%b	351 61%	85 46%	524 77%c	282 70%	327 71%	107 63%	107 58%	141 80%gh	74 68%	85 81%gh	52 81%gh	41 81%	215 61%	216 75%n	178 81%n	93 81%n	472 70%	126 71%
NET Any problem experienced	232 27%	26 9%	206 36%a	95 51%d	137 20%	115 29%	116 25%	56 33%ikl	75 41%ikl	33 19%	35 32%ik	13 12%	10 15%	10 19%	131 37%opq	69 24%p	33 15%	19 17%	179 27%	48 27%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	809	233	232	157	186	465	343	553	244	54	87	187	205	156	479	55	682	199	563	47
Weighted Base	864	230	258	178	197	488	374	634	222	55*	92*	199	226	167*	517	57*	734	193	627	43**
Effective Base	519	132	155	106	126	287	232	362	156	35	58	120	133	94	310	36	437	121	369	30**
Lost mail	51 6%	14 6%	10 4%	6 4%	21 11%bc	24 5%	28 7%	39 6%	11 5%	5 9%	6 6%	23 12%i	9 4%	7 4%	38 7%	5 8%	47 6%	27 14%r	23 4%	1 2%
Damaged mail	73 9%	21 9%	14 5%	16 9%	23 12%b	34 7%	39 10%	58 9%	15 7%	5 8%	9 10%	15 8%	19 8%	18 11%	43 8%	5 8%	61 8%	23 12%	50 8%	1 2%
Delayed mail	75 9%	20 9%	25 10%	18 10%	11 6%	45 9%	30 8%	65 10%h	10 4%	3 5%	8 9%	21 11%	28 12%	10 6%	57 11%	3 5%	68 9%	29 15%r	41 7%	4 10%
Mis-delivered mail	44 5%	17 7%	14 5%	6 3%	7 4%	31 6%	13 3%	35 6%	8 4%	8 15%lmn	5 5%	16 8%	7 3%	5 3%	28 5%	8 14%p	34 5%	24 12%r	19 3%	1 3%
Mail that has been tampered with	28 3%	12 5%	3 1%	6 3%	7 4%	15 3%	13 3%	24 4%	4 2%	1 2%	3 3%	7 4%	7 3%	7 4%	17 3%	1 2%	24 3%	13 7%r	14 2%	1 2%
Didn't allow sufficient time to answer the door	55 6%	23 10%b	9 3%	12 7%	11 6%	32 6%	23 6%	37 6%	18 8%	3 6%	5 5%	19 10%	16 7%	5 3%	39 8%	3 5%	48 6%	14 7%	40 6%	1 2%
Any other problems	6 1%	* *	4 1%	- -	2 1%	4 1%	2 1%	4 1%	2 1%	- -	1 1%	- -	* *	2 1%	2 *	- -	4 1%	2 1%	4 1%	- -
I don't know	23 3%	7 3%	9 4%	4 2%	2 1%	17 3%	6 2%	18 3%	3 1%	2 3%	* *	4 2%	3 1%	6 4%	8 1%	2 3%	16 2%	2 1%	18 3%	3 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	609 71%	148 64%	203 79%a	123 69%	135 68%	350 72%	257 69%	432 68%	173 78%g	35 63%	64 69%	128 65%	157 69%	122 73%	349 67%	36 64%	513 70%	111 57%	464 74%q	34 78%
NET Any problem experienced	232 27%	75 33%b	46 18%	51 29%b	60 31%b	121 25%	111 30%	184 29%	46 21%	19 34%	28 30%	66 33%	66 29%	39 23%	161 31%	19 33%	204 28%	80 42%r	145 23%	7 15%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	809	590	219	81	458	116	131	104	46	51	48	61	54	56	55	50	37	13	103
Weighted Base	864	757	107*	16**	734	64*	42*	23*	34*	93*	73*	74*	81*	86*	118*	122*	55*	7**	58*
Effective Base	519	467	54	14	401	64	78	72	44	49	44	59	51	53	53	47	35	7	57
Lost mail	51 6%	40 5%	12 11%	3 16%	44 6%	3 4%	4 10%g	* 1%	1 2%	-	-	5 6%	5 6%	7 8%i	10 8%	6 5%	11 20%hijkor	* 3%	3 5%
Damaged mail	73 9%	68 9%	5 5%	1 5%	68 9%eg	1 2%	4 9%eg	*	1 2%	2 2%	1 2%	5 7%	14 17%hijr	8 9%r	16 13%ir	14 12%r	7 12%r	1 16%	*
Delayed mail	75 9%	71 9%	4 3%	3 21%	63 9%	6 9%	4 10%	1 6%	3 10%io	1 1%	4 5%	5 6%	18 22%lijko	11 12%io	14 12%io	2 2%	5 9%	* 4%	6 10%i
Mis-delivered mail	44 5%	33 4%	11 10%	3 20%	38 5%	3 4%	2 4%	2 7%	3 8%i	-	3 4%	3 4%	8 10%i	4 5%	11 10%i	4 3%	2 4%	* 6%	2 4%
Mail that has been tampered with	28 3%	25 3%	3 3%	3 16%	23 3%	1 1%	3 6%	1 4%	1 2%	3 4%	6 8%o	1 2%	4 5%	2 3%	5 4%	-	-	* 2%	* 1%
Didn't allow sufficient time to answer the door	55 6%	54 7%	1 1%	* 3%	48 7%	3 4%	2 6%	1 6%	3 8%	2 2%	8 10%	4 5%	11 14%im	2 2%	9 8%	7 6%	4 7%	-	3 4%
Any other problems	6 1%	6 1%	*	*	6 1%	-	-	*	-	-	-	-	1 2%	-	2 2%	-	2 4%	-	-
I don't know	23 3%	22 3%	1 1%	* 2%	16 2%	6 9%df	* 1%	* 2%	-	4 4%	-	-	1 2%	-	2 2%	7 5%	3 5%	2 26%	4 7%jkm
I've experienced no problems in the last 12 months when sending packets and parcels via	609 71%	527 70%	82 77%	8 52%	514 70%	46 71%	31 74%	18 77%	27 80%lnp	82 89%lmnpr	54 74%p	57 77%lp	46 57%	60 70%	70 60%	90 74%p	27 50%	3 49%	43 74%p
NET Any problem experienced	232 27%	208 28%	23 22%	7 46%	204 28%	13 20%	11 25%	5 22%	7 20%	7 7%	19 26%i	17 23%i	34 41%hikor	25 30%i	45 38%ir	25 20%	25 45%hikor	2 25%	11 19%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	809	386	193	560	367	386	22	98	193	14	75	261	316	102	91	39	577	130	378	323	59	38	10	701	48	325	484
Weighted Base	864	436	215	605	384	436	22**	89*	215	15**	78*	285	365	95*	89*	30**	650	119*	409	342	57*	41**	13**	751	54*	358	505
Effective Base	519	257	128	361	232	257	14	67	128	10	48	163	217	63	58	21	379	78	230	217	38	26	9	446	35	214	305
Lost mail	51 6%	29 7%	8 4%	41 7%	20 5%	29 7%	2 8%	4 4%	8 4%	1 8%	5 6%	27 9%	18 5%	3 3%	3 4%	1 3%	44 7%	4 3%	24 6%	24 7%	3 5%	-	-	48 6%	-	35 10%z	16 3%
Damaged mail	73 9%	41 9%	17 8%	57 9%	33 8%	41 9%	1 6%	7 8%	17 8%	3 23%	8 10%	34 12%nq	25 7%	12 13%nq	2 2%	1 2%	59 9%q	2 2%	45 11%t	22 6%	*	4 11%	-	67 9%	4 8%	51 14%z	22 4%
Delayed mail	75 9%	45 10%b	8 4%	63 10%b	26 7%	45 10%	2 9%	5 6%	8 4%	1 8%	2 3%	32 11%	31 8%	6 6%	4 5%	2 7%	63 10%	6 5%	34 8%	34 10%	3 6%	3 9%	-	68 9%	3 6%	51 14%z	24 5%
Mis-delivered mail	44 5%	27 6%	5 2%	39 6%	17 4%	27 6%	4 18%	4 4%	5 2%	1 10%	3 4%	20 7%q	18 5%	5 5%	1 1%	-	38 6%	1 1%	20 5%	18 5%	3 5%	2 5%	-	39 5%	2 4%	40 11%z	4 1%
Mail that has been tampered with	28 3%	19 4%	5 2%	23 4%	9 2%	19 4%	*	1 1%	5 2%	1 8%	2 3%	8 3%	14 4%	4 4%	2 2%	-	22 3%	2 2%	11 3%	14 4%	2 4%	1 1%	-	25 3%	1 1%	22 6%z	6 1%
Didn't allow sufficient time to answer the door	55 6%	28 6%	17 8%	38 6%	27 7%	28 6%	2 8%	5 6%	17 8%	1 8%	6 8%	26 9%	22 6%	2 3%	3 4%	*	49 7%	4 3%	23 6%	27 8%	2 4%	2 5%	-	50 7%	2 4%	29 8%	26 5%
Any other problems	6 1%	2 *	2 1%	4 1%	4 1%	2 *	-	*	2 1%	-	2 3%	3 1%	3 1%	-	-	-	6 1%	-	1 *	2 1%	-	2 6%	-	4 *	2 4%rw	-	6 1%
I don't know	23 3%	8 2%	6 3%	15 2%	13 3%	8 2%	*	3 3%	6 3%	-	*	7 2%	14 4%	1 2%	*	*	21 3%	*	11 3%	10 3%	2 3%	-	-	21 3%	-	11 3%	12 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	609 71%	296 68%	166 77%c	407 67%	277 72%	296 68%	11 51%	67 75%	166 77%	11 75%	62 80%	187 66%	254 70%	67 71%	74 83%klp	26 87%	441 68%	100 84%klp	284 70%	240 70%	42 74%	29 72%	13 100%	524 70%	42 79%	189 53%	419 83%y
NET Any problem experienced	232 27%	132 30%b	43 20%	183 30%b	94 25%	132 30%	11 48%	19 22%	43 20%	4 25%	16 20%	91 32%nq	97 26%	26 27%	15 16%	4 13%	188 29%nq	18 15%	113 28%	92 27%	14 24%	11 28%	-	205 27%	11 21%	158 44%z	73 15%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	809	57	747	5	224	537	48	772	26	5	1	803	5
Weighted Base	864	61*	795	7**	216	596	51*	826	30**	5**	***	861	2**
Effective Base	519	35	480	4	132	354	33	496	19	3	1	517	2
Lost mail	51 6%	5 9%	46 6%	- -	23 11%e	29 5%	* *	48 6%	4 12%	- -	- -	51 6%	- -
Damaged mail	73 9%	4 7%	68 8%	2 22%	28 13%e	38 6%	8 15%	66 8%	7 22%	* 9%	- -	73 9%	- -
Delayed mail	75 9%	2 4%	71 9%	1 19%	19 9%	49 8%	7 13%	70 9%	4 15%	- -	- -	75 9%	- -
Mis-delivered mail	44 5%	10 17%·b	32 4%	2 22%	16 8%·e	17 3%	11 22%·de	44 5%	* 1%	- -	- -	44 5%	- -
Mail that has been tampered with	28 3%	2 4%	23 3%	2 33%	13 6%·e	13 2%	2 3%	25 3%	3 10%	- -	- -	28 3%	- -
Didn't allow sufficient time to answer the door	55 6%	1 2%	51 6%	2 33%	18 8%	33 6%	3 7%	49 6%	6 20%	- -	- -	55 6%	- -
Any other problems	6 1%	- -	6 1%	- -	1 1%	3 *	2 4%·e	6 1%	- -	- -	- -	6 1%	- -
I don't know	23 3%	1 1%	22 3%	- -	3 2%	17 3%	2 4%	21 3%	- -	- -	* 100%	21 2%	2 76%
I've experienced no problems in the last 12 months when sending packets and parcels via	609 71%	43 70%	564 71%	2 27%	129 60%	454 76%·df	26 51%	595 72%	9 30%	4 91%	- -	608 71%	1 24%
NET Any problem experienced	232 27%	18 29%	209 26%	5 73%	84 39%·e	126 21%	23 44%·e	210 25%	21 70%	* 9%	- -	232 27%	- -

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	809	182	198	219	210	64	68	50	70	66	62	79	68	72	76	72	62
Weighted Base	864	198*	211	225	229	78*	65*	55*	72*	80*	60*	83*	69*	72*	79*	77*	73*
Effective Base	519	119	129	139	132	46	39	34	45	47	37	48	46	45	46	43	42
Lost mail	51 6%	19 10%c	9 4%	6 3%	18 8%	7 9%	5 8%	7 12%h	1 1%	4 5%	3 6%	2 2%	1 2%	3 4%	10 13%hl	3 4%	4 5%
Damaged mail	73 9%	14 7%	15 7%	24 11%	20 9%	5 7%	9 14%g	- -	6 8%	4 5%	5 9%	9 10%	7 11%	5 6%	14 18%giop	3 4%	3 4%
Delayed mail	75 9%	14 7%	19 9%	21 9%	21 9%	2 3%	6 10%	5 10%	8 11%	8 10%	4 6%	10 13%	6 8%	5 6%	6 8%	8 11%	6 9%
Mis-delivered mail	44 5%	11 6%	6 3%	13 6%	15 6%	3 4%	4 6%	4 8%	2 3%	* *	3 5%	4 4%	5 7%	4 6%	8 10%l	4 5%	3 5%
Mail that has been tampered with	28 3%	6 3%	7 3%	5 2%	9 4%	5 7%	* *	* 1%	4 5%	2 2%	2 3%	1 2%	1 2%	2 3%	4 5%	3 4%	2 3%
Didn't allow sufficient time to answer the door	55 6%	13 7%	11 5%	13 6%	18 8%	6 8%	6 9%	1 2%	5 7%	1 2%	5 8%	5 6%	7 10%m	1 1%	6 8%	4 5%	7 10%
Any other problems	6 1%	1 1%	3 2%	2 1%	- -	1 1%	- -	- -	2 3%	1 1%	- -	1 2%	- -	* *	- -	- -	- -
I don't know	23 3%	7 4%	2 1%	7 3%	7 3%	- -	1 2%	6 11%elp	1 1%	2 2%	* *	5 7%	* *	1 2%	4 5%	2 3%	* 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	609 71%	133 67%	155 73%	159 71%	162 71%	54 69%	43 67%	36 65%	53 74%	61 76%	41 68%	58 70%	45 65%	56 77%	46 58%	58 76%	58 79%n
NET Any problem experienced	232 27%	58 29%	54 25%	59 26%	61 27%	24 31%	20 32%	13 24%	18 25%	17 22%	19 31%	20 24%	24 34%	15 21%	29 37%	16 22%	15 20%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	179	2	177	84	95	92	87	35	50	48	21	15	6	4	85	69	25	10	152	26
Weighted Base	194	2**	192	103*	90*	106*	88*	38**	57*	52**	19**	16**	7**	4**	96*	71*	27**	11**	153*	41**
Effective Base	112	2	110	56	56	57	55	23	31	30	12	10	4	2	54	42	16	6	90	22
Lost mail	34 17%	-	34 17%	22 21%	12 13%	17 16%	17 19%	5 14%	11 19%	6 11%	6 29%	1 7%	3 38%	2 61%	16 17%	11 16%	6 23%	5 46%	29 19%	4 10%
Damaged mail	33 17%	1 72%	31 16%	26 25%d	7 8%	21 20%	12 14%	7 17%	14 24%	6 13%	2 11%	1 9%	3 38%	-	20 21%	8 12%	4 15%	3 25%	26 17%	7 17%
Delayed mail	44 23%	1 72%	43 22%	26 25%	18 20%	25 24%	19 22%	6 17%	12 22%	9 18%	7 37%	4 26%	3 38%	2 61%	19 20%	16 23%	9 34%	5 46%	40 26%	4 10%
Mis-delivered mail	14 7%	-	14 7%	10 9%	4 4%	6 5%	8 9%	4 9%	6 10%	3 5%	2 9%	-	-	-	9 10%	5 6%	-	-	13 8%	1 2%
Mail that has been tampered with	8 4%	-	8 4%	4 4%	4 4%	5 5%	3 4%	-	3 5%	3 6%	2 9%	1 1%	-	-	3 3%	5 7%	* 1%	-	6 4%	2 5%
Didn't allow sufficient time to answer the door	17 9%	-	17 9%	13 12%	5 5%	13 12%	5 5%	4 10%	9 16%	2 3%	2 10%	-	-	-	13 14%	4 5%	-	-	15 10%	2 5%
Any other problems	1 *	-	1 *	1 1%	-	-	1 1%	1 2%	-	-	-	-	-	-	1 1%	-	-	-	-	1 2%
I don't know	10 5%	-	10 5%	2 2%	8 9%	6 6%	4 5%	2 6%	3 6%	1 2%	2 8%	1 7%	1 17%	-	5 6%	3 4%	2 8%	1 11%	10 6%	* 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	80 41%	* 28%	80 41%	35 34%	45 50%	38 36%	42 48%	17 46%	21 37%	23 45%	4 18%	10 60%	3 45%	2 39%	39 41%	27 38%	14 53%	5 43%	61 40%	20 48%
NET Any problem experienced	103 53%	1 72%	102 53%	66 64%d	37 41%	62 58%	41 47%	19 49%	33 57%	27 53%	14 74%	5 33%	3 38%	2 61%	51 54%	41 58%	10 38%	5 46%	83 54%	21 51%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	179	65	37	35	42	102	77	137	38	19	17	46	45	45	108	19	153	60	113	6
Weighted Base	194	62*	36**	50**	45**	99*	95*	160*	32**	20**	22**	50*	53**	44**	125*	20**	169*	67*	120*	7**
Effective Base	112	33	22	28	30	55	57	88	23	14	11	31	29	25	70	14	95	38	70	4
Lost mail	34 / 17%	7 / 12%	7 / 18%	12 / 24%	8 / 17%	14 / 14%	20 / 21%	29 / 18%	5 / 15%	4 / 20%	4 / 19%	9 / 18%	8 / 16%	8 / 19%	21 / 17%	4 / 20%	29 / 17%	17 / 25%	17 / 14%	-
Damaged mail	33 / 17%	7 / 11%	10 / 27%	9 / 18%	7 / 15%	17 / 17%	16 / 17%	28 / 18%	5 / 14%	3 / 17%	4 / 19%	7 / 15%	12 / 22%	6 / 14%	23 / 19%	3 / 17%	29 / 17%	21 / 31%r	12 / 10%	-
Delayed mail	44 / 23%	15 / 24%	11 / 31%	11 / 23%	7 / 15%	26 / 26%	18 / 19%	39 / 24%	5 / 16%	4 / 22%	9 / 40%	13 / 26%	8 / 15%	10 / 24%	29 / 24%	4 / 22%	40 / 24%	26 / 39%r	15 / 13%	3 / 40%
Mis-delivered mail	14 / 7%	8 / 12%	1 / 3%	2 / 4%	3 / 7%	9 / 9%	5 / 5%	11 / 7%	3 / 8%	1 / 5%	4 / 17%	2 / 3%	2 / 3%	5 / 13%	7 / 6%	1 / 5%	13 / 7%	12 / 18%r	1 / 1%	-
Mail that has been tampered with	8 / 4%	3 / 4%	1 / 2%	1 / 3%	3 / 8%	3 / 4%	5 / 5%	5 / 3%	3 / 9%	2 / 9%	2 / 9%	*	4 / 8%	*	6 / 5%	2 / 9%	6 / 4%	5 / 8%	3 / 2%	-
Didn't allow sufficient time to answer the door	17 / 9%	9 / 14%	3 / 8%	2 / 4%	4 / 8%	12 / 12%	6 / 6%	15 / 9%	2 / 6%	1 / 6%	4 / 16%	1 / 2%	7 / 14%	4 / 9%	12 / 9%	1 / 6%	16 / 9%	8 / 12%	9 / 8%	-
Any other problems	1 / *	-	-	-	1 / 2%	-	1 / 1%	1 / *	-	1 / 3%	-	-	-	-	-	1 / 3%	-	-	1 / 1%	-
I don't know	10 / 5%	1 / 2%	-	6 / 12%	3 / 7%	1 / 1%	9 / 10%o	9 / 6%	1 / 3%	-	2 / 7%	5 / 9%	3 / 5%	1 / 3%	9 / 7%	-	10 / 6%	2 / 2%	9 / 7%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	80 / 41%	24 / 38%	14 / 39%	20 / 41%	22 / 48%	38 / 38%	42 / 44%	59 / 37%	20 / 63%	11 / 54%	6 / 27%	22 / 44%	19 / 36%	18 / 41%	47 / 37%	11 / 54%	65 / 38%	16 / 24%	60 / 50%q	4 / 60%
NET Any problem experienced	103 / 53%	37 / 60%	22 / 61%	23 / 47%	20 / 45%	60 / 61%	44 / 46%	92 / 58%	11 / 34%	10 / 46%	15 / 66%	24 / 47%	31 / 59%	24 / 56%	69 / 55%	10 / 46%	94 / 56%	50 / 74%r	51 / 43%	3 / 40%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	179	115	64	29	96	39	23	21	5	12	7	9	16	14	13	8	12	4	35
Weighted Base	194	156*	38**	10**	165*	17**	7**	4**	4**	23**	11**	11**	25**	23**	30**	20**	19**	2**	15**
Effective Base	112	93	19	8	86	20	15	13	5	12	7	9	15	13	13	7	11	2	18
Lost mail	34 17%	32 21%	1 4%	* 3%	31 19%	1 5%	1 19%	* 4%	1 24%	2 8%	- -	3 24%	1 4%	2 8%	9 31%	7 34%	7 35%	- -	1 6%
Damaged mail	33 17%	25 16%	8 21%	2 22%	30 18%	2 11%	1 17%	- -	2 43%	2 8%	2 16%	1 12%	7 29%	3 15%	8 25%	5 24%	- -	2 12%
Delayed mail	44 23%	36 23%	9 23%	3 26%	38 23%	2 12%	3 49%	1 19%	2 48%	7 29%	2 18%	1 12%	8 31%	3 14%	5 17%	3 14%	7 39%	- -	2 13%
Mis-delivered mail	14 7%	11 7%	2 6%	* 3%	11 6%	1 6%	2 23%	* 11%	- -	4 16%	- -	1 12%	3 12%	- -	3 9%	- -	- -	- -	1 7%
Mail that has been tampered with	8 4%	8 5%	1 2%	* 3%	6 4%	1 6%	1 13%	* 2%	- -	4 16%	- -	1 12%	1 4%	- -	- -	- -	- -	- -	1 7%
Didn't allow sufficient time to answer the door	17 9%	13 8%	4 11%	* 1%	15 9%	2 9%	* 3%	* 3%	1 23%	- -	- -	1 12%	5 19%	- -	3 9%	4 19%	2 10%	- -	2 10%
Any other problems	1 *	1 *	- -	- -	- -	1 4%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 5%
I don't know	10 5%	10 7%	- -	- -	9 5%	1 8%	* 6%	- -	- -	- -	3 24%	2 15%	2 6%	2 7%	- -	- -	1 6%	- -	1 8%
I've experienced no problems in the last 12 months when sending packets and parcels via	80 41%	64 41%	16 43%	5 49%	66 40%	9 52%	2 33%	3 65%	1 33%	10 46%	5 43%	6 50%	8 30%	13 56%	10 35%	9 48%	4 22%	2 100%	7 46%
NET Any problem experienced	103 53%	82 53%	21 57%	5 51%	91 55%	7 41%	4 61%	2 35%	3 67%	12 54%	4 33%	4 36%	16 64%	8 37%	20 65%	10 52%	13 72%	- -	7 45%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	179	87	40	133	86	87	9	11	40	5	17	73	58	26	18	3	131	21	81	70	18	6	4	151	10	123	56
Weighted Base	194	94*	41**	147*	93*	94*	7**	5**	41**	6**	18**	86*	54*	35**	16**	3**	140*	19**	93*	69*	20**	8**	2**	163*	11**	138*	55*
Effective Base	112	53	26	82	55	53	6	6	26	5	12	46	36	19	10	2	81	12	51	41	14	5	1	92	6	79	32
Lost mail	34 17%	16 17%	5 12%	27 18%	15 16%	16 17%	* 6%	-	5 12%	2 39%	5 27%	25 29%	7 14%	2 4%	-	-	32 23%	-	20 21%	12 17%	2 9%	-	-	32 20%	-	29 21%	4 8%
Damaged mail	33 17%	19 20%	2 6%	28 19%	12 12%	19 20%	1 15%	2 46%	2 6%	2 40%	2 14%	19 22%	5 10%	6 19%	2 13%	-	24 17%	2 11%	17 18%	10 14%	4 20%	2 27%	* 7%	26 16%	2 23%	33 24%z	-
Delayed mail	44 23%	29 31%	7 18%	37 25%	15 17%	29 31%	2 29%	* 2%	7 18%	2 40%	5 29%	27 32%	10 19%	3 8%	2 11%	2 61%	38 27%	4 20%	24 26%	18 26%	2 10%	* 2%	-	42 26%	* -	38 27%	6 12%
Mis-delivered mail	14 7%	9 10%	1 3%	13 9%	5 5%	9 10%	-	-	1 3%	1 19%	1 6%	8 10%	4 8%	1 2%	* 3%	-	13 9%	* 3%	3 3%	9 13%	2 9%	-	-	12 7%	-	14 10%	-
Mail that has been tampered with	8 4%	2 2%	1 4%	7 5%	7 7%	2 2%	1 10%	-	1 4%	1 19%	1 8%	3 3%	5 9%	* 1%	* 1%	-	8 6%	* 1%	3 4%	5 7%	-	-	-	8 5%	-	8 6%	-
Didn't allow sufficient time to answer the door	17 9%	9 9%	1 3%	16 11%	8 9%	9 9%	* 1%	-	1 3%	1 19%	1 6%	10 11%	3 6%	4 10%	1 5%	-	13 9%	1 4%	6 7%	10 15%	1 3%	-	-	16 10%	-	17 12%z	-
Any other problems	1 *	-	1 2%	-	1 1%	-	-	-	1 2%	1 12%	-	-	-	1 2%	-	-	-	-	-	1 1%	-	-	-	1 *	-	-	1 1%
I don't know	10 5%	6 7%	-	10 7%	4 4%	6 7%	-	-	-	-	-	6 7%	3 5%	2 5%	-	-	9 6%	-	6 6%	3 4%	2 8%	-	-	9 5%	-	4 3%	7 12%y
I've experienced no problems in the last 12 months when sending packets and parcels via	80 41%	26 28%	31 78%	44 30%	49 53%ac	26 28%	3 46%	2 53%	31 78%	2 28%	11 64%	21 24%	30 55%k	17 50%	11 68%	1 39%	51 36%	12 63%	38 41%	25 36%	9 43%	6 71%	2 93%	63 39%	8 75%	40 29%	40 71%y
NET Any problem experienced	103 53%	61 65%d	9 22%	92 63%d	40 43%	61 65%	4 54%	2 47%	9 22%	4 72%	6 36%	59 69%l	21 39%	16 45%	5 32%	2 61%	80 58%	7 37%	49 53%	42 60%	10 49%	2 29%	* 7%	91 56%	3 25%	94 68%z	9 16%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	179	17	159	3	73	87	19	164	9	4	1	177	1
Weighted Base	194	19**	169*	5**	91*	83*	19**	176	12**	5**	***	193	1**
Effective Base	112	10	100	2	47	53	13	103	6	2	1	111	1
Lost mail	34 17%	6 31%	28 16%	-	22 24%e	8 9%	4 21%	29 16%	2 18%	3 58%	-	34 17%	-
Damaged mail	33 17%	7 37%	26 15%	-	19 20%	12 14%	2 11%	27 16%	1 9%	4 89%	* 100%	33 17%	-
Delayed mail	44 23%	5 26%	37 22%	3 56%	26 29%	18 22%	-	36 20%	5 43%	3 68%	* 100%	44 23%	-
Mis-delivered mail	14 7%	* 1%	13 8%	* 10%	11 12%	2 2%	1 7%	13 7%	* 4%	-	-	14 7%	-
Mail that has been tampered with	8 4%	* *	8 5%	-	4 5%	2 2%	2 11%	8 5%	* 1%	-	-	8 4%	-
Didn't allow sufficient time to answer the door	17 9%	* 1%	17 10%	-	10 11%	7 9%	-	16 9%	1 6%	-	-	17 9%	-
Any other problems	1 *	-	* *	-	-	1 1%	-	1 *	-	-	-	1 *	-
I don't know	10 5%	1 6%	7 4%	2 34%	3 3%	4 4%	4 20%	8 5%	2 13%	-	-	10 5%	1 100%
I've experienced no problems in the last 12 months when sending packets and parcels via	80 41%	9 44%	72 42%	-	30 33%	42 51%	8 41%	79 45%	1 8%	-	-	80 42%	-
NET Any problem experienced	103 53%	10 50%	90 53%	3 66%	58 64%	37 45%	8 39%	89 50%	10 79%	5 100%	* 100%	103 53%	-

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	179	49	33	45	52	18	21	10	12	9	12	13	16	16	17	20	15
Weighted Base	194	52**	36**	51**	55*	22**	21**	9**	13**	14**	9**	11**	22**	19**	16**	23**	16**
Effective Base	112	29	23	29	31	13	11	5	9	8	7	7	12	11	11	12	9
Lost mail	34 17%	10 19%	4 10%	7 14%	13 24%	6 27%	3 17%	* 5%	3 22%	-	1 7%	2 19%	3 14%	2 12%	1 7%	6 24%	6 40%
Damaged mail	33 17%	10 19%	5 13%	3 6%	15 27%	2 7%	8 40%	-	2 15%	3 21%	-	* 1%	-	3 16%	5 32%	6 25%	4 24%
Delayed mail	44 23%	10 20%	5 15%	6 12%	22 40%	5 22%	3 14%	3 32%	2 16%	1 10%	2 21%	2 15%	1 7%	3 18%	7 41%	7 28%	9 57%
Mis-delivered mail	14 7%	3 6%	-	3 5%	8 14%	-	1 4%	2 27%	-	-	-	-	2 9%	* 3%	2 14%	4 17%	2 10%
Mail that has been tampered with	8 4%	2 4%	1 2%	2 3%	4 7%	2 10%	* 1%	-	-	-	1 7%	-	2 7%	* *	* 3%	1 5%	2 12%
Didn't allow sufficient time to answer the door	17 9%	4 7%	3 7%	4 7%	7 13%	-	4 18%	-	2 15%	-	1 7%	-	1 4%	3 14%	2 10%	3 11%	3 19%
Any other problems	1 *	-	-	1 1%	-	-	-	-	-	-	-	-	1 3%	-	-	-	-
I don't know	10 5%	2 3%	2 6%	3 6%	3 6%	-	2 8%	-	1 5%	2 11%	-	2 16%	-	2 8%	-	1 5%	2 14%
I've experienced no problems in the last 12 months when sending packets and parcels via	80 41%	15 30%	20 57%	28 55%	17 30%	7 34%	4 21%	4 41%	7 56%	8 59%	5 57%	5 50%	14 67%	8 43%	3 20%	10 44%	3 18%
NET Any problem experienced	103 53%	35 67%	13 37%	20 39%	36 64%	14 66%	15 72%	5 59%	5 38%	4 30%	4 43%	4 34%	7 33%	9 48%	13 80%	12 51%	11 68%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	301 5%	26 2%	275 6%a	114 13%d	186 4%	128 4%	170 5%	73 9%hijklm	43 5%lm	58 5%lm	43 5%lm	55 5%lm	17 2%	12 2%	116 7%pq	101 5%pq	84 3%	28 2%	259 5%	35 4%
Damaged mail	227 4%	35 3%	192 4%	75 9%d	152 3%	119 4%	108 3%	60 7%iklm	44 5%klm	35 3%m	37 4%lm	33 3%m	15 2%	3 1%	105 6%opq	71 4%pq	51 2%	18 1%	195 4%	29 3%
Delayed mail	603 10%	90 7%	513 10%a	164 19%d	439 8%	248 8%	352 11%e	128 16%ijklm	123 14%ijklm	114 10%lm	80 10%lm	91 8%m	39 5%	28 4%	251 15%opq	194 10%pq	158 6%	67 5%	496 10%	102 11%
Mis-delivered mail	202 3%	30 2%	173 3%	69 8%d	134 3%	91 3%	111 4%	35 4%l	47 5%ikl	28 2%	26 3%	34 3%	14 2%	19 3%	81 5%opq	54 3%	67 3%	33 2%	172 3%	29 3%
Mail that has been tampered with	100 2%	13 1%	87 2%	43 5%d	57 1%	55 2%	45 1%	28 3%jklm	18 2%l	22 2%	8 1%	15 1%	4 1%	4 1%	46 3%opq	29 2%	24 1%	9 1%	85 2%	15 2%
Didn't allow sufficient time to answer the door	209 3%	38 3%	171 3%	65 8%d	144 3%	90 3%	117 4%	57 7%hijklm	30 3%m	38 3%m	21 3%	37 3%m	17 2%	7 1%	88 5%opq	59 3%	62 2%	25 2%	182 3%	26 3%
Any other problems	20 *	1 *	20 *	3 *	17 *	10 *	11 *	3 *	3 *	4 *	* *	6 *	4 1%	* *	5 *	5 *	10 *	5 *	16 *	4 *
I don't know	110 2%	17 1%	93 2%	13 2%	96 2%	52 2%	57 2%	19 2%	17 2%	15 1%	19 2%	11 1%	18 2%k	10 2%	36 2%	34 2%	40 2%	29 2%	88 2%	22 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 36%	607 49%b	1628 33%	271 31%	1964 37%c	1104 37%	1130 36%	213 26%	285 33%g	465 41%gh	302 37%g	448 39%gh	275 36%g	245 39%gh	499 29%	767 39%n	969 38%n	520 38%n	1866 36%	342 38%
NET Any problem experienced	1055 17%	151 12%	905 18%a	306 36%d	749 14%	463 15%	586 19%e	221 27%ijklm	200 23%iklm	204 18%klm	140 17%klm	161 14%m	79 10%	51 8%	420 25%opq	344 18%pq	291 12%	130 9%	879 17%	165 18%
Not aware of Royal Mail	37 1%	9 1%	28 1%	13 2%d	24 *	23 1%	14 *	10 1%kl	6 1%	12 1%kl	4 *	1 *	1 *	3 *	17 1%p	15 1%p	5 *	4 *	29 1%	6 1%
Aware but not used Royal Mail	485 8%	124 10%b	362 7%	29 3%	456 9%c	266 9%f	219 7%	52 6%	65 7%	86 8%	54 7%	92 8%	74 10%g	62 10%	117 7%	140 7%	229 9%	136 10%no	412 8%	71 8%
Used but not sent Royal Mail	2247 36%	326 26%	1921 39%a	228 27%	2018 38%c	1104 37%	1135 36%	308 37%i	300 34%	340 30%	303 37%i	428 37%i	312 41%hi	255 41%i	608 36%	643 33%	996 39%o	567 41%no	1939 37%	300 33%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	869	2753	193
Lost mail	301 5%	76 7%d	99 5%	61 4%	65 4%	175 6%f	126 4%	225 6%h	74 3%	24 4%	26 4%	74 5%	107 7%jk	54 5%	206 5%	24 4%	264 5%	69 8%s	226 5%	6 2%
Damaged mail	227 4%	54 5%d	74 4%	54 4%	46 3%	128 4%	99 3%	176 5%h	50 2%	24 4%	20 3%	61 4%	71 5%	34 3%	152 4%	24 4%	188 4%	55 4%	160 4%	11 4%
Delayed mail	603 10%	155 13%bcd	203 10%d	130 9%	116 7%	358 12%f	245 8%	425 12%h	172 7%	42 7%	60 8%	141 9%	192 12%ijk	112 10%	393 10%	44 7%	523 10%	135 10%	441 10%	27 9%
Mis-delivered mail	202 3%	60 5%bcd	64 3%	45 3%	34 2%	124 4%f	79 3%	154 4%h	45 2%	10 2%	18 3%	68 4%im	64 4%i	25 2%	151 4%	11 2%	182 4%	58 5%r	130 3%	14 5%
Mail that has been tampered with	100 2%	29 3%d	27 1%	24 2%	19 1%	57 2%	43 1%	76 2%h	24 1%	7 1%	8 1%	24 2%	41 3%m	13 1%	73 2%	7 1%	89 2%	29 2%	68 1%	2 1%
Didn't allow sufficient time to answer the door	209 3%	65 6%bcd	54 3%	45 3%	45 3%	119 4%	90 3%	145 4%h	62 3%	17 3%	17 2%	59 4%	73 5%j	29 3%	149 4%	17 3%	182 4%	55 4%	150 3%	4 1%
Any other problems	20 *	4 *	6 *	3 *	7 *	10 *	11 *	11 *	9 *	2 *	1 *	4 *	4 *	3 *	11 *	2 *	16 *	1 *	16 *	3 1%q
I don't know	110 2%	18 2%	35 2%	22 2%	36 2%	53 2%	57 2%	51 1%	46 2%	14 2%	13 2%	20 1%	29 2%	12 1%	62 2%	14 2%	78 2%	20 2%	79 2%	11 4%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 36%	427 37%d	746 38%d	523 38%d	539 32%	1173 38%f	1062 35%	1371 37%	839 35%	166 30%	231 32%	530 34%	572 37%i	433 41%ijkn	1333 35%	179 30%	1912 37%o	361 28%	1784 39%qs	90 30%
NET Any problem experienced	1055 17%	270 23%bcd	325 17%d	241 17%d	219 13%	595 19%f	460 15%	752 20%h	294 12%	82 15%	106 15%	281 18%	313 20%j	201 19%	700 18%	84 14%	924 18%	253 20%r	755 17%	47 16%
Not aware of Royal Mail	37 1%	7 1%	16 1%	9 1%	4 *	23 1%	13 *	20 1%	13 1%	1 *	5 1%	7 *	13 1%	4 *	25 1%	1 *	31 1%	10 1%	22 *	5 2%r
Aware but not used Royal Mail	485 8%	73 6%	116 6%	105 8%	191 11%abc	189 6%	296 10%e	239 6%	235 10%g	75 13%klmn	81 11%klmn	112 7%	97 6%	56 5%	290 8%m	77 13%p	371 7%	124 10%r	329 7%	32 11%
Used but not sent Royal Mail	2247 36%	359 31%	705 36%a	494 35%	688 41%abc	1064 34%	1183 39%e	1254 34%	967 40%g	223 40%	281 39%	622 40%lm	530 34%	363 34%	1434 37%	233 40%	1856 36%	528 41%r	1603 35%	115 38%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	301 5%	246 5%	55 6%	8 5%	264 5%g	21 4%	11 4%	4 3%	8 3%	29 4%	22 4%	26 6%	32 6%	39 7%h	37 5%	38 5%	33 6%	2 4%	19 4%
Damaged mail	227 4%	191 4%	37 4%	5 3%	196 4%	15 3%	10 4%	6 4%	6 2%	34 5%	23 5%	11 3%	28 5%	20 3%	21 3%	35 4%	17 3%	1 2%	13 3%
Delayed mail	603 10%	512 10%	91 11%	22 13%	515 10%	51 10%	22 8%	15 9%	18 7%	64 9%	47 9%	35 8%	65 12%h	70 12%h	89 11%	76 9%	53 10%	5 8%	45 10%
Mis-delivered mail	202 3%	187 4%b	15 2%	3 2%	178 3%f	16 3%	4 1%	4 2%	5 2%	16 2%	19 4%p	11 2%	25 5%p	24 4%p	42 5%p	32 4%p	4 1%	1 2%	15 3%p
Mail that has been tampered with	100 2%	92 2%	8 1%	2 1%	83 2%	11 2%	5 2%	2 1%	3 1%	10 2%	9 2%	6 1%	12 2%	7 1%	11 1%	18 2%	7 1%	*	10 2%
Didn't allow sufficient time to answer the door	209 3%	194 4%b	15 2%	3 2%	186 4%	12 2%	7 2%	4 2%	14 6%iknr	18 3%	18 4%	8 2%	22 4%	26 5%k	22 3%	37 4%	21 4%	*	12 3%
Any other problems	20 *	17 *	3 *	1 *	15 *	4 1%	1 *	1 1%	2 1%m	2 *	1 *	1 *	1 *	-	2 *	4 *	2 *	*	3 1%
I don't know	110 2%	92 2%	18 2%	4 2%	94 2%	8 1%	5 2%	2 1%	3 1%	13 2%	7 1%	10 2%	12 2%	4 1%	18 2%	18 2%	9 2%	1 2%	6 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 36%	1882 35%	353 41%a	70 40%	1871 36%	198 38%g	111 38%g	54 32%	81 32%	238 35%	184 36%	159 35%	192 35%	211 37%	325 40%h	289 34%	191 36%	32 47%hc	166 37%
NET Any problem experienced	1055 17%	911 17%	144 17%	30 17%	908 18%fg	85 16%	40 13%	23 13%	37 15%	117 17%	89 18%	66 15%	96 18%	120 21%k	149 18%	144 17%	89 17%	8 12%	77 17%
Not aware of Royal Mail	37 1%	29 1%	8 1%	*	32 1%	2 *	1 *	2 1%	*	5 1%	6 1%	4 1%	1 *	2 *	6 1%	4 1%	3 1%	-	2 *
Aware but not used Royal Mail	485 8%	436 8%	50 6%	11 6%	411 8%	36 7%	26 9%	13 7%	31 12%ikmnnor	49 7%	50 10%	33 7%	48 9%	35 6%	62 8%	53 6%	50 9%	4 6%	32 7%
Used but not sent Royal Mail	2247 36%	1956 37%	291 34%	58 34%	1869 36%	189 36%	112 38%	77 45%def	98 39%n	253 37%	173 34%	177 39%n	193 35%	202 35%	252 31%	335 40%n	187 35%	23 34%	166 37%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 316

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	301 5%	106 4%	117 5%	172 5%	182 6%	106 4%g	4 2%	18 2%	117 5%	13 6%	38 4%	108 5%	110 5%	43 5%	31 5%	7 3%	217 5%	38 5%	143 6%t	128 5%t	9 1%	15 4%t	3 2%	271 5%t	18 4%t	137 8%z	164 4%
Damaged mail	227 4%	103 4%	70 3%	147 4%	114 3%	103 4%	7 3%	21 3%	70 3%	13 6%j	26 2%	94 5%nc	77 3%	37 5%n	12 2%	8 3%	171 4%	20 2%	114 4%t	82 3%	14 2%	13 4%	4 2%	197 4%	17 3%	115 7%z	112 2%
Delayed mail	603 10%	254 11%	221 10%	362 10%	329 10%	254 11%	13 7%	63 8%	221 10%j	21 9%	75 7%	251 12%lmnoq	236 10%oq	64 8%	40 7%	9 4%	487 11%mnoq	49 6%	341 13%stuvx	218 9%tuvx	28 4%	9 3%	3 2%	560 11%stuvx	12 2%	249 15%z	354 8%
Mis-delivered mail	202 3%	86 4%	69 3%	126 4%	109 3%	86 4%g	4 2%	7 1%	69 3%	4 2%	27 3%	89 4%mnoq	90 4%mnoq	15 2%	8 1%	* *	179 4%mnoq	8 1%	117 5%stuvx	69 3%	11 2%	6 2%	-	186 4%tvx	6 1%	117 7%z	85 2%
Mail that has been tampered with	100 2%	59 2%bd	22 1%	75 2%bd	38 1%	59 2%	1 *	9 1%	22 1%	4 2%	9 1%	49 2%nc	33 1%	11 1%	4 1%	* *	82 2%	4 1%	51 2%	34 1%	8 1%	3 1%	-	85 2%	3 1%	68 4%z	31 1%
Didn't allow sufficient time to answer the door	209 3%	95 4%	71 3%	132 4%	108 3%	95 4%	6 3%	22 3%	71 3%	8 4%	25 2%	78 4%oq	103 4%	17 2%	11 2%	* *	181 4%mnoq	11 1%	104 4%x	78 3%	18 2%	8 2%	1 1%	182 4%	9 2%	104 6%z	105 2%
Any other problems	20 *	11 *	8 *	12 *	9 *	11 *	2 1%	4 1%	8 *	-	4 *	8 *	5 *	* 1%	3 *	1 *	12 *	* *	8 *	10 *	* *	* *	1 1%t	18 *	2 *	7 *	14 *
I don't know	110 2%	46 2%	46 2%	56 2%	55 2%	46 2%	4 2%	17 2%	46 2%	6 3%	24 2%	34 2%	52 2%	14 2%	8 1%	1 1%	86 2%	10 1%	50 2%	45 2%	8 1%	5 1%	* *	95 2%	5 1%	32 2%	78 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 36%	925 38%	813 36%	1344 39%	1231 37%	925 38%f	53 28%	295 38%f	813 36%	78 34%	369 34%	853 41%lmnoq	879 36%moq	249 31%	191 32%	61 25%	1732 38%mnoq	252 30%	1085 42%stuvx	854 36%tuvx	179 26%v	93 26%v	20 12%	1939 39%stuvx	113 22%v	421 26%	1814 40%y
NET Any problem experienced	1055 17%	446 19%	391 17%	628 18%	574 17%	446 19%g	32 16%	102 13%	391 17%j	33 15%	135 13%	403 20%mnoq	433 18%mnoq	117 14%	76 13%	23 10%	836 19%mnoq	99 12%	557 22%stuvx	377 16%tvx	66 10%	40 11%	12 8%	934 19%stuvx	52 10%	469 29%z	587 13%
Not aware of Royal Mail	37 1%	8 *	14 1%	14 *	21 1%	8 *	1 *	4 *	14 1%	-	2 *	4 *	8 *	9 1%klp	4 1%	11 5%klmpq	11 *	15 2%klp	* *	10 *r	15 2%rsw	6 2%rsw	5 3%rsw	10 *	11 2%rsw	21 1%z	16 *
Aware but not used Royal Mail	485 8%	166 7%	176 8%	231 7%	240 7%	166 7%	33 17%eg	72 9%	176 8%	25 11%	97 9%	121 6%	169 7%	78 10%klp	61 10%klp	44 18%klmpq	290 6%	105 13%klp	100 4%	145 6%r	125 18%rsw	46 13%rsw	53 33%rstuvwx	245 5%r	99 19%rsw	132 8%	354 8%
Used but not sent Royal Mail	2247 36%	813 34%	821 36%	1185 34%	1192 36%	813 34%	71 37%	288 37%	821 36%	84 37%	444 41%h	649 31%	894 37%k	343 42%klp	253 43%klp	98 41%k	1543 34%	351 42%klp	776 30%	937 40%rw	289 42%rw	164 46%rw	71 44%rw	1713 35%r	235 46%rsw	554 34%	1692 37%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	301 5%	19 5%	277 5%	5 12%	94 6%	184 4%	23 7%	290 5%	5 3%	3 4%	1 2%	298 5%	2 5%
Damaged mail	227 4%	12 3%	214 4%	1 3%	82 5%e	128 3%	17 5%	207 4%	13 8%gk	4 5%	3 4%	224 4%	- -
Delayed mail	603 10%	44 11%	552 10%	7 16%	186 11%	386 9%	31 10%	582 10%l	13 8%	- -	6 8%	595 10%l	2 5%
Mis-delivered mail	202 3%	14 3%	183 3%	6 14%ab	75 4%e	110 3%	17 5%e	182 3%	17 10%i	3 4%	1 2%	201 3%	- -
Mail that has been tampered with	100 2%	7 2%	91 2%	2 5%	41 2%e	51 1%	8 2%	94 2%	3 2%	3 4%	- -	100 2%	- -
Didn't allow sufficient time to answer the door	209 3%	18 5%	186 3%	5 11%b	79 5%e	118 3%	12 4%	200 3%	6 4%	2 3%	1 2%	208 3%	- -
Any other problems	20 *	2 1%	18 *	- -	7 *	11 *	2 1%	20 *	- -	- -	- -	20 *	- -
I don't know	110 2%	3 1%	107 2%	* *	34 2%	65 2%	11 3%	99 2%	2 1%	1 1%	1 2%	101 2%	8 22%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 36%	116 29%	2105 37%a	13 32%	486 28%	1661 40%df	88 27%	2162 37%hi	28 18%	14 20%	29 39%h	2204 36%hi	2 7%
NET Any problem experienced	1055 17%	81 20%	963 17%	12 28%	341 20%e	651 16%	63 20%	996 17%	38 23%	11 16%	9 13%	1044 17%	2 5%
Not aware of Royal Mail	37 1%	3 1%	32 1%	2 4%b	19 1%e	11 *	8 2%e	19 *	6 4%gk	5 7%gk	2 2%g	30 *	5 15%
Aware but not used Royal Mail	485 8%	38 9%	444 8%	4 9%	155 9%e	286 7%	44 14%de	417 7%	24 15%gk	18 26%gk	21 29%gk	459 8%	5 14%
Used but not sent Royal Mail	2247 36%	161 40%	2075 36%	11 26%	672 39%e	1468 35%	107 33%	2138 37%j	63 39%j	20 30%	12 16%	2222 37%j	13 37%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Royal Mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	301 5%	72 5%	73 5%	69 4%	87 6%	29 5%	22 4%	21 4%	29 6%	19 4%	25 5%	26 5%	22 4%	21 4%	36 7%	20 4%	31 6%
Damaged mail	227 4%	72 5%b	43 3%	56 4%	56 4%	27 5%	32 6%ghik	14 3%	12 2%	9 2%	22 4%	13 3%	17 3%	26 5%i	23 4%	16 3%	16 3%
Delayed mail	603 10%	187 12%bcd	138 9%	152 10%	126 8%	84 16%ghijklnop	58 11%	45 9%	50 10%	45 9%	42 8%	36 7%	54 10%	62 12%o	43 8%	35 7%	48 10%
Mis-delivered mail	202 3%	49 3%	36 2%	41 3%	77 5%abc	24 5%i	14 3%	11 2%	17 3%	11 2%	8 2%	10 2%	14 3%	17 3%	23 4%j	19 4%	35 7%fghijklm
Mail that has been tampered with	100 2%	28 2%	12 1%	25 2%	35 2%b	9 2%	13 2%	6 1%	6 1%	3 1%	3 1%	7 1%	9 2%	9 2%	17 3%jl	7 1%	11 2%
Didn't allow sufficient time to answer the door	209 3%	43 3%	42 3%	63 4%	61 4%	21 4%	13 3%	9 2%	11 2%	12 2%	19 4%	25 5%gh	24 5%g	13 3%	23 4%	14 3%	24 5%g
Any other problems	20 *	6 *	6 *	4 *	4 *	3 1%	1 *	2 *	2 *	4 1%	1 *	2 *	2 *	1 *	4 1%	*	-
I don't know	110 2%	25 2%	33 2%	18 1%	33 2%	7 1%	11 2%	8 2%	3 1%	15 3%h	16 3%hl	8 2%	4 1%	6 1%	11 2%	14 3%h	8 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	2235 36%	496 32%	588 38%a	587 38%a	564 37%a	160 30%	171 33%	164 33%	208 40%ep	195 38%e	185 37%	186 38%e	212 40%ep	189 36%	197 37%	209 41%efgp	158 32%
NET Any problem experienced	1055 17%	300 19%	251 16%	256 17%	249 16%	134 25%fghijklmnop	92 18%	74 15%	84 16%	80 16%	86 17%	74 15%	89 17%	93 18%	93 18%	70 14%	85 17%
Not aware of Royal Mail	37 1%	16 1%d	7 *	11 1%	3 *	5 1%	5 1%	6 1%lno	2 *	3 1%	2 *	3 1%	-	8 2%lno	*	-	3 1%
Aware but not used Royal Mail	485 8%	127 8%	108 7%	129 8%	121 8%	44 8%	38 7%	46 9%	42 8%	29 6%	37 7%	42 9%	35 7%	52 10%i	35 7%	50 10%i	36 7%
Used but not sent Royal Mail	2247 36%	579 38%	554 36%	549 35%	565 37%	179 34%	200 39%	200 40%o	184 35%	188 37%	182 36%	177 36%	192 36%	180 34%	196 37%	164 32%	205 41%o

Question focuses on packets and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 318

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	56 1%	2 *	54 1%a	39 5%d	17 *	34 1%	22 1%	9 1%klm	25 3%gijklm	13 1%klm	6 1%	3 *	-	-	34 2%opq	19 1%pq	3 *	-	44 1%	11 1%
Damaged mail	43 1%	1 *	42 1%a	26 3%d	17 *	31 1%f	12 *	9 1%lm	12 1%lm	7 1%	8 1%	5 *	1 *	-	22 1%pq	15 1%pq	6 *	1 *	35 1%	6 1%
Delayed mail	84 1%	4 *	80 2%a	46 5%d	38 1%	51 2%	33 1%	21 3%klm	31 4%ijklm	10 1%	11 1%	6 1%	3 *	1 *	52 3%opq	21 1%p	11 *	5 *	72 1%	10 1%
Mis-delivered mail	45 1%	2 *	43 1%a	28 3%d	17 *	34 1%f	11 *	18 2%jklm	11 1%lm	6 1%	5 1%	4 *	1 *	-	29 2%opq	12 1%	5 *	1 *	39 1%	6 1%
Mail that has been tampered with	27 *	1 *	26 1%	19 2%d	8 *	19 1%	8 *	11 1%klm	8 1%kl	6 1%	2 *	*	-	-	19 1%pq	8 *	*	-	24 *	4 *
Didn't allow sufficient time to answer the door	28 *	2 *	26 1%	17 2%d	11 *	17 1%	11 *	14 2%ijklm	6 1%	4 *	3 *	1 *	-	-	19 1%opq	7 *	1 *	-	23 *	5 1%
Any other problems	3 *	-	3 *	-	3 *	-	3 *	-	1 *	-	-	2 *	-	-	1 *	-	2 *	-	3 *	-
I don't know	21 *	1 *	19 *	4 *	17 *	9 *	12 *	1 *	6 1%	6 1%	2 *	1 *	3 *	1 *	7 *	8 *	6 *	4 *	15 *	5 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	42 3%	226 5%	65 8%d	203 4%	98 3%	170 5%e	32 4%	40 5%	54 5%	47 6%l	55 5%	21 3%	19 3%	72 4%	101 5%q	95 4%	40 3%	224 4%	40 4%
NET Any problem experienced	176 3%	9 1%	167 3%a	94 11%d	82 2%	106 4%f	70 2%	52 6%ijklm	51 6%ijklm	32 3%lm	18 2%lm	17 1%	4 1%	1 *	103 6%opq	51 3%pq	22 1%	6 *	142 3%	32 4%
Not aware of Collect +	2312 37%	550 45%b	1763 36%	207 24%	2106 40%c	1169 39%	1135 36%	321 39%hij	252 29%	322 29%	264 32%	433 38%hij	388 51%ghijk	333 53%ghijk	573 34%	585 30%	1154 46%no	721 52%nop	1993 38%s	300 33%
Aware but not used Collect +	2741 44%	502 41%	2239 45%a	329 38%	2412 45%c	1318 44%	1420 45%	284 34%	381 44%g	556 50%ghlm	396 48%glm	562 49%glm	312 41%g	251 40%	665 39%	952 49%npq	1125 44%n	563 41%	2346 45%	372 41%
Used but not sent Collect +	651 11%	129 10%	522 11%	162 19%d	489 9%	314 10%	335 11%	135 16%jklm	143 16%jklm	152 14%klm	96 12%klm	74 6%m	32 4%	20 3%	277 16%opq	247 13%pq	126 5%	52 4%	493 9%	156 17%r

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	56 1%	15 1%	17 1%	11 1%	13 1%	31 1%	24 1%	53 1%h	3 *	5 1%	14 2%k	12 1%	13 1%	11 1%	40 1%	5 1%	51 1%	35 3%rs	21 *	-
Damaged mail	43 1%	12 *	19 1%	3 *	9 1%	31 1%f	12 *	37 1%h	6 *	3 *	9 1%	6 *	11 1%	14 1%k	25 1%	3 *	39 1%	23 2%r	18 *	2 1%
Delayed mail	84 1%	33 3%bcd	22 1%	7 1%	22 1%	54 2%f	30 1%	71 2%h	13 1%	5 1%	15 2%	23 1%	16 1%	22 2%	54 1%	5 1%	77 1%	43 3%rs	40 1%	1
Mis-delivered mail	45 1%	19 2%cd	15 1%	5 *	6 *	34 1%f	11 *	39 1%h	6 *	3 1%	3 *	10 1%	18 1%	11 1%	31 1%	3 *	42 1%	19 1%r	25 1%	1 *
Mail that has been tampered with	27 *	13 1%cd	10 1%	2 *	2 *	23 1%f	4 *	24 1%h	3 *	1 *	*	11 1%	2 *	12 1%jln	13 *	1 *	26 1%	14 1%r	14 *	-
Didn't allow sufficient time to answer the door	28 *	12 1%d	8 *	6 *	1 *	21 1%f	7 *	22 1%	6 *	2 *	*	8 *	12 1%	6 1%	20 1%	2 *	25 *	10 1%	17 *	1
Any other problems	3 *	-	2 *	1 *	-	2 *	1 *	3 *	-	-	-	-	*	1 *	2 *	-	3 *	-	3 *	-
I don't know	21 *	1 *	3 *	7 1%	9 1%	4 *	16 1%e	11 *	8 *	3 *	3 *	4 *	9 1%	*	16 *	3 *	17 *	4 *	15 *	1
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	55 5%	92 5%	68 5%	53 3%	147 5%	121 4%	194 5%h	71 3%	13 2%	24 3%	66 4%	70 5%	77 7%ijklm	160 4%	13 2%	247 5%o	31 2%	231 5%q	6 2%
NET Any problem experienced	176 3%	58 5%bcd	57 3%	31 2%	30 2%	115 4%f	61 2%	153 4%h	23 1%	9 2%	23 3%	44 3%	53 3%	43 4%i	120 3%	9 2%	163 3%	72 6%rs	101 2%	3 1%
Not aware of Collect +	2312 37%	436 38%	730 38%	484 35%	662 39%c	1166 38%	1146 37%	1167 32%	1105 46%g	240 43%lmn	278 39%	584 37%	524 34%	358 34%	1386 36%	260 44%p	1872 36%	469 36%	1719 38%	124 41%
Aware but not used Collect +	2741 44%	435 38%	877 45%a	658 47%a	771 46%a	1312 42%	1429 47%e	1682 46%	1022 43%	258 46%	324 45%	683 43%	727 47%	452 42%	1734 45%	265 45%	2286 44%	560 43%	2058 45%	123 41%
Used but not sent Collect +	651 11%	168 15%bcd	185 10%	145 10%	154 9%	353 11%	298 10%	480 13%h	166 7%	37 7%	65 9%	191 12%i	171 11%i	139 13%ij	426 11%i	37 6%	586 11%o	160 12%r	447 10%	43 14%r

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	56 1%	41 1%	14 2%a	3 1%	51 1%	1 *	2 1%	2 1%	- -	4 1%	6 1%	1 *	10 2%hor	4 1%	18 2%hkor	3 *	5 1%	- -	1 *
Damaged mail	43 1%	35 1%	8 1%	* *	35 1%	3 *	4 1%	* *	2 1%o	6 1%	3 1%	1 *	6 1%o	6 1%o	7 1%	- -	3 1%	2 2%o	2 *
Delayed mail	84 1%	70 1%	14 2%	3 *	73 1%	5 1%	4 1%	2 1%	2 1%	9 1%	2 *	1 *	14 3%jko	7 1%	23 3%jko	4 1%	10 2%k	* *	5 1%
Mis-delivered mail	45 1%	40 1%	5 1%	* *	39 1%	3 1%	3 1%	1 *	2 1%	4 1%	6 1%	- -	5 1%	7 1%	12 1%k	2 *	2 *	- -	3 1%
Mail that has been tampered with	27 *	26 *	1 *	* *	23 *	1 *	3 1%de	* *	2 1%l	- -	- -	- -	2 *	2 *	15 2%ijkopr	2 *	- -	- -	1 *
Didn't allow sufficient time to answer the door	28 *	24 *	4 *	* *	24 *	1 *	2 1%	* *	2 1%o	4 1%	* *	3 1%	6 1%o	4 1%	* *	- -	1 *	- -	1 *
Any other problems	3 *	3 *	- -	- -	3 *	- -	- -	- -	- -	- -	- -	* *	1 *	- -	2 *	- -	- -	- -	- -
I don't know	21 *	18 *	2 *	* *	19 *	* *	- -	1 1%f	- -	4 1%	1 *	4 1%o	1 *	7 1%opr	1 *	- -	- -	- -	* *
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	217 4%	51 6%	10 6%	214 4%	27 5%	18 6%d	9 5%	11 4%	31 5%	18 4%	24 5%	19 4%	20 3%	27 3%	30 4%	33 6%	3 4%	24 5%
NET Any problem experienced	176 3%	148 3%	28 3%	4 2%	152 3%	13 2%	8 3%	3 2%	7 3%o	22 3%o	11 2%	6 1%	23 4%ko	18 3%o	43 5%jkor	7 1%	13 2%	2 3%	11 2%
Not aware of Collect +	2312 37%	1992 38%	321 37%	78 45%a	1932 37%	206 40%	110 37%	64 38%	94 37%	258 38%	219 43%klmn	151 34%	178 33%	201 35%	278 34%	350 41%kln	203 38%	36 52%hiklmnpr	171 38%
Aware but not used Collect +	2741 44%	2351 44%	391 45%	70 40%	2306 44%	225 43%	132 45%	78 46%	114 45%	295 44%	199 39%	220 49%j	265 49%j	264 46%	340 42%	370 44%	239 45%	26 38%	199 44%
Used but not sent Collect +	651 11%	580 11%	71 8%	12 7%	562 11%	47 9%	27 9%	15 9%	26 10%	66 10%	60 12%	42 9%	56 10%	63 11%	122 18%ikpqr	87 10%	41 8%	3 4%	45 10%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	56 1%	26 1%	19 1%	36 1%	29 1%	26 1%g	1 *	1 *	19 1%j	4 2%j	1 *	27 1%	15 1%	5 1%	5 1%	3 1%	42 1%	9 1%	22 1%	29 1%t	-	5 1%t	-	51 1%t	5 1%t	50 3%z	5
Damaged mail	43 1%	24 1%b	7 *	36 1%b	19 1%	24 1%	*	3	7 *	3 1%	2	15 1%	18 1%	3	5 1%	1 1%	33 1%	6 1%	16 1%	19 1%	2 *	4 1%	-	35 1%	4 1%	39 2%z	4
Delayed mail	84 1%	52 2%bd	18 1%	66 2%bd	31 1%	52 2%g	3 2%	6 1%	18 1%	1 *	7 1%	39 2%l	21 1%	14 2%	8 1%	1 *	61 1%	9 1%	31 1%	43 2%	5 1%	2 1%	1 *	73 1%	4 1%	70 4%z	14
Mis-delivered mail	45 1%	21 1%	11 *	34 1%	24 1%	21 1%	2 1%	2 *	11 *	1 *	2 *	19 1%	17 1%	5 1%	3 1%	1	36 1%	4 1%	17 1%	24 1%	2 *	-	1 1%	40 1%	1 *	41 3%z	4
Mail that has been tampered with	27 *	12 *	7 *	21 1%	15 *	12 *	-	1	7 *	1 *	1 *	12 1%	12 *	3	*	-	24 1%	*	6 *	14 1%	5 1%	2 1%	*	20 *	3 *	27 2%z	*
Didn't allow sufficient time to answer the door	28 *	15 1%	8 *	19 1%	11 *	15 1%	-	1 *	8 *	1 *	2	12 1%	12 *	3	1	-	24 1%	1	16 1%	10 *	-	3 1%	-	25 1%	3 1%	23 1%z	5
Any other problems	3 *	3 *	-	3 *	-	3 *	-	-	-	-	-	-	3	-	-	-	3 *	-	2 *	1	-	-	-	3	-	*	3
I don't know	21 *	5 *	10 *	9 *	14 *	5 *	1 1%	1 *	10 *	-	4 *	8 *	8 *	3	1	-	16 *	1	2 *	10 *	8 1%rw	-	-	12 *	*	8 *	13
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	92 4%	119 5%	140 4%	168 5%	92 4%	5 2%	18 2%	119 5%j	3 1%	35 3%	100 5%m	115 5%m	16 2%	32 5%m	5 2%	215 5%m	37 4%m	132 5%t	91 4%	15 2%	24 7%t	6 4%	224 5%t	30 6%t	59 4%	209 5%
NET Any problem experienced	176 3%	84 4%b	45 2%	128 4%b	89 3%	84 4%g	4 2%	8 1%	45 2%j	4 2%	9 1%	64 3%	69 3%	26 3%	12 2%	5 2%	133 3%	17 2%	65 3%	87 4%t	10 1%	11 3%	1 1%	152 3%	12 2%	142 9%z	34 1%
Not aware of Collect +	2312 37%	840 35%	903 40%ac	1176 34%	1239 37%c	840 35%	94 49%e	360 46%e	903 40%	106 47%	503 47%h	820 40%l	848 35%	306 38%	222 37%	103 43%l	1689 37%	325 39%	974 38%	817 35%	266 39%	147 42%s	90 56%rstuw	1791 36%	237 46%rsw	467 29%	1848 41%y
Aware but not used Collect +	2741 44%	1094 46%	996 44%	1570 45%	1471 44%	1094 46%	77 40%	329 42%	996 44%	99 43%	471 44%	915 44%	1098 45%	350 43%	260 44%	108 46%	2013 45%	368 44%	1169 46%v	1056 45%v	295 43%	155 44%	54 34%	2225 45%v	210 41%	660 40%	2082 46%y
Used but not sent Collect +	651 11%	289 12%b	187 8%	435 13%bd	332 10%	289 12%g	13 6%	61 8%	187 8%	15 7%	49 5%	156 8%	296 12%kp	110 14%kop	67 11%k	17 7%	452 10%k	83 10%	225 9%ux	307 13%ruvwx	87 13%ruvx	17 5%	9 5%	532 11%rux	25 5%	294 18%z	357 8%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	56 1%	4 1%	50 1%	2 6%ab	26 2%e	26 1%	4 1%	47 1%	7 4%gk	2 3%	-	56 1%	-
Damaged mail	43 1%	1 *	42 1%	-	22 1%e	20 *	1 *	35 1%	7 5%gk	* 1%	-	43 1%	-
Delayed mail	84 1%	5 1%	76 1%	3 7%ab	44 3%e	38 1%	2 1%	75 1%	9 6%gk	-	*	84 1%	-
Mis-delivered mail	45 1%	3 1%	42 1%	-	24 1%e	17 *	4 1%	39 1%	7 4%gk	-	-	45 1%	-
Mail that has been tampered with	27 *	*	25 *	2 6%ab	7 *	20 *	-	24 *	4 2%gk	-	-	27 *	-
Didn't allow sufficient time to answer the door	28 *	3 1%	25 *	-	13 1%	13 *	2 1%	25 *	1 1%	2 3%gk	-	28 *	-
Any other problems	3 *	-	3 *	-	-	3 *	-	3 *	-	-	-	3 *	-
I don't know	21 *	1 *	17 *	2 4%ab	7 *	11 *	3 1%	21 *	-	-	-	21 *	-
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	14 3%	253 4%	1 2%	67 4%	186 4%	14 5%	266 5%h	-	2 3%	-	268 4%h	* *
NET Any problem experienced	176 3%	12 3%	161 3%	3 7%	69 4%e	96 2%	10 3%	153 3%	18 11%gjk	4 6%	* *	176 3%	-
Not aware of Collect +	2312 37%	147 37%	2152 38%	13 31%	688 40%ef	1527 37%	98 30%	2181 37%h	44 27%	19 28%	55 75%ghik	2244 37%	13 37%
Aware but not used Collect +	2741 44%	182 46%	2539 44%	20 47%	690 40%	1901 46%d	150 47%	2633 45%hi	52 33%	24 35%	17 23%	2709 45%hi	15 42%
Used but not sent Collect +	651 11%	44 11%	604 11%	4 8%	185 11%	420 10%	46 14%	578 10%	46 29%gjk	18 27%gjk	1 2%	642 11%	7 20%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Collect +

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	56 1%	18 1%	14 1%	6 *	18 1%	6 1%	8 2%	4 1%	4 1%	3 1%	6 1%	2 *	1 *	2 *	11 2%l	5 1%	3 1%
Damaged mail	43 1%	11 1%	12 1%	8 1%	12 1%	2 *	6 1%	2 *	1 *	3 1%	9 2%h	2 *	3 1%	3 1%	3 *	2 *	7 1%
Delayed mail	84 1%	28 2%	13 1%	17 1%	26 2%	9 2%	11 2%i	8 2%i	4 1%	1 *	8 1%	4 1%	9 2%	4 1%	10 2%l	8 2%	8 2%
Mis-delivered mail	45 1%	10 1%	15 1%	10 1%	11 1%	5 1%	1 *	3 1%	12 2%fik	-	3 1%	2 *	5 1%	4 1%	3 1%	4 1%	4 1%
Mail that has been tampered with	27 *	13 1%b	*	5 *	9 1%b	3 1%	3 1%	6 1%hij	-	*	-	-	4 1%	2 *	5 1%	3 1%	1 *
Didn't allow sufficient time to answer the door	28 *	11 1%b	1 *	9 1%	6 *	6 1%	5 1%	1 *	-	1 *	-	-	7 1%hjko	2 *	4 1%	*	3 1%
Any other problems	3 *	-	-	3 *	-	-	-	-	-	-	-	-	-	3 1%	-	-	-
I don't know	21 *	6 *	5 *	5 *	5 *	5 1%	*	-	1 *	2 *	1 *	5 1%	-	-	3 1%	*	2 *
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	70 5%	75 5%	70 5%	53 3%	32 6%	19 4%	19 4%	26 5%	20 4%	28 6%	24 5%	20 4%	27 5%	16 3%	21 4%	16 3%
NET Any problem experienced	176 3%	56 4%	36 2%	39 2%	45 3%	23 4%i	20 4%	13 3%	13 2%	9 2%	15 3%	10 2%	15 3%	13 3%	19 4%	13 3%	13 3%
Not aware of Collect +	2312 37%	531 34%	594 39%	613 40%a	574 37%	172 33%	171 33%	188 38%	198 38%	204 40%e	192 38%	206 42%efm	227 43%efm	180 34%	199 37%	188 37%	187 38%
Aware but not used Collect +	2741 44%	704 46%	686 45%	667 43%	685 45%	223 42%	258 50%ekl	222 45%	231 44%	225 44%	230 45%	202 41%	222 42%	243 46%	238 45%	232 46%	215 43%
Used but not sent Collect +	651 11%	177 11%	145 9%	156 10%	173 11%	72 14%j	48 9%	57 11%	55 11%	49 10%	44 8%	41 9%	44 9%	48 12%	64 11%	58 11%	62 12%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	30 *	-	30 1%a	22 3%d	8 *	17 1%	13 *	6 1%	8 1%l	9 1%	2 *	5 *	-	-	14 1%pq	11 1%q	5 *	-	27 1%	3 *
Damaged mail	21 *	-	21 *	17 2%d	4 *	16 1%	6 *	7 1%	4 *	4 *	3 *	2 *	*	-	11 1%pq	7 *	3 *	*	18 *	3 *
Delayed mail	80 1%	3 *	76 2%a	35 4%d	44 1%	44 1%	36 1%	19 2%jlm	27 3%jklm	17 1%lm	5 1%	11 1%	2 *	*	45 3%opq	21 1%q	13 1%	2 *	53 1%	27 3%r
Mis-delivered mail	54 1%	5 *	50 1%	38 4%d	16 *	38 1%f	16 1%	13 2%klm	17 2%klm	11 1%	8 1%	4 *	2 *	*	30 2%pq	19 1%pq	6 *	2 *	41 1%	12 1%
Mail that has been tampered with	28 *	1 *	27 1%	16 2%d	12 *	23 1%f	6 *	6 1%	10 1%klm	6 1%	5 1%	2 *	-	*	16 1%pq	10 1%p	2 *	*	26 *	1 *
Didn't allow sufficient time to answer the door	41 1%	1 *	40 1%a	25 3%d	16 *	24 1%	17 1%	7 1%k	15 2%klm	8 1%k	7 1%k	*	2 *	-	22 1%pq	16 1%p	3 *	2 *	30 1%	10 1%
Any other problems	2 *	-	2 *	-	2 *	*	2 *	2 *	-	-	-	*	-	-	2 *	-	*	-	*	2 *r
I don't know	23 *	3 *	20 *	3 *	20 *	12 *	10 *	5 1%k	8 1%k	3 *	2 *	*	1 *	2 *	14 1%p	5 *	4 *	4 *	16 *	7 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	75 6%b	193 4%	55 6%d	213 4%	123 4%	145 5%	49 6%km	59 7%km	61 5%km	33 4%	30 3%	26 3%	11 2%	108 6%pq	94 5%pq	67 3%	37 3%	177 3%	87 10%r
NET Any problem experienced	159 3%	7 1%	152 3%a	82 9%d	78 1%	89 3%	71 2%	41 5%jklm	47 5%jklm	38 3%jklm	12 2%m	16 1%m	5 1%	*	88 5%opq	50 3%pq	21 1%	5 *	113 2%	45 5%r
Not aware of DHL	404 7%	148 12%b	256 5%	49 6%	355 7%	170 6%	232 7%e	111 13%hijkl	54 6%j	54 5%	25 3%	51 4%	50 7%j	59 9%ijk	165 10%op	79 4%	160 6%o	109 8%o	340 7%	59 7%
Aware but not used DHL	3225 52%	713 58%b	2512 51%	322 37%	2903 55%c	1549 51%	1673 53%	358 43%	391 45%	541 48%	434 53%gh	687 60%ghij	445 59%ghi	369 59%ghi	749 44%	976 50%n	1501 59%no	814 59%no	2802 54%s	402 44%
Used but not sent DHL	2089 34%	286 23%	1804 37%a	350 41%d	1739 33%	1071 36%f	1010 32%	259 31%	314 36%m	424 38%gklm	315 38%gklm	358 31%	233 31%	185 30%	574 34%	740 38%npq	776 31%	418 30%	1765 34%	305 34%

Question focuses on packets and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	30 *	13 1%bd	5 *	7 1%	5 *	18 1%	12 *	28 1%h	2 *	1 *	* *	8 1%	7 *	13 1%jn	16 *	1 *	29 1%	18 1%r	9 *	3 1%
Damaged mail	21 *	13 1%bcd	3 *	2 *	3 *	16 1%	5 *	16 *	5 *	1 *	2 *	3 *	9 1%	6 1%	14 *	1 *	20 *	14 1%r	7 *	-
Delayed mail	80 1%	35 3%bcd	19 1%	13 1%	13 1%	54 2%f	26 1%	67 2%h	13 1%	8 1%	10 1%	9 1%	27 2%k	25 2%kn	45 1%	8 1%	70 1%	23 2%	52 1%	4 1%
Mis-delivered mail	54 1%	36 3%bcd	3 *	7 1%	9 1%	39 1%f	16 1%	53 1%h	2 *	3 1%	3 *	11 1%	17 1%	20 2%jkn	32 1%	3 *	52 1%	25 2%r	30 1%	-
Mail that has been tampered with	28 *	14 1%cd	12 1%c	*	3 *	26 1%f	3 *	26 1%h	3 *	1 *	2 *	5 *	7 *	13 1%kn	14 *	1 *	27 1%	16 1%r	13 *	-
Didn't allow sufficient time to answer the door	41 1%	24 2%bcd	7 *	*	6 *	31 1%f	10 *	36 1%h	5 *	3 1%	4 1%	14 1%	14 1%	6 1%	31 1%	3 1%	38 1%	15 1%	25 1%	*
Any other problems	2 *	-	*	-	*	*	2 *	2 *	-	2 *n	-	-	-	*	-	2 *p	*	-	2 *	-
I don't know	23 *	9 1%b	2 *	7 1%	5 *	10 *	12 *	14 *	5 *	3 1%	7 1%kln	2 *	2 *	6 1%	11 *	4 1%	16 *	5 *	18 *	-
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	65 6%d	92 5%d	61 4%	49 3%	158 5%f	110 4%	197 5%h	66 3%	16 3%	23 3%	69 4%	77 5%	59 6%	169 4%	16 3%	239 5%	43 3%	208 5%	17 6%
NET Any problem experienced	159 3%	75 7%bcd	37 2%	25 2%	22 1%	112 4%f	47 2%	142 4%h	17 1%	12 2%	12 2%	35 2%	50 3%	50 5%jjkn	97 3%	12 2%	147 3%	49 4%r	103 2%	7 2%
Not aware of DHL	404 7%	72 6%	101 5%	93 7%	137 8%b	172 6%	230 8%e	187 5%	201 8%g	54 10%klmn	57 8%klmn	75 5%	76 5%	39 4%	208 5%	60 10%p	275 5%	103 8%r	260 6%	41 14%qr
Aware but not used DHL	3225 52%	466 40%	1054 54%a	746 54%a	959 57%a	1520 49%	1705 56%e	1827 50%	1367 57%g	357 64%jklmn	391 54%m	813 52%m	789 51%	489 46%	1993 52%m	374 64%p	2645 51%	649 50%	2446 53%s	131 44%
Used but not sent DHL	2089 34%	467 41%bcd	657 34%	460 33%	505 30%	1124 36%f	965 31%	1319 36%h	738 31%	119 21%	229 32%i	577 37%i	559 36%i	426 40%ijn	1365 36%i	121 21%	1850 36%o	448 35%	1538 34%	104 35%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	30 *	27 1%	3 *	* *	23 *	2 *	4 1%d	1 *	- -	4 1%	2 *	1 *	5 1%	- -	7 1%	4 1%	- -	* *	2 *
Damaged mail	21 *	13 *	8 1%a	2 1%a	17 *	1 *	3 1%d	* *	- -	2 *	- -	- -	8 2%hjkn	3 *	- -	2 *	2 *	* *	1 *
Delayed mail	80 1%	62 1%	18 2%	1 *	67 1%	7 1%	4 1%	1 1%	3 1%	10 1%	1 *	1 *	17 3%jkop	9 2%	14 2%	8 1%	3 1%	2 3%jk	5 1%
Mis-delivered mail	54 1%	42 1%	12 1%	2 1%	49 1%	4 1%	1 *	1 1%	1 *	2 *	1 *	3 1%	10 2%ij	5 1%	16 2%i	8 1%	2 *	* *	4 1%
Mail that has been tampered with	28 *	16 *	12 1%a	3 1%a	25 *	2 *	1 *	* *	2 1%io	- -	- -	- -	7 1%ijko	6 1%io	7 1%	- -	2 *	* *	2 *
Didn't allow sufficient time to answer the door	41 1%	31 1%	10 1%	2 1%	33 1%	3 1%	4 1%	1 1%	1 1%	4 1%	4 1%	- -	2 *	2 *	7 1%	7 1%	3 1%	1 1%k	2 1%
Any other problems	2 *	2 *	* *	-	2 *	* *	- -	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	- -	* *
I don't know	23 *	21 *	2 *	-	19 *	3 1%	- -	* *	1 *	- -	2 *	4 1%i	- -	- -	1 *	7 1%	4 1%	- -	3 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	226 4%	42 5%	7 4%	232 4%g	22 4%	10 3%	4 2%	11 4%	21 3%	29 6%	15 3%	18 3%	28 5%	45 6%	44 5%	21 4%	4 5%	18 4%
NET Any problem experienced	159 3%	126 2%	34 4%a	4 2%	135 3%	13 3%	7 3%	3 2%	5 2%	16 2%	9 2%	4 1%	24 4%jkop	20 3%k	37 5%jkop	15 2%	6 1%	2 3%	11 3%
Not aware of DHL	404 7%	365 7%	40 5%	11 6%	333 6%	42 8%	17 6%	13 7%	13 5%	76 11%hkmop	35 7%	18 4%	43 8%km	22 4%	58 7%	39 5%	28 5%	5 7%	37 8%kmo
Aware but not used DHL	3225 52%	2806 53%	420 49%	83 48%	2746 53%f	252 49%	143 48%	84 49%	137 55%	360 53%	267 52%	251 56%r	269 49%	293 51%	432 53%	446 53%	291 55%r	39 56%	213 48%
Used but not sent DHL	2089 34%	1763 33%	326 38%a	69 40%	1719 33%	186 36%	119 40%d	66 39%d	83 33%	202 30%	166 33%	156 35%	190 35%	211 37%n	238 29%	293 35%	179 34%	20 29%	165 37%in

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	30 *	21 1%bd	4 *	26 1%bd	9 *	21 1%g	-	*	4 *	1 *	1 *	16 1%	8 *	3 *	3 1%	-	24 1%	3 *	17 1%	9 *	*	3 1%	-	26 1%	3 1%	25 2%z	5
Damaged mail	21 *	18 1%bd	2 *	20 1%bd	3 *	18 1%	-	3	2 *	1 *	2 *	13 1%	5 *	2 *	-	1 1%	18 *	1 *	7 *	10 *	3 *	-	1 1%	17 *	1 *	20 1%z	1
Delayed mail	80 1%	48 2%bd	7 *	68 2%bd	28 1%	48 2%	3 2%	7 1%	7 *	1 *	2 *	36 2%q	28 1%	12 2%q	3 *	-	64 1%q	3	43 2%	27 1%	8 1%	2 1%	*	69 1%	2 *	61 4%z	19
Mis-delivered mail	54 1%	40 2%bd	7 *	48 1%bd	15 *	40 2%g	-	1	7 *	1 *	1 *	23 1%nq	24 1%q	8 1%q	-	*	47 1%q	*	26 1%	22 1%	5 1%	-	1 1%	49 1%	*	49 3%z	6
Mail that has been tampered with	28 *	20 1%bd	2 *	27 1%bd	9 *	20 1%	*	1	2 *	1 *	*	16 1%	10 *	2 *	-	1 1%	26 1%	1	5 *	17 1%r	5 1%	-	1 1%	22 *	1 *	28 2%z	*
Didn't allow sufficient time to answer the door	41 1%	28 1%bd	2 *	39 1%bd	12 *	28 1%g	*	2	2 *	1 *	1 *	15 1%	18 1%	6 1%	2 *	*	33 1%	2	22 1%	16 1%	3 *	-	-	37 1%	-	39 2%z	2
Any other problems	2 *	2 *	-	2 *	*	2 1%eg	*	-	*	*	-	-	*	-	2 *klp	-	*	2 *p	*	2 *	-	-	-	2 *	-	2 *	*
I don't know	23 *	6 *	5 *	15 *	14 *	6 *	1 1%	1	5 *	*	2 *	4 *	11 *	3 *	4 1%	1 *	15 *	5 1%	7 *	12 1%	3 *	-	-	19 *	1 *	14 1%z	9
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	132 5%bd	71 3%	189 5%bd	127 4%	132 5%	8 4%	28 4%	71 3%	7 3%	21 2%	91 4%m	114 5%m	19 2%	33 6%m	12 5%	204 5%m	45 5%m	146 6%st	87 4%	13 2%	15 4%	7 4%	233 5%t	22 4%	92 6%z	176 4%
NET Any problem experienced	159 3%	97 4%bd	15 1%	140 4%bd	58 2%b	97 4%g	5 3%	10 1%	15 1%	1 *	2 *	64 3%q	60 2%	25 3%	10 2%	1 1%	123 3%	11 1%	73 3%	60 3%	20 3%	5 1%	1 1%	133 3%	6 1%	131 8%z	29 1%
Not aware of DHL	404 7%	129 5%	136 6%	199 6%	206 6%	129 5%	22 11%e	63 8%e	136 6%	20 9%	75 7%	121 6%	154 6%	62 8%	44 7%	18 8%	275 6%	62 7%	123 5%	160 7%r	62 9%rw	31 9%r	20 13%rsw	284 6%	51 10%rw	128 8%z	277 6%
Aware but not used DHL	3225 52%	1195 50%	1273 56%ac	1702 49%	1780 54%ac	1195 50%	117 60%e	437 56%e	1273 56%	155 68%h	624 58%	1071 52%	1250 51%	431 53%	316 53%	137 58%	2320 52%	454 55%	1282 50%	1234 52%	386 57%rw	205 58%rw	94 58%	2516 51%	299 58%rw	670 41%	2556 56%y
Used but not sent DHL	2089 34%	845 35%	760 34%	1213 35%	1128 34%	845 35%f	41 21%	239 31%f	760 34%l	43 19%	348 32%l	714 35%	847 35%	271 33%	186 31%	69 29%	1560 35%	256 31%	937 36%tuvx	814 34%tvx	198 29%	98 28%	38 24%	1751 35%tuvx	135 26%	595 37%z	1494 33%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	30 *	3 1%	24 *	3 7%ab	15 1%e	13 *	2 1%	28 *	2 1%	-	*	30 *	-
Damaged mail	21 *	3 1%	19 *	-	10 1%	9 *	2 1%	18 *	3 2%gk	-	-	21 *	-
Delayed mail	80 1%	5 1%	75 1%	-	36 2%e	37 1%	7 2%	71 1%	9 6%gk	-	-	80 1%	-
Mis-delivered mail	54 1%	5 1%	48 1%	2 4%	19 1%	26 1%	9 3%e	49 1%	5 3%gk	-	-	54 1%	-
Mail that has been tampered with	28 *	*	28 *	-	12 1%	14 *	2 1%	26 *	3 2%	-	-	28 *	-
Didn't allow sufficient time to answer the door	41 1%	7 2%b	31 1%	2 5%b	17 1%e	18 *	6 2%e	38 1%	2 1%	-	*	41 1%	-
Any other problems	2 *	-	2 *	-	-	*	2 1%de	2 *	-	-	-	2 *	-
I don't know	23 *	2 1%	20 *	1 2%	9 1%	13 *	1 *	20 *	-	1 1%	-	20 *	2 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	27 7%	241 4%	-	62 4%	194 5%	12 4%	264 5%	2 1%	1 1%	-	267 4%	1 4%
NET Any problem experienced	159 3%	14 3%	141 2%	5 12%ab	60 4%e	76 2%	23 7%de	141 2%	18 11%gij	-	*	159 3%	-
Not aware of DHL	404 7%	40 10%b	360 6%	4 10%	141 8%e	231 6%	32 10%e	330 6%	23 14%gk	9 13%g	35 47%ghik	361 6%	8 21%
Aware but not used DHL	3225 52%	170 43%	3040 53%ac	15 35%	798 47%	2271 55%d	156 49%	3077 53%h	60 37%	39 57%h	35 47%	3177 52%h	14 39%
Used but not sent DHL	2089 34%	148 37%	1924 34%	17 41%	635 37%e	1356 33%	98 30%	1998 34%j	58 36%j	19 28%	4 6%	2075 34%j	10 29%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DHL

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	30 *	13 *	3 *	4 *	10 1%	2 *	6 1%	5 1%	2 *	* *	1 *	1 *	2 *	1 *	3 1%	3 1%	3 1%
Damaged mail	21 *	6 *	3 *	1 *	11 1%c	- -	6 1%	- -	2 *	2 *	- -	* *	* *	* *	9 2%egjklmo	- -	2 *
Delayed mail	80 1%	27 2%b	12 1%	23 2%	17 1%	5 1%	15 3%jp	8 2%	6 1%	4 1%	1 *	8 2%	5 1%	11 2%j	7 1%	8 1%	2 *
Mis-delivered mail	54 1%	17 1%	9 1%	17 1%	12 1%	4 1%	6 1%	7 1%i	8 1%i	- -	1 *	2 *	5 1%	9 2%ij	7 1%i	3 1%	3 1%
Mail that has been tampered with	28 *	4 *	2 *	8 *	14 1%b	1 *	3 1%	- -	2 *	- -	- -	- -	5 1%	3 1%	8 2%egjik	3 1%	3 1%
Didn't allow sufficient time to answer the door	41 1%	18 1%b	5 *	9 1%	9 1%	1 *	9 2%eij	7 1%ij	4 1%	* *	* *	2 *	4 1%	3 1%	5 1%	2 *	2 *
Any other problems	2 *	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	- -
I don't know	23 *	4 *	7 *	5 *	7 *	- -	4 1%	- -	2 *	* *	4 1%	2 *	- -	2 *	3 *	1 *	3 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	268 4%	64 4%	73 5%	66 4%	65 4%	31 6%g	21 4%	12 2%	19 4%	29 6%g	25 5%	18 4%	26 5%	21 4%	22 4%	22 4%	22 4%
NET Any problem experienced	159 3%	52 3%b	23 1%	50 3%b	35 2%	12 2%	21 4%ijp	19 4%ijp	15 3%j	4 1%	4 1%	13 3%	17 3%ij	20 4%ijp	16 3%j	14 3%j	5 1%
Not aware of DHL	404 7%	84 5%	107 7%	106 7%	107 7%	28 5%	24 5%	32 6%	33 6%	37 7%	37 7%	33 7%	30 6%	42 8%	34 6%	38 7%	36 7%
Aware but not used DHL	3225 52%	824 53%	803 52%	797 51%	802 52%	270 51%	273 53%	281 56%p	274 52%	274 54%	256 50%	250 51%	264 50%	282 54%	282 53%	283 56%	237 48%
Used but not sent DHL	2089 34%	515 33%	528 34%	527 34%	518 34%	188 36%	173 33%	155 31%	181 34%	164 32%	183 36%	174 35%	195 37%	159 30%	176 33%	150 30%	192 39%gmo

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	38 1%	2 *	37 1%	23 3%d	16 *	26 1%f	11 *	12 1%kl	8 1%k	10 1%k	5 1%k	-	2 *	2 *	19 1%pq	15 1%p	4 *	4 *	30 1%	9 1%
Damaged mail	48 1%	2 *	46 1%a	27 3%d	22 *	28 1%	20 1%	6 1%k	25 3%gjklm	14 1%klm	4 *	-	-	-	31 2%pq	18 1%pq	-	-	34 1%	13 1%
Delayed mail	64 1%	6 1%	58 1%	35 4%d	29 1%	43 1%f	20 1%	19 2%ijklm	30 3%klm	9 1%k	6 1%k	*	-	-	49 3%opq	15 1%p	*	*	47 1%	18 2%r
Mis-delivered mail	46 1%	-	46 1%a	28 3%d	18 *	36 1%f	9 *	12 1%klm	20 2%ijklm	6 1%k	6 1%k	-	2 *	-	32 2%opq	12 1%p	2 *	2 *	36 1%	10 1%
Mail that has been tampered with	27 *	1 *	25 1%	11 1%d	15 *	18 1%	9 *	10 1%km	7 1%k	6 1%	2 *	-	2 *	-	16 1%pq	8 *	2 *	2 *	14 *	10 1%r
Didn't allow sufficient time to answer the door	34 1%	1 *	33 1%	22 3%d	12 *	21 1%	13 *	11 1%ijklm	17 2%ijklm	3 *	1 *	2 *	-	-	28 2%opq	4 *	2 *	-	32 1%	2 *
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 *	2 *	16 *	1 *	17 *	6 *	11 *	6 1%	1 *	4 *	4 *	2 *	*	-	8 *	8 *	2 *	*	12 *	6 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	172 3%	37 3%	136 3%	49 6%d	124 2%	90 3%	82 3%	34 4%jklm	44 5%jklm	43 4%jl	10 1%	24 2%	8 1%	11 2%	78 5%opq	52 3%q	42 2%	19 1%	107 2%	62 7%r
NET Any problem experienced	160 3%	11 1%	150 3%a	86 10%d	74 1%	100 3%f	59 2%	48 6%jklm	63 7%ijklm	32 3%klm	11 1%k	2 *	2 *	2 *	111 7%opq	44 2%pq	6 *	4 *	124 2%	34 4%
Not aware of FedEx	453 7%	228 18%b	225 5%	44 5%	408 8%c	198 7%	254 8%	78 10%hk	46 5%	87 8%	51 6%	71 6%	47 6%	72 11%hijk	124 7%	139 7%	190 8%	119 9%	368 7%	80 9%
Aware but not used FedEx	4147 67%	779 63%	3368 68%a	466 54%	3681 69%c	1946 65%	2193 70%e	435 53%	521 60%g	704 63%g	570 69%ghi	848 74%ghi	592 78%ghij	476 76%ghij	957 56%	1273 66%n	1917 76%no	1068 77%no	3636 70%s	485 54%
Used but not sent FedEx	1220 20%	177 14%	1043 21%a	215 25%d	1005 19%	673 22%f	543 17%	222 27%jklm	198 23%klm	252 23%klm	176 21%lm	194 17%m	111 15%	66 11%	420 25%pq	428 22%pq	372 15%	177 13%	966 19%	238 26%r

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	38 1%	22 2%bcd	5 *	3 *	8 *	28 1%f	11 *	34 1%h	5 *	2 *	6 1%	11 1%	13 1%	7 1%	29 1%	2 *	37 1%	18 1%f	21 *	-
Damaged mail	48 1%	27 2%bcd	11 1%	5 *	6 *	38 1%f	10 *	46 1%h	2 *	2 *	6 1%	8 1%	16 1%	15 1%	31 1%	2 *	46 1%	21 2%r	27 1%	-
Delayed mail	64 1%	24 2%bcd	15 1%	19 1%d	7 *	38 1%	26 1%	58 2%h	6 *	5 1%	9 1%	13 1%	24 2%	13 1%	46 1%	5 1%	59 1%	22 2%r	40 1%	2 1%
Mis-delivered mail	46 1%	18 2%b	4 *	12 1%b	12 1%	22 1%	24 1%	43 1%h	2 *	5 1%	8 1%	14 1%	9 1%	10 1%	31 1%	5 1%	41 1%	18 1%f	28 1%	-
Mail that has been tampered with	27 *	7 1%	8 *	4 *	7 *	15 *	12 *	25 1%h	1 *	3 1%	3 *	6 *	8 1%	4 *	17 *	3 1%	24 *	9 1%	17 *	-
Didn't allow sufficient time to answer the door	34 1%	11 1%c	13 1%	2 *	8 *	24 1%	10 *	31 1%h	3 *	3 *	9 1%m	7 *	13 1%	2 *	29 1%	3 *	31 1%	10 1%	24 1%	* *
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 *	2 *	3 *	8 1%	5 *	5 *	12 *	14 *	3 *	3 1%l	3 *	3 *	* *	4 *	6 *	3 1%	10 *	2 *	13 *	2 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	172 3%	62 5%bcd	44 2%	34 2%	32 2%	106 3%f	66 2%	134 4%h	37 2%	18 3%	16 2%	34 2%	47 3%	47 4%jkn	96 3%	18 3%	147 3%	31 2%	130 3%	11 4%
NET Any problem experienced	160 3%	61 5%bcd	44 2%	29 2%	27 2%	104 3%f	56 2%	149 4%h	11 *	11 2%	24 3%	36 2%	52 3%	34 3%	112 3%	11 2%	149 3%	53 4%rs	106 2%	2 1%
Not aware of FedEx	453 7%	71 6%	114 6%	110 8%	156 9%ab	185 6%	266 9%e	246 7%	192 8%	62 11%klmn	57 8%km	74 5%	95 6%	46 4%	225 6%	74 13%p	315 6%	99 8%	324 7%	29 10%
Aware but not used FedEx	4147 67%	634 55%	1348 69%a	957 69%a	1208 72%a	1982 64%	2164 70%e	2313 63%	1780 74%g	384 68%	512 71%lm	1079 69%m	1017 65%	668 62%	2607 68%m	395 67%	3465 67%	872 67%	3091 68%	184 61%
Used but not sent FedEx	1220 20%	323 28%bcd	390 20%d	257 18%d	250 15%	713 23%f	507 16%	832 23%h	370 15%	83 15%	106 15%	346 22%ij	343 22%ij	270 25%ijn	795 21%ij	86 15%	1087 21%o	239 18%	908 20%	73 24%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : All participants

	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	38 1%	31 1%	8 1%	2 1%	34 1%	1 *	2 1%	1 *	2 1%	2 *	1 *	3 1%	8 1%	2 *	6 1%	7 1%	4 1%	* *	1 *
Damaged mail	48 1%	34 1%	14 2%a	* *	43 1%	2 *	3 1%	* *	- -	6 1%	1 *	1 *	14 3%hjknpr	5 1%	4 1%	10 1%	2 *	1 2%	1 *
Delayed mail	64 1%	50 1%	14 2%	3 2%	58 1%	2 *	3 1%	2 1%e	3 1%	4 1%	3 1%	3 1%	12 2%r	10 2%	9 1%	8 1%	7 1%	* *	1 *
Mis-delivered mail	46 1%	36 1%	10 1%	2 1%	41 1%	1 *	3 1%e	1 1%	1 *	4 1%	1 *	4 1%	6 1%	2 *	10 1%	8 1%	5 1%	- -	1 *
Mail that has been tampered with	27 *	24 *	3 *	* *	25 *	* *	2 1%	* *	- -	4 1%	1 *	1 *	5 1%	3 *	3 *	7 1%	- -	* *	* *
Didn't allow sufficient time to answer the door	34 1%	24 *	9 1%	* *	29 1%	2 *	3 1%	- -	1 *	5 1%	1 *	2 *	3 *	8 1%	5 1%	4 *	1 *	* *	1 *
Any other problems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	17 *	11 *	7 1%a	* *	16 *	1 *	- -	* *	2 1%	3 1%	2 *	- -	2 *	2 *	1 *	4 *	- -	- -	1 *
I've experienced no problems in the last 12 months when sending packets and parcels via	172 3%	154 3%	18 2%	2 1%	143 3%g	22 4%fg	5 2%	2 1%	6 3%	22 3%i	7 1%	7 2%	5 1%	18 3%l	33 4%ji	24 3%	19 4%i	3 5%i	19 4%i
NET Any problem experienced	160 3%	126 2%	35 4%a	3 2%	144 3%e	6 1%	7 2%	3 2%	3 1%	20 3%	10 2%	9 2%	22 4%hr	21 4%r	24 3%	22 3%	12 2%	2 2%	5 1%
Not aware of FedEx	453 7%	414 8%b	39 4%	8 5%	381 7%	40 8%	20 7%	12 7%	18 7%	66 10%kmp	44 9%k	22 5%	37 7%	31 5%	73 9%k	62 7%	28 5%	4 5%	37 8%
Aware but not used FedEx	4147 67%	3552 67%	594 69%	122 71%	3489 67%	339 65%	202 68%	117 69%	180 72%mn	465 69%n	343 67%n	335 75%jmnoqr	388 71%mn	359 63%	475 59%	571 68%n	374 71%mn	42 61%	297 66%n
Used but not sent FedEx	1220 20%	1049 20%	171 20%	37 21%	1011 19%	110 21%	61 21%	37 22%	41 16%	99 15%	102 20%	76 17%	90 16%	143 25%hiklp	204 25%hiklop	160 19%	95 18%	19 28%hikl	91 20%i

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	38 / 1%	27 / 1%bd	5 / *	32 / 1%bd	11 / *	27 / 1%g	-	- / *	5 / *	2 / 1%	5 / *	15 / 1%	17 / 1%	3 / *	4 / 1%	-	31 / 1%	4 / *	15 / 1%	22 / 1%	*	-	-	37 / 1%	-	35 / 2%z	3 / *
Damaged mail	48 / 1%	38 / 2%bd	4 / *	43 / 1%bd	9 / *	38 / 2%g	1	-	4 / *	1 / *	2 / *	22 / 1%	18 / 1%	7 / 1%	- / *	1 / 1%	39 / 1%	2 / *	26 / 1%	21 / 1%	*	1 / *	-	46 / 1%	1 / *	44 / 3%z	4 / *
Delayed mail	64 / 1%	49 / 2%bd	7 / *	57 / 2%bd	15 / *	49 / 2%g	4 / 2%g	2 / *	7 / *	2 / 1%	3 / *	28 / 1%m	24 / 1%	*	9 / 1%m	2 / 1%	52 / 1%	11 / 1%m	27 / 1%	29 / 1%	8 / 1%x	-	-	56 / 1%	-	51 / 3%z	13 / *
Mis-delivered mail	46 / 1%	29 / 1%bd	6 / *	39 / 1%bd	15 / *	29 / 1%g	2 / 1%g	-	6 / *	1 / *	1 / *	29 / 1%l	8 / *	5 / 1%	3 / 1%	1 / 1%	37 / 1%	4 / 1%	23 / 1%	13 / 1%	8 / 1%	1 / *	-	36 / 1%	1 / *	42 / 3%z	4 / *
Mail that has been tampered with	27 / *	16 / 1%bd	1 / *	22 / 1%bd	8 / *	16 / 1%	*	-	1 / *	1 / *	1 / *	17 / 1%q	7 / *	2 / *	*	*	25 / 1%	*	10 / *	13 / 1%	3 / *	1 / *	-	22 / *	1 / *	27 / 2%z	-
Didn't allow sufficient time to answer the door	34 / 1%	18 / 1%b	1 / *	30 / 1%b	14 / *	18 / 1%	2 / 1%	1	1 / *	1 / *	1 / *	15 / 1%	10 / *	6 / 1%	3 / 1%	*	25 / 1%	3 / *	17 / 1%	15 / 1%	-	1 / *	-	33 / 1%	1 / *	28 / 2%z	6 / *
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 / *	3 / *	8 / *	9 / *	15 / *	3 / *	*	1 / 1%	8 / *	2 / 1%j	*	5 / *	7 / *	1 / *	4 / 1%	*	12 / *	4 / *	5 / *	8 / *	2 / *	2 / 1%	-	13 / *	2 / *	14 / 1%z	3 / *
I've experienced no problems in the last 12 months when sending packets and parcels via	172 / 3%	94 / 4%bd	46 / 2%	116 / 3%bd	68 / 2%	94 / 4%g	5 / 3%	16 / 2%	46 / 2%	5 / 2%	11 / 1%	59 / 3%	76 / 3%	17 / 2%	15 / 2%	6 / 3%	135 / 3%	21 / 3%	90 / 3%t	64 / 3%	9 / 1%	4 / 1%	6 / 4%	153 / 3%t	10 / 2%	66 / 4%z	106 / 2%
NET Any problem experienced	160 / 3%	103 / 4%bd	14 / 1%	137 / 4%bd	47 / 1%b	103 / 4%g	7 / 4%g	4 / *	14 / 1%	2 / 1%	6 / 1%	70 / 3%	57 / 2%	16 / 2%	13 / 2%	5 / 2%	127 / 3%	18 / 2%	78 / 3%x	66 / 3%	10 / 1%	5 / 2%	-	144 / 3%	5 / 1%	132 / 8%z	28 / 1%
Not aware of FedEx	453 / 7%	154 / 6%	157 / 7%	247 / 7%	250 / 8%	154 / 6%	25 / 13%e	68 / 9%	157 / 7%	27 / 12%hj	66 / 6%	140 / 7%	186 / 8%	69 / 8%	41 / 7%	12 / 5%	325 / 7%	53 / 6%	155 / 6%	166 / 7%	79 / 12%rsuw	23 / 6%	23 / 14%rsuw	321 / 6%	45 / 9%	124 / 8%	329 / 7%
Aware but not used FedEx	4147 / 67%	1534 / 64%	1656 / 73%acd	2169 / 63%	2290 / 69%ac	1534 / 64%	128 / 66%	559 / 72%e	1656 / 73%	155 / 69%	836 / 78%hi	1408 / 68%	1597 / 66%	515 / 64%	419 / 71%m	185 / 78%klmp	3005 / 67%	604 / 73%klmp	1753 / 68%s	1532 / 65%	455 / 67%	270 / 77%rstw	110 / 69%	3286 / 67%	381 / 74%rstw	874 / 54%	3272 / 72%y
Used but not sent FedEx	1220 / 20%	515 / 21%b	380 / 17%	779 / 23%bd	644 / 19%	515 / 21%fg	27 / 14%	129 / 17%	380 / 17%	35 / 15%	152 / 14%	382 / 19%	512 / 21%oq	192 / 24%knopq	103 / 17%	30 / 13%	894 / 20%oq	133 / 16%	488 / 19%x	532 / 22%ruvx	126 / 18%	48 / 14%	22 / 14%	1019 / 21%ux	70 / 14%	417 / 26%z	803 / 18%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	38 / 1%	6 / 1%	31 / 1%	2 / 4%b	16 / 1%	21 / 1%	2 / 1%	30 / 1%	8 / 5%gk	-	-	38 / 1%	-
Damaged mail	48 / 1%	9 / 2%b	38 / 1%	2 / 4%b	23 / 1%e	23 / 1%	3 / 1%	46 / 1%	2 / 1%	-	-	48 / 1%	-
Delayed mail	64 / 1%	6 / 1%	58 / 1%	-	27 / 2%	35 / 1%	2 / 1%	55 / 1%	7 / 4%gk	2 / 3%	*	64 / 1%	-
Mis-delivered mail	46 / 1%	9 / 2%b	36 / 1%	* / 1%	24 / 1%e	16 / *	5 / 2%e	34 / 1%	10 / 6%gk	2 / 3%	*	46 / 1%	-
Mail that has been tampered with	27 / *	5 / 1%	22 / *	-	11 / 1%	14 / *	2 / *	18 / *	9 / 6%gk	-	-	27 / *	-
Didn't allow sufficient time to answer the door	34 / 1%	3 / 1%	31 / 1%	-	17 / 1%e	13 / *	3 / 1%	28 / *	6 / 4%gk	*	*	34 / 1%	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 / *	-	17 / *	-	2 / *	12 / *	3 / 1%	15 / *	2 / 1%	-	-	17 / *	-
I've experienced no problems in the last 12 months when sending packets and parcels via	172 / 3%	14 / 3%	156 / 3%	3 / 7%	44 / 3%	118 / 3%	11 / 3%	169 / 3%	3 / 2%	*	-	172 / 3%	-
NET Any problem experienced	160 / 3%	23 / 6%b	135 / 2%	2 / 5%	73 / 4%e	75 / 2%	12 / 4%	135 / 2%	22 / 13%gk	4 / 5%	*	160 / 3%	-
Not aware of FedEx	453 / 7%	41 / 10%	407 / 7%	5 / 12%	129 / 8%	289 / 7%	35 / 11%e	370 / 6%	22 / 14%gk	11 / 17%gk	40 / 54%ghik	403 / 7%	10 / 28%
Aware but not used FedEx	4147 / 67%	236 / 59%	3890 / 68%ac	21 / 51%	1115 / 65%f	2859 / 69%df	173 / 54%	4002 / 69%hj	67 / 42%	38 / 56%	29 / 39%	4108 / 68%hj	10 / 28%
Used but not sent FedEx	1220 / 20%	88 / 22%	1122 / 20%	10 / 25%	342 / 20%	790 / 19%	88 / 27%de	1139 / 20%	45 / 28%gjk	15 / 22%j	5 / 7%	1199 / 20%j	15 / 44%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
FedEx

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	38 1%	13 1%	4 *	6 *	16 1%b	2 *	5 1%	6 1%hi	-	2 *	2 *	-	-	6 1%	13 2%ehijklop	2 *	2 *
Damaged mail	48 1%	15 1%	4 *	10 1%	19 1%b	1 *	8 1%i	6 1%	3 1%	-	1 *	2 *	1 *	7 1%i	10 2%eijl	4 1%	5 1%
Delayed mail	64 1%	19 1%	16 1%	8 1%	21 1%	6 1%	5 1%	9 2%l	5 1%	9 2%l	2 *	4 1%	1 *	3 1%	15 3%fjlmo	2 1%	4 1%
Mis-delivered mail	46 1%	19 1%bc	5 *	6 *	16 1%	8 2%ko	4 1%	7 1%o	1 *	3 1%	1 *	*	2 *	4 1%	14 3%hijklop	-	2 *
Mail that has been tampered with	27 *	4 *	5 *	3 *	14 1%c	3 1%	*	-	4 1%	*	*	1 *	-	1 *	8 1%fgiko	-	7 1%gjko
Didn't allow sufficient time to answer the door	34 1%	4 *	13 1%	8 *	9 1%	-	4 1%	-	8 2%egik	-	5 1%	-	6 1%	2 *	4 1%	*	3 1%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	17 *	2 *	4 *	6 *	5 *	-	2 *	*	*	*	4 1%	2 *	1 *	2 *	-	3 1%	2 *
I've experienced no problems in the last 12 months when sending packets and parcels via	172 3%	41 3%	45 3%	47 3%	39 3%	17 3%	15 3%	10 2%	11 2%	18 3%	16 3%	15 3%	20 4%	11 2%	15 3%	9 2%	15 3%
NET Any problem experienced	160 3%	47 3%	39 3%	27 2%	48 3%	14 3%	15 3%	18 4%k	17 3%k	12 2%	10 2%	4 1%	9 2%	13 3%	28 5%jklop	10 2%	10 2%
Not aware of FedEx	453 7%	100 7%	116 8%	116 7%	120 8%	35 7%	37 7%	28 6%	37 7%	43 8%	36 7%	29 6%	47 9%	39 7%	37 7%	40 8%	44 9%
Aware but not used FedEx	4147 67%	1084 70%d	1037 67%	1040 67%	986 64%	360 68%p	367 71%p	356 72%p	359 68%p	334 66%	344 68%p	330 67%	349 66%	360 68%p	362 68%p	328 65%	296 60%
Used but not sent FedEx	1220 20%	268 17%	300 19%	315 20%	337 22%a	103 19%	80 15%	86 17%	99 19%	103 20%	98 19%	110 22%f	105 20%	101 19%	90 17%	118 23%f	129 26%efghjmn

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	137 2%	15 1%	122 2%d	53 6%d	84 2%	47 2%	90 3%e	36 4%klm	32 4%klm	28 2%klm	29 3%klm	9 1%	5 1%	1 *	68 4%pq	55 3%pq	15 1%	6 *	116 2%	19 2%
Damaged mail	93 2%	9 1%	84 2%	34 4%d	60 1%	47 2%	46 1%	17 2%klm	28 3%klm	20 2%	17 2%k	5 *	4 *	3 *	45 3%pq	37 2%pq	11 *	7 *	76 1%	13 1%
Delayed mail	159 3%	17 1%	142 3%a	54 6%d	105 2%	50 2%	109 3%e	39 5%iklm	37 4%iklm	25 2%	25 3%kl	15 1%	9 1%	10 2%	76 4%opq	49 3%p	33 1%	19 1%	125 2%	31 3%
Mis-delivered mail	64 1%	8 1%	56 1%	20 2%d	44 1%	27 1%	37 1%	15 2%km	15 2%k	12 1%	11 1%k	3 *	6 1%	2 *	30 2%pq	23 1%p	11 *	8 1%	55 1%	8 1%
Mail that has been tampered with	43 1%	-	43 1%a	24 3%d	19 *	26 1%	17 1%	18 2%iklm	9 1%	7 1%k	6 1%k	*	-	2 *	27 2%opq	13 1%p	3 *	2 *	29 1%	14 2%r
Didn't allow sufficient time to answer the door	65 1%	4 *	61 1%a	19 2%d	46 1%	32 1%	33 1%	14 2%	19 2%ikl	7 1%	10 1%	7 1%	4 1%	4 1%	32 2%opq	18 1%	15 1%	8 1%	52 1%	10 1%
Any other problems	23 *	4 *	19 *	3 *	20 *	4 *	19 1%e	2 *	-	4 *	8 1%h	5 *	4 1%	*	2 *	12 1%	9 *	4 *	20 *	2 *
I don't know	39 1%	10 1%	29 1%	7 1%	32 1%	14 *	25 1%	6 1%	2 *	7 1%	8 1%	13 1%m	3 *	-	8 *	15 1%	16 1%	3 *	36 1%	3 *
I've experienced no problems in the last 12 months when sending packets and parcels via	775 13%	182 15%b	592 12%	147 17%d	628 12%	315 10%	460 15%e	80 10%	136 16%gl	171 15%gl	95 12%	143 13%	79 10%	71 11%	216 13%	266 14%	293 12%	150 11%	650 12%	117 13%
NET Any problem experienced	385 6%	44 4%	341 7%a	135 16%d	250 5%	148 5%	237 8%e	88 11%iklm	85 10%klm	82 7%klm	61 7%klm	33 3%	19 3%	17 3%	173 10%opq	143 7%pq	69 3%	36 3%	307 6%	67 7%
Not aware of Evri	567 9%	184 15%b	384 8%	48 6%	520 10%c	314 10%f	253 8%	87 11%i	64 7%	82 7%	60 7%	99 9%	80 11%i	95 15%ghijkl	151 9%	142 7%	274 11%o	175 13%no	459 9%	102 11%
Aware but not used Evri	1535 25%	397 32%b	1138 23%	151 18%	1384 26%c	877 29%f	654 21%	207 25%	194 22%	275 24%	170 21%	303 27%j	219 29%hj	168 27%j	401 24%	445 23%	689 27%no	386 28%no	1282 25%	247 27%
Used but not sent Evri	2868 46%	416 34%	2452 50%a	373 43%	2495 47%	1345 45%	1512 48%e	355 43%	391 45%	506 45%	428 52%ghim	551 48%	360 47%	276 44%	747 44%	934 48%	1187 47%	637 46%	2478 48%s	369 41%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	137 2%	37 3%d	44 2%	26 2%	30 2%	81 3%	56 2%	108 3%h	29 1%	4 1%	13 2%	40 3%i	34 2%	36 3%i	86 2%	4 1%	126 2%o	45 3%r	85 2%	7 2%
Damaged mail	93 2%	29 3%bd	24 1%	22 2%	18 1%	53 2%	40 1%	71 2%h	23 1%	4 1%	10 1%	27 2%	22 1%	18 2%	59 2%	4 1%	79 2%	26 2%	61 1%	7 2%
Delayed mail	159 3%	39 3%d	49 3%	43 3%d	28 2%	88 3%	71 2%	120 3%h	39 2%	12 2%	14 2%	39 2%	48 3%	41 4%	101 3%	12 2%	142 3%	42 3%	113 2%	4 1%
Mis-delivered mail	64 1%	14 1%	28 1%d	13 1%	9 1%	42 1%f	22 1%	46 1%	15 1%	3 1%	2 *	24 2%j	16 1%	13 1%	41 1%	3 1%	56 1%	20 2%	41 1%	4 1%
Mail that has been tampered with	43 1%	17 1%bcd	11 1%	7 1%	7 *	28 1%	15 *	34 1%h	9 *	1 *	4 1%	8 1%	11 1%	11 1%	23 1%	1 *	35 1%	17 1%r	23 1%	3 1%
Didn't allow sufficient time to answer the door	65 1%	20 2%d	22 1%	11 1%	11 1%	42 1%	23 1%	46 1%	16 1%	2 *	6 1%	15 1%	21 1%	12 1%	42 1%	2 *	58 1%	13 1%	47 1%	5 2%
Any other problems	23 *	4 *	8 *	8 1%	2 *	12 *	10 *	14 *	9 *	*	3 *	2 *	10 1%	6 1%	14 *	*	20 *	*	*	4 1%r
I don't know	39 1%	7 *	19 1%d	9 *	4 *	25 1%	14 *	27 1%	10 *	4 1%	1 *	8 1%	9 1%	7 1%	19 1%	4 1%	32 1%	6 *	29 1%	4 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 13%	164 14%d	269 14%d	177 13%d	163 10%	433 14%f	341 11%	491 13%	278 12%	53 9%	72 10%	172 11%	205 13%	174 16%ijkn	449 12%	53 9%	676 13%o	116 9%	624 14%q	35 12%
NET Any problem experienced	385 6%	107 9%bd	111 6%	93 7%d	74 4%	218 7%f	167 5%	291 8%h	90 4%	19 3%	36 5%	105 7%i	110 7%i	87 8%i	251 7%i	19 3%	345 7%o	100 8%r	265 6%	20 7%
Not aware of Evri	567 9%	108 9%	144 7%	140 10%b	176 11%b	252 8%	316 10%e	285 8%	268 11%g	89 16%jklmn	60 8%	127 8%	120 8%	76 7%	307 8%	101 17%p	416 8%	135 10%	391 9%	41 14%r
Aware but not used Evri	1535 25%	245 21%	500 26%a	321 23%	469 28%ac	744 24%	791 26%	897 24%	615 26%	164 29%lm	208 29%lm	388 25%m	358 23%	206 19%	955 25%m	173 29%p	1226 24%	312 24%	1140 25%	83 28%
Used but not sent Evri	2868 46%	523 45%	902 46%	653 47%	790 47%	1425 46%	1443 47%	1696 46%	1133 47%	232 41%	341 47%	771 49%i	750 48%i	519 49%i	1862 48%i	238 40%	2477 48%o	627 48%s	2124 46%s	118 39%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : All participants

	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
			Rurality			Nation								Region					
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	137 2%	111 2%	26 3%	2 1%	120 2%	9 2%	6 2%	3 2%	3 1%	29 4%hjn	6 1%	7 2%	10 2%	14 3%	11 1%	27 3%	12 2%	* *	8 2%
Damaged mail	93 2%	73 1%	21 2%	3 2%	82 2%	6 1%	5 2%	1 *	2 1%	13 2%	7 1%	3 1%	3 1%	13 2%	11 1%	20 2%	8 2%	* *	5 1%
Delayed mail	159 3%	131 2%	28 3%	2 1%	135 3%	10 2%	10 3%	4 2%	8 3%	22 3%	10 2%	7 1%	19 3%	23 4%	15 2%	24 3%	8 2%	* 1%	9 2%
Mis-delivered mail	64 1%	55 1%	10 1%	1 1%	54 1%	4 1%	5 2%g	* *	1 *	14 2%	4 1%	2 *	3 1%	7 1%	8 1%	11 1%	4 1%	- -	4 1%
Mail that has been tampered with	43 1%	37 1%	6 1%	1 *	38 1%	1 *	3 1%	* *	- -	8 1%	3 1%	2 *	3 1%	5 1%	3 *	13 1%	2 *	* *	1 *
Didn't allow sufficient time to answer the door	65 1%	51 1%	14 2%	1 *	57 1%	3 1%	4 1%	* *	1 *	16 2%hln	6 1%	3 1%	3 *	6 1%	3 *	13 2%	7 1%	- -	3 1%
Any other problems	23 *	15 *	8 1%a	* *	18 *	4 1%	1 *	* *	2 1%	8 1%	- -	* *	3 *	- -	2 *	2 *	- -	* *	4 1%mp
I don't know	39 1%	32 1%	7 1%	* *	32 1%	4 1%	2 1%	1 *	1 *	4 1%	3 1%	1 *	1 *	2 *	3 *	14 2%	3 1%	* *	3 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 13%	655 12%	120 14%	15 8%	669 13%e	45 9%	40 14%e	20 12%	35 14%r	101 15%r	65 13%	79 18%lmnpr	60 11%	67 12%	88 11%	116 14%r	59 11%	6 8%	39 9%
NET Any problem experienced	385 6%	317 6%	68 8%	7 4%	329 6%g	27 5%	23 8%g	6 4%	13 5%	67 10%hjkinqr	28 6%	19 4%	30 5%	45 8%kn	35 4%	60 7%	31 6%	1 1%	26 6%
Not aware of Evri	567 9%	506 10%c	61 7%	6 4%	480 9%f	49 9%f	17 6%	22 13%df	21 8%	71 10%k	38 8%	26 6%	55 10%k	49 9%	103 13%jkp	78 9%	39 7%	11 16%jkpr	38 8%
Aware but not used Evri	1535 25%	1386 26%bc	149 17%	25 15%	1313 25%	117 23%	68 23%	37 22%	66 26%	168 25%	133 26%	111 25%	133 24%	131 23%	254 31%klmopr	194 23%	125 24%	16 24%	101 22%
Used but not sent Evri	2868 46%	2409 45%	459 53%a	119 69%ab	2362 46%	276 53%d	145 49%	85 50%	114 46%	265 39%	241 47%i	213 48%i	265 49%in	280 49%in	328 40%	382 45%	273 52%in	34 50%	241 54%hino

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 321

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	137 2%	56 2%	54 2%	81 2%	78 2%	56 2%	1 1%	8 1%	54 2%	3 1%	13 1%	58 3%	47 2%	16 2%	14 2%	2 1%	105 2%	16 2%	79 3%s	43 2%	10 1%	6 2%	-	122 2%	6 1%	81 5%z	56 1%
Damaged mail	93 2%	52 2%bd	17 1%	68 2%bd	32 1%	52 2%	1 *	11 1%	17 1%	3 1%	9 1%	42 2%m	31 1%	5 1%	6 1%	2 1%	73 2%	14 2%	51 2%	32 1%	5 1%	3 1%	2 1%	84 2%	5 1%	65 4%z	28 1%
Delayed mail	159 3%	75 3%	48 2%	100 3%	73 2%	75 3%	4 2%	14 2%	48 2%	7 3%	14 1%	58 3%	61 3%	16 2%	17 3%	7 3%	119 3%	24 3%	85 3%tx	59 2%	10 1%	5 1%	*	144 3%x	5 1%	90 6%z	69 2%
Mis-delivered mail	64 1%	32 1%	17 1%	38 1%	23 1%	32 1%	1 *	7 1%	17 1%	1 1%	5 *	29 1%	23 1%	8 1%	2 *	3 1%	51 1%	5 1%	35 1%	19 1%	9 1%	2 1%	*	54 1%	2 *	36 2%z	28 1%
Mail that has been tampered with	43 1%	15 1%	11 *	27 1%	23 1%	15 1%	*	3 *	11 1%	1 *	5 *	14 1%	17 1%	5 1%	6 1%	*	31 1%	7 1%	9 *	23 1%r	4 1%	4 1%	-	32 1%	4 1%	40 2%z	3 *
Didn't allow sufficient time to answer the door	65 1%	31 1%	21 1%	37 1%	28 1%	31 1%	1 *	4 1%	21 1%	1 1%	10 1%	30 1%	24 1%	6 1%	3 1%	3 1%	53 1%	6 1%	25 1%	33 1%	4 1%	4 1%	-	58 1%	4 1%	30 2%z	35 1%
Any other problems	23 *	11 *	9 *	14 *	11 *	11 *	*	8 1%	9 *	-	1 *	8 *	12 *	1 *	1 *	-	20 *	1 *	13 1%	4 *	2 *	2 1%	1 *	17 *	3 1%	7 *	16 *
I don't know	39 *	13 1%	16 1%	23 1%	26 1%	13 1%	*	4 *	16 1%	2 1%	6 1%	16 1%	19 1%	1 *	1 *	3 1%	35 1%	3 *	19 1%	15 1%	5 1%	-	-	34 1%	-	13 1%	26 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	775 13%	304 13%	305 13%	437 13%	438 13%	304 13%	18 9%	91 12%	305 13%	22 10%	123 12%	254 12%	327 13%m	80 10%	90 15%m	24 10%	580 13%	114 14%	368 14%t	286 12%t	56 8%	47 13%t	18 11%	654 13%t	65 13%t	177 11%	598 13%
NET Any problem experienced	385 6%	188 8%bd	119 5%	246 7%bd	177 5%	188 8%g	6 3%	39 5%	119 5%i	10 4%	34 3%	147 7%	154 6%	38 5%	33 6%	13 5%	302 7%	46 5%	197 8%tuvx	140 6%	29 4%	14 4%	3 2%	337 7%tx	18 3%	223 14%z	162 4%
Not aware of Evri	567 9%	247 10%bd	173 8%	334 10%bd	261 8%	247 10%	42 22%eg	97 12%	173 8%	25 11%	100 9%	182 9%	214 9%	85 10%	47 8%	29 12%	385 9%	76 9%	214 8%	196 8%	76 11%w	47 13%rsw	26 16%rsw	410 8%	73 14%rsw	143 9%	425 9%
Aware but not used Evri	1535 25%	606 25%	541 24%	864 25%	799 24%	606 25%	54 28%	191 25%	541 24%	71 31%h	270 25%	452 22%	609 25%	245 30%klp	146 25%	77 32%klp	1061 24%	222 27%k	561 22%	592 25%r	188 28%r	115 32%rsw	63 39%rstw	1153 23%	178 35%rtw	371 23%	1164 26%
Used but not sent Evri	2868 46%	1047 44%	1107 49%ac	1553 45%	1613 49%ac	1047 44%	74 38%	356 46%	1107 49%	96 42%	538 50%	1013 49%o	1112 46%	362 45%	277 47%	94 39%	2125 47%	371 45%	1210 47%uvx	1138 48%uvx	328 48%uvx	130 37%	51 32%	2348 48%uvx	181 35%	703 43%	2165 48%y

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	137 / 2%	5 / 1%	131 / 2%	1 / 1%	46 / 3%	80 / 2%	11 / 4%	130 / 2%	7 / 4%	-	-	137 / 2%	* / *
Damaged mail	93 / 2%	8 / 2%	85 / 1%	-	37 / 2%e	47 / 1%	10 / 3%e	80 / 1%	7 / 4%gk	6 / 9%gjk	-	93 / 2%	-
Delayed mail	159 / 3%	5 / 1%	154 / 3%	-	57 / 3%e	90 / 2%	13 / 4%	144 / 2%	12 / 7%gjk	3 / 5%	-	159 / 3%	-
Mis-delivered mail	64 / 1%	5 / 1%	59 / 1%	* / 1%	26 / 2%e	30 / 1%	8 / 2%e	61 / 1%	3 / 2%	-	-	64 / 1%	-
Mail that has been tampered with	43 / 1%	* / *	43 / 1%	-	15 / 1%	19 / *	9 / 3%de	35 / 1%	8 / 5%gk	-	-	43 / 1%	-
Didn't allow sufficient time to answer the door	65 / 1%	1 / *	64 / 1%	-	18 / 1%	36 / 1%	10 / 3%de	62 / 1%	3 / 2%	-	-	65 / 1%	-
Any other problems	23 / *	-	23 / *	-	6 / *	16 / *	* / *	23 / *	-	-	-	23 / *	-
I don't know	39 / 1%	4 / 1%	32 / 1%	3 / 8%ab	7 / *	30 / 1%	2 / 1%	37 / 1%	2 / 1%	1 / 1%	* / *	39 / 1%	* / *
I've experienced no problems in the last 12 months when sending packets and parcels via	775 / 13%	32 / 8%	737 / 13%a	5 / 13%	167 / 10%	576 / 14%d	32 / 10%	758 / 13%hj	8 / 5%	5 / 7%	2 / 2%	771 / 13%hj	2 / 6%
NET Any problem experienced	385 / 6%	14 / 4%	370 / 6%	1 / 2%	134 / 8%e	221 / 5%	30 / 9%e	349 / 6%	27 / 17%gjk	9 / 13%gj	-	385 / 6%	* / *
Not aware of Evri	567 / 9%	43 / 11%	521 / 9%	3 / 8%	157 / 9%	373 / 9%	37 / 12%	468 / 8%	35 / 22%gk	16 / 23%gk	40 / 54%ghik	518 / 9%	9 / 26%
Aware but not used Evri	1535 / 25%	113 / 28%	1410 / 25%	12 / 29%	384 / 22%	1056 / 26%	95 / 29%d	1435 / 25%	45 / 28%	21 / 30%	23 / 30%	1501 / 25%	11 / 31%
Used but not sent Evri	2868 / 46%	194 / 49%	2657 / 46%	16 / 39%	857 / 50%ef	1886 / 46%	125 / 39%	2784 / 48%hij	44 / 27%	17 / 26%	10 / 14%	2845 / 47%hij	13 / 36%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 321

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Evri

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	137 2%	51 3%bd	28 2%	32 2%	27 2%	22 4%ikn	18 4%in	10 2%	12 2%	4 1%	11 2%	7 1%	13 3%	12 2%	5 1%	9 2%	13 3%
Damaged mail	93 2%	26 2%	25 2%	20 1%	21 1%	11 2%k	8 2%	7 1%	3 1%	6 1%	17 3%hkp	* *	6 1%	13 2%k	9 2%	8 2%	5 1%
Delayed mail	159 3%	50 3%	34 2%	29 2%	46 3%	21 4%ikl	14 3%i	15 3%ik	16 3%ik	3 1%	15 3%ik	3 1%	7 1%	19 4%ikl	9 2%	21 4%ikl	17 3%ik
Mis-delivered mail	64 1%	15 1%	19 1%	15 1%	16 1%	4 1%	4 1%	6 1%	10 2%	6 1%	3 1%	4 1%	7 1%	5 1%	6 1%	2 *	7 1%
Mail that has been tampered with	43 1%	12 1%	12 1%	8 1%	10 1%	5 1%	* *	7 1%	7 1%	2 *	2 *	4 1%	2 *	2 *	1 *	3 1%	6 1%
Didn't allow sufficient time to answer the door	65 1%	14 1%	13 1%	14 1%	24 2%	4 1%	7 1%	3 1%	6 1%	4 1%	3 1%	7 1%	1 *	9 2%l	6 1%	1 *	16 3%epijklo
Any other problems	23 *	13 1%d	4 *	3 *	2 *	5 1%	5 1%	3 1%	1 *	1 *	1 *	- -	* *	3 1%	* *	2 *	* *
I don't know	39 1%	10 1%	8 1%	13 1%	8 1%	2 *	2 *	6 1%	2 *	6 1%	* *	6 1%	4 1%	3 1%	3 *	4 1%	* *
I've experienced no problems in the last 12 months when sending packets and parcels via	775 13%	171 11%	186 12%	216 14%	202 13%	56 11%	55 11%	60 12%	65 12%	63 12%	58 11%	72 15%	60 11%	84 16%e	71 13%	68 13%	63 13%
NET Any problem experienced	385 6%	122 8%c	90 6%	80 5%	94 6%	53 10%ikln	34 7%	35 7%	38 7%i	18 4%	33 7%	21 4%	22 4%	37 7%	27 5%	31 6%	36 7%i
Not aware of Evri	567 9%	148 10%	158 10%	133 9%	129 8%	45 9%	35 7%	67 13%efinp	57 11%i	49 10%	52 10%	47 10%	32 6%	54 10%	45 8%	44 9%	40 8%
Aware but not used Evri	1535 25%	406 26%	397 26%	374 24%	358 23%	129 24%	153 30%imp	123 25%	126 24%	131 26%	141 28%p	121 25%	141 27%	112 21%	128 24%	129 25%	101 20%
Used but not sent Evri	2868 46%	688 45%	702 46%	734 47%	744 48%	243 46%	237 46%	207 42%	237 45%	242 47%	224 44%	224 46%	273 51%g	238 45%	258 48%	232 46%	255 51%g

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	39 1%	6 *	34 1%	18 2%d	21 *	22 1%	17 1%	7 1%l	11 1%kl	9 1%	8 1%l	3 *	-	2 *	18 1%pq	17 1%pq	5 *	2 *	35 1%	4 *
Damaged mail	48 1%	3 *	45 1%	27 3%d	21 *	36 1%f	12 *	14 2%kl	8 1%	13 1%	6 1%	3 *	3 *	2 *	21 1%pq	18 1%pq	8 *	5 *	35 1%	12 1%
Delayed mail	65 1%	3 *	61 1%a	42 5%d	22 *	45 1%f	20 1%	8 1%k	27 3%gijklm	18 2%km	7 1%k	* *	4 1%	* *	35 2%pq	25 1%pq	5 *	4 *	47 1%	17 2%r
Mis-delivered mail	39 1%	4 *	35 1%	23 3%d	16 *	28 1%f	11 *	8 1%kl	20 2%ijklm	8 1%k	2 *	* -	-	* *	29 2%opq	10 1%pq	* *	* *	26 1%	12 1%r
Mail that has been tampered with	20 *	3 *	18 *	13 1%d	7 *	12 *	9 *	1 *	13 1%gijklm	3 *	3 *	-	-	* *	14 1%pq	6 *p	* *	* *	18 *	2 *
Didn't allow sufficient time to answer the door	34 1%	2 *	32 1%	17 2%d	16 *	20 1%	14 *	5 1%k	9 1%k	11 1%k	5 1%k	* *	4 *	* *	14 1%pq	16 1%pq	4 *	4 *	32 1%	2 *
Any other problems	6	4	2	1	5	2	4	-	4	-	-	2	-	-	4	-	2	-	6	-
I don't know	14 *	3 *	11 *	5 1%	9 *	6 *	8 *	5 1%k	4 *	4 *	* *	* *	-	-	10 1%pq	4 *	* *	-	14 *	-
I've experienced no problems in the last 12 months when sending packets and parcels via	386 6%	111 9%b	275 6%	79 9%d	307 6%	217 7%f	169 5%	59 7%lm	106 12%gijklm	83 7%klm	52 6%lm	55 5%lm	20 3%	11 2%	165 10%opq	135 7%pq	86 3%	31 2%	284 5%	92 10%r
NET Any problem experienced	163 3%	10 1%	153 3%a	85 10%d	78 1%	100 3%f	63 2%	31 4%klm	51 6%jklm	46 4%klm	18 2%klm	9 1%	5 1%	2 *	83 5%pq	64 3%pq	16 1%	7 1%	122 2%	40 4%r
Not aware of DPD	502 8%	133 11%b	368 7%	52 6%	449 8%	235 8%	264 8%	103 12%hijk	44 5%	49 4%	36 4%	74 6%	85 11%hijk	90 14%hijk	147 9%o	105 5%	250 10%o	176 13%nop	399 8%	94 10%r
Aware but not used DPD	2342 38%	509 41%b	1833 37%	255 30%	2087 39%c	1121 37%	1218 39%	270 33%	262 30%	375 33%	305 37%h	495 43%ghij	347 46%ghij	287 46%ghij	532 31%	680 35%	1130 45%no	635 46%no	2009 39%	319 35%
Used but not sent DPD	2763 45%	466 38%	2297 47%a	385 45%	2378 45%	1334 44%	1421 45%	355 43%	405 46%lm	545 49%lm	411 50%glm	509 45%m	303 40%	235 38%	760 45%q	956 49%npq	1047 41%	538 39%	2385 46%s	358 40%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	39 1%	7 1%	10 1%	12 1%	10 1%	17 1%	22 1%	35 1%h	5 *	2 *	7 1%	16 1%	7 *	6 1%	29 1%	2 *	36 1%	14 1%r	22 *	3 1%
Damaged mail	48 1%	16 1%d	17 1%	10 1%	5 *	33 1%f	15 1%	44 1%h	4 *	1 *	5 1%	14 1%	13 1%	14 1%	32 1%	1 *	46 1%	22 2%r	24 1%	2 1%
Delayed mail	65 1%	21 2%bd	14 1%	17 1%	12 1%	35 1%	29 1%	57 2%h	7 *	1 *	9 1%	23 1%	19 1%	12 1%	51 1%	1 *	63 1%	31 2%r	32 1%	2 1%
Mis-delivered mail	39 1%	11 1%	14 1%	4 *	10 1%	24 1%	15 1%	35 1%h	4 *	1 *	7 1%	12 1%	10 1%	7 1%	28 1%	1 *	35 1%	21 2%r	15 *	2 1%
Mail that has been tampered with	20 *	8 1%	7 *	2 *	4 *	14 *	6 *	18 *h	2 *	2 *	2 *	8 1%	6 *	2 *	16 *	2 *	18 *	12 1%r	8 *	- -
Didn't allow sufficient time to answer the door	34 1%	15 1%bd	6 *	7 1%	6 *	21 1%	13 *	30 1%h	4 *	4 1%	5 1%	9 1%	10 1%	6 1%	24 1%	4 1%	30 1%	16 1%r	18 *	- -
Any other problems	6 *	- -	6 *	- -	- -	6 *	- -	6 *	- -	- -	- -	4 *	- -	- -	4 *	- -	4 *	1 *	2 *	2 1%r
I don't know	14 *	4 *	5 *	4 *	* *	9 *	5 *	13 *	1 *	* *	- -	3 *	3 *	5 *	5 *	* *	11 *	* *	13 *	1 *
I've experienced no problems in the last 12 months when sending packets and parcels via	386 6%	100 9%d	123 6%d	97 7%d	65 4%	223 7%f	162 5%	296 8%h	85 4%	24 4%	29 4%	86 5%	122 8%ijk	88 8%ijk	237 6%	26 4%	342 7%	60 5%	306 7%q	19 6%
NET Any problem experienced	163 3%	53 5%bcd	46 2%	34 2%	31 2%	98 3%f	65 2%	146 4%h	17 1%	5 1%	18 3%	55 4%i	45 3%i	35 3%i	118 3%	5 1%	153 3%o	61 5%r	94 2%	9 3%
Not aware of DPD	502 8%	91 8%	152 8%	92 7%	165 10%c	243 8%	257 8%	238 6%	250 10%g	72 13%klmn	67 9%m	111 7%	128 8%m	52 5%	306 8%m	78 13%p	386 7%	105 8%	360 8%	37 12%r
Aware but not used DPD	2342 38%	348 30%	733 38%a	541 39%a	720 43%ab	1082 35%	1260 41%e	1292 35%	1022 43%g	252 45%klmn	324 45%klmn	598 38%m	531 34%	335 31%	1453 38%m	264 45%p	1889 37%	489 38%	1740 38%	113 38%
Used but not sent DPD	2763 45%	557 48%d	884 46%	626 45%	696 41%	1441 47%f	1322 43%	1702 46%h	1019 43%	206 37%	280 39%	718 46%ij	725 47%ij	554 52%ijkln	1723 45%ij	214 36%	2392 46%o	581 45%	2059 45%	122 41%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : All participants

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	39 / 1%	34 / 1%	6 / 1%	*	36 / 1%	2 / *	2 / 1%	*	2 / 1%	5 / 1%	4 / 1%	4 / 1%	5 / 1%	2 / *	5 / 1%	2 / *	8 / 1%o	*	1 / *
Damaged mail	48 / 1%	42 / 1%	6 / 1%	3 / 1%	42 / 1%	2 / *	3 / 1%	1 / 1%	2 / 1%	8 / 1%	1 / *	1 / *	4 / 1%	4 / 1%	15 / 2%o	3 / *	4 / 1%	*	2 / *
Delayed mail	65 / 1%	58 / 1%	6 / 1%	3 / 2%	56 / 1%	3 / *	3 / 1%	2 / 1%	1 / *	5 / 1%	5 / 1%	4 / 1%	11 / 2%o	7 / 1%	15 / 2%	3 / *	7 / 1%	*	3 / 1%
Mis-delivered mail	39 / 1%	35 / 1%	4 / *	*	34 / 1%	2 / *	2 / 1%	*	3 / 1%k	6 / 1%	4 / 1%	-	7 / 1%k	5 / 1%	7 / 1%	2 / *	1 / *	*	2 / *
Mail that has been tampered with	20 / *	17 / *	3 / *	3 / 2%a	13 / *	3 / 1%	3 / 1%d	*	1 / *	3 / *	-	-	3 / 1%	4 / 1%	-	-	2 / *	-	3 / 1%no
Didn't allow sufficient time to answer the door	34 / 1%	27 / 1%	7 / 1%	5 / 3%ab	30 / 1%	1 / *	3 / 1%	*	-	9 / 1%j	-	3 / 1%	6 / 1%j	1 / *	2 / *	5 / 1%	3 / 1%	-	1 / *
Any other problems	6 / *	6 / *	-	-	5 / *	1 / *	-	-	-	2 / *	-	-	-	-	-	2 / *	-	-	1 / *
I don't know	14 / *	13 / *	*	*	10 / *	2 / *	1 / *	*	1 / *	2 / *	1 / *	2 / *	-	-	-	4 / *	-	-	2 / *
I've experienced no problems in the last 12 months when sending packets and parcels via	386 / 6%	326 / 6%	60 / 7%	9 / 5%	325 / 6%g	32 / 6%	22 / 7%g	6 / 4%	13 / 5%	41 / 6%	40 / 8%	25 / 6%	28 / 5%	42 / 7%	47 / 6%	61 / 7%	27 / 5%	4 / 5%	28 / 6%
NET Any problem experienced	163 / 3%	145 / 3%	18 / 2%	6 / 4%	143 / 3%	9 / 2%	8 / 3%	3 / 2%	6 / 2%	22 / 3%	13 / 3%	6 / 1%	18 / 3%	15 / 3%	34 / 4%ko	11 / 1%	17 / 3%	*	9 / 2%
Not aware of DPD	502 / 8%	448 / 8%	54 / 6%	11 / 7%	416 / 8%f	56 / 11%df	13 / 5%	16 / 9%f	25 / 10%m	73 / 11%klmp	43 / 8%	28 / 6%	35 / 6%	35 / 6%	72 / 9%	73 / 9%	32 / 6%	12 / 18%jklmnop	44 / 10%
Aware but not used DPD	2342 / 38%	2023 / 38%	319 / 37%	57 / 33%	2003 / 39%e	159 / 31%	107 / 36%	73 / 43%ef	96 / 38%r	247 / 37%	191 / 37%r	176 / 39%r	213 / 39%r	224 / 39%r	312 / 38%r	343 / 41%r	202 / 38%r	22 / 33%	137 / 30%
Used but not sent DPD	2763 / 45%	2350 / 44%	413 / 48%	90 / 52%a	2287 / 44%	260 / 50%dg	144 / 49%dg	71 / 42%	110 / 44%	290 / 43%	220 / 43%	211 / 47%	249 / 46%	258 / 45%	347 / 43%	352 / 42%	250 / 47%	31 / 44%	229 / 51%hijno

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	39 1%	25 1%bd	7 *	32 1%b	14 *	25 1%	* *	3 *	7 *	2 1%	2 *	11 1%	18 1%	3 *	4 1%	3 1%	30 1%	6 1%	21 1%	11 *	2 *	2 1%	1 1%	32 1%	3 1%	31 2%z	8 *
Damaged mail	48 1%	29 1%bd	10 *	38 1%b	19 1%	29 1%g	-	2 *	10 *	1 *	1 *	28 1%lnq	12 *	7 1%q	-	-	41 1%q	-	23 1%	18 1%	5 1%	* *	1 1%	41 1%	2 *	43 3%z	5 *
Delayed mail	65 1%	35 1%b	16 1%	47 1%	27 1%	35 1%	* *	4 1%	16 1%	1 *	2 *	32 2%	54 1%	7 1%	2 *	2 1%	53 1%	4 *	28 1%	26 1%	6 1%	3 1%	1 1%	54 1%	4 1%	57 3%z	8 *
Mis-delivered mail	39 1%	19 1%	6 *	31 1%b	18 1%	19 1%g	-	1 *	6 *	1 *	1 *	18 1%	14 1%	5 1%	* *	2 1%	32 1%	2 *	17 1%	14 1%	4 1%	4 1%	* *	31 1%	4 1%	32 2%z	7 *
Mail that has been tampered with	20 *	14 1%b	1 *	19 1%b	6 *	14 1%	1 *	-	1 *	1 *	1 *	9 *	9 *	2 *	* *	-	18 *	* *	7 *	9 *	* *	4 1%t	-	16 *	4 1%	18 1%	2 *
Didn't allow sufficient time to answer the door	34 1%	28 1%bd	1 *	32 1%bd	5 *	28 1%	2 1%	2 *	1 *	1 *	1 *	16 1%	14 1%	2 *	1 *	1 *	30 1%	2 *	21 1%	12 *	-	-	1 1%	33 1%	1 *	26 2%z	7 *
Any other problems	6 *	4 *	2 *	4 *	2 *	4 *	-	-	2 *	-	-	-	-	4 *klp	-	2 1%klp	-	2 *lp	4 *	2 *	-	-	-	6 *	-	2 *	4 *
I don't know	14 *	6 *	5 *	8 *	7 *	6 *	* *	* *	5 *	-	* *	5 *	6 *	3 *	* *	-	11 *	-	7 *	4 *	2 *	1 *	-	10 *	1 *	8 *	6 *
I've experienced no problems in the last 12 months when sending packets and parcels via	386 6%	178 7%bd	107 5%	254 7%bd	183 6%	178 7%g	7 4%	35 5%	107 5%j	9 4%	22 2%	122 6%m	177 7%m	29 4%	43 7%m	14 6%	300 7%m	57 7%m	186 7%t	155 7%t	19 3%	17 5%	9 6%	341 7%t	26 5%	136 8%z	250 6%
NET Any problem experienced	163 3%	91 4%bd	31 1%	128 4%bd	68 2%	91 4%g	3 2%	10 1%	31 1%j	2 1%	2 *	73 4%lnq	54 2%	22 3%	7 1%	6 3%	127 3%	13 2%	77 3%	62 3%	13 2%	7 2%	1 1%	140 3%	9 2%	133 8%z	30 1%
Not aware of DPD	502 8%	161 7%	181 8%	245 7%	266 8%	161 7%	24 13%e	76 10%e	181 8%	27 12%	104 10%	165 8%	173 7%	84 10%lp	48 8%	23 10%	338 8%	70 8%	184 7%	173 7%	64 9%	41 12%rsw	29 18%rstw	357 7%	70 14%rsw	147 9%	354 8%
Aware but not used DPD	2342 38%	887 37%	944 42%acd	1211 35%	1268 38%c	887 37%	89 46%e	321 41%	944 42%	109 48%	475 44%	756 37%	910 37%	310 38%	243 41%	110 46%klp	1666 37%	353 42%klp	877 34%	918 39%r	280 41%r	163 46%rsw	83 52%rstw	1795 36%	246 48%rsw	539 33%	1803 40%y
Used but not sent DPD	2763 45%	1082 45%	992 44%	1612 47%	1522 46%	1082 45%f	70 36%	336 43%	992 44%j	80 35%	467 44%	942 46%o	1115 46%od	362 45%	253 43%	86 36%	2057 46%od	339 41%	1238 48%suvx	1056 45%uvx	303 45%uvx	124 35%v	38 23%	2294 46%uvx	161 31%	666 41%	2097 46%y

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	39 / 1%	3 / 1%	34 / 1%	3 / 7%ab	20 / 1%e	14 / *	5 / 1%e	30 / 1%	7 / 4%gk	2 / 3%g	-	39 / 1%	-
Damaged mail	48 / 1%	7 / 2%	41 / 1%	* / 1%	17 / 1%	28 / 1%	2 / 1%	40 / 1%	5 / 3%gk	3 / 5%gk	*	48 / 1%	-
Delayed mail	65 / 1%	8 / 2%	56 / 1%	* / 1%	29 / 2%e	31 / 1%	4 / 1%	52 / 1%	10 / 6%gk	3 / 4%g	-	64 / 1%	1 / 2%
Mis-delivered mail	39 / 1%	4 / 1%	35 / 1%	-	20 / 1%e	19 / *	-	31 / 1%	7 / 5%gk	-	-	39 / 1%	-
Mail that has been tampered with	20 / *	2 / 1%	18 / *	-	8 / *	12 / *	-	17 / *	3 / 2%gk	-	-	20 / *	-
Didn't allow sufficient time to answer the door	34 / 1%	5 / 1%	28 / *	-	19 / 1%e	15 / *	-	30 / 1%	1 / 1%	3 / 4%gk	-	34 / 1%	-
Any other problems	6 / *	-	6 / *	-	1 / *	5 / *	-	6 / *	-	-	-	6 / *	-
I don't know	14 / *	* / *	12 / *	2 / 4%ab	3 / *	8 / *	2 / 1%	14 / *	* / *	-	*	14 / *	-
I've experienced no problems in the last 12 months when sending packets and parcels via	386 / 6%	21 / 5%	363 / 6%	2 / 4%	82 / 5%	277 / 7%d	26 / 8%	380 / 7%	3 / 2%	2 / 4%	1 / 1%	385 / 6%	-
NET Any problem experienced	163 / 3%	13 / 3%	146 / 3%	3 / 8%	74 / 4%	79 / 2%	10 / 3%	135 / 2%	22 / 14%gjk	5 / 8%gk	*	162 / 3%	1 / 2%
Not aware of DPD	502 / 8%	43 / 11%	455 / 8%	4 / 10%	167 / 10%e	303 / 7%	32 / 10%	434 / 7%	16 / 10%	12 / 18%gk	33 / 44%ghik	463 / 8%	6 / 17%
Aware but not used DPD	2342 / 38%	138 / 34%	2192 / 38%	12 / 28%	608 / 36%	1619 / 39%	115 / 36%	2203 / 38%	55 / 34%	32 / 46%	38 / 51%h	2289 / 38%	14 / 41%
Used but not sent DPD	2763 / 45%	185 / 46%	2558 / 45%	19 / 47%	772 / 45%	1855 / 45%	136 / 42%	2665 / 46%ij	65 / 40%j	17 / 25%	3 / 3%	2746 / 45%ij	14 / 41%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
DPD

Base : All participants

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
										Month							
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	39 / 1%	7 / *	7 / *	11 / 1%	14 / 1%	5 / 1%	1 / *	1 / *	* / *	5 / 1%	2 / *	1 / *	8 / 1%h	2 / *	5 / 1%	5 / 1%	4 / 1%
Damaged mail	48 / 1%	11 / 1%	4 / *	15 / 1%b	18 / 1%b	5 / 1%	6 / 1%	- / -	2 / *	2 / *	* / *	* / *	8 / 2%gj	5 / 1%	6 / 1%	6 / 2%gj	4 / 1%
Delayed mail	65 / 1%	16 / 1%	13 / 1%	14 / 1%	22 / 1%	4 / 1%	9 / 2%	3 / 1%	5 / 1%	6 / 1%	2 / *	3 / 1%	7 / 1%	3 / 1%	10 / 2%	1 / *	11 / 2%o
Mis-delivered mail	39 / 1%	11 / 1%	6 / *	9 / 1%	13 / 1%	3 / 1%	6 / 1%i	2 / *	4 / 1%	- / -	2 / *	3 / 1%	3 / *	3 / 1%	8 / 1%io	- / -	5 / 1%
Mail that has been tampered with	20 / *	7 / *	3 / *	4 / *	6 / *	3 / 1%	2 / *	2 / *	2 / *	* / *	1 / *	- / -	2 / *	2 / *	2 / *	1 / *	3 / 1%
Didn't allow sufficient time to answer the door	34 / 1%	7 / *	7 / *	3 / *	17 / 1%c	- / -	4 / 1%	3 / 1%	3 / *	3 / 1%	* / *	* / *	3 / 1%	* / *	8 / 2%ekm	* / *	6 / 1%e
Any other problems	6 / *	- / -	4 / *	2 / *	- / -	- / -	- / -	- / -	2 / *	- / -	- / -	1 / *	- / -	2 / *	- / -	- / -	- / -
I don't know	14 / *	2 / *	4 / *	7 / *	1 / *	- / -	- / -	2 / *	1 / *	4 / 1%	- / -	1 / *	4 / 1%	3 / 1%	* / *	* / *	* / *
I've experienced no problems in the last 12 months when sending packets and parcels via	386 / 6%	90 / 6%	108 / 7%	99 / 6%	89 / 6%	37 / 7%n	30 / 6%	23 / 5%	40 / 8%n	39 / 8%n	28 / 6%	30 / 6%	33 / 6%	36 / 7%n	17 / 3%	36 / 7%n	36 / 7%n
NET Any problem experienced	163 / 3%	40 / 3%	34 / 2%	37 / 2%	52 / 3%	17 / 3%	16 / 3%	8 / 2%	11 / 2%	12 / 2%	10 / 2%	8 / 2%	19 / 4%	10 / 2%	18 / 3%	16 / 3%	17 / 3%
Not aware of DPD	502 / 8%	123 / 8%	131 / 9%	125 / 8%	123 / 8%	38 / 7%	43 / 8%	42 / 8%	43 / 8%	50 / 10%	39 / 8%	48 / 10%	38 / 7%	38 / 7%	39 / 7%	44 / 9%	40 / 8%
Aware but not used DPD	2342 / 38%	623 / 40%cd	591 / 38%	579 / 37%	549 / 36%	216 / 41%p	212 / 41%p	194 / 39%p	194 / 37%p	184 / 36%p	213 / 42%p	177 / 36%p	184 / 35%	218 / 41%p	209 / 39%p	203 / 40%p	136 / 27%
Used but not sent DPD	2763 / 45%	665 / 43%	672 / 44%	703 / 45%	722 / 47%	220 / 42%	216 / 42%	229 / 46%	235 / 45%	220 / 43%	217 / 43%	226 / 46%	254 / 48%	223 / 42%	249 / 47%	208 / 41%	265 / 54%efhijmo

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	33 1%	-	33 1%a	21 2%cd	12 *	19 1%	14 *	11 1%klm	10 1%klm	2 *	4 1%	6 *	-	*	21 1%opq	6 *	6 *	*	23 *	10 1%
Damaged mail	52 1%	1 *	50 1%a	28 3%d	24 *	39 1%f	13 *	10 1%l	18 2%klm	12 1%l	7 1%l	4 *	*	*	28 2%pq	19 1%pq	5 *	1 *	41 1%	11 1%
Delayed mail	81 1%	7 1%	74 2%a	33 4%d	48 1%	49 2%	32 1%	14 2%l	19 2%kl	23 2%kl	9 1%	9 1%	2 *	6 1%	33 2%pq	32 2%pq	16 1%	8 1%	66 1%	14 2%
Mis-delivered mail	30 *	3 *	27 1%	17 2%d	13 *	18 1%	12 *	6 1%	6 1%	6 1%	3 *	4 *	4 1%	*	12 1%	10 *	9 *	5 *	23 *	8 1%
Mail that has been tampered with	17 *	2 *	15 *	6 1%d	11 *	11 *	6 *	1 *	7 1%	5 *	1 *	2 *	*	2 *	8 *	6 *	4 *	2 *	17 *	*
Didn't allow sufficient time to answer the door	32 1%	-	32 1%a	12 1%d	20 *	18 1%	14 *	5 1%	12 1%iklm	3 *	9 1%klm	2 *	2 *	-	16 1%pq	12 1%	4 *	2 *	25 *	8 1%
Any other problems	*	-	*	-	*	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
I don't know	33 1%	7 1%	26 1%	5 1%	28 1%	18 1%	15 *	4 *	4 *	5 *	4 1%	12 1%m	5 1%	-	7 *	9 *	17 1%	5 *	32 1%	1 *
I've experienced no problems in the last 12 months when sending packets and parcels via	599 10%	171 14%b	427 9%	98 11%	501 9%	329 11%f	268 9%	53 6%	75 9%	116 10%g	93 11%g	139 12%ghi	65 8%	58 9%	128 8%	209 11%n	261 10%n	122 9%	512 10%	83 9%
NET Any problem experienced	174 3%	12 1%	162 3%a	72 8%a	102 2%	105 3%f	69 2%	36 4%klm	41 5%klm	42 4%klm	23 3%	15 1%	8 1%	9 1%	77 5%pq	65 3%pq	32 1%	17 1%	139 3%	34 4%
Not aware of Parcelforce	438 7%	116 9%b	322 7%	71 8%	367 7%	193 6%	243 8%	195 24%hijklm	78 9%ijklm	66 6%jkl	23 3%	32 3%	15 2%	28 4%l	273 16%opq	89 5%p	75 3%	43 3%	249 5%	177 20%r
Aware but not used Parcelforce	2840 46%	595 48%	2245 45%	313 36%	2527 48%c	1326 44%	1510 48%e	326 40%	410 47%g	555 49%g	358 43%	508 44%	378 50%g	306 49%g	736 43%	913 47%	1191 47%	683 49%n	2447 47%s	373 41%
Used but not sent Parcelforce	2085 34%	331 27%	1754 36%a	301 35%	1783 34%	1041 35%	1038 33%	210 25%	264 30%	337 30%	322 39%ghi	437 38%ghi	289 38%ghi	226 36%gi	474 28%	659 34%n	952 38%no	516 37%n	1835 35%s	236 26%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	33 1%	17 2%bcd	11 1%c	- -	5 *	28 1%f	5 *	30 1%h	3 *	2 *	4 1%	11 1%	8 1%	9 1%	22 1%	2 *	31 1%	13 1%	20 *	- -
Damaged mail	52 1%	25 2%bcd	14 1%	5 *	8 *	39 1%f	13 *	48 1%h	4 *	3 *	1 *	12 1%	22 1%j	11 1%	35 1%	3 *	46 1%	24 2%r	25 1%	3 1%
Delayed mail	81 1%	29 3%bd	16 1%	18 1%	17 1%	45 1%	36 1%	64 2%h	16 1%	3 1%	5 1%	31 2%	22 1%	18 2%	57 1%	3 1%	75 1%	34 3%r	42 1%	6 2%
Mis-delivered mail	30 *	11 1%bc	5 *	3 *	11 1%	16 1%	14 *	24 1%	6 *	7 1%k	4 1%	5 *	7 *	7 1%	16 *	7 1%	23 *	12 1%r	17 *	2 1%
Mail that has been tampered with	17 *	9 1%c	4 *	* *	4 *	13 *	4 *	15 *	2 *	2 *	3 1%	3 *	3 *	5 *	10 *	2 *	15 *	4 *	14 *	- -
Didn't allow sufficient time to answer the door	32 1%	13 1%	8 *	6 *	6 *	20 1%	12 *	27 1%h	5 *	2 *	6 1%	10 1%	8 1%	3 *	25 1%	2 *	28 1%	14 1%r	16 *	3 1%
Any other problems	* *	- -	- -	* *	- -	* *	* *	* *	- -	- -	- -	- -	* *	- -	* *	- -	* *	- -	* *	- -
I don't know	33 1%	8 1%c	20 1%cd	* *	5 *	28 1%f	5 *	18 *	13 1%	1 *	3 *	9 1%	5 *	10 1%	16 *	1 *	30 1%	9 1%	25 1%	- -
I've experienced no problems in the last 12 months when sending packets and parcels via	599 10%	145 13%d	203 10%d	138 10%d	113 7%	348 11%f	251 8%	401 11%h	189 8%	38 7%	52 7%	145 9%	186 12%ijk	113 11%i	383 10%	38 6%	518 10%o	86 7%	481 11%q	31 10%
NET Any problem experienced	174 3%	69 6%bcd	43 2%	28 2%	34 2%	112 4%f	62 2%	146 4%h	26 1%	11 2%	15 2%	51 3%	55 4%	36 3%	121 3%	11 2%	157 3%	61 5%r	102 2%	11 3%
Not aware of Parcelforce	438 7%	88 8%	139 7%	93 7%	118 7%	226 7%	210 7%	258 7%	165 7%	52 9%kmn	57 8%k	83 5%	107 7%	56 5%	247 6%	62 11%p	332 6%	83 6%	322 7%	32 11%q
Aware but not used Parcelforce	2840 46%	441 38%	896 46%a	623 45%a	880 52%abc	1337 43%	1503 49%e	1640 44%	1168 49%g	303 54%klmn	379 53%klmn	743 47%lm	651 42%	424 40%	1773 46%lm	312 53%p	2325 45%	608 47%	2107 46%	125 42%
Used but not sent Parcelforce	2085 34%	403 35%	643 33%	511 37%d	528 31%	1046 34%	1039 34%	1224 33%	833 35%	156 28%	212 29%	542 35%i	549 35%ij	430 40%ijkln	1303 34%i	162 28%	1809 35%o	449 35%	1535 34%	101 34%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	33 1%	29 1%	4 *	1 1%	28 1%	2 *	2 1%	1 *	1 *	2 *	-	-	8 1%jk	2 *	10 1%	2 *	4 1%	*	2 1%
Damaged mail	52 1%	40 1%	12 1%	1 *	46 1%	3 1%	2 1%	*	2 1%	2 *	-	3 1%	8 1%jp	5 1%	21 3%ijopr	5 1%	-	1 1%jp	3 1%
Delayed mail	81 1%	69 1%	12 1%	3 2%	70 1%	4 1%	6 2%	2 1%	3 1%	6 1%	4 1%	5 1%	9 2%	13 2%	17 2%	8 1%	5 1%	*	4 1%
Mis-delivered mail	30 *	21 *	9 1%a	5 3%a	26 1%	1 *	3 1%	*	-	2 *	1 *	1 *	12 2%hijknor	3 1%	2 *	-	4 1%	-	1 *
Mail that has been tampered with	17 *	12 *	5 1%	1 1%	12 *	3 1%	2 1%	1 *	-	-	-	3 1%	1 *	2 *	2 *	4 *	-	1 1%jp	2 *
Didn't allow sufficient time to answer the door	32 1%	28 1%	4 *	*	29 1%	2 *	2 1%	-	1 *	4 1%	2 *	-	7 1%k	1 *	3 *	9 1%	2 *	*	2 *
Any other problems	* *	-	*	*a	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	33 1%	30 1%	3 *	*	26 *	5 1%	3 1%	*	2 1%	5 1%	2 *	-	2 *	1 *	7 1%	5 1%	1 *	2 2%kmp	3 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 10%	487 9%	111 13%a	24 14%a	504 10%	52 10%	29 10%	14 8%	28 11%	61 9%	44 9%	36 8%	39 7%	64 11%	70 9%	110 13%kl	52 10%	7 *	45 10%
NET Any problem experienced	174 3%	141 3%	33 4%	8 5%	152 3%	11 2%	8 3%	3 2%	5 2%	14 2%	7 1%	9 2%	29 5%hijkopr	23 4%j	36 4%j	19 2%	11 2%	2 2%	10 2%
Not aware of Parcelforce	438 7%	394 7%	44 5%	7 4%	380 7%f	35 7%	13 4%	10 6%	24 9%kmp	46 7%	31 6%	25 6%	47 9%mp	26 5%	96 12%ijkmpr	66 8%p	20 4%	8 11%mp	28 6%
Aware but not used Parcelforce	2840 46%	2513 47%bc	327 38%	56 32%	2396 46%	240 46%	128 43%	77 45%	106 42%	340 50%hoq	250 49%oq	230 51%hnoq	268 49%oq	260 45%	352 43%	351 42%	240 45%	23 34%	216 48%q
Used but not sent Parcelforce	2085 34%	1739 33%	345 40%a	78 45%a	1728 33%	175 34%	115 39%d	67 39%d	87 35%	209 31%	175 34%	149 33%	159 29%	199 35%	251 31%	293 35%	205 39%iln	28 41%	147 33%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	33 / 1%	14 / 1%	10 / *	19 / 1%	15 / *	14 / 1%	-	1 / *	10 / *	2 / 1%	2 / *	9 / *	18 / 1%	3 / *	3 / *	*	27 / 1%	3 / *	14 / 1%	16 / 1%	2 / *	-	*	31 / 1%	*	26 / 2%z	7 / *
Damaged mail	52 / 1%	30 / 1%	13 / 1%	39 / 1%	22 / 1%	30 / 1%	*	3 / *	13 / 1%	1 / *	1 / *	28 / 1%q	18 / 1%	4 / 1%	1 / *	1 / 1%	45 / 1%	2 / *	21 / 1%	26 / 1%	3 / *	-	2 / 1%	46 / 1%	2 / *	45 / 3%z	7 / *
Delayed mail	81 / 2%	41 / 2%	20 / 1%	58 / 2%	38 / 1%	41 / 2%	2 / 1%	7 / 1%	20 / 1%	1 / *	5 / *	28 / 1%	37 / 2%	6 / 1%	8 / 1%	2 / 1%	65 / 1%	10 / 1%	40 / 2%	32 / 1%	6 / 1%	*	2 / 1%	72 / 1%	2 / *	55 / 3%z	26 / 1%
Mis-delivered mail	30 / *	15 / 1%	5 / *	25 / 1%b	15 / *	15 / 1%	2 / 1%	1 / *	5 / *	1 / *	1 / *	9 / *	15 / 1%	4 / 1%	2 / *	*	24 / 1%	2 / *	10 / *	17 / 1%	2 / *	2 / *	-	26 / 1%	2 / *	23 / 1%z	7 / *
Mail that has been tampered with	17 / *	9 / *	4 / *	13 / *	8 / *	9 / *	1 / 1%	*	4 / *	1 / *	2 / *	5 / *	6 / *	4 / 1%	2 / *	*	11 / *	2 / *	12 / *	5 / *	-	*	-	17 / *	*	15 / 1%z	2 / *
Didn't allow sufficient time to answer the door	32 / 1%	14 / 1%	6 / *	27 / 1%b	18 / 1%	14 / 1%	*	1 / *	6 / *	1 / *	4 / *	19 / 1%q	7 / *	6 / 1%	*	-	26 / 1%	*	13 / *	18 / 1%	-	2 / 1%	-	30 / 1%	2 / *	30 / 2%z	2 / *
Any other problems	*	-	*	*	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-	-	-	-	*	-	*	*
I don't know	33 / 1%	17 / 1%	11 / *	19 / 1%	13 / *	17 / 1%	1 / 1%	7 / 1%	11 / *	*	5 / *	15 / 1%	11 / *	6 / 1%	1 / *	-	26 / 1%	1 / *	10 / *	20 / 1%	2 / *	-	1 / 1%	30 / 1%	1 / *	8 / *	25 / 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 / 10%	268 / 11%b	191 / 8%	390 / 11%b	313 / 9%	268 / 11%f	11 / 6%	76 / 10%	191 / 8%	16 / 7%	72 / 7%	220 / 11%m	235 / 10%	59 / 7%	65 / 11%	19 / 8%	455 / 10%m	84 / 10%	309 / 12%stx	223 / 9%t	26 / 4%	31 / 9%t	10 / 6%	531 / 11%t	41 / 8%t	134 / 8%	464 / 10%
NET Any problem experienced	174 / 3%	85 / 4%b	40 / 2%	129 / 4%bd	84 / 3%	85 / 4%g	4 / 2%	10 / 1%	40 / 2%	2 / 1%	8 / 1%	67 / 3%	69 / 3%	24 / 3%	10 / 2%	4 / 2%	137 / 3%	14 / 2%	74 / 3%	80 / 3%	12 / 2%	4 / 1%	4 / 2%	154 / 3%	8 / 2%	131 / 8%z	43 / 1%
Not aware of Parcelforce	438 / 7%	163 / 7%b	110 / 5%	251 / 7%b	199 / 6%	163 / 7%	21 / 11%g	45 / 6%	110 / 5%	19 / 9%	54 / 5%	108 / 5%	176 / 7%k	79 / 10%kp	50 / 8%k	18 / 8%	284 / 6%	68 / 8%k	151 / 6%	175 / 7%	70 / 10%rsw	27 / 8%	7 / 5%	326 / 7%	35 / 7%	168 / 10%z	270 / 6%
Aware but not used Parcelforce	2840 / 46%	1074 / 45%	1090 / 48%c	1507 / 44%	1522 / 46%	1074 / 45%	103 / 53%	379 / 49%	1090 / 48%	126 / 56%	529 / 49%	900 / 44%	1120 / 46%	368 / 45%	307 / 52%klp	128 / 54%kp	2020 / 45%	435 / 52%klmp	1089 / 42%	1079 / 46%	354 / 52%rsw	179 / 51%r	112 / 70%rstuwx	2168 / 44%	291 / 57%rsw	641 / 39%	2199 / 48%y
Used but not sent Parcelforce	2085 / 34%	797 / 33%	817 / 36%	1162 / 34%	1182 / 36%	797 / 33%	54 / 28%	260 / 33%	817 / 36%	64 / 28%	403 / 38%i	752 / 36%nq	824 / 34%nq	274 / 34%nq	160 / 27%	69 / 29%	1577 / 35%nq	229 / 28%	936 / 36%vx	791 / 33%vx	217 / 32%v	112 / 32%v	26 / 16%	1727 / 35%vx	138 / 27%v	547 / 34%	1538 / 34%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	33 1%	* *	30 1%	2 6%ab	10 1%	21 1%	1 *	27 *	4 2%gk	2 3%gk	- -	33 1%	- -
Damaged mail	52 1%	4 1%	46 1%	2 6%ab	23 1%e	24 1%	4 1%	46 1%	6 4%gk	- -	- -	52 1%	- -
Delayed mail	81 1%	9 2%	67 1%	6 14%ab	38 2%e	40 1%	4 1%	69 1%	7 7%gk	1 1%	- -	81 1%	- -
Mis-delivered mail	30 *	* *	29 1%	* 1%	13 1%e	13 *	4 1%e	24 *	5 3%gk	2 2%	- -	30 *	- -
Mail that has been tampered with	17 *	* *	17 *	- -	10 1%e	7 *	- -	16 *	* *	* *	- -	17 *	- -
Didn't allow sufficient time to answer the door	32 1%	1 *	31 1%	- -	14 1%	14 *	5 1%e	29 *	4 2%gk	- -	- -	32 1%	- -
Any other problems	* *	- -	* *	- -	* *	- -	- -	* *	- -	- -	- -	* *	- -
I don't know	33 1%	3 1%	30 1%	- -	13 1%	18 *	3 1%	28 *	2 1%	1 2%	- -	31 1%	2 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 10%	42 10%	555 10%	2 5%	148 9%	427 10%	24 7%	587 10%h	4 3%	4 6%	3 5%	595 10%h	- -
NET Any problem experienced	174 3%	9 2%	159 3%	6 14%ab	76 4%e	83 2%	15 5%e	150 3%	20 12%gjk	4 6%	- -	174 3%	- -
Not aware of Parcelforce	438 7%	29 7%	402 7%	7 18%ab	115 7%	287 7%	35 11%de	385 7%	16 10%	3 4%	23 31%ghik	404 7%	11 32%
Aware but not used Parcelforce	2840 46%	162 40%	2665 47%	14 33%	758 44%	1929 47%	154 48%	2700 46%h	51 32%	36 53%h	39 52%h	2788 46%h	14 39%
Used but not sent Parcelforce	2085 34%	157 39%	1915 33%	13 31%	595 35%	1398 34%	91 28%	1981 34%j	67 42%j	20 29%	9 13%	2068 34%j	8 22%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Parcelforce

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	33 1%	15 1%bc	4 *	4 *	10 1%	5 1%	2 *	8 2%hjkl	* *	3 1%	1 *	1 *	* *	3 1%	3 1%	4 1%	3 1%
Damaged mail	52 1%	19 1%c	10 1%	4 *	19 1%c	5 1%	9 2%ik	5 1%	6 1%	* *	4 1%	* *	3 *	2 *	8 2%ik	3 1%	8 2%ik
Delayed mail	81 1%	29 2%	18 1%	15 1%	20 1%	9 2%ikl	10 1%	10 1%	7 1%i	* *	10 2%ikl	* *	1 *	14 3%ikl	6 1%	8 1%i	6 1%
Mis-delivered mail	30 *	7 *	5 *	11 1%	6 *	4 1%	1 *	2 *	-	1 *	4 1%	2 *	6 1%	4 1%	5 1%	-	2 *
Mail that has been tampered with	17 *	5 *	5 *	2 *	5 *	-	4 1%	* *	3 1%	-	2 *	1 *	-	2 *	1 *	* *	4 1%
Didn't allow sufficient time to answer the door	32 1%	10 1%	5 *	4 *	14 1%	1 *	7 1%i	2 *	3 1%	* *	2 *	1 *	* *	2 *	5 1%	1 *	8 2%il
Any other problems	* *	* *	-	-	-	-	* *	-	-	-	-	-	-	-	-	-	-
I don't know	33 1%	8 1%	2 *	13 1%b	10 1%	3 1%	5 1%	1 *	* *	2 *	* *	5 1%	8 1%hjmo	-	7 1%mo	-	3 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	599 10%	136 9%	145 9%	150 10%	168 11%	36 7%	43 8%	57 11%e	45 8%	59 12%e	41 8%	38 8%	48 9%	64 12%e	50 9%	61 12%e	57 11%e
NET Any problem experienced	174 3%	56 4%	38 2%	34 2%	46 3%	17 3%lk	23 5%ikl	16 3%l	14 3%	5 1%	20 4%ikl	4 1%	9 2%	21 4%lk	18 3%lk	11 2%	17 3%ik
Not aware of Parcelforce	438 7%	95 6%	122 8%	115 7%	107 7%	34 6%	25 5%	36 7%	36 7%	37 7%	49 10%f	34 7%	35 7%	46 9%	29 6%	37 7%	40 8%
Aware but not used Parcelforce	2840 46%	696 45%	706 46%	715 46%	723 47%	232 44%	244 47%	220 44%	262 50%i	214 42%	230 45%	232 47%	252 47%	231 44%	261 49%	246 48%	216 44%
Used but not sent Parcelforce	2085 34%	551 36%d	527 34%	524 34%	482 31%	207 39%mno	176 34%	169 34%	168 32%	192 38%o	167 33%	178 36%	180 34%	166 31%	167 31%	152 30%	163 33%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	27 *	2 *	25 1%	20 2%d	7 *	20 1%f	7 *	8 1%klm	12 1%klm	4 *	2 *	*	-	-	21 1%opq	6 *p	*	-	20 *	7 1%
Damaged mail	26 *	1 *	25 *	15 2%d	11 *	20 1%f	6 *	4 *	11 1%klm	7 1%k	3 *	-	-	1 *	15 1%pq	10 1%p	1 *	1 *	19 *	6 1%
Delayed mail	46 1%	1 *	45 1%a	30 3%d	17 *	34 1%f	12 *	14 2%jklm	16 2%jklm	9 1%	3 *	4 *	-	1 *	30 2%opq	17 1%q	5 *	1 *	41 1%	6 1%
Mis-delivered mail	31 1%	1 *	30 1%	22 3%d	10 *	22 1%f	9 *	9 1%kl	11 1%kl	6 *	2 *	2 *	-	1 *	20 1%opq	8 *	3 *	1 *	22 *	9 1%
Mail that has been tampered with	18 *	1 *	16 *	13 2%d	5 *	15 *	3 *	8 1%kl	6 1%kl	*	2 *	*	-	1 *	14 1%opq	3 *	1 *	1 *	10 *	6 1%r
Didn't allow sufficient time to answer the door	28 *	-	28 1%a	15 2%d	13 *	21 1%f	7 *	6 1%	5 1%	5 *	6 1%	5 *	-	1 *	11 1%q	11 1%	6 *	1 *	22 *	5 1%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 *	-	5 *	1 *	4 *	*	5 *	2 *	*	3 *	-	-	-	-	3 *	3 *	-	-	4 *	1 *
I've experienced no problems in the last 12 months when sending packets and parcels via	89 1%	14 1%	75 2%	20 2%	69 1%	54 2%	35 1%	12 1%	22 2%lm	20 2%m	8 1%	19 2%m	6 1%	2 *	34 2%q	22 1%	22 1%	8 1%	64 1%	23 3%r
NET Any problem experienced	114 2%	4 *	111 2%a	71 8%d	44 1%	81 3%f	33 1%	32 4%jklm	39 4%ijklm	26 2%klm	10 1%l	7 1%	-	1 *	71 4%opq	36 2%pq	7 *	1 *	87 2%	26 3%
Not aware of TNT	1197 19%	301 24%b	897 18%	151 18%	1046 20%	475 16%	714 23%e	322 39%hijklm	218 25%jklm	229 20%jkl	106 13%	126 11%	90 12%	106 17%kl	540 32%opq	335 17%p	322 13%	196 14%	919 18%	267 30%r
Aware but not used TNT	4001 65%	758 62%	3243 66%a	446 52%	3556 67%c	1924 64%	2072 66%	358 44%	469 54%g	693 62%gh	580 71%ghi	844 74%ghi	593 78%ghij	465 74%ghi	827 49%	1272 65%n	1902 75%no	1058 76%no	3544 68%s	423 47%
Used but not sent TNT	762 12%	156 13%	606 12%	172 20%d	590 11%	479 16%f	283 9%	97 12%	125 14%lm	152 14%lm	117 14%lm	146 13%m	72 9%	53 8%	222 13%q	269 14%pq	270 11%	124 9%	595 11%	164 18%r

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	27 *	10 1%d	9 *	6 *	2 *	19 1%	8 *	22 1%	5 *	1 *	2 *	7 *	11 1%	5 *	21 1%	1 *	26 1%	15 1%f	13 *	- -
Damaged mail	26 *	9 1%	5 *	6 *	6 *	14 1%	12 *	19 1%	7 *	5 1%	4 1%	8 *	8 1%	2 *	19 1%	5 1%	21 *	18 1%f	8 *	- -
Delayed mail	46 1%	28 2%bcd	5 *	6 *	6 *	34 1%f	13 *	42 1%h	4 *	2 *	5 1%	9 1%	15 1%	15 1%	29 1%	2 *	44 1%	25 2%r	21 *	- -
Mis-delivered mail	31 1%	15 1%bcd	5 *	5 *	7 *	20 1%	11 *	30 1%h	2 *	3 *	4 1%	9 1%	12 1%	4 *	25 1%	3 *	29 1%	16 1%r	15 *	- -
Mail that has been tampered with	18 *	5 *	4 *	5 *	3 *	10 *	8 *	16 *h	2 *	1 *	2 *	2 *	12 1%k	1 *	15 *	1 *	16 *	8 1%	10 *	- -
Didn't allow sufficient time to answer the door	28 *	10 1%	7 *	4 *	6 *	18 1%	10 *	26 1%h	2 *	2 *	4 1%	7 *	6 *	9 1%	17 *	2 *	26 1%	11 1%r	14 *	3 1%
Any other problems	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	5 *	*	*	3 *	1 *	1 *	4 *	5 *	- -	1 *	- -	2 *	- -	*	2 *	1 *	2 *	- -	5 *	- -
I've experienced no problems in the last 12 months when sending packets and parcels via	89 2%	21 2%	35 2%	15 1%	18 1%	56 2%	33 1%	72 2%h	15 1%	5 1%	6 1%	31 2%	23 1%	18 2%	59 2%	5 1%	81 2%	10 1%	76 2%	2 1%
NET Any problem experienced	114 2%	50 4%bcd	26 1%	21 2%	17 1%	76 2%f	38 1%	105 3%h	9 *	7 1%	13 2%	34 2%	38 2%	23 2%	84 2%	7 1%	108 2%	53 4%rs	58 1%	3 1%
Not aware of TNT	1197 19%	229 20%	360 19%	271 19%	336 20%	589 19%	607 20%	716 19%	456 19%	127 23%kn	150 21%k	238 15%	281 18%	188 18%	669 17%	141 24%p	941 18%	271 21%	853 19%	73 24%
Aware but not used TNT	4001 65%	648 56%	1298 67%a	918 66%a	1137 68%a	1946 63%	2056 67%e	2271 62%	1682 70%g	371 66%	471 66%	1051 67%	995 64%	683 64%	2517 66%	383 65%	3358 65%	785 61%	3038 66%qs	178 59%
Used but not sent TNT	762 12%	206 18%bcd	223 11%	165 12%	168 10%	429 14%f	333 11%	517 14%h	233 10%	50 9%	79 11%	216 14%i	217 14%i	157 15%i	511 13%	50 8%	683 13%o	176 14%	541 12%	45 15%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : All participants

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	27 *	25 *	2 *	*	22 *	2 *	2 1%	1 *	2 1%j	2 *	-	1 *	3 1%	5 1%	5 1%	2 *	1 *	-	2 1%
Damaged mail	26 *	21 *	5 1%	*	22 *	1 *	3 1%	*	1 *	4 1%	1 *	1 *	8 1%op	4 1%	2 *	-	-	*	1 *
Delayed mail	46 1%	34 1%	12 1%	1 *	43 1%	*	3 1%e	*	2 1%	5 1%	2 *	4 1%	10 2%jo	6 1%	10 1%	2 *	2 *	*	*
Mis-delivered mail	31 1%	28 1%	4 *	*	27 1%	2 *	2 1%	*	3 1%p	6 1%	5 1%	2 *	5 1%	1 *	2 *	2 *	-	1 1%p	1 *
Mail that has been tampered with	18 *	15 *	3 *	2 1%a	15 *	1 *	1 1%	*	-	-	5 1%in	*	5 1%n	1 *	-	2 *	-	*	1 *
Didn't allow sufficient time to answer the door	28 *	23 *	5 1%	*	25 *	1 *	1 *	1 *	-	4 1%	*	3 1%	5 1%	-	5 1%	2 *	3 1%	-	1 *
Any other problems	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 *	5 *	*	-	4 *	*	-	1	-	-	1 *	-	1 *	-	-	2 *	-	-	*
I've experienced no problems in the last 12 months when sending packets and parcels via	89 1%	71 1%	17 2%	4 2%	80 2%	5 1%	3 1%	1 1%	4 2%	13 2%	6 1%	5 1%	8 1%	10 2%	9 1%	13 1%	13 2%	-	5 1%
NET Any problem experienced	114 2%	97 2%	17 2%	3 2%	103 2%	4 1%	5 2%	2 1%	5 2%	17 3%o	12 2%o	7 2%	18 3%opr	13 2%o	20 2%o	5 1%	6 1%	1 1%	3 1%
Not aware of TNT	1197 19%	1037 20%	161 19%	29 17%	990 19%	109 21%	56 19%	41 24%df	43 17%	147 22%kp	94 18%	58 13%	100 18%	102 18%	187 23%kp	182 22%kp	77 15%	12 18%	97 22%kp
Aware but not used TNT	4001 65%	3434 65%	567 66%	118 69%	3365 65%	335 65%	197 67%	105 62%	177 71%lmno	442 65%n	327 64%	333 74%ijlmnor	355 65%n	349 61%	464 57%	525 62%	395 75%ijlmnor	47 69%	288 64%n
Used but not sent TNT	762 12%	661 12%	101 12%	19 11%	643 12%	65 12%	34 12%	20 12%	21 8%	57 8%	69 14%hip	46 10%	62 11%	99 17%hiklp	132 18%hikp	118 14%hip	39 7%	8 12%	56 12%p

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 325

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	27 *	17 1%b	4 *	24 1%b	11 *	17 1%	*	2 *	4 *	1 *	1 *	8 *	17 1%	1 *	-	1 1%	24 1%	1 *	10 *	13 1%	4 1%	-	-	23 *	-	26 2%z	2
Damaged mail	26 *	19 1%bd	2 *	24 1%bd	7 *	19 1%	3 2%	5 1%	2 *	2 1%	2 *	9 *	10 *	4 *	2 *	1 1%	19 *	3 *	10 *	10 *	2 *	2 1%	1 1%	20 *	3 1%	26 2%z	-
Delayed mail	46 1%	34 1%bd	4 *	42 1%bd	13 *	34 1%g	-	2 *	4 *	1 *	1 *	21 1%	14 1%	10 1%nc	-	1 1%	35 1%	*	21 1%	21 1%	3 *	-	1 1%	42 1%	1 *	44 3%z	2 *
Mis-delivered mail	31 1%	17 1%b	4 *	27 1%b	15 *	17 1%	1 1%	-	4 *	1 *	1 *	12 1%	13 1%	3 *	1 *	2 1%	26 1%	3 *	11 *	14 1%	3 *	3 1%	-	25 1%	3 1%	31 2%z	-
Mail that has been tampered with	18 *	7 *	5 *	12 *	11 *	7 *	-	-	5 *	1 *	1 *	7 *	8 *	1 *	2 *	-	14 *	2 *	6 *	8 *	4 1%	-	-	13 *	-	18 1%z	-
Didn't allow sufficient time to answer the door	28 *	16 1%	5 *	23 1%	12 *	16 1%	1 *	*	5 *	1 *	1 *	14 1%	8 *	4 *	2 *	-	22 *	2 *	11 *	11 *	3 *	2 1%	*	23 *	2 *	25 2%z	3
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 *	1 *	2 *	3 *	4 *	1 *	-	-	2 *	1 1%	-	2 *	1 *	1 *	*	-	4 *	*	2 *	3 *	-	-	-	5 *	-	3 *	2 *
I've experienced no problems in the last 12 months when sending packets and parcels via	89 1%	39 2%	22 1%	65 2%b	48 1%	39 2%	2 1%	4 1%	22 1%	-	4 *	23 1%	40 2%	11 1%	14 2%	*	64 1%	14 2%	33 1%	37 2%	9 1%	6 2%	2 1%	70 1%	8 2%	59 4%z	30 1%
NET Any problem experienced	114 2%	71 3%bd	14 1%	101 3%bd	43 1%	71 3%g	4 2%	6 1%	14 1%	2 1%	2 *	42 2%	39 2%	22 3%	6 1%	5 2%	81 2%	11 1%	45 2%	48 2%	14 2%	6 2%	1 1%	93 2%	7 1%	108 7%z	6
Not aware of TNT	1197 19%	432 18%	401 18%	656 19%	626 19%	432 18%	55 28%eg	146 19%	401 18%	46 20%	177 17%	342 17%	472 19%	175 22%k	146 25%klp	52 22%	814 18%	197 24%klp	476 19%	478 20%	125 18%	74 21%	34 21%	953 19%	108 21%	357 22%z	840 19%
Aware but not used TNT	4001 65%	1494 62%	1594 71%acd	2125 61%	2225 67%ac	1494 62%	111 57%	538 69%ef	1594 71%	159 70%	789 74%	1417 69%lm	1536 63%	497 61%	376 63%	159 67%	2953 66%	535 64%	1718 67%s	1465 62%	451 66%	240 68%	104 65%	3183 64%	344 67%	806 49%	3196 70%y
Used but not sent TNT	762 12%	367 15%bd	227 10%	507 15%bd	367 11%	367 15%g	21 11%	83 11%	227 10%	18 8%	99 9%	237 11%	346 14%knq	105 13%q	52 9%	22 9%	583 13%nc	74 9%	294 11%	338 14%rux	81 12%	27 8%	19 12%	632 13%ux	46 9%	296 18%z	466 10%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	27 / *	4 / 1%	23 / *	-	11 / 1%	15 / *	1 / *	22 / *	5 / 3%gk	-	-	27 / *	-
Damaged mail	26 / *	4 / 1%	22 / *	* / 1%	12 / 1%	13 / *	1 / *	22 / *	3 / 2%gk	*	*	26 / *	-
Delayed mail	46 / 1%	4 / 1%	43 / 1%	-	27 / 2%e	15 / *	5 / 2%e	38 / 1%	8 / 5%gk	-	-	46 / 1%	-
Mis-delivered mail	31 / 1%	4 / 1%	28 / *	-	17 / 1%e	12 / *	2 / 1%	28 / *	2 / 1%	2 / 2%	-	31 / 1%	-
Mail that has been tampered with	18 / *	3 / 1%	14 / *	-	12 / 1%e	6 / *	-	16 / *	1 / 1%	-	-	18 / *	-
Didn't allow sufficient time to answer the door	28 / *	3 / 1%	22 / *	3 / 7%ab	18 / 1%e	10 / *	* / *	23 / *	4 / 3%gk	-	-	28 / *	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 / *	-	5 / *	-	-	5 / *	* / *	5 / *	-	-	-	5 / *	-
I've experienced no problems in the last 12 months when sending packets and parcels via	89 / 1%	7 / 2%	81 / 1%	-	21 / 1%	61 / 1%	7 / 2%	85 / 1%	4 / 2%	-	-	89 / 1%	-
NET Any problem experienced	114 / 2%	10 / 3%	101 / 2%	3 / 6%b	57 / 3%e	49 / 1%	9 / 3%e	92 / 2%	20 / 13%gjk	2 / 2%	* / *	114 / 2%	-
Not aware of TNT	1197 / 19%	77 / 19%	1107 / 19%	13 / 32%	348 / 20%	779 / 19%	70 / 22%	1095 / 19%	40 / 25%	17 / 25%	36 / 48%ghik	1152 / 19%	9 / 27%
Aware but not used TNT	4001 / 65%	236 / 59%	3747 / 65%ac	19 / 45%	1041 / 61%	2767 / 67%df	193 / 60%	3861 / 66%hj	55 / 34%	37 / 54%h	36 / 48%	3952 / 65%hj	13 / 38%
Used but not sent TNT	762 / 12%	71 / 18%b	685 / 12%	6 / 15%	239 / 14%e	481 / 12%	42 / 13%	693 / 12%	42 / 26%gjk	13 / 19%j	2 / 3%	747 / 12%	12 / 35%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
TNT

Base : All participants

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
		Quarter				**Month**											
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	27 *	12 1%	6 *	5 *	5 *	4 1%	8 1%glkl	-	5 1%	-	1 *	-	-	5 1%	2 *	1 *	2 *
Damaged mail	26 *	8 *	6 *	4 *	9 1%	2 *	3 1%	3 1%	3 *	1 *	2 *	1 *	*	2 *	5 1%	1 *	3 1%
Delayed mail	46 1%	15 1%	8 *	11 1%	12 1%	2 *	9 2%	4 1%	4 1%	2 *	1 *	3 1%	4 1%	5 1%	7 1%	4 1%	1 *
Mis-delivered mail	31 1%	14 1%c	8 1%	2 *	7 *	6 1%	6 1%l	2 *	1 *	1 *	6 1%	1 *	-	1 *	3 1%	2 *	1 *
Mail that has been tampered with	18 *	2 *	8 1%	4 *	4 *	2 *	-	-	2 *	2 *	4 1%	1 *	-	4 1%	1 *	1 *	1 *
Didn't allow sufficient time to answer the door	28 *	7 *	7 *	4 *	11 1%	1 *	5 1%	*	2 *	*	5 1%	2 *	2 *	*	7 1%im	3 1%	1 *
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5 *	*	*	4 *	*	*	*	-	-	-	-	3 1%	*	-	-	-	*
I've experienced no problems in the last 12 months when sending packets and parcels via	89 1%	19 1%	33 2%c	11 1%	26 2%	12 2%gm	7 1%	*	13 3%glm	13 2%glm	7 1%	7 1%	3 1%	1 *	4 1%	13 3%glm	9 2%gm
NET Any problem experienced	114 2%	40 3%	28 2%	22 1%	24 2%	15 3%p	17 3%kp	9 2%	11 2%	5 1%	12 2%	5 1%	6 1%	11 2%	13 3%	8 2%	3 1%
Not aware of TNT	1197 19%	264 17%	326 21%a	292 19%	316 21%	104 20%	85 16%	76 15%	105 20%	106 21%	114 22%g	97 20%	91 17%	104 20%	94 18%	97 19%	124 25%fgin
Aware but not used TNT	4001 65%	1004 65%	1003 65%	1024 66%	970 63%	325 62%	343 66%	336 67%	353 67%	321 63%	329 65%	319 65%	358 67%	347 66%	344 65%	325 64%	301 61%
Used but not sent TNT	762 12%	215 14%b	152 10%	196 13%	199 13%b	73 14%h	65 13%	77 16%h	42 8%	64 13%	45 9%	60 12%	73 14%h	63 12%	77 14%h	65 13%	57 12%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	34 1%	3 *	30 1%	18 2%d	16 *	21 1%	13 *	10 1%km	9 1%km	9 1%k	3 *	*	2 *	*	19 1%pq	13 1%p	2 *	*	29 1%	4 *
Damaged mail	37 1%	3 *	33 1%	27 3%d	9 *	25 1%	11 *	12 1%km	6 1%	6 *	6 1%	2 *	4 1%	*	18 1%pq	12 1%	7 *	4 *	29 1%	8 1%
Delayed mail	45 1%	3 *	42 1%	28 3%d	17 *	35 1%f	10 *	9 1%m	16 2%ijklm	6 1%	8 1%	4 *	3 *	*	25 1%pq	14 1%	7 *	3 *	34 1%	11 1%
Mis-delivered mail	49 1%	2 *	47 1%a	40 5%d	9 *	34 1%f	15 *	10 1%k	17 2%jklm	13 1%k	3 *	-	3 *	2 *	27 2%pq	17 1%p	5 *	5 *	37 1%	13 1%
Mail that has been tampered with	26 *	1 *	25 1%	19 2%d	7 *	18 1%	8 *	9 1%klm	10 1%klm	4 *	*	2 *	-	*	20 1%opq	4 *	2 *	*	22 *	4 *
Didn't allow sufficient time to answer the door	29 *	1 *	27 1%	23 3%d	6 *	22 1%f	7 *	5 1%	15 2%ijklm	2 *	1 *	2 *	3 *	-	20 1%opq	3 *	5 *	3 *	26 1%	3 *
Any other problems	2 *	-	2 *	-	2 *	-	2 *	-	-	-	1 *	-	*	-	-	1 *	*	*	2 *	-
I don't know	31 1%	4 *	27 1%	1 *	30 1%	7 *	24 1%e	15 2%ijklm	6 1%k	5 *	4 *	-	1 *	-	21 1%opq	*p	1 *	1 *	21 *	10 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 3%	40 3%	144 3%	59 7%d	126 2%	109 4%f	76 2%	37 5%jklm	37 4%jlm	50 4%jklm	14 2%	28 2%	8 1%	11 2%	74 4%pq	64 3%pq	47 2%	18 1%	141 3%	37 4%
NET Any problem experienced	139 2%	8 1%	131 3%a	92 11%d	47 1%	93 3%f	46 1%	34 4%jklm	46 5%ijlm	31 3%klm	14 2%k	5 *	7 1%	2 *	80 5%opq	45 2%pq	14 1%	9 1%	106 2%	32 4%r
Not aware of UPS	616 10%	225 18%b	392 8%	54 6%	562 11%c	243 8%	372 12%e	92 11%j	71 8%	106 9%	55 7%	102 9%	81 11%j	109 17%ghijkl	163 10%	161 8%	292 12%o	190 14%no	498 10%	110 12%
Aware but not used UPS	3870 63%	761 62%	3109 63%	417 48%	3453 65%c	1865 62%	1999 64%	442 54%	492 56%	646 58%	549 67%ghi	776 68%ghi	540 71%ghi	425 68%ghi	934 55%	1195 61%n	1740 69%no	964 70%no	3320 64%s	526 58%
Used but not sent UPS	1328 22%	194 16%	1134 23%a	238 28%d	1091 21%	695 23%f	626 20%	203 25%lm	220 25%klm	284 25%klm	186 23%lm	232 20%m	123 16%	81 13%	423 25%pq	470 24%pq	435 17%	204 15%	1125 22%	190 21%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	34 1%	12 1%d	12 1%	5 *	5 *	24 1%	10 *	28 1%h	4 *	3 1%	4 1%	13 1%	10 1%	3 *	27 1%	3 1%	30 1%	17 1%f	14 *	2 1%
Damaged mail	37 1%	16 1%bc	4 *	10 1%	7 *	19 1%	17 1%	33 1%h	4 *	1 *	5 1%	12 1%	10 1%	7 1%	27 1%	1 *	35 1%	21 2%r	13 *	2 1%
Delayed mail	45 1%	22 2%bcd	10 1%	10 1%	3 *	32 1%f	13 *	41 1%h	4 *	1 *	6 1%	8 1%	21 1%	10 1%	35 1%	1 *	44 1%	24 2%r	20 *	1 *
Mis-delivered mail	49 1%	25 2%bcd	6 *	10 1%	7 *	31 1%	18 1%	48 1%h	1 *	1 *	5 1%	20 1%	9 1%	15 1%	33 1%	1 *	48 1%	28 2%rs	22 *	-
Mail that has been tampered with	26 *	15 1%bcd	6 *	3 *	3 *	21 1%f	6 *	24 1%h	2 *	2 *	4 1%	6 *	10 1%	3 *	21 1%	2 *	24 *	13 1%r	13 *	*
Didn't allow sufficient time to answer the door	29 *	12 1%bd	6 *	9 1%	2 *	18 1%	11 *	26 1%h	3 *	2 *	4 1%	11 1%	7 *	4 *	22 1%	2 *	26 1%	17 1%r	10 *	1 *
Any other problems	2 *	* *	1 *	-	-	2 *	-	2 *	-	-	-	-	1 *	-	1 *	-	2 *	-	2 *	-
I don't know	31 1%	11 1%	8 *	4 *	8 *	19 1%	12 *	22 1%	6 *	3 1%	6 1%	7 *	9 1%	5 *	23 1%	3 1%	28 1%	8 1%	20 *	2 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 3%	49 4%d	60 3%	41 3%	35 2%	109 4%	76 2%	145 4%h	38 2%	13 2%	17 2%	46 3%	56 4%	40 4%	118 3%	13 2%	163 3%	31 2%	148 3%	6 2%
NET Any problem experienced	139 2%	63 5%bcd	27 1%	32 2%d	17 1%	90 3%f	49 2%	128 3%h	9 *	6 1%	17 2%	38 2%	46 3%i	31 3%	101 3%	6 1%	132 3%	64 5%rs	71 2%	4 1%
Not aware of UPS	616 10%	90 8%	146 8%	141 10%b	237 14%abc	237 8%	378 12%e	295 8%	301 13%g	91 16%klmn	90 13%klmn	122 8%	125 8%	64 6%	337 9%m	103 18%p	450 9%	133 10%	438 10%	46 15%qr
Aware but not used UPS	3870 63%	599 52%	1306 67%ac	877 63%a	1088 65%a	1905 62%	1965 64%	2200 60%	1624 68%g	371 66%m	488 68%lm	1011 64%m	936 60%	634 59%	2435 63%	384 65%	3238 63%	771 60%	2932 64%qs	167 55%
Used but not sent UPS	1328 22%	341 30%bcd	396 20%	298 21%d	293 17%	737 24%f	592 19%	896 24%h	416 17%	77 14%	100 14%	347 22%ij	382 25%ij	294 28%ijkn	829 22%ij	78 13%	1161 22%o	289 22%	963 21%	76 25%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	34 1%	32 1%	1 *	*	27 1%	3 1%	3 1%g	*	1 *	6 1%	2 *	1 *	1 *	4 1%	7 1%	4 1%	- -	1 2%p	2 *
Damaged mail	37 1%	30 1%	6 1%	2 1%	32 1%	3 1%	1 *	*	1 *	4 1%	1 *	- *	7 1%k	4 1%	10 1%	2 *	2 *	* *	3 1%
Delayed mail	45 1%	35 1%	10 1%	3 1%	39 1%	2 *	4 1%	*	2 1%j	4 1%	- -	2 *	14 3%ijknor	5 1%	2 *	5 1%	5 1%	* *	2 *
Mis-delivered mail	49 1%	38 1%	11 1%	3 2%	44 1%	2 *	3 1%	*	1 *	4 1%	7 1%	1 *	6 1%	5 1%	11 1%	6 1%	2 *	* *	2 *
Mail that has been tampered with	26 *	17 *	9 1%a	*	23 *	1 *	2 1%	*	1 *	- -	1 *	1 *	3 1%	7 1%ip	3 *	6 1%	- -	* *	1 *
Didn't allow sufficient time to answer the door	29 *	21 *	8 1%	*	24 *	2 *	2 1%	2 1%	- -	2 *	2 *	2 1%	1 1%	* *	2 *	10 1%	- -	- -	2 *
Any other problems	2 *	1 *	*	*	1 *	*	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	*
I don't know	31 1%	21 *	10 1%a	*	30 1%	1 *	*	*	- -	10 2%p	1 *	2 1%	1 *	2 *	6 1%	7 1%	- -	- -	1 *
I've experienced no problems in the last 12 months when sending packets and parcels via	185 3%	150 3%	35 4%	5 3%	159 3%	11 2%	10 3%	4 3%	9 4%	16 2%	12 2%	11 3%	15 3%	23 4%	23 3%	34 4%	15 3%	1 1%	11 2%
NET Any problem experienced	139 2%	114 2%	25 3%	3 2%	121 2%	9 2%	6 2%	2 1%	3 1%	12 2%	14 3%	5 1%	18 3%	20 4%kp	22 3%	19 2%	6 1%	1 2%	8 2%
Not aware of UPS	616 10%	544 10%	72 8%	16 9%	506 10%	59 11%	31 10%	20 12%	35 14%klmo	68 10%	58 11%	31 7%	47 9%	47 8%	81 10%	79 9%	61 11%k	10 14%	50 11%
Aware but not used UPS	3870 63%	3343 63%	527 61%	108 63%	3278 63%	310 60%	174 59%	108 63%	160 64%	438 65%	327 64%	316 70%mnor	363 67%mnr	337 59%	475 59%	522 62%	342 65%	44 64%	266 59%
Used but not sent UPS	1328 22%	1134 21%	195 23%	40 23%	1091 21%	127 25%	74 25%d	36 21%	43 17%	131 19%	97 19%	82 18%	99 18%	145 25%hkl	204 25%hkl	184 22%	106 20%	13 19%	114 25%hijkl

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	34 1%	18 1%	6 *	28 1%b	15 *	18 1%	*	2 *	6 *	1 *	1 *	12 1%	15 1%	4 1%	*	2 1%	27 1%	2 *	14 1%	14 1%	4 1%	-	1 1%	28 1%	1 *	29 2%z	5 *
Damaged mail	37 1%	22 1%	7 *	29 1%	15 *	22 1%	*	2 *	7 *	1 *	1 *	20 1%q	12 *	5 1%	*	-	32 1%	*	12 *	22 1%	2 *	1 *	-	33 1%	1 *	33 2%z	3 *
Delayed mail	45 1%	37 2%bd	3 *	39 1%bd	5 *	37 2%g	-	*	3 *	1 *	2 *	26 1%m	15 1%	*	3 1%	1 *	41 1%	4 *	22 1%	20 1%	2 *	1 *	-	42 1%	1 *	38 2%z	7 *
Mis-delivered mail	49 1%	33 1%bd	8 *	41 1%bd	16 *	33 1%g	-	-	8 *	1 *	1 *	23 1%	17 1%	7 1%	*	1 1%	41 1%	2 *	21 1%	21 1%	5 1%	1 *	1 1%	42 1%	3 1%	49 3%z	-
Mail that has been tampered with	26 *	8 *	4 *	23 1%bd	19 1%	8 *	1 1%	1 *	4 *	1 *	1 *	10 *	11 *	5 1%	*	-	21 *	*	15 1%	5 *	4 1%	1 *	1 1%	20 *	2 *	25 2%z	2 *
Didn't allow sufficient time to answer the door	29 *	20 1%bd	3 *	26 1%bd	8 *	20 1%g	1 *	*	3 *	1 *	2 *	14 *	8 *	6 1%	*	-	22 *	*	19 1%	8 *	*	2 *	-	26 *	2 *	28 2%z	1 *
Any other problems	2 *	-	2 *	-	2 *	-	-	-	2 *	-	-	1 *	*	-	-	-	2 *	-	1 *	-	-	-	-	1 *	-	*	1 *
I don't know	31 1%	10 *	9 *	19 1%	19 1%	10 *	-	2 *	9 *	2 1%	2 *	7 *	15 1%	3 *	5 1%	1 *	22 *	5 1%	12 *	8 *	7 1%	2 1%	*	20 *	2 *	23 1%z	8 *
I've experienced no problems in the last 12 months when sending packets and parcels via	185 3%	78 3%	55 2%	122 4%	99 3%	78 3%	4 2%	14 2%	55 2%j	5 2%	9 1%	68 3%	77 3%	15 2%	17 3%	7 3%	145 3%	25 3%	101 4%st	59 2%	8 1%	8 2%	8 5%t	160 3%t	16 3%	67 4%z	118 3%
NET Any problem experienced	139 2%	86 4%bd	21 1%	115 3%bd	50 2%	86 4%g	2 1%	4 1%	21 1%	1 *	2 *	59 3%no	52 2%	20 3%n	4 1%	4 2%	111 2%no	8 1%	64 2%	56 2%	14 2%	4 1%	1 1%	120 2%	5 1%	122 7%z	17 *
Not aware of UPS	616 10%	216 9%	209 9%	338 10%	331 10%	216 9%	39 20%eg	98 13%e	209 9%	32 14%	112 10%	194 9%	232 10%	85 10%	78 13%kdp	20 8%	427 9%	98 12%	219 9%	221 9%	91 13%rsw	48 14%rw	30 19%rsw	440 9%	78 15%rsw	170 10%	446 10%
Aware but not used UPS	3870 63%	1464 61%	1504 67%ac	2069 60%	2109 64%c	1464 61%	129 67%	514 66%e	1504 67%	161 71%	767 72%h	1339 65%m	1498 62%	474 58%	380 64%	160 67%	2837 63%m	540 65%m	1626 63%	1466 62%	427 63%	232 66%	92 57%	3092 63%	324 63%	821 50%	3048 67%y
Used but not sent UPS	1328 22%	551 23%	462 20%	794 23%	705 21%	551 23%fg	20 10%	146 19%f	462 20%ij	25 11%	178 17%	396 19%	560 23%k	214 26%knpq	111 19%	46 19%	956 21%	157 19%	546 21%	557 24%ux	134 20%	58 16%	29 18%	1103 22%ux	88 17%	426 26%z	903 20%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	34 1%	9 2%b	25 *	- -	19 1%e	13 *	1 *	30 1%	4 2%gk	- -	- *	34 1%	- -
Damaged mail	37 1%	4 1%	31 1%	2 4%b	13 1%	20 *	3 1%	32 1%	4 3%gk	- -	- *	37 1%	- -
Delayed mail	45 1%	7 2%b	38 1%	- -	22 1%e	23 1%	- *	38 1%	4 3%gk	3 4%gk	- *	45 1%	- -
Mis-delivered mail	49 1%	9 2%b	38 1%	2 4%b	24 1%e	21 *	5 1%	41 1%	5 3%gk	3 4%gk	- -	49 1%	- -
Mail that has been tampered with	26 *	7 2%b	20 *	- -	14 1%e	11 *	2 1%	24 *	3 2%	- -	- -	26 *	- -
Didn't allow sufficient time to answer the door	29 *	9 2%b	20 *	- -	20 1%e	7 *	2 *	22 *	4 3%gk	3 4%gk	- *	29 *	- -
Any other problems	2 *	- -	2 *	- -	- -	2 *	- -	2 *	- -	- -	- -	2 *	- -
I don't know	31 1%	2 1%	29 *	- -	11 1%	18 *	2 1%	25 *	4 2%gk	- -	- -	29 *	2 7%
I've experienced no problems in the last 12 months when sending packets and parcels via	185 3%	9 2%	176 3%	- -	49 3%	125 3%	11 3%	184 3%	1 1%	- *	- -	185 3%	- -
NET Any problem experienced	139 2%	23 6%b	115 2%	2 4%	61 4%e	68 2%	10 3%	118 2%	18 11%g/hj	3 4%	- *	139 2%	- -
Not aware of UPS	616 10%	47 12%	564 10%	6 14%	179 11%	399 10%	38 12%	517 9%	31 19%gk	15 22%gk	44 60%ghik	563 9%	9 26%
Aware but not used UPS	3870 63%	222 55%	3627 63%a	20 49%	1027 60%	2661 64%df	181 56%	3733 64%hj	58 36%	38 56%h	26 35%	3830 63%hj	14 39%
Used but not sent UPS	1328 22%	98 24%	1217 21%	14 33%	378 22%	870 21%	80 25%	1254 22%j	48 30%j	12 18%	4 5%	1315 22%j	10 29%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UPS

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	34 1%	10 1%	10 1%	5 *	8 1%	1 *	4 1%	5 1%	- -	2 *	8 2%ehk	- -	1 *	4 1%	5 1%	2 *	2 *
Damaged mail	37 1%	11 1%	4 *	8 1%	13 1%	6 1%	3 1%	2 *	3 1%	* *	1 *	4 1%	2 *	3 1%	10 2%jlo	- -	3 1%
Delayed mail	45 1%	15 1%	5 *	10 1%	15 1%	4 1%	5 1%	7 1%jo	3 1%	2 *	* *	2 *	4 1%	4 1%	8 1%jo	- -	7 1%jo
Mis-delivered mail	49 1%	16 1%	8 *	12 1%	14 1%	5 1%	7 1%	4 1%	4 1%	2 *	1 *	2 *	3 1%	7 1%	9 2%	1 *	5 1%
Mail that has been tampered with	26 *	9 1%	6 *	2 *	9 1%	3 1%	7 1%ghlo	* *	- -	1 *	5 1%	1 *	- -	1 *	7 1%ghlo	- -	2 *
Didn't allow sufficient time to answer the door	29 *	14 1%b	3 *	4 *	8 1%	4 1%	5 1%	5 1%	2 *	- -	1 *	1 *	- -	2 *	2 *	* *	6 1%
Any other problems	2 *	- -	- -	1 *	* *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	* *
I don't know	31 1%	10 1%	10 1%	6 *	5 *	2 *	6 1%n	2 *	3 1%	3 1%	4 1%	- -	1 *	5 1%	- -	3 1%	2 *
I've experienced no problems in the last 12 months when sending packets and parcels via	185 3%	48 3%	42 3%	46 3%	49 3%	23 4%gn	20 4%g	6 1%	17 3%	16 3%	9 2%	15 3%	15 3%	16 3%	8 2%	22 4%gn	18 4%g
NET Any problem experienced	139 2%	53 3%bcd	28 2%	29 2%	29 2%	21 4%io	17 3%io	14 3%o	9 2%	5 1%	14 3%o	9 2%	8 2%	12 2%o	18 3%io	2 *	9 2%
Not aware of UPS	616 10%	136 9%	149 10%	160 10%	171 11%	38 7%	51 10%	47 9%	51 10%	55 11%	43 8%	52 11%	52 10%	56 10%	56 10%	55 11%	60 12%e
Aware but not used UPS	3870 63%	963 62%	1010 66%d	978 63%	919 60%	320 61%	320 62%	323 65%p	347 66%p	316 62%	346 68%ekop	296 60%	334 63%	348 66%p	338 63%p	305 60%	276 56%
Used but not sent UPS	1328 22%	333 22%	302 20%	331 21%	363 24%b	125 24%	102 20%	106 21%	98 19%	113 22%	91 18%	116 24%	123 23%	93 18%	112 21%	121 24%	130 26%hjm

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	39 1%	3 *	36 1%	24 3%d	16 *	28 1%f	12 *	9 1%lm	12 1%klm	6 1%	8 1%l	5 *	-	-	21 1%pq	14 1%pq	5 *	-	27 1%	11 1%
Damaged mail	34 1%	2 *	32 1%	15 2%d	19 *	23 1%	11 *	5 1%	12 1%klm	8 1%	3 *	3 *	-	2 *	17 1%pq	12 1%	5 *	2 *	24 *	9 1%
Delayed mail	65 1%	5 *	60 1%	37 4%d	29 1%	42 1%	24 1%	26 3%ijklm	18 2%jklm	10 1%	5 1%	3 *	1 *	2 *	44 3%opq	15 1%	6 *	3 *	41 1%	24 3%r
Mis-delivered mail	44 1%	1 *	43 1%a	32 4%d	12 *	33 1%f	11 *	18 2%ijklm	10 1%lm	9 *	2 *	6 1%	-	*	28 2%opq	11 1%q	6 *	*	33 1%	12 1%
Mail that has been tampered with	26 *	1 *	25 1%	14 2%d	12 *	18 1%	8 *	7 1%l	7 *	6 1%	3 *	4 *	-	-	13 1%pq	9 *	4 *	-	18 *	8 1%
Didn't allow sufficient time to answer the door	24 *	1 *	23 *	10 1%d	14 *	9 *	15 *	6 1%	8 1%l	2 *	3 *	4 *	-	2 *	13 1%pq	5 *	6 *	2 *	21 *	2 *
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 *	-	19 *	2 *	17 *	5 *	15 *	7 1%il	2 *	-	4 *	7 1%i	-	-	9 1%q	4 *	7 *	-	11 *	8 1%r
I've experienced no problems in the last 12 months when sending packets and parcels via	249 4%	40 3%	209 4%	47 6%	202 4%	111 4%	138 4%	44 5%	45 5%	46 4%	25 3%	46 4%	23 3%	21 3%	89 5%pq	71 4%	90 4%	44 3%	186 4%	59 7%r
NET Any problem experienced	154 2%	10 1%	144 3%a	83 10%d	70 1%	94 3%f	60 2%	49 6%ijklm	42 5%jklm	33 3%klm	13 2%l	11 1%	1 *	3 1%	91 5%opq	46 2%pq	16 1%	5 *	109 2%	44 5%r
Not aware of UK Mail	1941 31%	517 42%b	1424 29%	186 22%	1756 33%c	831 28%	1105 35%e	274 33%l	286 33%l	303 27%	223 27%	361 32%	265 35%ij	229 36%ij	561 33%o	526 27%	854 34%o	493 36%o	1692 32%s	236 26%
Aware but not used UK Mail	2863 46%	542 44%	2322 47%	365 42%	2499 47%c	1422 47%	1433 46%	305 37%	331 38%	557 50%gh	433 53%gh	564 49%gh	377 50%gh	297 47%gh	636 37%	990 51%n	1238 49%n	674 49%n	2470 47%s	367 41%
Used but not sent UK Mail	942 15%	123 10%	819 17%a	178 21%d	765 14%	550 18%f	392 12%	144 17%lm	167 19%klm	183 16%	124 15%	154 13%	94 12%	76 12%	311 18%pq	307 16%pq	324 13%	171 12%	744 14%	192 21%r

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500-£17,499 per ye (j)	Income Declared £17,500-£29,999 per ye (k)	Income Declared £30,000-£49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500-£49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	39 1%	22 2%bcd	8 *	4 *	6 *	30 1%f	9 *	37 1%h	2 *	3 1%	7 1%	15 1%	8 *	7 1%	30 1%	3 1%	36 1%	21 2%r	17 *	1 *
Damaged mail	34 1%	16 1%bcd	8 *	5 *	5 *	24 1%f	10 *	28 1%h	6 *	3 1%	2 *	12 1%	7 *	10 1%	21 1%	3 *	31 1%	13 1%r	20 *	-
Delayed mail	65 1%	25 2%bd	17 1%	15 1%	9 1%	42 1%	24 1%	52 1%h	14 1%	3 1%	8 1%	23 1%	23 1%	6 1%	54 1%	3 1%	61 1%	29 2%r	33 1%	3 1%
Mis-delivered mail	44 1%	24 2%bcd	11 1%	6 *	3 *	36 1%f	9 *	41 1%h	4 *	4 1%	2 *	15 1%	19 1%	3 *	37 1%	4 1%	40 1%	26 2%r	18 *	*
Mail that has been tampered with	26 *	12 1%b	2 *	6 *	6 *	14 *	12 *	21 1%	5 *	2 *	4 1%	9 1%	8 1%	3 *	21 1%	2 *	24 *	13 1%r	11 *	3 1%
Didn't allow sufficient time to answer the door	24 *	7 1%	7 *	5 *	5 *	13 *	10 *	18 *	6 *	1 *	2 *	7 *	7 *	5 *	16 *	1 *	23 *	13 1%r	10 *	4 1%r
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 *	3 *	9 *	*	7 *	12 *	7 *	13 *	5 *	3 1%	4 1%	6 *	4 *	1 *	14 *	3 1%	16 *	6 *	14 *	*
I've experienced no problems in the last 12 months when sending packets and parcels via	249 4%	48 4%	80 4%	64 5%	57 3%	129 4%	120 4%	168 5%	79 3%	18 3%	25 4%	77 5%	58 4%	46 4%	160 4%	18 3%	215 4%	39 3%	194 4%	16 5%
NET Any problem experienced	154 2%	60 5%bcd	38 2%	32 2%	24 1%	98 3%f	56 2%	131 4%h	22 1%	10 2%	20 3%	50 3%	47 3%	23 2%	117 3%	10 2%	142 3%	63 5%r	82 2%	9 3%
Not aware of UK Mail	1941 31%	359 31%	623 32%c	379 27%	580 35%c	982 32%	958 31%	1042 28%	865 36%g	195 35%kn	229 32%	430 27%	473 30%	311 29%	1132 29%	216 37%p	1561 30%	416 32%	1428 31%	98 33%
Aware but not used UK Mail	2863 46%	453 39%	911 47%a	723 52%abd	777 46%a	1364 44%	1500 49%e	1715 47%	1111 46%	265 47%	325 45%	758 48%	700 45%	509 48%	1783 46%	266 45%	2405 46%	570 44%	2161 47%	133 44%
Used but not sent UK Mail	942 15%	230 20%bcd	282 15%	197 14%	233 14%	512 17%f	430 14%	619 17%h	312 13%	70 12%	114 16%	250 16%	271 17%i	179 17%	636 17%i	74 13%	834 16%	203 16%	694 15%	44 15%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	39 1%	36 1%	3 *	1 *	33 1%	2 *	4 1%	* *	1 *	2 *	-	* *	3 1%	4 1%	19 2%ijkopr	2 *	-	* *	2 *
Damaged mail	34 1%	24 *	9 1%	1 *	28 1%	3 *	2 1%	1 *	2 *	4 *	-	1 *	3 1%	3 1%	7 1%	8 1%	-	-	3 1%
Delayed mail	65 1%	58 1%	8 1%	2 1%	60 1%	1 *	3 1%	1 1%	1 *	-	8 1%i	1 *	14 3%hiko	5 1%	21 3%hiko	4 *	7 1%i	* *	1 *
Mis-delivered mail	44 1%	37 1%	7 1%	1 *	37 1%	1 *	4 1%e	2 1%	2 1%	3 *	3 1%	2 1%	5 1%	3 *	10 1%	9 1%	-	-	1 *
Mail that has been tampered with	26 *	22 *	4 1%	2 1%	23 *	1 *	2 1%	* *	2 1%o	2 1%o	1 *	1 1%	3 1%o	2 *	2 *	-	-	-	1 *
Didn't allow sufficient time to answer the door	24 *	21 *	3 *	* *	20 *	2 *	2 1%	* *	-	1 *	2 *	1 *	3 1%	4 1%	3 *	2 *	2 *	-	2 *
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 *	15 *	4 *	* *	17 *	2 *	* *	* *	-	2 *	3 1%	1 *	3 1%	2 *	4 *	2 *	-	-	2 *
I've experienced no problems in the last 12 months when sending packets and parcels via	249 4%	207 4%	42 5%	6 4%	218 4%	16 3%	9 3%	5 3%	8 3%	32 5%	20 4%	18 4%	21 4%	26 4%	37 5%	39 5%	17 3%	2 3%	14 3%
NET Any problem experienced	154 2%	132 2%	21 2%	5 3%	137 3%	7 1%	8 3%	3 2%	5 2%	14 2%	11 2%	7 2%	16 3%	19 3%	42 5%hijkopr	16 2%	7 1%	* *	6 1%
Not aware of UK Mail	1941 31%	1656 31%	285 33%	68 39%a	1604 31%	187 36%d	95 32%	56 33%	79 31%k	234 35%kmn	181 36%kmn	93 21%	159 29%k	149 26%	224 28%k	305 36%kmn	181 34%km	27 39%km	160 36%kmn
Aware but not used UK Mail	2863 46%	2482 47%	382 44%	70 41%	2407 46%	231 45%	140 47%	85 50%	120 48%	297 44%	218 43%	256 57%hijlmnopqr	256 47%	279 49%	354 44%	381 45%	245 46%	29 42%	202 45%
Used but not sent UK Mail	942 15%	813 15%	129 15%	24 14%	802 15%	76 15%	44 15%	21 12%	39 15%	97 14%	76 15%	73 16%	89 16%	99 17%o	150 18%o	101 12%	79 15%	11 16%	65 14%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	39 1%	23 1%	9 *	31 1%	16 *	23 1%g	2 1%g	* *	9 *	1 *	1 *	17 1%	17 1%	* *	4 1%	* *	35 1%	4 1%	18 1%	17 1%	3 *	- -	1 1%	35 1%	1 *	37 2%z	3 *
Damaged mail	34 1%	23 1%bd	6 *	27 1%d	11 *	23 1%	6 1%	3 *	6 *	1 *	2 *	18 1%c	12 *	2 *	* *	* *	30 1%	* *	19 1%	10 *	3 *	1 *	2 1%	28 1%	3 1%	29 2%z	5 *
Delayed mail	65 1%	31 1%	17 1%	48 1%	34 1%	31 1%	2 1%	3 *	17 1%	1 *	8 1%	25 1%	21 1%	10 1%	7 1%	1 1%	46 1%	9 1%	19 1%	40 2%rx	6 1%	- -	1 1%	58 1%	1 *	59 4%z	7 *
Mis-delivered mail	44 1%	25 1%bd	7 *	37 1%bd	19 1%	25 1%	3 2%g	1 *	7 *	1 *	2 *	21 1%	16 1%	4 *	1 *	2 1%	37 1%	3 *	23 1%	15 1%	5 1%	- -	2 1%	37 1%	2 *	42 3%z	3 *
Mail that has been tampered with	26 *	14 1%	6 *	20 1%	13 *	14 *	- -	1 *	6 *	2 1%	2 *	13 1%	10 *	3 *	* *	- -	23 1%	* *	11 *	10 *	4 1%	- -	1 1%	21 *	1 *	25 2%z	1 *
Didn't allow sufficient time to answer the door	24 *	13 1%b	2 *	19 1%b	8 *	13 1%	- -	2 *	2 *	1 *	2 *	12 1%	10 *	1 *	- -	- -	22 *	- -	15 1%	7 *	2 *	- -	- -	22 *	- -	15 1%z	9 *
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 *	11 *	3 *	16 *	8 *	11 *	2 1%	4 *	3 *	- -	1 *	5 *	11 *	2 *	2 *	* *	15 *	3 *	9 *	5 *	1 *	4 1%s	- -	14 *	1 1%	13 1%z	7 *
I've experienced no problems in the last 12 months when sending packets and parcels via	249 4%	122 5%bd	75 3%	167 5%bd	121 4%	122 5%	4 2%	28 4%	75 3%	10 4%	37 3%	92 4%q	116 5%mnq	22 3%	14 2%	5 2%	208 5%mnq	19 2%	124 5%tx	101 4%x	15 2%	7 2%	2 1%	225 5%tx	9 2%	103 6%z	146 3%
NET Any problem experienced	154 2%	84 3%bd	29 1%	122 4%bd	67 2%	84 3%g	9 5%g	7 1%	29 1%	2 1%	10 1%	63 3%	58 2%	17 2%	11 2%	4 2%	120 3%	15 2%	67 3%u	64 3%u	15 2%	1 *	7 4%u	131 3%u	7 1%	136 8%z	18 *
Not aware of UK Mail	1941 31%	671 28%	772 34%ac	987 29%	1088 33%ac	671 28%	66 34%	270 35%e	772 34%	89 39%	393 37%	694 34%l	687 28%	259 32%	198 33%	90 38%l	1381 31%	288 35%l	846 33%s	662 28%	229 34%s	117 33%	68 42%sw	1508 31%	184 36%s	375 23%	1566 34%y
Aware but not used UK Mail	2863 46%	1095 46%	1098 49%c	1558 45%	1561 47%	1095 46%	93 48%	368 47%	1098 49%	95 42%	482 45%	960 47%	1156 47%	347 43%	283 48%	106 44%	2116 47%	389 47%	1156 45%	1137 48%	307 45%	183 52%	67 42%	2293 46%	250 49%	629 39%	2234 49%y
Used but not sent UK Mail	942 15%	421 18%bd	283 13%	607 18%bd	468 14%	421 18%fg	20 10%	100 13%	283 13%	31 14%	149 14%	250 12%	408 17%k	164 20%knpq	86 14%	33 14%	658 15%k	119 14%	368 14%	397 17%x	113 17%	42 12%	17 10%	765 15%	59 12%	372 23%z	570 13%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	39 1%	7 2%b	30 1%	3 7%b	17 1%	20 *	2 1%	30 1%	7 5%gk	2 3%g	-	39 1%	-
Damaged mail	34 1%	6 2%b	25 *	2 6%b	15 1%e	15 *	3 1%	27 *	6 4%gk	1 1%	*	34 1%	-
Delayed mail	65 1%	3 1%	60 1%	2 6%ab	18 1%	43 1%	4 1%	56 1%	6 4%gk	2 3%	1 2%	64 1%	-
Mis-delivered mail	44 1%	9 2%b	35 1%	-	24 1%e	20 *	*	37 1%	4 3%gk	2 3%gk	1 2%	43 1%	-
Mail that has been tampered with	26 *	6 1%b	21 *	-	17 1%e	4 *	5 2%e	23 *	3 2%	-	-	26 *	-
Didn't allow sufficient time to answer the door	24 *	2 1%	19 *	3 7%ab	12 1%e	8 *	4 1%e	19 *	3 2%gk	-	1 2%	22 *	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 *	*	19 *	-	9 1%	9 *	2 1%	19 *	-	-	*	19 *	-
I've experienced no problems in the last 12 months when sending packets and parcels via	249 4%	11 3%	234 4%	4 10%a	55 3%	179 4%	15 5%	243 4%	4 2%	2 3%	-	249 4%	*
NET Any problem experienced	154 2%	18 4%b	130 2%	6 14%ab	65 4%e	73 2%	16 5%e	123 2%	23 14%gjk	7 10%gk	1 2%	152 3%	-
Not aware of UK Mail	1941 31%	133 33%	1792 31%	16 39%	556 33%	1300 31%	86 27%	1820 31%	36 22%	13 18%	55 74%ghik	1869 31%	17 48%
Aware but not used UK Mail	2863 46%	176 44%	2676 47%c	12 29%	750 44%	1979 48%d	134 42%	2754 47%hj	51 32%	32 46%j	15 20%	2837 47%hj	12 33%
Used but not sent UK Mail	942 15%	63 16%	876 15%	3 8%	272 16%	603 15%	68 21%e	871 15%j	47 29%gjk	15 22%j	3 4%	933 15%j	7 19%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
UK Mail

Base : All participants

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	39 1%	13 1%b	3 *	9 1%	14 1%b	7 1%h	1 *	5 1%	*	2 *	1 *	2 *	1 *	5 1%	7 1%	3 1%	5 1%
Damaged mail	34 1%	12 1%	5 *	8 1%	9 1%	5 1%	4 1%	4 1%	*	3 1%	2 *	*	3 *	5 1%	4 1%	2 *	2 *
Delayed mail	65 1%	12 1%	14 1%	13 1%	26 2%	7 1%	4 1%	2 *	7 1%	6 1%	1 *	1 *	4 1%	8 2%	9 2%	10 2%jk	7 1%
Mis-delivered mail	44 1%	14 1%c	9 1%	4 *	18 1%c	5 1%	5 1%	4 1%	4 1%	*	5 1%	1 *	1 *	2 *	11 2%jklm	5 1%	2 *
Mail that has been tampered with	26 *	10 1%	3 *	3 *	9 1%	7 1%ikc	1 *	3 1%	1	-	2 *	-	*	2 *	6 1%	-	3 1%
Didn't allow sufficient time to answer the door	24 *	9 1%b	-	5 *	10 1%b	2 *	7 1%ghijm	*	-	-	-	-	1 *	4 1%	*	4 1%	4 1%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	19 *	4 *	8 1%c	*	7 *	-	1 *	2 *	1 *	5 1%	2 *	-	-	*	-	4 1%	3 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	249 4%	64 4%	72 5%	57 4%	56 4%	18 3%	18 4%	28 6%p	35 7%jknp	22 4%	16 3%	15 3%	24 5%	18 3%	17 3%	26 5%	12 2%
NET Any problem experienced	154 2%	47 3%	28 2%	32 2%	47 3%	22 4%jk	14 3%	11 2%	10 2%	11 2%	7 1%	4 1%	11 2%	11 3%k	21 4%k	16 3%k	11 2%
Not aware of UK Mail	1941 31%	450 29%	499 32%	515 33%	477 31%	166 31%	135 26%	149 30%	167 32%	159 31%	173 34%f	178 33%f	173 34%f	173 33%	167 31%	159 31%	151 30%
Aware but not used UK Mail	2863 46%	702 45%	715 46%	721 47%	726 47%	235 44%	253 49%	214 43%	232 44%	238 47%	245 48%	241 49%	246 46%	234 44%	229 43%	247 49%	250 50%
Used but not sent UK Mail	942 15%	277 18%bcd	219 14%	224 14%	223 15%	88 17%o	95 18%o	94 19%jo	78 15%	76 15%	65 13%	66 13%	73 14%	85 16%	98 19%jo	55 11%	69 14%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	33 1%	3 *	30 1%	19 2%d	14 *	19 1%	15 *	2 *	16 2%gjklm	10 1%kl	4 *	1 *	* *	* *	18 1%pq	14 1%pq	1 *	* *	28 1%	5 1%
Damaged mail	42 1%	3 *	39 1%	25 3%d	17 *	29 1%f	12 *	10 1%klm	10 1%klm	11 1%k	11 1%klm	-	* *	* *	20 1%pq	22 1%pq	* *	1 *	33 1%	9 1%
Delayed mail	73 1%	6 *	67 1%a	37 4%d	36 1%	42 1%	31 1%	12 1%klm	24 3%klm	15 1%klm	18 2%klm	3 *	-	* *	36 2%pq	33 2%pq	3 *	* *	63 1%	10 1%
Mis-delivered mail	44 1%	7 1%	37 1%	25 3%d	19 *	28 1%	16 1%	7 1%l	16 2%klm	9 1%	6 1%	4 *	-	2 *	23 1%pq	15 1%pq	6 *	2 *	36 1%	7 1%
Mail that has been tampered with	22 *	3 *	19 *	15 2%d	7 *	16 1%	6 *	6 1%k	7 1%kl	3 *	5 1%k	-	-	-	13 1%pq	9 *p	-	-	20 *	* *
Didn't allow sufficient time to answer the door	27 *	1 *	26 1%	13 2%d	14 *	13 *	14 *	12 1%iklm	10 1%klm	1 *	4 *	* *	-	-	22 1%opq	5 *	* *	-	22 *	6 1%
Any other problems	3 *	-	3 *	* *	2 *	-	3 *	-	1 *	* *	* *	2 *	-	-	1 *	* *	2 *	-	1 *	2 *
I don't know	11 *	2 *	8 *	3 *	7 *	9 *	2 *	2 *	2 *	3 *	* *	3 *	1 *	-	4 *	3 *	3 *	1 *	9 *	2 *
I've experienced no problems in the last 12 months when sending packets and parcels via	344 6%	68 6%	276 6%	92 11%d	252 5%	143 5%	201 6%e	64 8%klm	56 6%klm	98 9%jklm	44 5%m	39 3%	28 4%	14 2%	121 7%pq	142 7%pq	81 3%	42 3%	284 5%	52 6%
NET Any problem experienced	158 3%	12 1%	146 3%a	81 9%d	77 1%	94 3%f	64 2%	30 4%klm	47 5%klm	37 3%klm	32 4%klm	9 1%	1 *	2 *	77 5%pq	69 4%pq	12 *	3 *	124 2%	32 4%
Not aware of Yodel	689 11%	228 19%b	461 9%	76 9%	613 12%	322 11%	362 12%	178 22%hijklm	111 13%ijkl	87 8%	59 7%	95 8%	65 9%	94 15%ijkl	289 17%opq	146 8%	254 10%o	159 11%o	486 9%	192 21%r
Aware but not used Yodel	2813 46%	635 52%b	2177 44%	267 31%	2546 48%c	1437 48%f	1375 44%	342 41%	340 39%	475 42%	379 46%h	547 48%ghi	406 53%ghij	324 52%ghij	681 40%	855 44%	1277 50%no	730 53%no	2393 46%	399 44%
Used but not sent Yodel	2155 35%	286 23%	1868 38%a	342 40%d	1812 34%	1009 33%	1138 36%	207 25%	317 36%g	421 37%gm	308 37%gm	449 39%gm	260 34%g	193 31%	524 31%	728 37%nq	902 36%n	453 33%	1917 37%s	227 25%

Question focuses on packets and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	33 1%	12 1%d	13 1%	5 *	4 *	25 1%f	9 *	31 1%h	3 *	3 1%	8 1%	10 1%	5 *	8 1%	22 1%	3 1%	30 1%	19 1%f	14 *	-
Damaged mail	42 1%	20 2%bcd	10 1%	9 1%	3 *	30 1%f	12 *	38 1%h	4 *	1 *	4 1%	10 1%	12 1%	11 1%	25 1%	1 *	36 1%	21 2%r	18 *	3 1%
Delayed mail	73 1%	27 2%cd	28 1%c	7 *	11 1%	56 2%f	17 1%	67 2%h	6 *	3 *	10 1%	21 1%	17 1%	19 2%	49 1%	3 *	67 1%	29 2%r	39 1%	4 1%
Mis-delivered mail	44 1%	20 2%bcd	11 1%	4 *	9 1%	31 1%f	13 *	41 1%h	3 *	2 *	6 1%	8 *	16 1%	13 1%	29 1%	2 *	42 1%	16 1%	28 1%	-
Mail that has been tampered with	22 *	8 1%	6 *	5 *	3 *	13 *	9 *	19 1%	3 *	1 *	2 *	6 *	10 1%	3 *	18 *	1 *	21 *	10 1%f	11 *	1 *
Didn't allow sufficient time to answer the door	27 *	13 1%cd	8 *	1 *	5 *	21 1%f	6 *	23 1%h	3 *	3 1%	2 *	8 *	5 *	10 1%	14 *	3 1%	24 *	11 1%	17 *	-
Any other problems	3 *	*	2 *	*	-	2 *	1 *	1 *	2 *	-	2 *	*	*	*	2 *	-	3 *	2 *	1 *	-
I don't know	11 *	2 *	7 *	2 *	*	9 *	2 *	6 *	4 *	-	*	4 *	1 *	5 *	5 *	*	11 *	*	10 *	1 *
I've experienced no problems in the last 12 months when sending packets and parcels via	344 6%	82 7%d	113 6%d	83 6%d	66 4%	194 6%	150 5%	252 7%h	90 4%	22 4%	26 4%	89 6%	93 6%	86 8%ijt	209 5%	22 4%	303 6%	56 4%	276 6%	12 4%
NET Any problem experienced	158 3%	61 5%bcd	52 3%d	23 2%	22 1%	113 4%f	45 1%	142 4%h	14 1%	7 1%	19 3%	43 3%	42 3%	39 4%i	104 3%	7 1%	143 3%	59 5%f	90 2%	8 3%
Not aware of Yodel	689 11%	144 13%b	181 9%	157 11%	205 12%b	326 11%	362 12%	369 10%	295 12%g	95 17%jklmn	78 11%	130 8%	129 8%	96 9%	336 9%	114 19%p	497 10%	142 11%	493 11%	53 18%qr
Aware but not used Yodel	2813 46%	435 38%	928 48%a	647 46%a	804 48%a	1363 44%	1450 47%e	1608 44%	1180 49%g	263 47%m	346 48%m	731 47%m	721 46%m	418 39%	1798 47%m	270 46%	2343 45%	534 41%	2145 47%q	134 44%
Used but not sent Yodel	2155 35%	430 37%	662 34%	482 35%	580 35%	1092 35%	1062 35%	1309 36%	811 34%	173 31%	249 35%	575 37%	567 36%	425 40%i	1390 36%i	174 30%	1875 36%o	504 39%rs	1559 34%	92 31%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	33 1%	29 1%	4 *	1 *	25 *	3 *	5 2%deg	*	1 1%	5 1%	-	1 *	3 1%	6 1%	5 1%	2 *	1 *	*	2 *
Damaged mail	42 1%	35 1%	7 1%	*	37 1%	1 *	3 1%	*	*	9 1%p	3 1%	1 *	8 2%k	5 1%	7 1%	3 *	-	*	1 *
Delayed mail	73 1%	59 1%	14 2%	3 2%	62 1%g	5 1%	6 2%g	*	1 *	8 1%	10 2%k	1 *	13 2%hkop	6 1%	17 2%k	5 1%	2 *	*	5 1%
Mis-delivered mail	44 1%	40 1%	4 *	1 *	38 1%	2 *	4 1%	1 *	1 *	7 1%o	1 *	1 *	5 1%	6 1%o	13 2%o	-	3 1%	*	2 *
Mail that has been tampered with	22 *	19 *	3 *	2 1%	18 *	2 *	2 1%	-	2 1%o	6 1%	-	3 1%	3 1%	3 1%	2 *	-	-	*	2 *
Didn't allow sufficient time to answer the door	27 *	27 1%	*	*	25 *	2 *	1 *	*	2 1%jp	3 *	-	1 *	3 1%	1 *	11 1%jp	2 *	-	-	2 *
Any other problems	3 *	2 *	*	-	2 *	*	-	1 *d	-	-	-	-	-	-	2 *	-	-	-	*
I don't know	11 *	10 *	1 *	1 *	9 *	1 *	1 *	*	1 *	2 *	2 *	-	-	-	2 *	2 *	-	*	1 *
I've experienced no problems in the last 12 months when sending packets and parcels via	344 6%	301 6%	43 5%	5 3%	295 6%	20 4%	19 6%	10 6%	20 8%lpr	43 6%	23 4%	32 7%r	22 4%	29 5%	47 6%	59 7%r	20 4%	5 7%	15 3%
NET Any problem experienced	158 3%	137 3%	21 2%	5 3%	137 3%g	9 2%	10 3%g	2 1%	6 2%	21 3%	11 2%	6 1%	20 4%op	19 3%o	37 5%kop	10 1%	6 1%	1 1%	9 2%
Not aware of Yodel	689 11%	616 12%bc	73 8%	9 5%	596 12%f	54 10%	21 7%	18 11%f	24 10%	79 12%i	35 7%	34 8%	56 10%	50 9%	152 19%hijklmpr	114 13%jk	51 10%	10 14%j	44 10%
Aware but not used Yodel	2813 46%	2446 46%c	367 42%	64 37%	2409 46%e	204 39%	127 43%	72 42%	110 44%	315 47%	241 47%r	221 49%qr	261 48%r	262 46%	359 44%	380 45%	259 49%qr	24 35%	180 40%
Used but not sent Yodel	2155 35%	1796 34%	358 41%a	89 52%ab	1739 34%	229 44%d	119 40%d	68 40%d	90 36%n	214 32%	197 39%n	155 35%n	184 34%n	213 37%n	214 26%	279 33%	192 36%n	29 43%n	200 44%hiklmnop

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 330

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	33 1%	27 1%bd	1 *	32 1%bd	6 *	27 1%g	2 1%	1 *	1 *	1 1%	1 *	18 1%	10 *	3 *	3 1%	* *	28 1%	3 *	12 *	17 1%	3 *	1 *	* *	29 1%	1 *	28 2%z	5 *
Damaged mail	42 1%	26 1%bd	2 *	39 1%bd	* *	26 1%	-	3 *	2 *	1 *	1 *	23 1%	12 1%	3 *	1 *	1 1%	36 1%	3 *	14 1%	26 1%t	* *	-	1 1%	40 1%	1 *	40 2%z	2 *
Delayed mail	73 1%	38 2%	20 1%	53 2%	34 1%	38 2%	* *	5 1%	20 1%	1 *	1 *	28 1%	25 1%	13 2%	2 *	5 2%n	53 1%	7 1%	35 1%	27 1%	9 1%	1 *	1 1%	62 1%	2 *	54 3%z	19 *
Mis-delivered mail	44 1%	34 1%bd	7 *	37 1%bd	10 *	34 1%	1 *	* *	7 *	1 *	1 *	18 1%	17 1%	8 1%q	1 *	* *	35 1%	1 *	24 1%	15 1%	4 1%	1 *	* *	39 1%	1 *	40 2%z	4 *
Mail that has been tampered with	22 *	18 1%bd	1 *	21 1%bd	4 *	18 1%	-	-	1 *	1 *	1 *	9 *	8 *	5 1%	* *	* *	17 *	* *	10 *	11 *	1 *	-	-	21 *	-	21 1%z	1 *
Didn't allow sufficient time to answer the door	27 *	14 1%	4 *	24 1%b	14 *	14 1%	-	-	4 *	1 *	1 *	8 *	15 1%	4 1%	-	* *	23 1%	* *	12 *	12 1%	2 *	1 *	-	24 *	1 *	23 1%z	5 *
Any other problems	3 *	2 *	* *	2 *	* *	2 *	-	2 *	* *	* *	* *	* *	2 *	-	-	-	3 *	-	1 *	2 *	* *	-	-	2 *	* *	2 *	1 *
I don't know	11 *	7 *	1 *	9 *	3 *	7 *	-	2 *	1 *	* *	* *	2 *	5 *	2 *	2 *	-	7 *	2 *	2 *	8 *	* *	-	-	10 *	* *	4 *	7 *
I've experienced no problems in the last 12 months when sending packets and parcels via	344 6%	132 5%	146 6%	182 5%	196 6%	132 5%g	8 4%	25 3%	146 6%j	10 5%	43 4%	109 5%	142 6%	33 4%	45 8%m	15 6%	251 6%	60 7%m	157 6%t	132 6%	22 3%	23 6%	11 7%	289 6%t	33 6%t	110 7%	234 5%
NET Any problem experienced	158 3%	99 4%bd	21 1%	137 4%bd	59 2%b	99 4%g	2 1%	9 1%	21 1%j	1 1%	2 *	69 3%nc	53 2%	25 3%n	5 1%	6 2%	122 3%n	11 1%	69 3%ux	70 3%ux	17 2%	* *	1 1%	139 3%ux	3 *	129 8%z	29 1%
Not aware of Yodel	689 11%	248 10%	192 9%	398 12%b	343 10%	248 10%	48 25%eg	100 13%	192 9%	31 14%h	95 9%	189 9%	284 12%k	120 15%kopq	66 11%	19 8%	473 11%	85 10%	246 10%	259 11%	93 14%rw	42 12%	35 22%rstuw	505 10%	77 15%rsw	189 12%	500 11%
Aware but not used Yodel	2813 46%	1104 46%	1081 48%c	1534 44%	1511 46%	1104 46%	89 46%	394 51%	1081 48%	114 50%	542 51%	962 47%	1093 45%	341 42%	275 46%	129 54%lmp	2054 46%	404 49%m	1159 45%	1062 45%	308 45%	173 49%	92 57%rstw	2221 45%	265 52%rsw	611 38%	2202 48%y
Used but not sent Yodel	2155 35%	814 34%	819 36%	1197 35%	1201 36%	814 34%f	47 24%	247 32%	819 36%	70 31%	390 36%	732 35%	859 35%	290 36%	200 34%	70 29%	1591 35%	270 32%	936 36%vx	836 35%vx	241 35%vx	114 32%v	21 13%	1772 36%vx	135 26%v	586 36%	1569 35%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	33 1%	4 1%	29 1%	-	20 1%e	12 *	1 *	28 *	5 3%gk	-	-	33 1%	-
Damaged mail	42 1%	3 1%	38 1%	* 1%	20 1%e	10 *	* 3%de	35 1%	6 4%gk	* 1%	-	42 1%	-
Delayed mail	73 1%	3 1%	65 1%	5 13%ab	29 2%e	35 1%	9 3%e	60 1%	13 8%gjk	* *	-	73 1%	-
Mis-delivered mail	44 1%	1 *	39 1%	4 9%ab	24 1%e	19 *	1 *	37 1%	7 4%gk	-	-	44 1%	-
Mail that has been tampered with	22 *	4 1%	19 *	-	11 1%e	9 *	3 1%	17 *	5 3%gk	-	-	22 *	-
Didn't allow sufficient time to answer the door	27 *	1 *	24 *	2 6%ab	8 *	16 *	4 1%	25 *	3 2%	-	-	27 *	-
Any other problems	3 *	-	3 *	-	2 *	1 *	-	3 *	-	-	-	3 *	-
I don't know	11 *	* *	11 *	-	* *	9 *	1 *	9 *	2 1%g	-	-	11 *	* 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	344 6%	8 2%	335 6%a	* 1%	77 5%	257 6%d	11 3%	339 6%	3 2%	2 3%	-	344 6%	-
NET Any problem experienced	158 3%	10 2%	141 2%	7 17%ab	70 4%e	66 2%	22 7%e	135 2%	22 14%gijk	1 1%	-	158 3%	-
Not aware of Yodel	689 11%	66 16%b	618 11%	5 13%	199 12%	439 11%	51 16%e	582 10%	34 21%gik	19 28%gk	46 62%ghik	634 10%	9 26%
Aware but not used Yodel	2813 46%	153 38%	2643 46%a	16 39%	722 42%	1952 47%d	139 43%	2688 46%hj	55 34%	35 51%	23 32%	2778 46%hj	12 33%
Used but not sent Yodel	2155 35%	163 41%b	1979 35%	12 29%	637 37%	1419 34%	99 31%	2078 36%ij	46 29%j	12 17%	5 7%	2135 35%ij	14 40%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Yodel

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	33 / 1%	13 / 1%	5 / *	7 / *	9 / 1%	6 / 1%	3 / 1%	3 / 1%	3 / *	2 / *	- / -	* / *	4 / 1%	3 / 1%	5 / 1%	2 / *	2 / *
Damaged mail	42 / 1%	14 / 1%	4 / *	7 / *	17 / 1%b	6 / 1%	6 / 1%	1 / *	2 / *	2 / *	1 / *	1 / *	4 / 1%	1 / *	6 / 1%	6 / 1%	5 / 1%
Delayed mail	73 / 1%	17 / 1%	8 / 1%	22 / 1%	26 / 2%b	6 / 1%	7 / 1%j	4 / 1%	4 / 1%	4 / 1%	* / *	4 / 1%	8 / 1%j	10 / 2%j	12 / 2%j	9 / 2%j	5 / 1%
Mis-delivered mail	44 / 1%	18 / 1%b	3 / *	15 / 1%b	8 / 1%	5 / 1%	10 / 2%hi	2 / *	* / *	- / -	3 / 1%	2 / *	6 / 1%	7 / 1%i	3 / 1%	3 / 1%	2 / *
Mail that has been tampered with	22 / *	8 / 1%	4 / *	6 / *	4 / *	3 / 1%	3 / 1%	2 / *	4 / 1%	- / -	- / -	- / -	3 / 1%	2 / *	2 / *	- / -	2 / *
Didn't allow sufficient time to answer the door	27 / *	9 / 1%	5 / *	6 / *	7 / *	3 / 1%	6 / 1%i	- / -	3 / 1%	- / -	2 / *	- / -	4 / 1%	2 / *	3 / 1%	3 / 1%	* / *
Any other problems	3 / *	- / -	* / *	* / *	2 / *	- / -	- / -	- / -	* / *	- / -	* / *	* / *	- / -	- / -	* / *	2 / *	- / -
I don't know	11 / *	4 / *	1 / *	6 / *	* / *	2 / *	2 / *	* / *	1 / *	* / *	* / *	- / -	4 / 1%	2 / *	* / *	- / -	- / -
I've experienced no problems in the last 12 months when sending packets and parcels via	344 / 6%	71 / 5%	88 / 6%	84 / 5%	100 / 7%	29 / 5%	25 / 5%	18 / 4%	22 / 4%	32 / 6%	34 / 7%	26 / 5%	31 / 6%	27 / 5%	32 / 6%	43 / 9%gh	25 / 5%
NET Any problem experienced	158 / 3%	52 / 3%b	23 / 1%	39 / 3%	44 / 3%b	20 / 4%ij	23 / 4%ijkp	9 / 2%	11 / 2%	6 / 1%	6 / 1%	6 / 1%	13 / 2%	20 / 4%ij	21 / 4%ijk	15 / 3%	8 / 2%
Not aware of Yodel	689 / 11%	159 / 10%	187 / 12%	171 / 11%	172 / 11%	50 / 9%	54 / 10%	55 / 11%	54 / 10%	72 / 14%	60 / 12%	67 / 14%	53 / 10%	51 / 10%	49 / 9%	61 / 12%	62 / 13%
Aware but not used Yodel	2813 / 46%	705 / 46%	706 / 46%	718 / 46%	685 / 45%	237 / 45%	232 / 45%	235 / 47%	262 / 50%i	213 / 42%	231 / 45%	222 / 45%	245 / 46%	251 / 48%	242 / 45%	222 / 44%	221 / 45%
Used but not sent Yodel	2155 / 35%	552 / 36%	537 / 35%	532 / 34%	534 / 35%	191 / 36%	181 / 35%	180 / 36%	174 / 33%	186 / 37%	176 / 35%	169 / 35%	187 / 35%	176 / 33%	189 / 35%	167 / 33%	179 / 36%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	51 1%	7 1%	45 1%	19 2%d	33 1%	29 1%	22 1%	12 1%klm	16 2%klm	10 1%k	9 1%k	1 *	3 *	1 *	28 2%pq	18 1%p	5 *	3 *	46 1%	5 1%
Damaged mail	73 1%	14 1%	59 1%	27 3%d	46 1%	33 1%	40 1%	15 2%kl	25 3%ikl	11 1%k	12 1%k	2 *	3 *	7 1%k	40 2%opq	22 1%p	11 *	10 1%	54 1%	16 2%
Delayed mail	75 1%	12 1%	62 1%	28 3%d	47 1%	38 1%	36 1%	19 2%iklm	21 2%klm	9 1%	16 2%klm	7 1%	* *	2 *	41 2%opq	25 1%pq	10 *	2 *	53 1%	21 2%r
Mis-delivered mail	44 1%	4 *	40 1%	28 3%d	16 *	20 1%	24 1%	17 2%ijklm	12 1%klm	5 *	5 1%	4 *	1 *	* *	29 2%opq	10 1%	5 *	1 *	36 1%	8 1%
Mail that has been tampered with	28 *	7 1%	21 *	17 2%d	10 *	15 1%	12 *	7 1%	10 1%iki	2 *	4 *	2 *	1 *	1 *	17 1%opq	6 *	4 *	2 *	23 *	3 *
Didn't allow sufficient time to answer the door	55 1%	5 *	49 1%	18 2%d	36 1%	18 1%	37 1%	13 2%ik	18 2%ijk	5 *	3 *	5 *	6 1%	5 1%	31 2%p	8 *	16 1%	11 1%	47 1%	7 1%
Any other problems	6 *	3 *	3 *	- -	6 *	* *	6 *	1 *	- -	1 *	2 *	2 *	- -	- -	1 *	3 *	2 *	- -	4 *	- -
I don't know	23 *	5 *	18 *	5 1%	18 *	4 *	18 1%e	8 1%j	2 *	3 *	* *	7 1%	3 *	- -	9 1%	3 *	10 *	3 *	21 *	2 *
I've experienced no problems in the last 12 months when sending packets and parcels via	609 10%	258 21%b	351 7%	85 10%	524 10%	282 9%	327 10%	107 13%jklm	107 12%klm	141 13%klm	74 9%	85 7%	52 7%	41 7%	215 13%pq	216 11%pq	178 7%	93 7%	472 9%	126 14%r
NET Any problem experienced	232 4%	26 2%	206 4%a	95 11%d	137 3%	115 4%	116 4%	56 7%iklm	75 9%ijklm	33 3%k	35 4%klm	13 1%	10 1%	10 2%	131 8%opq	69 4%p	33 1%	19 1%	179 3%	48 5%r
Not aware of Amazon Delivery Service/ Logistics	363 6%	59 5%	304 6%	33 4%	331 6%c	181 6%	182 6%	44 5%	54 6%	62 5%	35 4%	58 5%	61 8%jk	50 8%jk	98 6%	96 5%	169 7%	111 8%o	315 6%	42 5%
Aware but not used Amazon Delivery Service/ Logistics	1455 24%	244 20%	1211 25%a	165 19%	1291 24%c	719 24%	731 23%	159 19%	178 20%	224 20%	187 23%	310 27%ghi	204 27%ghi	194 31%ghij	337 20%	411 21%	707 28%no	398 29%no	1278 25%s	166 18%
Used but not sent Amazon Delivery Service/ Logistics	3487 57%	640 52%	2847 58%a	479 56%	3008 57%	1711 57%	1767 56%	449 55%	457 52%	658 59%h	491 60%h	668 59%h	430 57%	333 53%	907 53%	1149 59%n	1431 57%	763 55%	2947 57%	520 57%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	51 1%	14 1%	10 1%	6 *	21 1%	24 1%	28 1%	39 1%h	11 *	5 1%	6 1%	23 1%	9 1%	7 1%	38 1%	5 1%	47 1%	27 2%r	23 1%	1 *
Damaged mail	73 1%	21 2%b	14 1%	16 1%	23 1%	34 1%	39 1%	58 2%h	15 1%	5 1%	9 1%	15 1%	19 1%	18 2%	43 1%	5 1%	61 1%	23 2%	50 1%	1 *
Delayed mail	75 1%	20 2%d	25 1%	18 1%	11 1%	45 1%	30 1%	65 2%h	10 *	3 1%	8 1%	21 1%	28 2%	10 1%	57 1%	3 1%	68 1%	29 2%r	41 1%	4 1%
Mis-delivered mail	44 1%	17 1%cd	14 1%	6 *	7 *	31 1%f	13 *	35 1%h	8 *	8 1%	5 1%	16 1%	7 *	5 1%	28 1%	8 1%	34 1%	24 2%r	19 1%	1 *
Mail that has been tampered with	28 *	12 1%b	3 *	6 *	7 *	15 *	13 *	24 1%h	4 *	1 *	3 *	7 *	7 *	7 1%	17 *	1 *	24 *	13 1%r	14 *	1 *
Didn't allow sufficient time to answer the door	55 1%	23 2%bcd	9 *	12 1%	11 1%	32 1%	23 1%	37 1%	18 1%	3 1%	5 1%	19 1%	16 1%	5 1%	39 1%	3 1%	48 1%	14 1%	40 1%	1 *
Any other problems	6 *	*	4 *	-	2 *	4 *	2 *	4 *	2 *	-	1 *	-	*	2 *	2 *	-	4 *	*	4 *	-
I don't know	23 *	7 1%	9 *	4 *	2 *	17 1%	6 *	18 *	3 *	2 *	*	4 *	3 *	6 1%	8 *	2 *	16 *	2 *	18 *	3 1%
I've experienced no problems in the last 12 months when sending packets and parcels via	609 10%	148 13%cd	203 10%d	123 9%	135 8%	350 11%f	257 8%	432 12%h	173 7%	35 6%	64 9%	128 8%	157 10%i	122 11%ik	349 9%	36 6%	513 10%o	111 9%	464 10%	34 11%
NET Any problem experienced	232 4%	75 7%bcd	46 2%	51 4%	60 4%	121 4%	111 4%	184 5%h	46 2%	19 3%	28 4%	66 4%	66 4%	39 4%	161 4%	19 3%	204 4%	80 6%rs	145 3%	7 2%
Not aware of Amazon Delivery Service/ Logistics	363 6%	61 5%	94 5%	95 7%	114 7%	155 5%	208 7%e	175 5%	177 7%g	45 8%m	47 7%	84 5%	97 6%	43 4%	228 6%	47 8%	287 6%	80 6%	263 6%	20 7%
Aware but not used Amazon Delivery Service/ Logistics	1455 24%	194 17%	443 23%a	328 24%a	491 29%abc	637 21%	819 27%e	757 21%	678 28%g	196 35%jklmn	196 27%lm	412 26%lm	293 19%	197 18%	901 23%lm	208 35%p	1140 22%	322 25%	1049 23%	84 28%
Used but not sent Amazon Delivery Service/ Logistics	3487 57%	668 58%d	1149 59%d	794 57%d	876 52%	1817 59%f	1670 54%	2121 58%	1318 55%	263 47%	383 53%	876 56%i	937 60%ijk	662 62%ijkn	2196 57%i	276 47%	3011 58%o	701 54%	2632 58%	153 51%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : All participants

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168*	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64*	441
Lost mail	51 1%	40 1%	12 1%	3 1%	44 1%	3 1%	4 1%g	* *	1 *	- -	- -	5 1%i	5 1%	7 1%ij	10 1%ij	6 1%	11 2%ij	* *	3 1%
Damaged mail	73 1%	68 1%	5 1%	1 *	68 1%eg	1 *	4 1%eg	* *	1 *	2 *	1 *	5 1%r	14 3%hijr	8 1%r	16 2%ir	14 2%r	7 1%r	1 2%r	* *
Delayed mail	75 1%	71 1%	4 *	3 2%b	63 1%	6 1%	4 1%	1 1%	3 1%i	1 *	4 1%	5 1%	18 3%ijop	11 2%io	14 2%io	2 *	5 1%	* *	6 1%
Mis-delivered mail	44 1%	33 1%	11 1%	3 2%a	38 1%	3 1%	2 1%	2 1%	3 1%i	- -	3 1%	3 1%	8 1%i	4 1%	11 1%i	4 *	2 *	* 1%	2 1%
Mail that has been tampered with	28 *	25 *	3 *	3 2%a	23 *	1 *	3 1%	1 1%	1 *	3 1%	6 1%op	1 *	4 1%	2 *	5 1%	- -	- -	* *	* *
Didn't allow sufficient time to answer the door	55 1%	54 1%b	1 *	* *	48 1%	3 *	2 1%	1 1%	3 1%	8 *	1 1%	4 1%	11 2%im	2 *	9 1%	1 1%	4 1%	- -	3 1%
Any other problems	6 *	6 *	* *	* *	6 *	- -	- -	- -	- -	- -	- -	* *	1 *	- -	2 *	- -	2 *	- -	- -
I don't know	23 *	22 *	1 *	* *	16 *	6 1%d	* *	* *	- -	4 1%	- -	- -	1 *	- -	2 *	7 1%	3 *	2 2%hjklmn	4 1%m
I've experienced no problems in the last 12 months when sending packets and parcels via	609 10%	527 10%c	82 10%c	8 5%	514 10%	46 9%	31 11%	18 10%	27 11%p	82 12%p	54 11%p	57 13%p	46 9%	60 11%p	70 9%	90 11%p	27 5%	3 5%	43 9%p
NET Any problem experienced	232 4%	208 4%	23 3%	7 4%	204 4%	13 2%	11 4%	5 3%	7 3%	7 1%	19 4%i	17 4%i	34 6%hior	25 4%i	45 6%ir	25 3%	25 5%i	2 2%	11 2%
Not aware of Amazon Delivery Service/ Logistics	363 6%	317 6%	46 5%	12 7%	299 6%	33 6%	22 7%	10 6%	14 6%	65 10%jklmn	23 5%	17 4%	23 4%	27 5%	32 4%	61 7%	36 7%	5 7%	28 6%
Aware but not used Amazon Delivery Service/ Logistics	1455 24%	1246 23%	209 24%	45 26%	1240 24%	109 21%	72 24%	34 20%	66 27%r	160 24%	140 27%kpr	93 21%	145 27%r	150 26%r	196 24%	179 21%	111 21%	20 29%	89 20%
Used but not sent Amazon Delivery Service/ Logistics	3487 57%	2985 56%	502 58%	99 57%	2912 56%	312 60%f	159 54%	104 61%df	136 54%	358 53%	273 54%	264 59%	295 54%	311 54%	466 57%	482 57%	327 62%ijlm	38 55%	274 61%ij

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time	2nd class - all/most of the time	Use 1st class	Use 2nd class	Use 1st class all/most of the time	Use 1st class all/most of the time and HH income <£11.5	Use 1st class all/most of the time and Not Working	Use 2nd class all/most of the time	Use 2nd class all/most of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	ANY affordability challenges	No affordability challenges
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	51 / 1%	29 / 1%b	8 / *	41 / 1%bd	20 / 1%	29 / 1%	2 / 1%	4 / *	8 / *	1 / *	5 / *	27 / 1%	18 / 1%	3 / *	3 / 1%	1 / *	44 / 1%	4 / *	24 / 1%	24 / 1%	3 / *	- / -	- / -	48 / 1%	- / -	35 / 2%z	16 / *
Damaged mail	73 / 1%	41 / 2%b	17 / 1%	57 / 2%b	33 / 1%	41 / 2%	1 / 1%	7 / 1%	17 / 1%	3 / 1%	8 / 1%	34 / 2%nq	25 / 1%	12 / 2%q	*	1 / *	59 / 1%q	2 / *	45 / 2%st	22 / 1%	*	4 / 1%t	- / -	67 / 1%t	4 / 1%	51 / 3%z	22 / *
Delayed mail	75 / 1%	45 / 2%bd	8 / *	63 / 2%bd	26 / 1%	45 / 2%	2 / 1%	5 / 1%	8 / *	1 / *	2 / *	32 / 2%	31 / 1%	6 / 1%	4 / 1%	2 / 1%	63 / 1%	6 / 1%	34 / 1%	34 / 1%	3 / *	3 / 1%	- / -	68 / 1%	3 / 1%	51 / 3%z	24 / 1%
Mis-delivered mail	44 / 1%	27 / 1%bd	5 / *	39 / 1%bd	17 / 1%	27 / 1%	4 / 2%	4 / *	5 / *	1 / 1%	3 / *	20 / 1%	18 / 1%	5 / 1%	1 / *	- / -	38 / 1%	1 / *	20 / 1%	18 / 1%	3 / *	2 / 1%	- / -	39 / 1%	2 / *	40 / 2%z	4 / *
Mail that has been tampered with	28 / *	19 / 1%bd	5 / *	23 / 1%	9 / *	19 / 1%	*	1 / *	5 / *	1 / *	2 / *	8 / *	14 / 1%	4 / *	2 / *	- / -	22 / *	2 / *	11 / *	14 / 1%	2 / *	1 / *	- / -	25 / *	1 / *	22 / 1%z	6 / *
Didn't allow sufficient time to answer the door	55 / 1%	28 / 1%	17 / 1%	38 / 1%	27 / 1%	28 / 1%	2 / 1%	5 / 1%	17 / 1%	1 / *	6 / 1%	26 / 1%	22 / 1%	2 / *	3 / 1%	*	49 / 1%	4 / *	23 / 1%	27 / 1%	2 / *	2 / 1%	- / -	50 / 1%	2 / *	29 / 2%z	26 / 1%
Any other problems	6 / *	2 / *	2 / *	4 / *	4 / *	2 / *	- / -	*	2 / *	- / -	*	3 / *	3 / *	- / -	- / -	- / -	6 / *	- / -	1 / *	2 / *	- / -	2 / 1%rw	- / -	4 / *	2 / *	- / -	6 / *
I don't know	23 / *	8 / *	6 / *	15 / *	13 / *	8 / *	*	3 / *	6 / *	- / -	*	7 / *	14 / 1%	1 / *	*	*	21 / *	*	11 / *	10 / *	2 / *	- / -	- / -	21 / *	*	11 / 1%	12 / *
I've experienced no problems in the last 12 months when sending packets and parcels via	609 / 10%	296 / 12%bd	166 / 7%	407 / 12%bd	277 / 8%	296 / 12%fg	11 / 6%	67 / 9%	166 / 7%	11 / 5%	62 / 6%	187 / 9%	254 / 10%	67 / 8%	74 / 13%m	26 / 11%	441 / 10%	100 / 12%m	284 / 11%t	240 / 10%t	42 / 6%	29 / 8%	13 / 8%	524 / 11%t	42 / 8%	189 / 12%z	419 / 9%
NET Any problem experienced	232 / 4%	132 / 6%bd	43 / 2%	183 / 5%bd	94 / 3%	132 / 5%g	11 / 5%	19 / 2%	43 / 2%	4 / 2%	16 / 2%	91 / 4%q	97 / 4%	26 / 3%	15 / 2%	4 / 2%	188 / 4%q	18 / 2%	113 / 4%tv	92 / 4%v	14 / 2%	11 / 3%	- / -	205 / 4%tv	11 / 2%	158 / 10%z	73 / 2%
Not aware of Amazon Delivery Service/ Logistics	363 / 6%	126 / 5%	146 / 6%	173 / 5%	194 / 6%	126 / 5%	25 / 13%e	67 / 9%e	146 / 7%	16 / 7%	75 / 7%	123 / 6%	139 / 6%	50 / 6%	31 / 5%	13 / 5%	262 / 6%	43 / 5%	123 / 5%	131 / 6%	55 / 8%rw	24 / 7%	20 / 13%rsw	255 / 5%	44 / 9%rsw	103 / 6%	261 / 6%
Aware but not used Amazon Delivery Service/ Logistics	1455 / 24%	483 / 20%	620 / 27%ac	732 / 21%	869 / 26%ac	483 / 20%	68 / 35%eg	191 / 25%e	620 / 27%	86 / 38%h	336 / 31%	502 / 24%	523 / 21%	223 / 27%lp	133 / 22%	70 / 29%l	1025 / 22%	202 / 24%	544 / 21%	519 / 22%	206 / 30%rsw	117 / 33%rsw	60 / 37%rsw	1063 / 22%	177 / 34%rsw	349 / 21%	1106 / 24%
Used but not sent Amazon Delivery Service/ Logistics	3487 / 57%	1359 / 57%	1279 / 57%	1946 / 56%	1866 / 56%	1359 / 57%f	78 / 40%	430 / 55%f	1279 / 57%	110 / 48%	583 / 54%	1154 / 56%	1408 / 58%	443 / 55%	341 / 57%	126 / 53%	2562 / 57%	467 / 56%	1493 / 58%uvx	1376 / 58%uvx	362 / 53%v	172 / 49%	67 / 42%	2868 / 58%uvx	239 / 47%	819 / 50%	2668 / 59%y

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	51 1%	5 1%	46 1%	- -	23 1%	29 1%	* *	48 1%	4 2%	- -	- -	51 1%	- -
Damaged mail	73 1%	4 1%	68 1%	2 4%	28 2%e	38 1%	8 2%e	66 1%	7 4%gk	* 1%	- -	73 1%	- -
Delayed mail	75 1%	2 1%	71 1%	1 3%	19 1%	49 1%	7 2%	70 1%	4 3%	- -	- -	75 1%	- -
Mis-delivered mail	44 1%	10 3%b	32 1%	2 4%b	16 1%e	17 *	11 3%de	44 1%	* *	- -	- -	44 1%	- -
Mail that has been tampered with	28 *	2 1%	23 *	2 6%ab	13 1%	13 *	2 *	25 *	3 2%g	- -	- -	28 *	- -
Didn't allow sufficient time to answer the door	55 1%	1 *	51 1%	2 6%ab	18 1%	33 1%	3 1%	49 1%	6 4%gk	- -	- -	55 1%	- -
Any other problems	6 *	- -	6 *	- -	1 *	3 *	2 1%de	6 *	- -	- -	- -	6 *	- -
I don't know	23 *	1 *	22 *	- -	3 *	17 *	2 1%	21 *	- -	- -	* *	21 *	2 5%
I've experienced no problems in the last 12 months when sending packets and parcels via	609 10%	43 11%	564 10%	2 5%	129 8%	454 11%d	26 8%	595 10%j	9 6%	4 6%	- -	608 10%	1 2%
NET Any problem experienced	232 4%	18 4%	209 4%	5 13%ab	84 5%e	126 3%	23 7%e	210 4%	21 13%gjk	* 1%	- -	232 4%	- -
Not aware of Amazon Delivery Service/ Logistics	363 6%	23 6%	336 6%	5 11%	102 6%	228 5%	34 11%de	313 5%	19 12%gk	11 16%gk	13 17%gk	343 6%	8 23%
Aware but not used Amazon Delivery Service/ Logistics	1455 24%	100 25%	1346 23%	10 24%	429 25%	939 23%	87 27%	1309 22%	48 30%	37 54%ghk	52 69%ghk	1394 23%	10 27%
Used but not sent Amazon Delivery Service/ Logistics	3487 57%	217 54%	3251 57%	19 46%	958 56%f	2379 57%f	150 47%	3382 58%hij	63 39%j	16 24%	10 13%	3462 57%hij	15 42%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Amazon Delivery Service/ Logistics

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	51 / 1%	19 / 1%c	9 / 1%	6 / *	18 / 1%	7 / 1%	5 / 1%	7 / 1%	1 / *	4 / 1%	3 / 1%	2 / *	1 / *	* / 1%	10 / 2%hl	3 / 1%	4 / 1%
Damaged mail	73 / 1%	14 / 1%	15 / 1%	24 / 2%	20 / 1%	5 / 1%	9 / 2%g	- / -	6 / 1%	4 / 1%	5 / 1%	9 / 2%g	7 / 1%g	8 / 2%g	14 / 3%gop	3 / 1%	3 / 1%
Delayed mail	75 / 1%	14 / 1%	19 / 1%	21 / 1%	21 / 1%	2 / *	6 / 1%	5 / 1%	8 / 1%	8 / 2%	4 / 1%	10 / 2%	6 / 1%	5 / 1%	6 / 1%	8 / 2%	6 / 1%
Mis-delivered mail	44 / 1%	11 / 1%	6 / *	13 / 1%	15 / 1%	3 / 1%	4 / 1%	4 / 1%	2 / *	* / *	3 / 1%	4 / 1%	5 / 1%	4 / 1%	8 / 1%l	4 / 1%	3 / 1%
Mail that has been tampered with	28 / *	6 / *	7 / *	5 / *	9 / 1%	5 / 1%	* / *	* / *	4 / 1%	2 / *	2 / *	* / *	1 / *	2 / *	* / 1%	3 / 1%	2 / *
Didn't allow sufficient time to answer the door	55 / 1%	13 / 1%	11 / 1%	13 / 1%	18 / 1%	6 / 1%	6 / 1%	1 / *	5 / 1%	* / *	5 / 1%	5 / 1%	7 / 1%	1 / *	6 / 1%	4 / 1%	7 / 2%m
Any other problems	6 / *	1 / *	3 / *	2 / *	- / -	1 / *	- / -	- / -	2 / *	* / *	- / -	1 / *	- / -	* / *	- / -	- / -	- / -
I don't know	23 / *	7 / *	2 / *	7 / *	7 / *	- / -	1 / *	6 / 1%e	1 / *	1 / *	* / *	* / *	5 / 1%	* / *	1 / *	4 / 1%	* / *
I've experienced no problems in the last 12 months when sending packets and parcels via	609 / 10%	133 / 9%	155 / 10%	159 / 10%	162 / 11%	54 / 10%	43 / 8%	36 / 7%	53 / 10%	61 / 12%g	41 / 8%	58 / 12%	45 / 9%	56 / 11%	46 / 9%	58 / 11%	58 / 12%
NET Any problem experienced	232 / 4%	58 / 4%	54 / 3%	59 / 4%	61 / 4%	24 / 5%	20 / 4%	13 / 3%	18 / 3%	17 / 3%	19 / 4%	20 / 4%	24 / 4%	15 / 3%	29 / 6%	16 / 3%	15 / 3%
Not aware of Amazon Delivery Service/ Logistics	363 / 6%	83 / 5%	107 / 7%d	103 / 7%	70 / 5%	27 / 5%	27 / 5%	30 / 6%	29 / 5%	46 / 9%gop	32 / 6%	38 / 8%p	32 / 6%	31 / 6%p	34 / 6%	23 / 5%	15 / 3%
Aware but not used Amazon Delivery Service/ Logistics	1455 / 24%	402 / 26%d	359 / 23%	361 / 23%	333 / 22%	114 / 22%	155 / 30%ehiklnp	133 / 27%n	113 / 22%	112 / 22%	112 / 22%	133 / 26%n	112 / 23%	121 / 23%	127 / 24%	103 / 19%	120 / 24%
Used but not sent Amazon Delivery Service/ Logistics	3487 / 57%	859 / 56%	864 / 56%	861 / 56%	902 / 59%	309 / 58%	271 / 52%	280 / 56%	311 / 59%	271 / 53%	283 / 56%	257 / 52%	311 / 58%	293 / 56%	318 / 60%	288 / 57%	296 / 60%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Lost mail	34 1%	-	34 1%a	22 3%d	12 *	17 1%	17 1%	5 1%	11 1%k	6 1%	6 1%	1 *	3 *	2 *	16 1%p	11 1%	6 *	5 *	29 1%	4 *
Damaged mail	33 1%	1 *	31 1%	26 3%d	7 *	21 1%	12 *	7 1%	14 2%k	6 1%	2 *	1 *	3 *	-	20 1%opq	8 *	4 *	3 *	26 *	7 1%
Delayed mail	44 1%	1 *	43 1%a	26 3%d	18 *	25 1%	19 1%	6 1%	12 1%k	9 1%	7 1%	4 *	3 *	2 *	19 1%p	16 1%	9 *	5 *	40 1%	4 *
Mis-delivered mail	14 *	-	14 *	10 1%d	4 *	6 *	8 *	4 *	6 1%k	3 *	2 *	-	-	-	9 1%pq	5 *	*	-	13 *	1 *
Mail that has been tampered with	8 *	-	8 *	4 1%d	4 *	5 *	3 *	-	3 *	3 *	2 *	*	-	-	3 *	5 *	*	-	6 *	2 *
Didn't allow sufficient time to answer the door	17 *	-	17 *	13 1%d	5 *	13 *	5 *	4 *	9 1%iklm	2 *	2 *	-	-	-	13 1%opq	4 *	-	-	15 *	2 *
Any other problems	1 *	-	1 *	1 *	-	-	1 *	1 *	-	-	-	-	-	-	1 *	-	-	-	-	1 *
I don't know	10 *	-	10 *	2 *	8 *	6 *	4 *	2 *	3 *	1 *	2 *	1 *	1 *	-	5 *	3 *	2 *	1 *	10 *	*
I've experienced no problems in the last 12 months when sending packets and parcels via	80 1%	*	80 2%a	35 4%d	45 1%	38 1%	42 1%	17 2%jlm	21 2%jklm	23 2%jlm	4 *	10 1%	3 *	2 *	39 2%pq	27 1%pq	14 1%	5 *	61 1%	20 2%
NET Any problem experienced	103 2%	1 *	102 2%a	66 8%d	37 1%	62 2%	41 1%	19 2%klm	33 4%klm	27 klm	14 2%kl	5 *	3 *	2 *	51 3%pq	41 2%pq	10 *	5 *	83 2%	21 2%
Not aware of Other Postal Service	3243 53%	823 67%b	2421 49%	325 38%	2918 55%c	1512 50%	1726 55%e	413 50%	407 47%	511 46%	416 51%	597 52%i	471 62%ghijk	429 68%ghijk	820 48%	926 48%	1497 59%no	900 65%nop	2763 53%	451 50%
Aware but not used Other Postal Service	2255 37%	394 32%	1861 38%a	279 32%	1976 37%c	1116 37%	1134 36%	270 33%	294 34%	471 42%ghlm	327 40%ghlm	473 41%ghlm	245 32%	177 28%	564 33%	798 41%npq	894 35%q	421 30%	1918 37%	318 35%
Used but not sent Other Postal Service	477 8%	14 1%	463 9%a	154 18%d	323 6%	279 9%f	195 6%	102 12%ijklm	115 13%ijklm	89 8%klm	60 7%m	57 5%	37 5%	17 3%	217 13%opq	149 8%pq	111 4%	54 4%	379 7%	95 10%r

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Lost mail	34 1%	7 1%	7 *	12 1%	8 *	14 *	20 1%	29 1%h	5 *	4 1%	4 1%	9 1%	8 1%	8 1%	21 1%	4 1%	29 1%	17 1%r	17 *	-
Damaged mail	33 1%	7 1%	10 1%	9 1%	7 *	17 1%	16 1%	28 1%h	5 *	3 1%	4 1%	7 *	12 1%	6 1%	23 1%	3 1%	29 1%	21 2%r	12 *	-
Delayed mail	44 1%	15 1%d	11 1%	11 1%	7 *	26 1%	18 1%	39 1%h	5 *	4 1%	9 1%	13 1%	8 *	10 1%	29 1%	4 1%	40 1%	26 2%r	15 *	3 1%
Mis-delivered mail	14 *	8 1%b	1 *	2 *	3 *	9 *	5 *	11 *	3 *		4 1%	2 *	2 *	5 1%	7 *	1 *	13 *	12 1%r	1 *	-
Mail that has been tampered with	8 *	3 *	1 *	1 *	3 *	3 *	5 *	5 *	3 *	2 *	2 *		4 *		6 *	2 *	6 *	5 *r	3 *	-
Didn't allow sufficient time to answer the door	17 *	9 1%b	3 *	2 *	4 *	12 *	6 *	15 *	2 *	1 *	4 1%	1 *	7 *	4 *	12 *	1 *	16 *	8 1%r	9 *	-
Any other problems	1 *	-	-	-	1 *	-	1 *	1 *	-	1 *	-	-	-	-	-	1 *p	-	-	1 *	-
I don't know	10 *	1 *	-	6 *b	3 *	1 *	9 *e	9 *	1 *	-	2 *	5 *	3 *	1 *	9 *	-	10 *	2 *	9 *	-
I've experienced no problems in the last 12 months when sending packets and parcels via	80 1%	24 2%b	14 1%	20 1%	22 1%	38 1%	42 1%	59 2%h	20 1%	11 2%	6 1%	22 1%	19 1%	18 2%	47 1%	11 2%	65 1%	16 1%	60 1%	4 1%
NET Any problem experienced	103 2%	37 3%bcd	22 1%	23 2%	20 1%	60 2%	44 1%	92 3%h	11 *	10 2%	15 2%	24 2%	31 2%	24 2%	69 2%	10 2%	94 2%	50 4%rs	51 1%	3 1%
Not aware of Other Postal Service	3243 53%	567 49%	1060 55%a	715 51%	900 54%	1627 53%	1615 53%	1773 48%	1427 60%g	302 54%	371 52%	789 50%	799 51%	542 51%	1959 51%	325 55%	2682 52%	631 49%	2452 54%q	160 53%
Aware but not used Other Postal Service	2255 37%	383 33%	717 37%	511 37%	645 38%a	1100 36%	1156 38%	1400 38%h	818 34%	213 38%	278 39%	591 38%	572 37%	369 35%	1442 38%	217 37%	1885 36%	489 38%	1667 36%	99 33%
Used but not sent Other Postal Service	477 8%	141 12%bcd	130 7%	118 8%d	87 5%	271 9%f	205 7%	353 10%h	117 5%	25 4%	47 7%	140 9%i	129 8%i	115 11%ij	317 8%i	25 4%	436 8%o	108 8%	334 7%	35 12%r

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : All participants

	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
			Rurality			**Nation**							**Region**						
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Lost mail	34 1%	32 1%	1 *	* *	31 1%	1 *	1 *	* *	1 *	2 *	* -	3 1%	1 *	2 *	9 1%	7 1%	7 1%	-	1 *
Damaged mail	33 1%	25 *	8 1%	2 1%	30 1%	2 *	1 *	-	2 1%	2 *	2 *	1 *	7 1%p	3 1%	8 1%	5 1%	-	-	2 *
Delayed mail	44 1%	36 1%	9 1%	3 1%	38 1%	2 *	3 1%	1 *	2 1%	7 1%	2 *	1 *	8 1%	3 1%	5 1%	3 *	7 1%	-	2 *
Mis-delivered mail	14 *	11 *	2 *	* *	11 *	1 *	2 1%	* *	-	4 1%	-	1 *	3 1%	-	3 *	-	-	-	1 *
Mail that has been tampered with	8 *	8 *	1 *	* *	6 *	1 *	1 *	* *	-	4 1%	-	1 *	1 *	-	-	-	-	-	1 *
Didn't allow sufficient time to answer the door	17 *	13 *	4 *	* *	15 *	2 *	* *	* *	1 *	-	-	1 *	5 1%	-	3 *	4 *	2 *	-	2 *
Any other problems	1 *	1 *	-	-	-	1 *d	-	-	-	-	-	-	-	-	-	-	-	-	1 *
I don't know	10 *	10 *	-	-	9 *	1 *	* *	-	-	-	3 1%	2 *	2 *	2 *	-	-	1 *	-	1 *
I've experienced no problems in the last 12 months when sending packets and parcels via	80 1%	64 1%	16 2%	5 3%	66 1%	9 2%	2 1%	3 2%	1 1%	10 2%	5 1%	6 1%	8 1%	13 2%	10 1%	9 1%	4 1%	2 2%	7 2%
NET Any problem experienced	103 2%	82 2%	21 2%	5 3%	91 2%	7 1%	4 1%	2 1%	3 1%	12 2%	4 1%	4 1%	16 3%j	8 1%	20 2%	10 1%	13 3%	-	7 2%
Not aware of Other Postal Service	3243 53%	2809 53%	434 50%	89 51%	2713 52%	289 56%	156 53%	85 50%	129 52%	390 58%kmn	271 53%k	200 45%	280 51%	280 49%	408 50%	466 55%k	288 54%k	43 62%k	246 55%k
Aware but not used Other Postal Service	2255 37%	1944 37%	311 36%	62 36%	1903 37%	176 34%	105 36%	71 42%def	99 39%l	218 32%	192 38%	200 45%ilmnor	192 35%	212 37%	292 36%	296 35%	203 38%	23 33%	153 34%
Used but not sent Other Postal Service	477 8%	396 7%	80 9%	13 7%	404 8%	37 7%	27 9%	10 6%	18 7%p	45 7%	34 7%	37 8%p	47 9%p	58 10%p	81 10%p	62 7%p	20 4%	2 2%	35 8%p

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 332

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Lost mail	34 1%	16 1%	5 *	27 1%b	15 *	16 1%	* *	- -	5 *	2 1%	5 *	25 1%lmnq	7 *	2 *	- -	- -	32 1%	- -	20 1%	12 *	2 *	- -	- -	32 1%	- -	29 2%z	4 *
Damaged mail	33 1%	19 1%b	2 *	28 1%bd	12 *	19 1%	1 *	2 *	2 *	2 1%h	2 *	19 1%l	5 *	6 1%	* *	- -	24 1%	2 *	17 1%	10 *	4 1%	2 1%	* *	26 1%	2 *	33 2%z	- -
Delayed mail	44 1%	29 1%bd	7 *	37 1%bd	15 *	29 1%g	2 *	* *	7 *	2 1%	5 *	27 1%l	10 *	3 *	2 *	2 1%	38 1%	4 *	24 1%	18 1%	2 *	* *	- -	42 1%	* *	38 2%z	6 *
Mis-delivered mail	14 *	9 *	1 *	13 *	5 *	9 *	- -	- -	1 *	1 *	1 *	8 *	4 *	1 *	* *	- -	13 *	* *	3 *	9 *	2 *	- -	- -	12 *	- -	14 1%z	- -
Mail that has been tampered with	8 *	2 *	1 *	7 *	7 *	2 *	1 *	- -	1 *	1 *	1 *	3 *	5 *	* *	* *	- -	8 *	* *	3 *	5 *	- -	- -	- -	8 *	- -	8 1%z	- -
Didn't allow sufficient time to answer the door	17 *	9 *	1 *	16 *b	8 *	9 *	* *	* *	1 *	1 *	1 *	10 *	3 *	4 *	1 *	- -	13 *	1 *	6 *	10 *	1 *	- -	- -	16 *	- -	17 1%z	- -
Any other problems	1 *	- -	1 *	- -	1 *	- -	- -	- -	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *
I don't know	10 *	6 *	- -	10 *b	4 *	6 *	* *	- -	- -	- -	- -	6 *	3 *	2 *	- -	- -	9 *	- -	6 *	3 *	2 *	- -	- -	9 *	- -	4 *	7 *
I've experienced no problems in the last 12 months when sending packets and parcels via	80 1%	26 1%	31 1%	44 1%	49 1%	26 1%	3 2%	* *	31 1%	1 1%	11 1%	21 1%	30 1%	17 2%	11 2%	1 1%	51 1%	12 1%	38 1%	25 1%	9 1%	6 2%	2 1%	63 1%	8 2%	40 2%z	40 1%
NET Any problem experienced	103 2%	61 3%bd	9 *	92 3%bd	40 1%b	61 3%g	4 2%	2 *	9 *	4 2%h	6 1%	59 3%lnpq	21 1%	16 2%l	5 1%	2 1%	80 2%l	7 1%	49 2%	42 2%	10 1%	2 1%	* *	91 2%	3 1%	94 6%z	9 *
Not aware of Other Postal Service	3243 53%	1170 49%	1308 58%ac	1678 49%	1816 55%ac	1170 49%	110 57%	434 56%e	1308 58%	124 55%	683 64%hi	1126 55%m	1245 51%m	366 45%	357 60%lmp	125 52%	2371 53%m	482 58%lmp	1386 54%t	1207 51%	330 48%	198 56%	96 60%t	2593 53%	294 57%st	665 41%	2578 57%y
Aware but not used Other Postal Service	2255 37%	914 38%b	771 34%	1313 38%b	1170 35%	914 38%	69 36%	293 38%	771 34%	84 37%	322 30%	700 34%	915 38%k	338 42%knp	196 33%	103 43%kn	1615 36%	299 36%	915 36%	880 37%	265 39%	132 37%	53 33%	1796 36%	185 36%	566 35%	1689 37%
Used but not sent Other Postal Service	477 8%	225 9%bd	141 6%	320 9%bd	235 7%	225 9%fg	7 4%	46 6%	141 6%	13 6%	49 5%	151 7%noq	221 9%noq	72 9%noq	25 4%	7 3%	372 8%noq	32 4%	175 7%	211 9%rux	66 10%rux	15 4%	10 6%	385 8%	25 5%	259 16%z	218 5%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Lost mail	34 / 1%	6 / 2%b	28 / *	-	22 / 1%e	8 / *	4 / 1%e	29 / *	2 / 1%	3 / 4%gk	-	34 / 1%	-
Damaged mail	33 / 1%	7 / 2%b	26 / *	-	19 / 1%e	12 / *	2 / 1%	27 / *	1 / 1%	4 / 6%gk	*	33 / 1%	-
Delayed mail	44 / 1%	5 / 1%	37 / 1%	3 / 7%ab	26 / 2%e	18 / *	-	36 / 1%	5 / 3%gk	3 / 5%gk	*	44 / 1%	-
Mis-delivered mail	14 / *	*	13 / *	* / 1%	11 / 1%e	2 / *	1 / *	13 / *	*	-	-	14 / *	-
Mail that has been tampered with	8 / *	*	8 / *	-	4 / *	2 / *	2 / 1%e	8 / *	*	-	-	8 / *	-
Didn't allow sufficient time to answer the door	17 / *	*	17 / *	-	10 / 1%e	7 / *	-	16 / *	1	-	-	17 / *	-
Any other problems	1 / *	-	1 / *	-	-	1 / *	-	1 / *	-	-	-	1 / *	-
I don't know	10 / *	1 / *	7 / *	2 / 4%ab	3 / *	4 / *	4 / 1%de	8 / *	2 / 1%g	-	-	10 / *	1 / 2%
I've experienced no problems in the last 12 months when sending packets and parcels via	80 / 1%	9 / 2%	72 / 1%	-	30 / 2%	42 / 1%	8 / 2%	79 / 1%	1 / 1%	-	-	80 / 1%	-
NET Any problem experienced	103 / 2%	10 / 2%	90 / 2%	3 / 8%b	58 / 3%e	37 / 1%	8 / 2%e	89 / 2%	10 / 6%gk	5 / 7%gk	*	103 / 2%	-
Not aware of Other Postal Service	3243 / 53%	198 / 50%	3028 / 53%	17 / 40%	874 / 51%	2226 / 54%f	143 / 45%	3081 / 53%hi	64 / 40%	22 / 32%	58 / 79%ghik	3167 / 52%hi	18 / 51%
Aware but not used Other Postal Service	2255 / 37%	141 / 35%	2099 / 37%	15 / 37%	582 / 34%	1539 / 37%	134 / 42%d	2159 / 37%hj	41 / 26%	29 / 43%hi	16 / 21%	2229 / 37%hi	11 / 31%
Used but not sent Other Postal Service	477 / 8%	42 / 11%	430 / 8%	4 / 11%	158 / 9%e	293 / 7%	25 / 8%	414 / 7%	44 / 27%gjk	12 / 18%gjk	*	471 / 8%	6 / 16%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...
Other Postal Service

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Lost mail	34 1%	10 1%	4 *	7 *	13 1%	6 1%	3 1%	*	3 1%	-	*	2 *	3 1%	*	1	6 1%	6 1%i
Damaged mail	33 1%	10 1%	5 *	3 *	15 1%c	2 *	8 2%gjkl	-	2 *	3 1%	-	*	-	3 1%	5 1%	6 1%	4 1%
Delayed mail	44 1%	10 1%	5 *	6 *	22 1%bc	5 1%	3 1%	3 1%	2 *	1 *	2 *	2 *	1 *	3 1%	7 1%	7 1%	9 2%
Mis-delivered mail	14 *	3 *	-	3 *	8 1%b	-	1 *	2 *	-	-	-	-	2 *	*	2 *	4 1%	2 *
Mail that has been tampered with	8 *	2 *	1 *	2 *	4 *	2 *	*	-	-	-	1 *	*	-	2 *	*	*	1 *
Didn't allow sufficient time to answer the door	17 *	4 *	3 *	4 *	7 *	-	4 1%	-	2 *	-	1 *	-	1 *	3 1%	2 *	3 1%	3 1%
Any other problems	1 *	-	-	1 *	-	-	-	-	-	-	-	-	1 *	-	-	-	-
I don't know	10 *	2 *	2 *	3 *	3 *	-	2 *	-	*	1 *	2 *	*	2 *	-	2 *	*	2 *
I've experienced no problems in the last 12 months when sending packets and parcels via	80 1%	15 1%	20 1%	28 2%	17 1%	7 1%	4 1%	4 1%	7 1%	8 2%	5 1%	5 1%	14 3%np	8 2%	3 1%	10 2%	3 1%
NET Any problem experienced	103 2%	35 2%b	13 1%	20 1%	36 2%b	14 3%	15 3%k	5 1%	5 1%	4 1%	4 1%	4 1%	7 1%	9 2%	13 2%	12 2%	11 2%
Not aware of Other Postal Service	3243 53%	788 51%	827 54%	821 53%	807 53%	276 52%f	226 44%	287 58%f	276 53%f	273 54%f	279 55%f	247 50%	294 55%f	281 53%f	293 55%f	257 51%	257 52%f
Aware but not used Other Postal Service	2255 37%	566 37%	568 37%	577 37%	544 35%	186 35%	215 42%gn	166 33%	199 38%	190 37%	178 35%	192 39%	182 34%	203 39%	177 33%	179 35%	189 38%
Used but not sent Other Postal Service	477 8%	137 9%	110 7%	101 6%	128 8%	45 9%m	56 11%im	37 7%	37 7%	33 6%	41 8%	42 8%	35 7%	24 5%	46 9%m	48 10%m	34 7%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 333

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	301 5%	26 2%	275 6%a	114 13%d	186 4%	128 4%	170 5%	73 9%hijklm	43 5%lm	58 5%lm	43 5%lm	55 5%lm	17 2%	12 2%	116 7%pq	101 5%pq	84 3%	28 2%	259 5%	35 4%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	56 1%	2 *	54 1%a	39 5%d	17 *	34 1%	22 1%	9 1%klm	25 3%gijklm	13 1%klm	6 1%	3 *	-	-	34 2%opq	19 1%pq	3 *	-	44 1%	11 1%
DHL	30 *	-	30 1%a	22 3%d	8 *	17 1%	13 *	6 1%	8 1%l	9 1%	2 *	5 *	-	-	14 1%pq	11 1%q	5 *	-	27 1%	3 *
FedEx	38 1%	2 *	37 1%	23 3%d	16 *	26 1%f	11 *	12 1%kl	8 1%k	10 1%k	5 1%k	-	2 *	2 *	19 1%pq	15 1%p	4 *	4 *	30 1%	9 1%
Evri	137 2%	15 1%	122 2%a	53 6%d	84 2%	47 2%	90 3%e	36 4%klm	32 4%klm	26 2%klm	29 3%klm	9 1%	5 1%	1 *	68 4%pq	55 3%pq	15 1%	6 *	116 2%	19 2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 1%	6 *	34 1%	18 2%d	21 *	22 1%	17 1%	7 1%l	11 1%kl	9 1%	8 1%l	3 *	-	2 *	18 1%pq	17 1%pq	5 *	2 *	35 1%	4 *
Parcelforce	33 1%	-	33 1%a	21 2%d	12 *	19 1%	14 *	11 1%ilm	10 1%lm	2 *	4 1%	6 *	-	*	21 1%opq	6 *	6 *	*	23 *	10 1%
TNT	27 *	2 *	25 1%	20 2%d	7 *	20 1%f	7 *	8 1%klm	12 1%iklm	4 *	2 *	*	-	-	21 1%opq	6 *p	*	-	20 *	7 1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	34 1%	3 *	30 1%	18 2%d	16 *	21 1%	13 *	10 1%km	9 1%km	9 1%k	3 *	*	2 *	*	19 1%pq	13 1%p	2 *	2 *	29 1%	4 *
UK Mail	39 1%	3 *	36 1%	24 3%d	16 *	28 1%f	12 *	9 1%lm	12 1%ilm	6 1%	8 1%l	5 *	-	-	21 1%pq	14 1%pq	5 *	-	27 1%	11 1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	33 1%	3 *	30 1%	19 2%d	14 *	19 1%	15 *	2 *	16 2%gjklm	10 1%kl	4 *	1 *	*	*	18 1%pq	14 1%pq	1 *	*	28 1%	5 1%
Amazon Delivery Service/ Logistics	51 1%	7 1%	45 2%d	19 2%d	33 1%	29 1%	22 1%	12 1%km	16 2%km	10 1%km	9 1%k	1 *	3 *	1 *	28 2%pq	18 1%pq	5 *	3 *	46 1%	5 1%
Other	34 1%	-	34 1%a	22 3%d	12 *	17 1%	17 1%	5 1%	11 1%k	6 1%	6 1%	1 *	3 *	*	16 1%p	11 1%	6 *	5 *	29 1%	4 *
None of these	5594 91%	1177 95%b	4417 89%	632 73%	4962 93%c	2753 91%	2831 90%	693 84%	756 87%	1004 89%g	734 89%g	1067 93%ghij	729 96%ghij	611 97%ghijk	1449 85%	1738 89%n	2407 95%no	1340 97%no	4749 91%	804 89%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	301 5%	76 7%d	99 5%	61 4%	65 4%	175 6%f	126 4%	225 6%h	74 3%	24 4%	26 4%	74 5%	107 7%jk	54 5%	206 5%	24 4%	264 5%	69 5%s	226 5%	6 2%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	56 1%	15 1%	17 1%	11 1%	13 1%	31 1%	24 1%	53 1%h	3 *	5 1%	14 2%k	12 1%	13 1%	11 1%	40 1%	5 1%	51 1%	35 3%rs	21 *	-
DHL	30 *	13 1%bd	5 *	7 1%	5 *	18 1%	12 *	28 1%h	2 *	- -	* *	8 1%	7 *	13 1%jn	16 *	1 *	29 1%	18 1%r	9 *	3 1%
FedEx	38 1%	22 2%bcd	5 *	3 *	8 *	28 1%f	11 *	34 1%h	5 *	2 *	6 1%	11 1%	13 1%	7 1%	29 1%	2 *	37 1%	18 1%r	21 *	-
Evri	137 2%	37 3%d	44 2%	26 2%	30 2%	81 3%	56 2%	108 3%h	29 1%	4 1%	13 2%	40 3%i	34 2%	36 3%i	86 2%	4 1%	126 2%o	45 3%r	85 2%	7 2%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 1%	7 1%	10 1%	12 1%	10 1%	17 1%	22 1%	35 1%h	5 *	2 *	7 1%	16 1%	7 *	6 1%	29 1%	2 *	36 1%	14 1%r	22 *	3 1%
Parcelforce	33 1%	17 2%bcd	11 1%c	- -	5 *	28 1%f	5 *	30 1%h	3 *	2 *	4 1%	11 1%	8 1%	9 1%	22 1%	2 *	31 1%	13 1%	20 *	-
TNT	27 *	10 1%d	9 *	6 *	2 *	19 1%	8 *	22 1%	5 *	1 *	2 *	7 *	11 1%	5 *	21 1%	1 *	26 1%	13 1%r	13 *	-
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	34 1%	12 1%d	12 1%	5 *	5 *	24 1%	10 *	28 1%h	4 *	3 1%	4 1%	13 1%	10 1%	3 *	27 1%	3 1%	30 1%	17 1%r	14 *	2 1%
UK Mail	39 1%	22 2%bcd	8 *	4 *	6 *	30 1%f	9 *	37 1%h	2 *	3 1%	7 1%	15 1%	8 *	7 1%	30 1%	3 1%	36 1%	21 2%r	17 *	1 *
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	33 1%	12 1%d	13 1%	5 *	4 *	25 1%f	9 *	31 1%h	3 *	3 1%	8 1%	10 1%	5 *	8 1%	22 1%	3 1%	30 1%	19 1%r	14 *	-
Amazon Delivery Service/ Logistics	51 1%	14 1%	10 1%	6 *	21 1%	24 1%	28 1%	39 1%h	11 *	5 1%	6 1%	23 1%	9 1%	7 1%	38 1%	5 1%	47 1%	27 2%r	23 1%	1 *
Other	34 1%	7 1%	7 *	12 1%	8 *	14 *	20 1%	29 1%h	5 *	4 1%	4 1%	9 1%	8 1%	8 1%	21 1%	4 1%	29 1%	17 1%r	17 *	-
None of these	5594 91%	993 86%	1774 91%a	1275 91%a	1551 92%a	2767 89%	2826 92%e	3239 88%	2272 95%g	525 94%klmn	658 92%	1410 90%	1379 89%	954 89%	3447 90%	551 94%p	4653 90%	1134 87%	4178 91%q	282 94%q

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	301 5%	246 5%	55 6%	8 5%	264 5%g	21 4%	11 4%	4 3%	8 3%	29 4%	22 4%	26 6%	32 6%	39 7%h	37 5%	38 5%	33 6%	2 4%	19 4%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	56 1%	41 1%	14 2%a	3 1%	51 1%	1 *	2 1%	2 1%	-	4 1%	6 1%	1 *	10 2%hor	4 1%	18 2%hkor	3 *	5 1%	-	1
DHL	30 *	27 1%	3 *	* *	23 *	2 *	4 1%d	1 *	-	4 1%	2 *	1 *	5 1%	-	7 1%	4 1%	-	*	2 *
FedEx	38 1%	31 1%	8 1%	2 1%	34 1%	1 *	2 1%	1	2 1%	2 *	1 *	3 1%	8 1%	2 *	6 1%	7 1%	4 1%	*	1 *
Evri	137 2%	111 2%	26 3%	2 1%	120 2%	9 2%	6 2%	3 2%	3 1%	29 4%hjn	6 1%	7 2%	10 2%	14 3%	11 1%	27 3%	12 2%	*	8 2%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	39 1%	34 1%	6 1%	* *	36 1%	2 *	2 1%	* *	2 1%	5 1%	4 1%	4 1%	5 1%	2 *	5 1%	2 *	8 1%o	*	1 *
Parcelforce	33 1%	29 1%	4 *	1 1%	28 1%	2 *	2 1%	1 *	1 *	2 *	-	-	8 1%jk	2 *	10 1%	2 *	4 1%	*	2 1%
TNT	27 *	25 *	2 *	* *	22 *	2 *	2 1%	1 *	2 1%j	2 *	-	1 *	3 1%	5 1%	5 1%	2 *	1 *	-	2 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	34 1%	32 1%	1 *	* *	27 1%	3 1%	3 1%g	* *	1 *	6 1%	2 *	1 *	1 *	4 1%	7 1%	4 1%	-	1 2%p	2 *
UK Mail	39 1%	36 1%	3 *	1 *	33 1%	2 *	4 1%	* *	1 *	2 *	-	1 *	3 1%	4 1%	19 2%ijkopr	2 *	-	*	2 *
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	33 1%	29 1%	4 *	1 *	25 *	3 1%	5 2%deg	* *	1 1%	5 1%	-	1 *	3 1%	6 1%	5 1%	2 *	1 *	*	2 *
Amazon Delivery Service/ Logistics	51 1%	40 1%	12 1%	3 1%	44 1%	3 1%	4 1%g	* *	1 *	-	-	5 1%i	5 1%	7 1%ij	10 1%i	6 1%	11 2%ij	*	3 1%
Other	34 1%	32 1%	1 *	* *	31 1%	1 *	1 *	* *	1 *	2 *	-	-	3 1%	1 *	2 *	9 1%	7 1%j	-	1 *
None of these	5594 91%	4814 91%	780 90%	161 93%	4682 90%	480 93%	271 92%	160 94%d	235 94%mnp	608 90%	475 93%mnp	411 92%	495 91%	508 89%	719 89%	765 91%	467 88%	65 94%	416 93%p

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	301 5%	106 4%	117 5%	172 5%	182 6%	106 4%g	4 2%	18 2%	117 5%	13 6%	38 4%	108 5%	110 5%	43 5%	31 5%	7 3%	217 5%	38 5%	143 6%t	128 5%t	9 1%	15 4%t	3 2%	271 5%t	18 4%t	137 8%z	164 4%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	56 1%	26 1%	19 1%	36 1%	29 1%	26 1%	1	1 *	19 1%	4 2%	1 *	27 1%	15 1%	5 1%	5 1%	3 1%	42 1%	9 1%	22 1%	29 1%t	-	5 1%t	-	51 1%t	5 1%t	50 3%z	5 *
DHL	30 *	21 1%bd	4 *	26 1%bd	9 *	21 1%g	-	*	4 *	1 *	1 *	16 1%	8 *	3 *	3 1%	-	24 1%	3 *	17 1%	9 *	1 *	3 1%	-	26 1%	3 1%	25 2%z	5 *
FedEx	38 1%	27 1%bd	5 *	32 1%bd	11 *	27 1%g	-	*	5 *	2 1%	5 *	15 1%	17 1%	3 *	4 1%	-	31 1%	4 *	15 1%	22 1%	*	-	-	37 1%	-	35 2%z	3 *
Evri	137 2%	56 2%	54 2%	81 2%	78 2%	56 2%	1 1%	8 1%	54 2%	3 1%	13 1%	58 3%	47 2%	16 2%	14 2%	2 1%	105 2%	16 2%	79 3%s	43 2%	10 1%	6 2%	-	122 2%	6 1%	81 5%z	56 1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 1%	25 1%bd	7 *	32 1%bd	14 *	25 1%	*	3 *	7 *	2 1%	2 *	11 1%	18 1%	3 *	4 1%	3 1%	30 1%	6 1%	21 1%	11 *	2 *	2 1%	1 1%	32 1%	3 1%	31 2%z	8 *
Parcelforce	33 1%	14 1%	10 *	19 1%	15 *	14 1%	-	1	10 *	2 1%	2 *	9 *	18 1%	3 *	3 *	*	27 1%	3 *	14 1%	16 1%	2 *	-	*	31 1%	*	26 2%z	7 *
TNT	27 *	17 1%b	4 *	24 1%b	11 *	17 1%	*	2 *	4 *	1 *	1 *	8 *	17 1%	1 *	-	1 *	24 1%	1 *	10 *	13 1%	4 1%	-	-	23	-	26 2%z	2 *
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	34 1%	18 1%	6 *	28 1%bd	15 *	18 1%	*	2 *	6 *	1 *	1 *	12 1%	15 1%	4 1%	*	2 1%	27 1%	2 *	14 1%	17 1%	4 1%	-	1 1%	28 1%	1 *	29 2%z	5 *
UK Mail	39 1%	23 1%	9 *	31 1%	16 *	23 1%	2 1%g	*	9 *	1 *	1 1%	17 1%	17 1%	*	4 1%	*	35 1%	4 1%	18 1%	17 1%	3 *	-	1 1%	35 1%	1 *	37 2%z	3 *
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	33 1%	27 1%bd	1 *	32 1%bd	6 *	27 1%g	2 1%	1 *	1 *	1 1%	1 *	18 1%	10 *	3 *	3 1%	*	28 1%	3 *	12 *	17 1%	3 *	1 *	*	29 1%	1 *	28 2%z	5 *
Amazon Delivery Service/ Logistics	51 1%	29 1%b	8 *	41 1%bd	20 1%	29 1%	1 1%	4 *	8 *	1 *	5 *	27 1%	18 1%	3 *	3 1%	1 *	44 1%	4 *	24 1%	24 1%	3 *	-	-	48 1%	-	35 2%z	16 *
Other	34 1%	16 1%	5 *	27 1%bd	15 *	16 1%	*	-	5 *	2 1%	5 *	25 1%lmnq	7 *	2 *	-	-	32 1%	-	20 1%	12 *	2 *	-	-	32 1%	-	29 2%z	4 *
None of these	5594 91%	2158 90%	2067 91%	3096 90%	3004 91%	2158 90%	185 95%e	739 95%e	2067 91%	209 92%	1015 95%h	1855 90%	2216 91%	737 91%	537 90%	224 94%	4071 91%	761 91%	2301 90%	2124 90%	652 96%rsw	328 93%	157 98%rsw	4425 90%	484 94%rsw	1308 80%	4286 94%y

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	301 / 5%	19 / 5%	277 / 5%	5 / 12%	94 / 6%	184 / 4%	23 / 7%	290 / 5%	5 / 3%	3 / 4%	1 / 2%	298 / 5%	2 / 5%
Citipost	- / -	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	56 / 1%	4 / 1%	50 / 1%	2 / 6%ab	26 / 2%e	26 / 1%	4 / 1%	47 / 1%	7 / 4%gk	2 / 3%	-	56 / 1%	-
DHL	30 / *	3 / 1%	24 / *	3 / 7%ab	15 / 1%e	13 / *	2 / 1%	28 / *	2 / 1%	-	* /	30 / *	-
FedEx	38 / 1%	6 / 1%	31 / 1%	2 / 4%b	16 / 1%	21 / 1%	2 / 1%	30 / 1%	8 / 5%gk	-	-	38 / 1%	-
Evri	137 / 2%	5 / 1%	131 / 2%	1 / 1%	46 / 3%	80 / 2%	11 / 4%	130 / 2%	7 / 4%	-	-	137 / 2%	* /
Interlink	- / -	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 / 1%	3 / 1%	34 / 1%	3 / 7%ab	20 / 1%e	14 / *	5 / 1%e	30 / 1%	7 / 4%gk	2 / 3%g	-	39 / 1%	-
Parcelforce	33 / 1%	* / *	30 / 1%	2 / 6%ab	10 / *	21 / 1%	1 / *	27 / *	4 / 2%gk	2 / 3%gk	-	33 / 1%	-
TNT	27 / *	4 / 1%	23 / *	-	11 / 1%	15 / *	1 / *	22 / *	5 / 3%gk	-	-	27 / *	-
TNT Post UK	- / -	-	-	-	-	-	-	-	-	-	-	-	-
UPS	34 / 1%	9 / 2%b	25 / *	-	19 / 1%e	13 / *	1 / *	30 / 1%	4 / 2%gk	-	-	34 / 1%	-
UK Mail	39 / 1%	7 / 2%b	30 / 1%	3 / 7%b	17 / 1%	20 / *	2 / 1%	30 / 1%	7 / 6%gk	2 / 3%g	-	39 / 1%	-
DX	- / -	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	33 / 1%	4 / 1%	29 / 1%	-	20 / 1%e	12 / *	1 / *	28 / *	5 / 3%gk	-	-	33 / 1%	-
Amazon Delivery Service/ Logistics	51 / 1%	5 / 1%	46 / 1%	-	23 / 1%	29 / 1%	* / *	48 / 1%	4 / 2%	-	-	51 / 1%	-
Other	34 / 1%	6 / 2%b	28 / *	-	22 / 1%e	8 / *	4 / 1%e	29 / *	2 / 1%	3 / 4%gk	-	34 / 1%	-
None of these	5594 / 91%	354 / 88%c	5211 / 91%c	30 / 71%	1503 / 88%	3815 / 92%df	276 / 86%	5306 / 91%h	123 / 77%	58 / 85%	73 / 98%hl	5488 / 91%h	34 / 95%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	301 5%	72 5%	73 5%	69 4%	87 6%	29 5%	22 4%	21 4%	29 6%	19 4%	25 5%	26 5%	22 4%	21 4%	36 7%	20 4%	31 6%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	56 1%	18 1%	14 1%	6 *	18 1%	6 1%	8 2%	4 1%	4 1%	3 1%	6 1%	2 *	1 *	2 *	11 2%l	5 1%	3 1%
DHL	30 *	13 1%	3 *	4 *	10 1%	2 *	6 1%	5 1%	2 *	*	1 *	1 *	2 *	1 *	3 1%	3 1%	3 1%
FedEx	38 1%	13 1%	4 *	6 *	16 1%b	2 *	5 1%	6 1%hi	-	2 *	2 *	-	-	6 1%	13 2%ehijklop	2 *	2 *
Evri	137 2%	51 3%bd	28 2%	32 2%	27 2%	22 4%ikn	18 4%in	10 2%	12 2%	4 1%	11 2%	7 1%	13 3%	12 2%	5 1%	9 2%	13 3%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 1%	7 *	7 *	11 1%	14 1%	5 1%	1 *	1 *	*	5 1%	2 *	1 *	8 1%h	2 *	5 1%	5 1%	4 1%
Parcelforce	33 1%	15 1%bc	4 *	4 *	10 1%	5 1%	2 *	8 2%hjkl	*	3 1%	1 *	1 *	*	*	3 1%	4 1%	3 1%
TNT	27 *	12 1%	6 *	5 *	5 *	4 1%	8 1%gikl	-	5 1%	-	1 *	-	-	5 1%	2 *	1 *	2 *
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	34 1%	10 1%	10 1%	5 *	8 1%	1 *	4 1%	5 1%	-	2 *	8 2%ehk	-	1 *	4 1%	5 1%	2 *	2 *
UK Mail	39 1%	13 1%b	3 *	9 1%	14 1%b	7 1%h	1 *	5 1%	*	2 *	1 *	2 *	1 *	5 1%	7 1%	3 1%	5 1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	33 1%	13 1%	5 *	7 *	9 1%	6 1%	3 1%	3 1%	3 *	2 *	-	*	4 1%	3 1%	5 1%	2 *	2 *
Amazon Delivery Service/ Logistics	51 1%	19 1%c	9 1%	6 *	18 1%	7 1%	5 1%	7 1%	1 *	4 1%	3 1%	2 *	1 *	3 1%	10 2%hi	3 *	4 1%
Other	34 1%	10 1%	4 *	7 *	13 1%	6 1%	3 1%	1 *	3 *	-	2 *	3 *	1 *	-	2 *	1 *	6 1%i
None of these	5594 91%	1364 88%	1412 92%a	1428 92%a	1389 91%	459 87%	464 90%	442 89%	482 92%e	471 93%e	458 90%	454 92%e	491 92%e	484 92%e	480 90%	467 92%e	443 89%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	227 4%	35 3%	192 4%	75 9%d	152 3%	119 4%	108 3%	60 7%klm	44 5%klm	35 3%m	37 4%lm	33 3%m	15 2%	3 1%	105 6%opq	71 4%pq	51 2%	18 1%	195 4%	29 3%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	43 1%	1 *	42 1%a	26 3%d	17 *	31 1%f	12 *	9 1%klm	12 1%klm	7 1%	8 1%	5 *	1 *	-	22 1%pq	15 1%pq	6 *	1 *	35 1%	6 1%
DHL	21 *	-	21 *	17 2%d	4 *	16 1%	6 *	7 1%	4 *	4 *	3 *	2 *	*	-	11 1%pq	7 *	3 *	*	18 *	3 *
FedEx	48 1%	2 *	46 1%a	27 3%d	22 *	28 1%	20 1%	6 1%k	25 3%gijklm	14 1%klm	4 *	-	-	-	31 2%pq	18 1%pq	-	-	34 1%	13 1%
Evri	93 2%	9 1%	84 2%	34 4%d	60 1%	47 2%	46 1%	17 2%klm	28 3%klm	20 2%k	17 2%klm	5 *	4 *	3 *	45 3%pq	37 2%pq	11 *	7 *	76 1%	13 1%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	48 1%	3 *	45 1%	27 3%d	21 *	36 1%f	12 *	14 2%kl	8 1%	13 1%	6 1%	3 *	3 *	2 *	21 1%pq	18 1%pq	8 *	5 *	35 1%	12 1%
Parcelforce	52 1%	1 *	50 1%a	28 3%d	24 *	39 1%f	13 *	10 1%l	18 2%kl	12 1%l	7 1%l	4 *	*	1	28 2%pq	19 1%pq	5 *	1 *	41 1%	11 1%
TNT	26 *	1 *	25 *	15 2%d	11 *	20 1%f	6 *	4 *	11 1%k	7 1%k	3 *	-	-	1 *	15 1%pq	10 1%pq	1 *	1 *	19 *	6 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	37 1%	3 *	33 1%	27 3%d	9 *	25 1%	11 *	12 1%klm	6 1%	6 *	6 1%	2 *	4 1%	*	18 1%pq	12 1%	7 *	4 *	29 1%	8 1%
UK Mail	34 1%	2 *	32 1%	15 2%d	19 *	23 1%	11 *	5 1%	12 1%kl	8 1%	3 *	3 *	-	2 *	17 1%pq	11 1%	5 *	2 *	24 *	9 1%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	42 1%	3 *	39 1%	25 3%d	17 *	29 1%f	12 *	10 1%klm	10 1%klm	11 1%k	11 1%klm	-	*	*	20 1%pq	22 1%pq	1 *	1 *	33 1%	9 1%
Amazon Delivery Service/ Logistics	73 1%	14 1%	59 1%	27 3%d	46 1%	33 1%	40 1%	15 2%kl	25 3%ikl	11 1%k	12 1%k	2 *	3 *	7 1%k	40 2%opq	22 1%p	11 *	10 1%	54 1%	16 2%
Other	33 1%	1 *	31 1%	26 3%d	7 *	21 1%	12 *	7 1%	14 2%klm	6 1%	2 *	1 *	3 *	-	20 1%opq	8 *	4 *	3 *	26 *	7 1%
None of these	5689 92%	1180 96%b	4509 91%	659 77%	5030 95%c	2755 91%	2921 93%	708 86%	753 86%	1028 92%gh	763 93%gh	1091 96%ghij	732 96%ghij	614 98%ghijk	1461 86%	1791 92%n	2437 96%no	1346 97%no	4828 93%	818 90%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	227 4%	54 5%d	74 4%	54 4%	46 3%	128 4%	99 3%	176 5%h	50 2%	24 4%	20 3%	61 4%	71 5%	34 3%	152 4%	24 4%	188 4%	55 4%	160 4%	11 4%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	- -	- -	- -	- -	- -
Collect +	43 1%	12 1%c	19 1%c	3 *	9 1%	31 1%f	12 *	37 1%h	6 *	3 *	9 1%	6 *	11 1%	14 1%k	25 1%	3 *	39 1%	23 2%r	18 *	2 1%
DHL	21 *	13 1%bcd	3 *	2 *	3 *	16 1%	5 *	16 *	5 *	1 *	2 *	3 *	9 1%	6 1%	14 *	1 *	20 *	14 1%r	7 *	- -
FedEx	48 1%	27 2%bcd	11 1%	5 *	6 *	38 1%f	10 *	46 1%h	2 *	2 *	6 1%	8 1%	16 1%	15 1%	31 1%	2 *	46 1%	21 2%r	27 1%	- -
Evri	93 2%	29 3%bd	24 1%	22 2%	18 1%	53 2%	40 1%	71 2%h	23 1%	4 1%	10 1%	27 2%	22 1%	18 2%	59 2%	4 1%	79 2%	26 2%	61 1%	7 2%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	- -	- -	- -	- -	- -
DPD	48 1%	16 1%d	17 1%	10 1%	5 *	33 1%f	15 *	44 1%h	4 *	1 *	5 1%	14 1%	13 1%	14 1%	32 1%	1 *	46 1%	22 2%r	24 1%	2 1%
Parcelforce	52 1%	25 2%bcd	14 1%	5 *	8 *	39 1%f	13 *	48 1%h	4 *	3 *	1 *	12 1%	22 1%	11 1%	35 1%	3 *	46 1%	24 2%r	25 1%	3 1%
TNT	26 *	9 1%	5 *	6 *	6 *	14 *	12 *	19 1%	7 *	5 1%	4 1%	8 *	8 1%	2 *	19 1%	5 1%	21 *	18 1%r	8 *	- -
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	- -	- -	- -	- -	- -
UPS	37 1%	16 1%bcd	4 *	10 1%	7 *	19 1%	17 1%	33 1%h	4 *	1 *	5 1%	12 1%	10 1%	7 1%	27 1%	1 *	35 1%	21 2%r	13 *	2 1%
UK Mail	34 1%	16 1%bcd	8 *	5 *	5 *	24 1%	10 *	28 1%h	6 *	3 1%	2 *	12 1%	7 *	10 1%	21 1%	3 *	31 1%	13 1%	20 *	- -
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	- -	- -	- -	- -	- -
Yodel	42 1%	20 2%bcd	10 1%	9 1%	3 *	30 1%f	12 *	38 1%h	4 *	1 *	4 1%	10 1%	12 1%	11 1%	25 1%	1 *	36 1%	21 2%r	18 *	3 1%
Amazon Delivery Service/ Logistics	73 1%	21 2%b	14 1%	16 1%	23 1%	34 1%	39 1%	58 2%h	15 1%	5 1%	9 1%	15 1%	19 1%	18 2%	43 1%	5 1%	61 1%	23 2%r	50 1%	1 *
Other	33 1%	7 1%	10 1%	9 1%	7 *	17 1%	16 1%	28 1%h	5 *	3 1%	4 1%	7 *	12 1%	6 1%	23 1%	3 1%	29 1%	21 2%r	12 *	- -
None of these	5689 92%	1003 87%	1810 93%a	1288 92%a	1586 95%a	2813 91%	2874 94%e	3306 90%	2296 96%g	523 93%	672 94%	1435 91%	1410 91%	981 92%	3517 92%	550 94%	4755 92%	1150 89%	4260 93%q	279 93%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	227 4%	191 4%	37 4%	5 3%	196 4%	15 3%	10 4%	6 4%	6 2%	34 5%	23 5%	11 3%	28 5%	20 3%	21 3%	35 4%	17 3%	1 2%	13 3%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	43 1%	35 1%	8 1%	* *	35 1%	3 1%	4 1%	* *	2 1%o	6 1%	3 1%	1 *	6 1%o	6 1%o	7 1%	- -	3 1%	2 2%o	2 *
DHL	21 *	13 *	8 1%a	2 1%a	17 *	1 *	3 1%d	* *	- -	2 *	- -	- -	8 2%hjkn	3 *	- -	2 *	2 *	* *	1 *
FedEx	48 1%	34 1%	14 2%a	* *	43 1%	2 *	3 1%	* *	- -	6 1%	1 *	1 *	14 3%hjknpr	5 1%	4 1%	10 1%	2 *	1 2%	1 *
Evri	93 2%	73 1%	21 2%	3 2%	82 2%	6 1%	5 2%	1 *	2 1%	13 2%	7 1%	3 1%	3 1%	13 2%	11 1%	20 2%	8 2%	* *	5 1%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	48 1%	42 1%	6 1%	3 1%	42 1%	2 *	3 1%	1 1%	2 1%	8 1%	1 *	1 *	4 1%	4 1%	15 2%o	3 *	4 1%	* *	2 *
Parcelforce	52 1%	40 1%	12 1%	1 *	46 1%	3 1%	2 1%	* *	2 1%	2 *	- -	3 1%	8 1%jp	5 1%	21 3%jopr	5 1%	1 -	* *	3 1%
TNT	26 *	21 *	5 1%	* *	22 *	1 *	3 1%	* *	1 1%o	4 1%	1 *	1 *	8 1%op	4 1%	2 *	- *	- -	* *	* *
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	37 1%	30 1%	6 1%	2 1%	32 1%	3 1%	1 *	* *	1 *	4 1%	1 *	- -	7 1%k	4 1%	10 1%	2 *	2 *	* *	3 1%
UK Mail	34 1%	24 *	9 1%	1 *	28 1%	3 1%	2 1%	1 *	2 1%	4 1%	- -	1 *	3 1%	3 1%	7 1%	8 1%	- -	- -	3 1%
DX	- *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	42 1%	35 1%	7 1%	* *	37 1%	1 *	3 1%	* *	* *	9 1%p	3 1%	1 *	8 2%p	5 1%	7 1%	3 *	- *	- *	1 *
Amazon Delivery Service/ Logistics	73 1%	68 1%	5 1%	1 *	68 1%eg	1 *	4 1%eg	* *	1 *	2 *	* *	5 1%r	14 3%hijr	8 1%r	16 2%ir	14 2%ir	7 1%r	1 2%r	* *
Other	33 1%	25 *	8 1%	2 1%	30 1%	2 *	1 *	- -	2 1%	2 *	2 *	1 *	7 1%p	3 1%	8 1%	5 1%	- -	- -	2 *
None of these	5689 92%	4900 92%	789 91%	160 92%	4764 92%	489 94%d	273 93%	162 95%d	236 94%l	611 90%	470 92%	421 94%	489 90%	524 91%	742 91%	778 92%	493 93%	64 93%	426 95%il

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	227 4%	103 4%	70 3%	147 4%	114 3%	103 4%	7 3%	21 3%	70 3%	13 6%j	26 2%	94 5%nq	77 3%	37 5%n	12 2%	8 3%	171 4%	20 2%	114 4%t	82 3%	14 2%	13 4%	4 2%	197 4%	17 3%	115 7%z	112 2%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	43 1%	24 1%b	7 *	36 1%b	19 1%	24 1%	*	3	7 *	3 1%	2 *	15 1%	18 1%	3 *	5 1%	1 1%	33 1%	6 1%	16 1%	19 1%	2 *	4 1%	-	35 1%	4 1%	39 2%z	4
DHL	21 *	18 1%bd	2 *	20 1%bd	3 *	18 1%	-	3 *	2 *	1 *	2 *	13 1%	5 *	2 *	-	1 1%	18 *	1 *	7 *	10 1%	3 *	-	1 1%	17 *	1 *	20 1%z	1
FedEx	48 1%	38 2%bd	4 *	43 1%bd	9 *	38 2%g	1	*	4 *	1 *	2 *	22 1%	18 1%	7 *	*	1 1%	39 1%	2 *	26 1%	21 1%	*	1 *	-	46 1%	1 *	44 3%z	4
Evri	93 2%	52 2%bd	17 1%	68 2%bd	32 1%	52 2%	1	11 1%	17 1%	3 1%	9 1%	42 2%m	31 1%	5 1%	6 1%	8 4%lmn	73 2%	14 2%	51 2%	32 1%	5 1%	3 1%	1 1%	84 2%	5 1%	65 4%z	28 1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	48 1%	29 1%bd	10 *	38 1%b	19 1%	29 1%bd	-	2 *	10 1%	1 *	1 *	28 1%lnq	12 *	7 1%q	-	-	41 1%q	-	23 1%	18 1%	5 *	*	1 1%	41 1%	2 *	43 3%z	5
Parcelforce	52 1%	30 1%	13 1%	39 1%	22 1%	30 1%	*	3	13 1%	1 *	2 *	28 1%lq	18 1%	4 *	1 *	1 1%	45 1%	2 *	21 1%	26 1%	3 *	-	2 1%	46 1%	1 *	45 3%z	7
TNT	26 *	19 1%bd	2 *	24 1%bd	7 *	19 1%	3 2%	5 1%	2 *	2 1%	2 *	9 *	10 *	4 *	2 *	1 1%	19 *	3 *	10 1%	10 *	2 *	2 1%	1 1%	20 *	3 1%	26 2%z	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	37 1%	22 1%	7 *	29 1%	15 *	22 1%	*	2 *	7 *	1 *	1 *	20 1%q	12 *	5 *	*	-	32 1%	*	12 *	22 1%	2 *	*	-	33 1%	1 *	33 2%z	3
UK Mail	34 1%	23 1%bd	6 *	27 1%d	11 *	23 1%	2 1%	3 *	6 *	1 *	2 *	18 1%q	12 *	2 *	*	-	30 1%	*	19 1%	10 *	3 *	1 *	2 1%	28 1%	3 1%	29 2%z	5
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	42 1%	26 1%bd	2 *	39 1%bd	16 *	26 1%	-	3 *	2 *	1 *	1 *	23 1%	12 1%	3 *	1 *	1 1%	36 1%	3 *	14 1%	26 1%t	*	-	1 1%	40 1%	1 *	40 2%z	2
Amazon Delivery Service/ Logistics	73 1%	41 2%b	17 1%	57 2%b	33 1%	41 2%	1 1%	7 1%	17 1%	3 1%	8 1%	34 2%nq	25 1%	12 2%q	2 *	*	59 1%q	*	45 2%st	22 1%	*	4 1%t	-	67 1%t	4 1%	51 3%z	22
Other	33 1%	19 1%b	2 *	28 1%bd	12 *	19 1%	1 1%	2 *	2 *	2 1%h	2 *	19 1%l	5 *	6 1%	2 *	-	24 1%	2 *	17 1%	10 *	4 1%	2 1%	*	26 1%	2 *	33 2%z	-
None of these	5689 92%	2155 90%	2129 94%ac	3127 90%	3100 94%ac	2155 90%	180 93%	730 94%e	2129 94%	209 92%	1030 96%i	1879 91%	2258 93%	738 91%	569 96%kImp	218 92%	4137 92%	788 95%kimp	2341 91%	2189 92%	642 94%r	331 94%	150 94%	4529 92%	481 94%	1313 81%	4376 96%y

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	227 4%	12 3%	214 4%	1 3%	82 5%e	128 3%	17 5%	207 4%	13 8%g	4 5%	3 4%	224 4%	-
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	43 1%	1 *	42 1%	-	22 1%e	20 *	1 *	35 1%	7 6%g	* 1%	-	43 1%	-
DHL	21 *	3 1%	19 *	-	10 1%	9 *	2 1%	18 *	3 2%g	-	-	21 *	-
FedEx	48 1%	9 2%b	38 1%	2 4%b	23 1%e	23 1%	3 1%	46 1%	2 1%	-	-	48 1%	-
Evri	93 2%	8 2%	85 1%	-	37 2%e	47 1%	10 3%e	80 1%	7 4%g	6 9%gik	-	93 2%	-
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-
DPD	48 1%	7 2%	41 1%	*	17 1%	28 1%	2 1%	40 1%	5 3%g	3 5%gik	*	48 1%	-
Parcelforce	52 1%	4 1%	46 1%	2 6%ab	23 1%e	24 1%	4 1%	46 1%	6 4%g	-	*	52 1%	-
TNT	26 *	4 1%	22 *	* 1%	12 1%	13 *	1 *	22 *	3 2%g	*	*	26 *	-
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-
UPS	37 1%	4 1%	31 1%	2 4%b	13 1%	20 *	3 1%	32 1%	4 3%g	-	*	37 1%	-
UK Mail	34 1%	6 2%b	25 *	2 6%b	15 1%e	15 *	3 1%	27 *	6 4%g	*	*	34 1%	-
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	42 1%	3 1%	38 1%	* 1%	20 1%e	10 *	11 3%de	35 1%	6 4%g	* 1%	-	42 1%	-
Amazon Delivery Service/ Logistics	73 1%	4 1%	68 1%	2 4%	28 2%e	38 1%	8 2%e	66 1%	7 4%g	* 1%	-	73 1%	-
Other	33 1%	7 2%b	26 *	-	19 1%e	12 *	2 1%	27 *	1 1%	4 6%gk	*	33 1%	-
None of these	5689 92%	359 90%	5294 92%	36 86%	1521 89%	3886 94%df	282 88%	5409 93%hi	116 72%	58 85%	71 95%h	5583 92%h	35 100%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	227 4%	72 5%b	43 3%	56 4%	56 4%	27 5%l	32 6%ghijk	14 3%	12 2%	9 2%	22 4%	13 3%	17 3%	26 5%l	23 4%	16 3%	16 3%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	43 1%	11 1%	12 1%	8 1%	12 1%	2 *	6 1%	2 *	1 *	3 1%	9 2%h	2 *	3 *	3 1%	3 *	2 *	7 1%
DHL	21 *	6 *	3 *	1 *	11 1%c	-	6 1%	-	2 *	2 *	-	*	*	*	9 2%egjklmo	-	2
FedEx	48 1%	15 1%	4 *	10 1%	19 1%b	1 *	8 1%i	6 1%	3 1%	*	1	2	1	7 1%i	10 2%ejl	4 1%	5 1%
Evri	93 2%	26 2%	25 2%	20 1%	21 1%	11 2%k	8 2%	7 1%	3 1%	6 1%	17 3%hkp	1 *	6 1%	13 2%k	9 2%	8 2%	5 1%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	48 1%	11 1%	4 *	15 1%b	18 1%b	5 1%	6 1%	-	2 *	2 *	*	2	8 2%gj	5 1%	6 1%	8 2%gj	4 1%
Parcelforce	52 1%	19 1%c	10 1%	4 *	19 1%c	5 1%	9 2%ilk	5 1%	6 1%	*	4 1%	*	3 *	2 *	8 2%ilk	3 1%	8 2%ilk
TNT	26 *	8 *	6 *	3 *	9 1%	2 *	3 1%	3 1%	3 *	1 *	2 *	1	*	2 *	5 1%	*	3 1%
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	37 1%	11 1%	4 *	8 1%	13 1%	6 1%	3 1%	2 *	3 1%	*	1	4 1%	2 *	3 1%	10 2%ijo	-	3 1%
UK Mail	34 1%	12 1%	5 *	8 1%	9 1%	5 1%	4 1%	4 1%	*	3 1%	2 *	*	3 *	5 1%	4 1%	2 *	2 *
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	42 1%	14 1%	4 *	7 *	17 1%b	6 1%	6 1%	1 *	2 *	2 *	1 *	1	4 1%	1 *	6 1%	6 1%	5 1%
Amazon Delivery Service/ Logistics	73 1%	14 1%	15 1%	24 2%	20 1%	5 1%	9 2%g	-	6 1%	4 1%	5 1%	9 2%g	7 1%g	8 2%g	14 3%gop	3 1%	3 1%
Other	33 1%	10 1%	5 *	3 *	15 1%c	2 *	8 2%gjkl	-	2 *	3 1%	-	*	-	3 1%	6 1%	5 1%	4 1%
None of these	5689 92%	1394 90%	1443 94%a	1433 92%	1419 92%	470 89%	459 89%	465 93%ef	502 96%efjmn	482 95%efj	460 91%	462 94%ef	490 92%	482 91%	484 91%	475 94%ef	459 93%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	603 10%	90 7%	513 10%a	164 19%d	439 8%	248 8%	352 11%e	128 16%ijklm	123 14%ijklm	114 10%lm	80 10%lm	91 8%m	39 5%	28 4%	251 15%opq	194 10%pq	158 6%	67 5%	496 10%	102 11%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	84 1%	4 *	80 2%a	46 5%d	38 1%	51 2%	33 1%	21 3%iklm	31 4%ijklm	10 1%	11 1%	6 1%	3 *	1 *	52 3%opq	21 1%p	11 *	5 *	72 1%	10 1%
DHL	80 1%	3 *	76 2%a	35 4%d	44 1%	44 1%	36 1%	19 2%jlm	27 3%jklm	17 1%lm	5 1%	11 1%	2 *	* *	45 3%opq	21 1%q	13 1%	2 *	53 1%	27 3%r
FedEx	64 1%	6 1%	58 1%	35 4%d	29 1%	43 1%f	20 1%	19 2%ijklm	30 3%ijklm	9 1%k	6 1%k	* *	- -	- -	49 3%opq	15 1%q	* *	- -	47 1%	18 2%r
Evri	159 3%	17 1%	142 3%a	54 6%d	105 2%	50 2%	109 3%e	39 5%iklm	37 4%iklm	25 2%	25 3%kl	15 1%	9 1%	10 2%	76 4%opq	49 3%p	33 1%	19 1%	125 2%	31 3%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	65 1%	3 *	61 1%a	42 5%d	22 *	45 1%f	20 1%	8 1%k	27 3%gjklm	18 2%km	7 1%k	* *	4 1%	* *	35 2%pq	25 1%p	5 *	4 *	47 1%	17 2%r
Parcelforce	81 1%	7 1%	74 2%a	33 4%d	48 1%	49 2%	32 1%	14 2%l	19 2%kl	23 2%kl	9 1%	9 1%	2 *	6 1%	33 2%pq	32 2%pq	16 1%	8 1%	66 1%	14 2%
TNT	46 1%	1 *	45 1%a	30 3%d	17 *	34 1%f	12 *	14 2%klm	16 2%klm	9 1%	3 *	4 *	- -	1 *	30 2%opq	12 1%q	5 *	1 *	41 1%	6 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	45 1%	3 *	42 1%	28 3%d	17 *	35 1%f	10 *	9 1%m	16 2%iklm	6 1%	8 1%	4 *	3 *	* *	25 1%pd	14 1%	7 *	3 *	34 1%	11 1%
UK Mail	65 1%	5 *	60 1%	37 4%d	29 1%	42 1%	24 1%	26 3%ijklm	18 2%jklm	10 1%	5 1%	3 *	1 *	2 *	44 3%opq	15 1%	6 *	3 *	41 1%	24 3%r
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	73 1%	6 *	67 1%a	37 4%d	36 1%	42 1%	31 1%	12 1%klm	24 3%klm	15 1%klm	18 2%klm	3 *	- -	* *	36 2%pq	33 2%pq	3 *	* *	63 1%	10 1%
Amazon Delivery Service/ Logistics	75 1%	12 1%	62 1%	28 3%d	47 1%	38 1%	36 1%	19 2%iklm	21 2%iklm	9 1%	16 2%klm	7 1%	* *	2 *	41 2%opq	25 1%pq	10 *	2 *	53 1%	21 2%r
Other	44 1%	1 *	43 1%a	26 3%d	18 *	25 1%	19 1%	6 1%	12 1%k	9 1%	7 1%	4 *	3 *	2 *	19 1%p	16 1%	9 *	5 *	40 1%	4 *
None of these	5229 85%	1111 90%b	4117 83%	571 66%	4658 88%c	2591 86%f	2626 84%	606 74%	677 78%	948 84%gh	701 85%gh	1014 89%ghi	701 92%ghijk	582 93%ghijk	1283 76%	1649 85%n	2297 91%no	1283 93%no	4457 86%s	730 81%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	603 10%	155 13%bcd	203 10%d	130 9%	116 7%	358 12%f	245 8%	425 12%h	172 7%	42 7%	60 8%	141 9%	192 12%ijk	112 10%	393 10%	44 7%	523 10%	135 10%	441 10%	27 9%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	84 1%	33 3%bcd	22 1%	7 1%	22 1%	54 2%f	30 1%	71 2%h	13 1%	5 1%	15 2%	23 1%	16 1%	22 2%	54 1%	5 1%	77 1%	43 3%rs	40 1%	1 *
DHL	80 1%	35 3%bcd	19 1%	13 1%	13 1%	54 2%f	26 1%	67 2%h	13 1%	5 1%	10 1%	9 1%	27 2%k	25 2%kn	45 1%	8 1%	70 1%	23 2%	52 1%	4 1%
FedEx	64 1%	24 2%bd	15 1%	19 1%d	7 *	38 1%	26 1%	58 2%h	6 *	5 1%	9 1%	13 1%	24 2%	13 1%	46 1%	5 1%	59 1%	22 2%r	40 1%	2 1%
Evri	159 3%	39 3%d	49 3%	43 3%d	28 2%	88 3%	71 2%	120 3%h	39 2%	12 2%	14 2%	39 2%	48 3%	41 4%	101 3%	12 2%	142 3%	42 3%	113 2%	4 1%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	65 1%	21 2%bd	14 1%	17 1%	12 1%	35 1%	29 1%	57 2%h	7 *	1 *	9 1%	23 1%	19 1%	12 1%	51 1%	1 *	63 1%	31 2%r	32 1%	2 1%
Parcelforce	81 1%	29 3%bcd	16 1%	18 1%	17 1%	45 1%	36 1%	64 2%h	16 1%	3 1%	5 1%	31 2%	22 1%	18 2%	57 1%	3 1%	75 1%	34 3%r	42 1%	6 2%
TNT	46 1%	28 2%bcd	5 *	6 *	6 *	34 1%f	13 1%	42 1%h	4 *	2 *	5 1%	9 1%	15 1%	15 1%	29 1%	2 *	44 1%	25 2%r	21 *	-
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	45 1%	22 2%bcd	10 1%	10 1%	3 *	32 1%f	13 *	41 1%h	4 *	1 *	6 1%	8 1%	21 1%	10 1%	35 1%	1 *	44 1%	24 2%r	20 *	1 *
UK Mail	65 1%	25 2%bcd	17 1%	15 1%	9 1%	42 1%	24 1%	52 1%h	14 1%	3 1%	8 1%	23 1%	23 1%	6 1%	54 1%	3 1%	61 1%	29 2%r	33 1%	3 1%
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	73 1%	27 2%cd	28 1%c	7 *	11 1%	56 2%f	17 1%	67 2%h	6 *	3 *	10 1%	21 1%	17 1%	19 2%	49 1%	3 *	67 1%	29 2%r	39 1%	4 1%
Amazon Delivery Service/ Logistics	75 1%	20 2%d	25 1%	18 1%	11 1%	45 1%	30 1%	65 2%h	10 *	3 *	8 1%	21 1%	28 2%	10 1%	57 1%	3 *	68 1%	29 2%r	41 1%	4 1%
Other	44 1%	15 1%d	11 1%	11 1%	7 *	26 1%	18 1%	39 1%h	5 *	4 1%	9 1%	13 1%	8 1%	10 1%	29 1%	4 1%	40 1%	26 2%r	15 *	3 1%
None of these	5229 85%	914 79%	1637 84%a	1184 85%a	1493 89%abc	2550 82%	2677 87%e	2998 81%	2149 90%g	496 88%lmn	625 87%l	1339 85%l	1245 80%	892 83%	3209 84%l	521 89%p	4342 84%	1067 82%	3906 85%q	256 85%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 335

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	603 10%	512 10%	91 11%	22 13%	515 10%	51 10%	22 8%	15 9%	18 7%	64 9%	47 9%	35 8%	65 12%h	70 12%h	89 11%	76 9%	53 10%	5 8%	45 10%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	84 1%	70 1%	14 2%	3 2%	73 1%	5 1%	4 1%	2 1%	2 1%	9 1%	2 *	1 *	14 3%jko	7 1%	23 3%jkc	4 1%	10 2%k	* 1%	5 1%
DHL	80 1%	62 1%	18 2%	1 *	67 1%	7 1%	4 1%	1 1%	3 1%	10 1%	1 *	1 *	17 3%jkop	9 2%	14 2%	8 1%	3 1%	2 3%jk	5 1%
FedEx	64 1%	50 1%	14 2%	3 2%	58 1%	2 *	3 1%	2 1%e	3 1%	4 1%	3 1%	3 1%	12 2%r	10 2%	9 1%	8 1%	7 1%	* *	1 *
Evri	159 3%	131 2%	28 3%	2 1%	135 3%	10 2%	10 3%	4 2%	8 3%	22 3%	10 2%	7 1%	19 3%	23 4%	15 2%	24 3%	8 2%	* 1%	9 2%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	65 1%	58 1%	6 1%	3 2%	56 1%	3 1%	3 1%	2 1%	1 *	5 1%	5 1%	4 1%	11 2%o	7 1%	15 2%	3 *	7 1%	* *	3 1%
Parcelforce	81 1%	69 1%	12 1%	3 2%	70 1%	4 1%	6 2%	2 1%	3 1%	6 1%	4 1%	5 1%	9 2%	13 2%	17 2%	8 1%	5 1%	* *	4 1%
TNT	46 1%	34 1%	12 1%	1 *	43 1%	* *	3 1%e	* *	2 1%	5 1%	2 *	4 1%	10 2%jor	6 1%	10 1%	* *	2 *	- -	* *
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	45 1%	35 1%	10 1%	3 1%	39 1%	2 *	4 1%	* *	2 1%j	4 1%	- -	2 *	14 3%lijknor	5 1%	2 *	5 1%	5 1%	* *	2 *
UK Mail	65 1%	58 1%	8 1%	2 1%	60 1%	1 *	3 1%	1 1%	1 *	- -	8 1%i	1 *	14 3%hikor	5 1%	21 3%hikor	4 *	7 1%i	* *	1 *
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	73 1%	59 1%	14 2%	3 2%	62 1%g	5 1%	6 2%g	* *	1 *	8 1%	10 2%k	1 *	13 2%hkop	9 1%	17 2%k	5 1%	2 *	* 1%	5 1%
Amazon Delivery Service/ Logistics	75 1%	71 1%	4 *	3 2%b	63 1%	6 1%	4 1%	1 1%	3 1%i	1 *	4 1%	5 1%	18 3%lijop	11 2%io	14 2%io	* *	5 1%	* *	6 1%
Other	44 1%	36 1%	9 1%	3 1%	38 1%	2 *	3 1%	1 *	2 1%	7 1%	2 *	1 *	8 1%	3 1%	5 1%	3 *	7 1%	- -	2 *
None of these	5229 85%	4507 85%	721 84%	142 82%	4387 85%	441 85%	254 86%	146 86%	217 87%	579 86%	431 85%	396 88%lm	443 81%	469 82%	676 83%	734 87%l	442 84%	62 90%	379 84%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Total	Stamp usage 1st class all/most (a)	2nd class all/most (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage all/most (e)	all/most + HH income <£11.5 (f)	all/most + Not Working (g)	2nd class usage all/most (h)	all/most + HH income <£11.5 (i)	all/most + Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY (y)	No (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	603 / 10%	254 / 11%	221 / 10%	362 / 10%	329 / 10%	254 / 11%	13 / 7%	63 / 8%	221 / 10%j	21 / 9%	75 / 7%	251 / 12%lmnoq	236 / 10%oq	64 / 8%	40 / 7%	9 / 4%	487 / 11%mnoq	49 / 6%	341 / 13%stuvx	218 / 9%tuvx	28 / 4%	9 / 3%	3 / 2%	560 / 11%stuvx	12 / 2%	249 / 15%z	354 / 8%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	84 / 1%	52 / 2%bd	18 / 1%	66 / 2%bd	31 / 1%	52 / 2%g	3 / 2%	6 / 1%	18 / 1%	1 / *	7 / 1%	39 / 2%l	21 / 1%	14 / 2%	8 / 1%	1 / *	61 / 1%	9 / 1%	31 / 1%	43 / 2%	5 / 1%	2 / 1%	1 / *	73 / 1%	1 / *	70 / 4%z	14 / *
DHL	80 / 1%	48 / 2%bd	7 / *	68 / 2%bd	28 / 1%	48 / 2%	3 / 2%	7 / 1%	7 / *	1 / *	2 / *	36 / 2%q	28 / 1%	12 / 2%q	3 / *	-	64 / 1%q	3 / *	43 / 2%	27 / 1%	8 / 1%	2 / 1%	*	69 / 1%	2 / *	61 / 4%z	19 / *
FedEx	64 / 1%	49 / 2%bd	7 / *	57 / 2%bd	15 / *	49 / 2%g	4 / 2%g	2 / *	7 / *	2 / 1%	3 / *	28 / 1%m	24 / 1%	2 / *	9 / 1%m	2 / 1%	52 / 1%	11 / 1%m	27 / 1%	29 / 1%x	8 / 1%x	-	-	56 / 1%	-	51 / 3%z	13 / *
Evri	159 / 3%	75 / 3%	48 / 2%	100 / 3%	73 / 2%	75 / 3%	4 / 2%	14 / 2%	48 / 2%	7 / 3%	14 / 1%	58 / 3%	61 / 3%	16 / 2%	17 / 3%	7 / 3%	119 / 3%	24 / 3%	85 / 3%tx	59 / 2%	10 / 1%	5 / 1%	*	144 / 3%tx	5 / 1%	90 / 6%z	69 / 2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	65 / 1%	35 / 1%b	16 / 1%	47 / 1%	27 / 1%	35 / 1%	*	4 / 1%	16 / 1%	1 / *	2 / *	32 / 2%	21 / 1%	7 / 1%	2 / *	2 / 1%	53 / 1%	4 / *	28 / 1%	26 / 1%	6 / 1%	3 / 1%	1 / *	54 / 1%	4 / 1%	57 / 3%z	8 / *
Parcelforce	81 / 1%	41 / 2%	20 / 1%	58 / 2%	38 / 1%	41 / 2%	2 / 1%	7 / 1%	20 / 1%	1 / *	5 / *	28 / 1%	37 / 2%	6 / 1%	8 / 1%	2 / 1%	65 / 1%	10 / 1%	40 / 2%	32 / 1%	6 / 1%	*	2 / 1%	72 / 1%	2 / *	55 / 3%z	26 / 1%
TNT	46 / 1%	34 / 1%bd	4 / *	42 / 1%bd	13 / *	34 / 1%g	-	2 / *	4 / *	1 / *	1 / *	21 / 1%	14 / 1%	10 / 1%nc	-	1 / *	35 / 1%	1 / *	21 / 1%	21 / 1%	3 / *	-	1 / *	42 / 1%	1 / *	44 / 3%z	2 / *
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	45 / 1%	37 / 2%bd	3 / *	39 / 1%bd	5 / *	37 / 2%g	-	1 / *	3 / *	1 / *	2 / *	26 / 1%m	15 / 1%	1 / *	3 / 1%	-	41 / 1%	4 / *	22 / 1%	20 / 1%	2 / *	1 / *	-	42 / 1%	1 / *	38 / 2%z	7 / *
UK Mail	65 / 1%	31 / 1%	17 / 1%	48 / 1%	34 / 1%	31 / 1%	2 / 1%	3 / *	17 / 1%	*	8 / 1%	25 / 1%	21 / 1%	10 / 1%	1 / *	1 / *	46 / 1%	9 / 1%	19 / 1%	40 / 2%rx	6 / 1%	-	1 / *	58 / 1%	*	59 / 4%z	7 / *
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	73 / 1%	38 / 2%	20 / 1%	53 / 2%	34 / 1%	38 / 2%	*	5 / 1%	20 / 1%j	1 / *	1 / *	28 / 1%	25 / 1%	13 / 2%	2 / *	5 / 2%n	53 / 1%	7 / 1%	35 / 1%	27 / 1%	9 / 1%	1 / *	1 / *	62 / 1%	2 / *	54 / 3%z	19 / *
Amazon Delivery Service/ Logistics	75 / 1%	45 / 2%bd	8 / *	63 / 2%bd	26 / 1%	45 / 2%	2 / 1%	5 / 1%	8 / *	1 / *	2 / *	32 / 2%	31 / 1%	6 / 1%	4 / 2%	2 / 1%	63 / 1%	6 / 1%	34 / 1%	34 / 1%	3 / *	3 / 1%	-	68 / 1%	3 / 1%	51 / 3%z	24 / 1%
Other	44 / 1%	29 / 1%bd	7 / *	37 / 1%bd	15 / *	29 / 1%g	2 / 1%g	*	7 / *	*	5 / *	27 / 1%l	10 / *	3 / *	2 / *	2 / 1%	38 / 1%	4 / *	24 / 1%	18 / 1%	2 / *	*	-	42 / 1%	*	38 / 2%z	6 / *
None of these	5229 / 85%	1984 / 83%	1952 / 86%ac	2858 / 83%	2826 / 85%ac	1984 / 83%	170 / 88%	688 / 88%e	1952 / 86%	200 / 88%	969 / 90%h	1710 / 83%	2062 / 85%	700 / 86%	517 / 87%	214 / 90%kp	3772 / 84%	731 / 88%kp	2084 / 81%	2010 / 85%r	617 / 91%rsw	333 / 94%rsw	151 / 94%rsw	4094 / 83%	484 / 94%rsw	1150 / 71%	4078 / 90%y

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	603 10%	44 11%	552 10%	7 16%	186 11%	386 9%	31 10%	582 10%l	13 8%	-	6 8%	595 10%l	2 5%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	84 1%	5 1%	76 1%	3 7%ab	44 3%e	38 1%	2 1%	75 1%	9 6%gk	-	*	84 1%	-
DHL	80 1%	5 1%	75 1%	-	36 2%e	37 1%	7 2%	71 1%	9 6%gk	-	-	80 1%	-
FedEx	64 1%	6 1%	58 1%	-	27 2%	35 1%	2 1%	55 1%	7 4%gk	2 3%	*	64 1%	-
Evri	159 3%	5 1%	154 3%	-	57 3%e	90 2%	13 4%	144 2%	12 7%gk	3 5%	-	159 3%	-
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-
DPD	65 1%	8 2%	56 1%	* 1%	29 2%e	31 1%	4 1%	52 1%	10 6%gk	3 4%g	-	64 1%	1 2%
Parcelforce	81 1%	9 2%	67 1%	6 14%ab	38 2%e	40 1%	4 1%	69 1%	12 7%gk	1 1%	-	81 1%	-
TNT	46 1%	4 1%	43 1%	-	27 2%e	15 *	5 2%e	38 1%	8 5%gk	-	*	46 1%	-
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-
UPS	45 1%	7 2%b	38 1%	-	22 1%e	23 1%	*	38 1%	4 3%gk	3 4%gk	-	45 1%	-
UK Mail	65 1%	3 1%	60 1%	2 6%ab	18 1%	43 1%	4 1%	56 1%	6 4%gk	2 3%	1 2%	64 1%	-
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	73 1%	3 1%	65 1%	5 13%ab	29 2%e	35 1%	9 3%e	60 1%	13 8%gk	*	-	73 1%	-
Amazon Delivery Service/ Logistics	75 1%	2 1%	71 1%	1 3%	19 1%	49 1%	7 2%	70 1%	4 3%	-	-	75 1%	-
Other	44 1%	5 1%	37 1%	3 7%ab	26 2%e	18 *	-	36 1%	5 3%gk	3 5%gk	*	44 1%	-
None of these	5229 85%	330 82%	4869 85%c	30 72%	1379 81%	3588 87%df	262 81%	4952 85%h	113 71%	62 90%h	68 92%h	5128 85%h	33 94%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	603 10%	187 12%hd	138 9%	152 10%	126 8%	84 16%fghijklnop	58 11%	45 9%	50 10%	45 9%	42 8%	36 7%	54 10%	62 12%o	43 8%	35 7%	48 10%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	84 1%	28 2%	13 1%	17 1%	26 2%	9 2%	11 2%i	8 2%i	4 1%	1 *	8 1%	4 1%	9 2%	4 1%	10 2%i	8 2%	8 2%
DHL	80 1%	27 2%b	12 1%	23 2%	17 1%	5 1%	15 3%jp	8 2%	6 1%	4 1%	1 *	8 2%	5 1%	11 2%j	7 1%	8 1%	2 *
FedEx	64 1%	19 1%	16 1%	8 1%	21 1%	6 1%	4 1%	9 2%i	5 1%	9 2%i	2 *	4 1%	1 *	3 1%	15 3%fjilmc	2 *	4 1%
Evri	159 3%	50 3%	34 2%	29 2%	46 3%	21 4%ikl	14 3%i	15 3%ik	16 3%ik	3 1%	15 3%ik	3 1%	7 1%	19 4%ik	9 2%	21 4%ikl	17 3%ik
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	65 1%	16 1%	13 1%	14 1%	22 1%	4 1%	9 2%	3 1%	5 1%	6 1%	2 *	3 1%	7 1%	3 1%	10 2%	1 *	11 2%o
Parcelforce	81 1%	29 2%	18 1%	15 1%	20 1%	9 2%ikl	10 2%ikl	10 2%ikl	7 1%i	* *	10 2%ikl	* *	1 *	14 3%ikl	6 1%	8 1%i	6 1%
TNT	46 1%	15 1%	8 *	11 1%	12 1%	2 *	9 2%	4 1%	4 1%	2 *	1 *	3 1%	4 1%	5 1%	7 1%	4 1%	1 *
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	45 1%	15 1%	5 *	10 1%	15 1%	4 1%	5 1%	7 1%jo	3 1%	2 *	* *	* *	2 *	4 1%	4 1%	8 1%jo	- -	7 1%jo
UK Mail	65 1%	12 1%	14 1%	13 1%	26 2%	7 1%	4 1%	2 *	7 1%	6 1%	1 *	1 *	4 1%	8 2%	9 2%	10 2%ik	7 1%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	73 1%	17 1%	8 1%	22 1%	26 2%b	6 1%	7 1%j	4 1%	4 1%	4 1%	* *	4 1%	8 1%j	10 2%j	12 2%j	9 2%j	5 1%
Amazon Delivery Service/ Logistics	75 1%	14 1%	19 1%	21 1%	21 1%	2 *	6 1%	5 1%	8 1%	8 2%	4 1%	10 2%	6 1%	5 1%	6 1%	8 2%	6 1%
Other	44 1%	10 1%	5 *	6 *	22 1%bc	5 1%	3 1%	3 1%	2 *	1 *	2 *	2 *	1 *	3 1%	1 *	7 1%	9 2%
None of these	5229 85%	1256 81%	1327 86%a	1326 86%a	1320 86%a	406 77%	429 83%e	420 84%e	445 85%e	439 86%e	442 87%e	431 88%e	457 86%e	438 83%e	463 87%e	444 88%e	413 83%e

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	202 3%	30 2%	173 3%	69 8%d	134 3%	91 3%	111 4%	35 4%l	47 6%ikl	28 2%	26 3%	34 3%	14 2%	19 3%	81 5%opq	54 3%	67 3%	33 2%	172 3%	29 3%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	45 1%	2 *	43 3%a	28 3%d	17 *	34 1%f	11 *	18 2%jklm	11 1%lm	6 1%	5 1%	4 *	1 *	- -	29 2%opq	12 1%	5 *	1 *	39 1%	6 1%
DHL	54 1%	5 *	50 1%	38 4%d	16 *	38 1%f	16 1%	13 2%klm	17 2%klm	11 1%	8 1%	4 *	2 *	* *	30 2%pq	19 1%pq	6 *	2 *	41 1%	12 1%
FedEx	46 1%	- -	46 1%a	28 3%d	18 *	36 1%f	9 *	12 1%klm	20 2%jklm	6 1%k	6 1%k	- -	2 *	- -	32 2%opq	12 1%p	2 *	2 *	36 1%	10 1%
Evri	64 1%	8 1%	56 1%	20 2%d	44 1%	27 1%	37 1%	15 2%km	15 2%k	12 1%	11 1%k	3 *	6 1%	2 *	30 2%pq	23 1%p	11 *	8 1%	55 1%	8 1%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	39 1%	4 *	35 1%	23 3%d	16 *	28 1%f	11 *	8 1%kl	20 2%ijklm	8 1%k	2 *	* *	- -	* *	29 2%opq	10 1%pq	* *	* *	26 1%	12 1%r
Parcelforce	30 *	3 *	27 1%	17 2%d	13 *	18 1%	12 *	6 1%	6 1%	6 1%	3 *	4 *	4 1%	1 *	12 1%	10 *	9 *	5 *	23 *	8 1%
TNT	31 1%	1 *	30 1%	22 3%d	10 *	22 1%	9 *	9 1%kl	11 1%kl	6 1%	2 *	2 *	- -	1 *	20 1%opq	8 *	3 *	1 *	22 *	9 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	49 1%	2 *	47 1%a	40 6%d	9 *	34 1%f	15 *	10 1%k	17 2%klm	13 1%k	3 *	- -	3 *	2 *	27 2%pq	17 1%p	5 *	5 *	37 1%	13 1%
UK Mail	44 1%	1 *	43 1%a	32 4%d	12 *	33 1%f	11 *	18 2%ijklm	10 1%lm	9 1%	2 *	6 1%	- -	* *	28 2%opq	11 1%q	6 *	* *	33 1%	12 1%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	44 1%	7 1%	37 1%	25 3%d	19 *	28 1%	16 1%	7 1%l	16 2%klm	9 1%	6 1%	4 *	- -	2 *	23 1%pq	15 1%pq	6 *	2 *	36 1%	7 1%
Amazon Delivery Service/ Logistics	44 1%	4 *	40 1%	28 3%d	16 *	20 1%	24 1%	17 2%ijklm	12 1%klm	5 *	5 1%	4 *	1 *	- -	29 2%opq	10 1%	5 *	1 *	36 1%	8 1%
Other	14 *	- -	14 *	10 1%d	4 *	6 *	8 *	4 *	6 1%k	3 *	2 *	- -	- -	- -	9 1%pq	5 *	- -	- -	13 *	1 *
None of these	5747 93%	1182 96%b	4565 92%	684 79%	5063 95%c	2797 93%	2936 93%	729 88%	773 89%	1047 93%gh	769 94%gh	1092 96%gh	731 96%ghi	605 97%ghi	1502 89%	1817 93%n	2428 96%no	1336 96%no	4880 94%s	819 90%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
				Social Grade		Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	202 / 3%	60 / 5%bd	64 / 3%	45 / 3%	34 / 2%	124 / 4%f	79 / 3%	154 / 4%h	45 / 2%	10 / 2%	18 / 3%	68 / 4%im	64 / 4%i	25 / 2%	151 / 4%	11 / 2%	182 / 4%	58 / 5%r	130 / 3%	14 / 5%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	45 / 1%	19 / 2%cd	15 / 1%	5 / *	6 / *	34 / 1%f	11 / *	39 / 1%h	6 / *	3 / 1%	3 / *	10 / 1%	18 / 1%	11 / 1%	31 / 1%	3 / *	42 / 1%	19 / 1%r	25 / 1%	1 / *
DHL	54 / 1%	36 / 3%bcd	3 / *	7 / 1%	9 / 1%	39 / 1%f	16 / 1%	53 / 1%h	2 / *	11 / 1%	3 / *	17 / 1%	20 / 2%jkn		32 / 1%	3 / *	52 / 1%	25 / 2%r	30 / 1%	-
FedEx	46 / 1%	18 / 2%b	4 / *	12 / 1%b	12 / 1%	22 / 1%	24 / 1%	43 / 1%h	2 / *	5 / 1%	8 / 1%	14 / 1%	9 / 1%	10 / 1%	31 / 1%	5 / 1%	41 / 1%	18 / 1%r	28 / 1%	-
Evri	64 / 1%	14 / 1%	28 / 1%d	13 / 1%	9 / 1%	42 / 1%f	22 / 1%	46 / 1%	15 / 1%	3 / 1%	2 / *	24 / 2%j	16 / 1%	13 / 1%	41 / 1%	3 / 1%	56 / 1%	20 / 2%	41 / 1%	4 / 1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 / 1%	11 / 1%	14 / 1%	4 / *	10 / 1%	24 / 1%	15 / *	35 / 1%h	4 / *	1 / *	7 / 1%	12 / 1%	10 / 1%	7 / 1%	28 / 1%	1 / *	35 / 1%	21 / 2%r	15 / *	2 / 1%
Parcelforce	30 / *	11 / 1%bc	5 / *	3 / *	11 / 1%	16 / 1%	14 / *	24 / 1%	6 / *	7 / 1%k	4 / 1%	5 / *	7 / *	4 / *	16 / *	7 / 1%	23 / *	12 / 1%r	17 / *	2 / 1%
TNT	31 / 1%	15 / 1%bcd	5 / *	5 / *	7 / *	20 / 1%	11 / *	30 / 1%h	2 / *	3 / *	4 / 1%	9 / 1%	12 / 1%	4 / *	25 / 1%	3 / *	29 / 1%	16 / 1%r	15 / *	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	49 / 1%	25 / 2%bcd	6 / *	10 / 1%	7 / *	31 / 1%	18 / 1%	48 / 1%h	1 / *	1 / *	5 / 1%	20 / 1%	9 / 1%	15 / 1%	33 / 1%	1 / *	48 / 1%	28 / 2%rs	22 / *	-
UK Mail	44 / 1%	24 / 2%bcd	11 / 1%	6 / *	3 / *	36 / 1%f	9 / *	41 / 1%h	4 / *	4 / 1%	2 / *	15 / 1%	19 / 1%	3 / *	37 / 1%	4 / 1%	40 / 1%	26 / 2%r	18 / *	*
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	44 / 1%	20 / 2%bcd	11 / 1%	4 / *	9 / 1%	31 / 1%f	13 / *	41 / 1%h	3 / *	2 / *	6 / 1%	8 / *	16 / 1%	13 / 1%	29 / 1%	2 / *	42 / 1%	16 / 1%	28 / 1%	-
Amazon Delivery Service/ Logistics	44 / 1%	17 / 1%cd	14 / 1%	6 / *	7 / *	31 / 1%f	13 / *	35 / 1%h	8 / *	8 / 1%	5 / 1%	16 / 1%	7 / *	5 / 1%	28 / 1%	8 / 1%	34 / 1%	24 / 2%r	19 / *	1
Other	14 / *	8 / 1%b	1 / *	2 / *	3 / *	9 / *	5 / *	11 / *	3 / *	1 / *	4 / 1%	2 / *	2 / *	5 / 1%	7 / *	1 / *	13 / *	12 / 1%r	1 / *	-
None of these	5747 / 93%	1023 / 89%	1810 / 93%a	1302 / 93%a	1610 / 96%abc	2833 / 91%	2912 / 95%e	3348 / 91%	2318 / 97%g	536 / 96%kln	675 / 94%	1443 / 92%	1423 / 92%	998 / 93%	3541 / 92%	563 / 96%p	4792 / 93%	1171 / 90%	4297 / 94%q	278 / 93%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	202 3%	187 4%b	15 2%	3 2%	178 3%f	16 3%	4 1%	4 2%	5 2%	16 2%	19 4%p	11 2%	25 5%p	24 4%p	42 5%p	32 4%p	4 1%	1 2%	15 3%p
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	45 1%	40 1%	5 1%	* *	39 1%	3 1%	3 1%	1 *	2 1%	4 1%	6 1%	- -	5 1%	7 1%	12 1%k	2 *	2 *	- -	3 1%
DHL	54 1%	42 1%	12 1%	2 1%	49 1%	4 1%	1 *	1 1%	1 *	2 *	1 *	3 1%	10 2%j	5 1%	16 2%i	8 1%	2 *	* *	4 1%
FedEx	46 1%	36 1%	10 1%	2 1%	41 1%	1 *	3 1%e	1 1%	1 *	4 1%	1 *	4 1%	6 1%	2 *	10 1%	8 1%	5 1%	- -	1 *
Evri	64 1%	55 1%	10 1%	1 1%	54 1%	4 1%	5 2%g	* *	1 *	14 2%	4 1%	2 *	3 1%	7 1%	8 1%	11 1%	4 1%	- -	4 1%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	39 1%	35 1%	4 *	* *	34 1%	2 *	2 1%	* *	3 1%k	4 1%	4 1%	- -	7 1%k	5 1%	7 1%	2 *	1 *	* *	2 *
Parcelforce	30 *	21 *	9 1%a	5 3%a	26 1%	1 *	3 1%	* *	- -	2 *	1 *	1 *	12 2%hijkno	3 1%	2 *	- -	4 1%	- -	1 *
TNT	31 1%	28 1%	4 *	* *	27 1%	2 *	2 1%	1 *	3 1%p	6 1%	5 1%	2 1%	5 1%	1 *	2 *	2 *	- -	1 1%p	1 *
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	49 1%	38 1%	11 1%	3 2%	44 1%	2 *	3 1%	* *	1 *	4 1%	7 1%	1 *	6 1%	5 1%	11 1%	6 1%	2 *	* *	2 *
UK Mail	44 1%	37 1%	7 1%	1 *	37 1%	1 *	4 1%e	2 1%	2 1%	3 *	3 1%	2 1%	5 1%	3 1%	10 1%	9 1%	- -	- -	1 *
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	44 1%	40 1%	4 *	1 *	38 1%	2 *	4 1%	* *	1 *	7 1%o	1 *	1 *	5 1%	6 1%o	13 2%o	- -	3 1%	* *	2 *
Amazon Delivery Service/ Logistics	44 1%	33 1%	11 1%	3 2%a	38 1%	3 1%	2 1%	2 1%	3 1%i	- -	1 1%	3 1%	8 1%i	4 1%	11 1%i	4 *	2 *	* 1%	2 1%
Other	14 *	11 *	2 *	* *	11 *	1 *	2 1%	* *	- -	4 1%	- -	* *	3 1%	- -	* *	- -	- -	- -	1 *
None of these	5747 93%	4932 93%	814 94%	160 93%	4817 93%	487 94%	280 95%	162 95%	237 95%iln	629 93%	467 92%	426 95%iln	492 90%	528 92%	735 91%	790 94%	512 97%ijlmnr	66 96%	421 94%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 336

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Base : All participants

	Total	Stamp usage: 1st class all/most of the time (a)	Stamp usage: 2nd class all/most of the time (b)	Stamp usage: Use 1st class (c)	Stamp usage: Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	1st class usage: Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage: Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	2nd class usage: Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage: Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	202 3%	86 4%	69 3%	126 4%	109 3%	86 4%g	4 2%	7 1%	69 3%	4 2%	27 3%	89 4%mnoq	90 4%mnoq	15 2%	8 1%	*	179 4%mnoq	8 1%	117 5%stuvx	69 3%	11 2%	6 2%	*	186 4%tvx	6 1%	117 7%z	85 2%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	45 1%	21 1%	11 *	34 1%	24 1%	21 1%	2 1%	2 *	11 *	1 *	2 *	19 1%	17 1%	5 1%	3 1%	1 *	36 1%	4 1%	17 1%	24 1%	2 *	-	1 1%	40 1%	1 *	41 3%z	4
DHL	54 1%	40 2%bd	7 *	48 1%bd	15 *	40 2%g	-	1 *	7 *	1 *	1 *	23 1%nq	24 1%q	8 1%q	-	*	47 1%q	*	26 1%	22 1%	5 1%	*	-	49 1%	*	49 3%z	6
FedEx	46 1%	29 1%bd	6 *	39 1%bd	15 *	29 1%g	2 1%g	-	6 *	1 1%	1 *	29 1%l	8 *	5 1%	3 1%	1 1%	37 1%	4 1%	23 1%	13 1%	8 1%	1 *	-	36 1%	1 *	42 3%z	4
Evri	64 1%	32 1%	17 1%	38 1%	23 1%	32 1%	1 *	7 1%	17 1%	1 1%	5 *	29 1%	23 1%	8 1%	2 *	3 1%	51 1%	5 1%	35 1%	19 1%	9 1%	2 *	*	54 1%	2 *	36 2%z	28 1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 1%	19 1%	6 *	31 1%b	18 1%	19 1%b	-	-	6 *	1 *	1 *	18 1%	14 1%	5 1%	*	2 1%	32 1%	2 *	17 1%	14 1%	4 1%	4 1%	*	31 1%	4 1%	32 2%z	7
Parcelforce	30 1%	15 1%	5 *	25 1%b	15 *	15 1%	2 1%	1 *	5 *	1 *	1 *	9 *	15 1%	4 1%	2 *	-	24 1%	2 *	10 *	17 1%	2 *	2 *	*	26 1%	2 *	23 1%z	7
TNT	31 1%	17 1%b	4 *	27 1%b	15 *	17 1%	1 *	1 *	4 *	1 *	1 *	12 1%	13 1%	3 *	1 *	2 1%	26 1%	3 *	11 *	14 1%	3 *	3 1%	-	25 1%	3 1%	31 2%z	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	49 1%	33 1%bd	8 *	41 1%bd	16 *	33 1%g	-	-	8 *	1 *	1 *	23 1%	17 1%	7 1%	1 *	1 1%	41 1%	2 *	21 1%	21 1%	5 1%	1 *	1 1%	42 1%	3 1%	49 3%z	-
UK Mail	44 1%	25 1%b	7 *	37 1%b	19 1%	25 1%	3 2%g	1 *	7 *	1 *	2 *	21 1%	16 1%	4 *	1 *	1 1%	37 1%	3 *	23 1%	15 1%	5 1%	-	1 1%	37 1%	2 *	42 3%z	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	44 1%	34 1%bd	7 *	37 1%bd	10 *	34 1%g	1 *	*	7 *	1 *	1 *	18 1%	17 1%	8 1%q	1 *	*	35 1%	1 *	24 1%	15 1%	4 1%	1 *	*	39 1%	1 *	40 2%z	4
Amazon Delivery Service/ Logistics	44 1%	27 1%bd	5 *	39 1%bd	17 1%	27 1%	4 2%	4 *	5 *	1 1%	3 *	20 1%	18 1%	5 1%	1 *	*	38 1%	1 *	20 1%	18 1%	3 *	2 1%	-	39 1%	2 *	40 2%z	4
Other	14 *	9 *	1 *	13 *	5 *	9 *	-	-	1 *	1 *	1 *	8 *	4 *	1 *	*	-	13 *	-	3 *	9 *	2 *	-	-	12 *	-	14 1%z	-
None of these	5747 93%	2200 92%	2142 95%ac	3169 92%	3111 94%ac	2200 92%	183 95%	758 98%e	2142 95%	222 98%	1037 97%h	1898 92%	2258 93%	760 94%	579 98%kimop	224 94%	4156 92%	803 97%kimp	2365 92%	2215 94%	641 94%	334 95%	155 97%	4580 93%	489 95%r	1349 83%	4398 97%y

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	202 3%	14 3%	183 3%	6 14%ab	75 4%e	110 3%	17 5%e	182 3%	17 10%gk	3 4%	1 2%	201 3%	-
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	45 1%	3 1%	42 1%	-	24 1%e	17 *	4 1%	39 1%	7 4%gk	-	-	45 1%	-
DHL	54 1%	5 1%	48 1%	2 4%	19 1%	26 1%	9 3%e	49 1%	5 3%gk	-	-	54 1%	-
FedEx	46 1%	9 2%b	36 1%	* 1%	24 1%e	16 *	5 2%e	34 1%	10 6%gk	2 3%	-	46 1%	-
Evri	64 1%	5 1%	59 1%	* 1%	26 2%e	30 1%	8 2%e	61 1%	3 2%	-	-	64 1%	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 1%	4 1%	35 1%	-	20 1%e	19 *	-	31 1%	7 5%gk	-	-	39 1%	-
Parcelforce	30 *	* *	29 1%	* 1%	13 1%e	13 *	4 1%e	24 *	5 3%gk	2 2%	-	30 *	-
TNT	31 1%	4 1%	28 *	-	17 1%e	12 *	2 1%	28 *	2 1%	2 2%	-	31 1%	-
TNT Post UK	-	-	-	-	* *	-	-	-	-	-	-	-	-
UPS	49 1%	9 2%b	38 1%	2 4%b	24 1%e	21 *	5 1%	41 1%	5 3%gk	3 4%gk	-	49 1%	-
UK Mail	44 1%	9 2%b	35 1%	-	24 1%e	20 *	* *	37 1%	4 3%gk	2 3%gk	1 2%	43 1%	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	44 1%	1 *	39 1%	4 9%ab	24 1%e	19 *	1 *	37 1%	7 4%gk	-	-	44 1%	-
Amazon Delivery Service/ Logistics	44 1%	10 3%b	32 1%	2 4%b	16 1%e	17 *	11 3%de	44 1%	* *	-	-	44 1%	-
Other	14 *	* *	13 *	* 1%	11 1%e	2 *	1 *	13 *	* *	-	-	14 *	-
None of these	5747 93%	360 90%c	5355 94%ac	32 77%	1533 90%	3929 95%df	285 89%	5464 94%hi	117 73%	58 85%	73 98%hi	5639 93%hi	35 100%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	202 3%	49 3%	36 2%	41 3%	77 5%abc	24 5%j	14 3%	11 2%	17 3%	11 2%	8 2%	10 2%	14 3%	17 3%	23 4%j	19 4%	35 7%fghijklm
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	45 1%	10 1%	15 1%	10 1%	11 1%	5 1%	1 *	3 1%	12 2%fik	-	3 1%	2 *	5 1%	4 1%	3 1%	4 1%	4 1%
DHL	54 1%	17 1%	9 1%	17 1%	12 1%	4 1%	6 1%	7 1%i	8 1%i	-	1 *	2 *	5 1%	7 2%ij	7 1%i	3 1%	3 1%
FedEx	46 1%	19 1%bc	5 *	6 *	16 1%	8 2%ko	4 1%	7 1%o	1 *	3 1%	1 *	1 *	2 *	4 1%	14 3%hijklop	2 *	2 *
Evri	64 1%	15 1%	19 1%	15 1%	16 1%	4 1%	4 1%	6 1%	10 2%	6 1%	3 1%	4 1%	7 1%	5 1%	6 1%	2 *	7 1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	39 1%	11 1%	6 *	9 1%	13 1%	3 1%	6 1%i	2 *	4 1%	-	2 *	3 1%	3 *	3 1%	8 1%io	-	5 1%
Parcelforce	30 *	7 *	5 *	11 1%	6 *	4 1%	1 *	2 *	-	1 *	6 1%	2 *	6 1%	4 1%	5 1%	-	2 *
TNT	31 1%	14 1%c	8 *	2 *	7 *	6 1%	6 1%i	2 *	1 *	1 *	6 1%	1 *	-	1 *	3 1%	2 *	1 *
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	49 1%	16 1%	8 *	12 1%	14 1%	5 1%	7 1%	4 1%	4 1%	2 *	1 *	2 *	3 1%	7 1%	9 2%	1 *	5 1%
UK Mail	44 1%	14 1%c	9 1%	4 *	18 1%c	5 1%	5 1%	4 1%	4 1%	*	5 1%	1 *	1 *	2 *	11 2%iklm	5 1%	2 *
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	44 1%	18 1%b	3 *	15 1%b	8 1%	5 1%	10 2%hi	2 *	*	-	3 1%	2 *	6 1%	7 1%i	3 1%	3 1%	2 *
Amazon Delivery Service/ Logistics	44 1%	11 1%	6 *	13 1%	15 1%	3 1%	4 1%	4 1%	2 *	*	3 1%	4 1%	5 1%	4 1%	8 1%i	4 1%	3 1%
Other	14 *	3 *	-	3 *	8 1%b	-	1 *	2 1%	-	-	-	-	2 *	*	2 *	4 1%	2 *
None of these	5747 93%	1437 93%	1450 94%d	1455 94%	1405 92%	482 91%	484 94%	471 95%p	485 92%	487 96%enp	478 94%	468 95%np	499 94%	488 93%	482 91%	476 94%	447 90%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 337

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	100 2%	13 1%	87 2%	43 6%d	57 1%	55 2%	45 1%	28 3%jklm	18 2%l	22 2%	8 1%	15 1%	4 1%	4 1%	46 3%opq	29 2%	24 1%	9 1%	85 2%	15 2%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	27 *	1 *	26 1%	19 2%d	8 *	19 1%	8 *	11 1%klm	8 *	6 *	2 *	*	-	-	19 1%pq	8 *p	* *	-	24 *	4 *
DHL	28 *	* *	27 1%	16 2%d	12 *	23 1%f	6 *	6 1%	10 1%klm	6 1%	5 1%	2 *	-	* *	16 1%pq	10 1%pq	2 *	* *	26 *	1 *
FedEx	27 *	1 *	25 1%	11 1%d	15 *	18 1%	9 *	10 1%km	6 1%k	6 *	2 *	-	2 *	-	16 1%pq	8 *	2 *	2 *	14 *	10 1%r
Evri	43 1%	-	43 1%s	24 3%d	19 *	26 1%	17 1%	18 2%iklm	9 1%kl	7 1%k	6 1%k	* *	-	2 *	27 2%opq	13 1%p	* *	2 *	29 1%	14 2%r
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	20 *	3 *	18 *	13 1%d	7 *	12 *	9 *	1 *	13 1%giklm	3 *	3 *	* *	-	* *	14 1%pq	6 *p	* *	* *	18 *	2 *
Parcelforce	17 *	2 *	15 *	6 1%d	11 *	11 *	6 *	1 *	7 1%	5 *	1 *	2 *	* *	2 *	8 *	6 *	4 *	2 *	17 *	* *
TNT	18 *	1 *	16 *	13 2%d	5 *	15 *f	3 *	8 1%ikl	6 1%kl	* *	2 *	* *	-	1 *	14 1%opq	3 *	1 *	1 *	10 *	6 1%r
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	26 *	1 *	25 1%	19 2%d	7 *	18 1%	8 *	9 1%jklm	10 1%klm	4 *	* *	2 *	-	* *	20 1%opq	4 *	2 *	* *	22 *	4 *
UK Mail	26 *	1 *	25 1%	14 2%d	12 *	18 1%	8 *	7 1%l	7 1%	6 1%	3 *	4 *	-	-	13 1%pq	9 *	4 *	-	18 *	8 1%
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	22 *	3 *	19 *	15 2%d	7 *	16 1%	6 *	6 1%k	7 1%kl	3 *	5 1%k	-	-	-	13 1%pq	9 *p	-	-	20 *	1 *
Amazon Delivery Service/ Logistics	28 *	7 1%	21 *	17 2%d	10 *	15 1%	12 *	7 1%	10 1%ikl	2 *	4 *	2 *	1 *	1 *	17 1%opq	6 *	4 *	2 *	23 *	3 *
Other	8 *	-	8 *	4 1%d	4 *	5 *	3 *	-	3 *	3 *	2 *	* *	-	-	3 *	5 *	* *	-	6 *	2 *
None of these	5927 96%	1209 98%b	4719 96%	743 86%	5184 98%c	2860 95%	3054 97%e	749 91%	819 94%	1076 96%g	793 98%g	1121 99%ghi	753 99%ghij	616 98%ghi	1568 92%	1869 96%n	2490 98%no	1369 99%no	5024 96%	856 95%

Question focuses on packets and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	100 2%	29 3%d	27 1%	24 2%	19 1%	57 2%	43 1%	76 2%h	24 1%	7 1%	8 1%	24 2%	41 3%m	13 1%	73 2%	7 1%	89 2%	29 2%	68 1%	2 1%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	27 *	13 1%cd	10 1%	2 *	2 *	23 1%f	4 *	24 1%h	3 *	1 *	* *	11 1%	2 *	12 1%ln	13 *	1 *	26 1%	14 1%r	14 *	- -
DHL	28 *	14 1%cd	12 1%c	* *	3 *	26 1%f	3 *	26 1%h	3 *	1 *	2 *	5 *	7 *	13 1%kn	14 *	1 *	27 1%	16 1%r	13 *	- -
FedEx	27 *	7 1%	8 *	4 *	7 *	15 *	12 *	25 1%h	1 *	3 1%	3 *	6 *	8 1%	4 *	17 *	3 1%	24 *	9 1%	17 *	- -
Evri	43 1%	17 1%bcd	11 1%	7 1%	7 *	28 1%	15 *	34 1%h	9 *	1 *	4 1%	8 1%	11 1%	11 1%	23 1%	1 *	35 1%	17 1%r	23 1%	3 1%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	20 *	8 1%	7 *	2 *	4 *	14 *	6 *	18 *h	2 *	2 *	2 *	8 1%	6 *	2 *	16 *	2 *	18 *	12 1%r	8 *	- -
Parcelforce	17 *	9 1%c	4 *	* *	4 *	13 *	4 *	15 *	2 *	2 *	5 1%	3 *	3 *	5 *	10 *	2 *	15 *	4 *	14 *	- -
TNT	18 *	5 *	4 *	5 *	3 *	10 *	8 *	16 *h	2 *	1 *	2 *	2 *	12 1%k	1 *	15 *	1 *	16 *	8 1%	10 *	- -
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	26 *	15 1%bcd	6 *	3 *	3 *	21 1%f	6 *	24 1%h	2 *	2 *	5 1%	6 *	10 1%	3 *	21 1%	2 *	24 *	13 1%r	13 *	* *
UK Mail	26 *	12 1%b	2 *	6 *	6 *	14 *	12 *	21 1%	5 *	2 *	4 1%	9 1%	8 1%	3 *	21 1%	2 *	24 *	13 1%r	11 *	3 1%
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	22 *	8 1%	6 *	5 *	3 *	13 *	9 *	19 1%	3 *	1 *	2 *	6 *	10 1%	3 *	18 *	1 *	21 *	10 1%r	11 *	1 *
Amazon Delivery Service/ Logistics	28 *	12 1%b	3 *	6 *	7 *	15 *	13 *	24 1%h	4 *	1 *	3 *	7 *	7 *	7 1%	17 *	1 *	24 *	13 1%r	14 *	1 *
Other	8 *	3 *	1 *	1 *	3 *	3 *	5 *	5 *	3 *	2 *	2 *	* *	4 *	* *	6 *	2 *	6 *	5 *r	3 *	- -
None of these	5927 96%	1065 92%	1875 96%a	1351 97%a	1635 97%a	2940 95%	2986 97%e	3487 95%	2353 98%g	550 98%ln	691 96%	1509 96%	1474 95%	1024 96%	3674 96%	577 98%p	4953 96%	1224 94%	4412 96%q	291 97%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	100 2%	92 2%	8 1%	2 1%	83 2%	11 2%	5 2%	2 1%	3 1%	10 2%	9 2%	6 1%	12 2%	7 1%	11 1%	18 2%	7 1%	* *	10 2%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	27 *	26 *	1 *	* *	23 *	1 *	3 1%de	* *	2 1%i	-	-	-	2 *	2 *	15 2%ijkopr	2 *	-	-	1 *
DHL	28 *	16 *	12 1%a	3 1%a	25 *	2 *	1 *	* *	2 1%io	-	-	-	7 1%ijko	6 1%io	7 1%	-	2 *	* *	2 *
FedEx	27 *	24 *	3 *	* *	25 *	* *	2 1%	* *	-	4 1%	1 *	1 *	5 1%	3 *	3 *	-	7 1%	* *	* *
Evri	43 1%	37 1%	6 1%	1 *	38 1%	1 *	3 1%	* *	-	8 1%	3 1%	2 *	3 1%	5 1%	3 *	13 1%	2 *	* *	1 *
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	20 *	17 *	3 *	3 2%a	13 *	3 1%	3 1%d	* *	1 *	3 *	-	-	3 1%	4 1%	-	-	2 *	-	3 1%no
Parcelforce	17 *	12 *	5 1%	1 1%	12 *	3 1%	2 1%	1	-	-	-	3 1%	1 *	2 *	2 *	4 *	-	1 1%ijp	2 *
TNT	18 *	15 *	3 *	2 1%a	15 *	* *	1 1%	* *	-	-	5 1%in	1 *	5 1%n	1	-	2 *	-	* *	1 *
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	26 *	17 *	9 1%a	* *	23 *	1 *	2 1%	* *	1 *	-	1 *	1 *	3 1%	7 1%ijp	3 *	6 1%	-	* *	1 *
UK Mail	26 *	22 *	4 1%	2 1%	23 *	1 *	2 1%	* *	2 1%o	8 1%o	1 *	3 1%	5 1%o	2 *	2 *	-	-	-	1 *
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	22 *	19 *	3 *	2 1%	18 *	2 *	2 1%	-	2 1%o	6 1%	-	3 1%	3 1%	3 1%	2 *	-	-	* *	2 *
Amazon Delivery Service/ Logistics	28 *	25 *	3 *	3 2%a	23 *	1 *	3 1%	1 1%	1 *	3 1%	6 1%op	1 *	4 1%	2 *	5 1%	-	-	-	* *
Other	8 *	8 *	1 *	* *	6 *	1 *	1 *	* *	-	4 1%	-	1 *	1 *	-	-	-	-	-	1 *
None of these	5927 96%	5098 96%	829 96%	164 95%	4976 96%	503 97%	281 95%	167 98%df	242 97%	645 95%	489 96%	436 97%	525 97%	543 95%	776 96%	802 95%	518 98%mo	68 98%	435 97%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	100 / 2%	59 / 2%bd	22 / 1%	75 / 2%bd	38 / 1%	59 / 2%	1 / *	9 / 1%	22 / 1%	4 / 2%	9 / 1%	49 / 2%hq	33 / 1%	11 / 1%	4 / 1%	* / *	82 / 2%q	4 / 1%	51 / 2%	34 / 1%	8 / 1%	3 / 1%	- / -	85 / 2%	3 / 1%	68 / 4%z	31 / 1%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	27 / *	12 / *	7 / *	21 / 1%	15 / *	12 / *	-	1 / *	7 / *	1 / *	1 / *	12 / 1%	12 / *	3 / *	* / *	-	24 / 1%	* / *	6 / *	14 / 1%	5 / 1%	2 / 1%	* / *	20 / *	3 / *	27 / 2%z	-
DHL	28 / *	20 / 1%bd	2 / *	27 / 1%bd	9 / *	20 / 1%	-	1 / *	2 / *	1 / *	1 / *	16 / 1%	10 / *	2 / *	-	1 / 1%	26 / 1%	1 / *	5 / *	17 / 1%r	5 / 1%	-	1 / 1%	22 / *	1 / *	28 / 2%z	* / *
FedEx	27 / *	16 / 1%b	1 / *	22 / 1%b	8 / *	16 / 1%	-	* / *	1 / *	1 / *	1 / *	17 / 1%q	7 / *	2 / *	* / *	-	25 / 1%	* / *	10 / *	13 / 1%	3 / *	1 / *	-	22 / *	1 / *	27 / 2%z	-
Evri	43 / 1%	15 / 1%	11 / *	27 / 1%	23 / 1%	15 / 1%	* / *	3 / *	11 / *	* / *	5 / *	14 / 1%	17 / 1%	5 / 1%	6 / 1%	* / *	31 / 1%	7 / 1%	9 / *	23 / 1%r	4 / 1%	4 / 1%	-	32 / 1%	4 / 1%	40 / 2%z	3 / *
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	20 / *	14 / 1%b	1 / *	19 / 1%b	6 / *	14 / 1%	1 / *	-	1 / *	1 / *	1 / *	9 / *	9 / *	2 / *	* / *	-	18 / *	* / *	7 / *	9 / *	* / *	4 / 1%t	-	16 / *	4 / 1%	18 / 1%z	2 / *
Parcelforce	17 / *	9 / *	4 / *	13 / *	8 / *	9 / *	1 / 1%	* / *	4 / *	-	2 / *	5 / *	6 / *	4 / 1%	2 / *	* / *	11 / *	2 / *	12 / *	5 / *	-	* / *	-	17 / *	* / *	15 / 1%z	2 / *
TNT	18 / *	7 / *	5 / *	12 / *	11 / *	7 / *	-	-	5 / *	1 / *	1 / *	7 / *	8 / *	1 / *	2 / *	-	14 / *	2 / *	6 / *	8 / *	4 / 1%	-	-	13 / *	* / *	18 / 1%z	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	26 / *	8 / *	4 / *	23 / 1%b	19 / 1%	8 / *	-	1 / 1%	4 / *	1 / *	1 / *	10 / *	11 / *	5 / 1%	* / *	-	21 / *	* / *	15 / 1%	5 / *	4 / 1%	* / *	1 / 1%	20 / *	2 / *	25 / 2%z	2 / *
UK Mail	26 / *	14 / 1%	6 / *	20 / 1%	13 / *	14 / 1%	-	1 / *	6 / *	2 / 1%	2 / *	13 / 1%	10 / *	3 / *	* / *	-	23 / 1%	* / *	11 / *	10 / *	4 / 1%	-	1 / 1%	21 / *	1 / *	25 / 2%z	1 / *
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	22 / *	18 / 1%bd	1 / *	21 / 1%bd	4 / *	18 / 1%g	-	-	1 / *	1 / *	1 / *	9 / *	8 / *	5 / 1%	* / *	* / *	17 / *	* / *	10 / *	11 / *	1 / *	-	-	21 / *	-	21 / 1%z	1 / *
Amazon Delivery Service/ Logistics	28 / *	19 / 1%bd	5 / *	23 / 1%	9 / *	19 / 1%	* / *	* / *	5 / *	1 / *	2 / *	8 / *	14 / 1%	4 / *	2 / *	* / *	22 / *	2 / *	11 / *	14 / 1%	2 / *	1 / *	* / *	25 / *	1 / *	22 / 1%z	6 / *
Other	8 / *	2 / *	1 / *	7 / *	7 / *	2 / *	1 / *	-	1 / *	1 / *	1 / *	3 / *	5 / *	* / *	* / *	-	8 / *	* / *	3 / *	5 / *	-	-	-	8 / *	-	8 / 1%z	-
None of these	5927 / 96%	2284 / 95%	2212 / 98%acd	3274 / 95%	3202 / 97%ac	2284 / 95%	191 / 98%	762 / 98%e	2212 / 98%	222 / 98%	1056 / 99%	1967 / 95%	2338 / 96%	780 / 96%	580 / 98%	237 / 99%klp	4305 / 96%	816 / 98%klp	2468 / 96%	2278 / 96%	650 / 95%	340 / 96%	158 / 98%	4746 / 96%	498 / 97%	1432 / 88%	4495 / 99%y

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21*
Royal Mail	100 / 2%	7 / 2%	91 / 2%	2 / 5%	41 / 2%e	51 / 1%	8 / 2%	94 / 2%	3 / 2%	3 / 4%	-	100 / 2%	-
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	27 / *	* / *	25 / *	2 / 6%ab	7 / *	20 / *	-	24 / *	4 / 2%gk	-	-	27 / *	-
DHL	28 / *	* / *	28 / *	-	12 / 1%	14 / *	2 / 1%	26 / *	3 / 2%	-	-	28 / *	-
FedEx	27 / *	5 / 1%	22 / *	-	11 / 1%	14 / *	2 / *	18 / *	9 / 6%gk	-	-	27 / *	-
Evri	43 / 1%	* / *	43 / 1%	-	15 / 1%	19 / *	9 / 3%de	35 / 1%	8 / 5%gk	-	-	43 / 1%	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	20 / *	2 / 1%	18 / *	-	8 / *	12 / *	-	17 / *	3 / 2%gk	-	-	20 / *	-
Parcelforce	17 / *	* / *	17 / *	-	10 / 1%e	7 / *	-	16 / *	* / *	*	-	17 / *	-
TNT	18 / *	3 / 1%	14 / *	-	12 / 1%e	6 / *	-	16 / *	1 / 1%	-	-	18 / *	-
TNT Post UK	-	-	-	-	*	-	-	-	-	-	-	-	-
UPS	26 / *	7 / 2%b	20 / *	-	14 / 1%e	11 / *	2 / 1%	24 / *	3 / 2%	-	-	26 / *	-
UK Mail	26 / *	6 / 1%b	21 / *	-	17 / 1%e	4 / *	5 / 2%e	23 / *	3 / 2%	-	-	26 / *	-
DX	-	-	-	-	-	-	2	-	-	-	-	-	-
Yodel	22 / *	4 / 1%	19 / *	-	11 / 1%e	9 / *	3 / 1%	17 / *	5 / 3%gk	-	-	22 / *	-
Amazon Delivery Service/ Logistics	28 / *	2 / 1%	23 / *	2 / 6%ab	13 / 1%	13 / *	2 / *	25 / *	3 / 2%g	-	-	28 / *	-
Other	8 / *	* / *	8 / *	-	4 / *	2 / *	2 / 1%e	8 / *	* / *	-	-	8 / *	-
None of these	5927 / 96%	378 / 94%	5512 / 96%c	37 / 89%	1601 / 94%	4029 / 97%df	297 / 92%	5623 / 96%h	129 / 80%	65 / 96%h	74 / 100%h	5818 / 96%h	35 / 100%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	100 2%	28 2%	12 1%	25 2%	35 2%b	9 2%	13 2%	6 1%	6 1%	3 1%	3 1%	7 1%	9 2%	9 2%	17 3%lj	7 1%	11 2%
Citipost	- *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	27 *	13 1%b	* *	5 *	9 1%b	3 1%	3 1%	6 1%hlj	-	*	-	-	4 1%	*	5 1%	3 1%	1 *
DHL	28 *	4 *	2 *	8 1%	14 1%b	1 *	3 1%	-	2 *	-	-	-	5 1%	3 1%	8 2%gljk	3 1%	3 1%
FedEx	27 *	4 *	5 *	3 *	14 1%c	3 1%	*	-	4 1%	*	1 *	*	1 *	1 *	8 1%fgiko	-	7 1%gljko
Evri	43 1%	12 1%	12 1%	8 1%	10 1%	5 1%	*	7 1%	7 1%	2 *	2 *	4 1%	2 *	2 *	1 *	3 1%	6 1%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	20 *	7 *	3 *	4 *	6 *	3 1%	2 *	2 *	2 *	*	1 *	-	2 *	2 *	2 *	1 *	3 1%
Parcelforce	17 *	5 *	5 *	2 *	5 *	-	4 1%	*	3 1%	-	2 *	*	-	2 *	1 *	*	4 1%
TNT	18 *	2 *	8 1%	4 *	4 *	2 *	-	-	2 *	2 *	4 1%	1 *	-	4 1%	1 *	1 *	1 *
TNT Post UK	- *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	26 *	9 1%	6 *	2 *	9 1%	3 1%	7 1%ghlo	*	-	1 *	5 1%	1 *	-	1 *	7 1%ghlo	-	2 *
UK Mail	26 *	10 1%	3 *	3 *	9 1%	7 1%iiko	1 *	3 1%	1 *	-	2 *	-	1 *	2 *	6 1%	-	3 1%
DX	- *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	22 *	8 1%	4 *	6 *	4 *	3 1%	3 1%	2 *	4 1%	-	-	-	3 1%	2 *	2 *	-	2 *
Amazon Delivery Service/ Logistics	28 *	6 *	7 *	5 *	9 1%	5 1%	*	*	4 1%	2 *	2 *	1 *	1 *	2 *	4 1%	3 1%	2 *
Other	8 *	2 *	1 *	2 *	4 *	2 *	*	-	-	-	1 *	*	-	2 *	*	-	*
None of these	5927 96%	1476 96%	1496 97%	1487 96%	1468 96%	503 95%	492 95%	480 96%	505 96%	501 98%efinp	490 97%	476 97%	506 95%	505 96%	500 94%	497 98%linp	471 95%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	209 3%	38 3%	171 3%	65 8%d	144 3%	90 3%	117 4%	57 7%hijklm	30 3%m	38 3%m	21 3%	37 3%m	17 2%	7 1%	88 5%opq	59 3%	62 2%	25 2%	182 3%	26 3%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28 *	2 *	26 1%	17 2%d	11 *	17 1%	11 *	14 2%ijklm	6 1%	4 *	3 *	1 *	-	-	19 1%opq	7 *	1 *	-	23 *	5 1%
DHL	41 1%	1 *	40 1%a	25 3%d	16 *	24 1%	17 1%	7 1%k	15 2%klm	8 1%k	7 1%k	*	2 *	-	22 1%pq	16 1%p	3 *	2 *	30 1%	10 1%
FedEx	34 1%	1 *	33 1%	22 3%d	12 *	21 1%	13 *	11 1%ijklm	17 2%ijklm	3 *	1 *	2 *	-	-	28 2%opq	4 *	2 *	-	32 1%	2 *
Evri	65 1%	4 *	61 1%a	19 2%d	46 1%	32 1%	33 1%	14 2%	19 2%ikl	7 1%	10 1%	7 1%	4 1%	4 1%	32 2%opq	18 1%	15 1%	8 1%	52 1%	10 1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	34 1%	2 *	32 1%	17 2%d	16 *	20 1%	14 *	5 1%k	9 1%k	11 1%k	5 1%k	*	4 *	*	14 1%p	16 1%p	4 *	4 *	32 1%	2 *
Parcelforce	32 1%	-	32 1%a	12 1%d	20 *	18 1%	14 *	5 1%	12 1%iklm	3 *	9 1%km	2 *	2 *	-	16 1%pq	12 1%p	4 *	2 *	25 *	8 1%
TNT	28 *	-	28 1%a	15 2%d	13 *	21 1%f	7 *	6 1%	5 1%	5 *	6 1%	5 *	-	1 *	11 1%q	11 1%	6 *	1 *	22 *	5 1%
TNT Post UK	-	-	-	-	-	-	-	-	-	2 *	-	3 *	-	-	-	2 *	3 *	-	-	-
UPS	29 *	1 *	27 1%	23 3%d	6 *	22 1%f	7 *	5 1%	15 2%ijklm	2 *	1 *	2 *	3 *	-	20 1%opq	3 *	5 *	3 *	26 1%	3 *
UK Mail	24 *	1 *	23 *	10 1%d	14 *	9 *	15 *	6 1%	8 1%l	2 *	3 *	4 *	-	2 *	13 1%pq	5 *	6 *	2 *	21 *	2 *
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	27 *	1 *	26 1%	13 2%d	14 *	13 *	14 *	12 1%klm	10 1%klm	1 *	4 *	*	-	-	22 1%opq	5 *	*	-	22 *	6 1%
Amazon Delivery Service/ Logistics	55 1%	5 *	49 1%	18 2%d	36 1%	18 1%	37 1%	13 2%ik	18 2%ijk	5 *	3 *	5 *	6 1%	5 1%	31 2%op	8 *	16 1%	11 1%	47 1%	7 1%
Other	17 *	-	17 *	13 1%d	5 *	13 *	5 *	4 *	9 1%ijklm	2 *	2 *	-	-	-	13 1%opq	4 *	-	-	15 *	2 *
None of these	5754 93%	1188 96%b	4566 92%	708 82%	5046 95%c	2808 93%	2934 93%	725 88%	785 90%	1048 93%gh	768 93%gh	1089 95%gh	728 96%gh	612 98%ghij	1509 89%	1816 93%n	2429 96%no	1340 97%no	4869 93%	837 93%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	209 3%	65 6%bcd	54 3%	45 3%	45 3%	119 4%	90 3%	145 4%h	62 3%	17 3%	17 2%	59 4%	73 5%j	29 3%	149 4%	17 3%	182 4%	55 4%	150 3%	4 1%
Citipost	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28 *	12 1%d	8	6	1	21 1%f	7	22 1%	6	2 *	*	8	12 1%	6 1%	20 1%	*	25 *	10 1%	17 *	1
DHL	41 1%	24 2%bcd	7	4	6	31 1%f	10	36 1%h	5	3 1%	4 1%	14 1%	14 1%	6 1%	31 1%	3 1%	38 1%	15 1%	25 1%	*
FedEx	34 1%	11 1%c	13 1%	2 *	8	24 1%	10	31 1%h	3	3 *	9 1%m	7	13 1%	2 *	29 1%	3 *	31 1%	10 1%	24 1%	*
Evri	65 1%	20 2%d	22 1%	11 1%	11 1%	42 1%	23 1%	46 1%	16 1%	2 *	6 1%	15 1%	21 1%	12 1%	42 1%	2 *	58 1%	13 1%	47 1%	5 2%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	34 1%	15 1%bd	6 *	7 1%	6 *	21 1%	13 *	30 1%h	4 *	4 1%	1 1%	9 1%	10 1%	6 1%	24 1%	4 1%	30 1%	16 1%r	18 *	-
Parcelforce	32 1%	13 1%	8	6 *	6 *	20 1%	12 *	27 1%h	5 *	2 *	6 1%	10 1%	8 1%	3 *	25 1%	2 *	28 1%	14 1%r	16 *	3 1%
TNT	28 *	10 1%	7 *	4 *	6 *	18 1%	10 *	26 1%h	2 *	2 *	4 1%	7 *	6 *	9 1%	17 *	2 *	26 1%	14 1%r	14 *	3 1%
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	29 *	12 1%bcd	6 *	9 1%	2 *	18 1%	11 *	26 1%h	3	2 *	4 1%	11 1%	7 *	4 *	22 1%	2 *	26 1%	17 1%r	10 *	1
UK Mail	24 *	7 1%	7 *	5 *	5 *	13 *	10 *	18 *	6	1 *	2 *	7 *	7 *	5 *	16 *	1 *	23 *	10 1%r	10 *	4 1%r
DX	- *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	27 *	13 1%cd	8 *	1 *	5 *	21 1%f	6 *	23 1%h	3 *	3 1%	2 *	8 *	5 *	10 1%	14 *	3 1%	24 *	11 1%	17 *	-
Amazon Delivery Service/ Logistics	55 1%	23 2%bd	9 *	12 1%	11 1%	32 1%	23 1%	37 1%	18 1%	3 1%	5 1%	19 1%	16 1%	5 1%	39 1%	3 1%	48 1%	14 1%	40 1%	1 *
Other	17 *	9 1%b	3 *	2 *	6 *	12 *	6 *	15 *	2 *	1 *	4 1%	1 *	7 *	4 *	12 *	1 *	16 *	8 1%r	9 *	-
None of these	5754 93%	1017 88%	1833 94%a	1305 94%a	1598 95%a	2850 92%	2903 95%e	3381 92%	2291 96%g	531 95%	682 95%l	1448 92%	1423 92%	998 93%	3553 92%	558 95%	4804 93%	1175 91%	4295 94%q	284 95%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	209 / 3%	194 / 4%b	15 / 2%	3 / 2%	186 / 4%	12 / 2%	7 / 2%	4 / 2%	14 / 6%iknr	18 / 3%	18 / 4%	8 / 2%	22 / 4%	26 / 5%k	22 / 3%	37 / 4%	21 / 4%	* / 1%	12 / 3%
Citipost	- / -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28 / *	24 / *	4 / *	* / -	24 / *	1 / *	2 / 1%	* / *	2 / 1%o	4 / 1%	1 / *	3 / 1%	6 / 1%o	4 / 1%	4 / *	-	1 / *	-	-
DHL	41 / 1%	31 / 1%	10 / 1%	2 / 1%	33 / 1%	3 / 1%	4 / 1%	1 / 1%	1 / 1%	4 / 1%	4 / 1%	-	* / *	2 / *	7 / 1%	7 / 1%	3 / 1%	1 / 1%k	2 / 1%
FedEx	34 / 1%	24 / *	9 / 1%	* / *	29 / 1%	2 / *	3 / 1%	-	1 / *	5 / 1%	1 / *	2 / *	3 / *	8 / 1%	5 / 1%	4 / *	1 / *	* / *	1 / *
Evri	65 / 1%	51 / 1%	14 / 2%	1 / *	57 / 1%	3 / 1%	4 / 1%	1 / *	1 / *	16 / 2%hln	6 / 1%	3 / 1%	3 / *	6 / 1%	3 / *	13 / 2%	7 / 1%	-	3 / 1%
Interlink	- / -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	34 / 1%	27 / 1%	7 / 1%	5 / 3%ab	30 / 1%	1 / *	3 / 1%	* / *	-	9 / 1%j	-	3 / 1%	6 / 1%j	1 / *	2 / *	5 / 1%	3 / 1%	-	1 / *
Parcelforce	32 / 1%	28 / 1%	4 / *	* / *	29 / 1%	2 / *	2 / 1%	-	1 / *	4 / 1%	2 / *	-	7 / 1%k	1 / *	3 / *	9 / 1%	2 / *	-	2 / *
TNT	28 / *	23 / *	5 / 1%	* / *	25 / *	1 / *	1 / *	1 / 1%	-	4 / 1%	2 / *	3 / 1%	5 / 1%	-	5 / 1%	2 / *	3 / 1%	-	1 / *
TNT Post UK	- / -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	29 / *	21 / *	8 / 1%	* / *	24 / *	2 / *	2 / 1%	2 / 1%	-	2 / *	2 / *	2 / 1%	4 / 1%	1 / *	2 / *	10 / 1%	-	-	2 / *
UK Mail	24 / *	21 / *	3 / *	* / *	20 / *	2 / *	2 / 1%	* / *	-	1 / *	2 / *	1 / *	5 / 1%	4 / 1%	3 / *	2 / *	2 / *	-	2 / *
DX	- / *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	27 / *	27 / 1%	1 / *	* / *	25 / *	2 / *	1 / *	* / *	2 / 1%jp	3 / *	-	1 / *	3 / 1%	1 / *	11 / 1%jp	2 / *	-	-	2 / *
Amazon Delivery Service/ Logistics	55 / 1%	54 / 1%b	1 / *	* / *	48 / 1%	3 / *	2 / 1%	1 / 1%	3 / 1%	-	8 / 1%	4 / 1%	11 / 2%im	2 / *	9 / 1%	7 / 1%	4 / 1%	-	3 / 1%
Other	17 / *	13 / *	4 / *	* / *	15 / *	2 / *	* / *	* / *	1 / *	-	-	1 / *	5 / 1%	-	3 / *	4 / *	2 / *	-	2 / *
None of these	5754 / 93%	4942 / 93%	811 / 94%	163 / 94%	4821 / 93%	493 / 95%	278 / 94%	162 / 95%	232 / 93%	629 / 93%	475 / 93%	430 / 96%lm	500 / 92%	527 / 92%	756 / 93%	778 / 92%	494 / 93%	68 / 98%	425 / 95%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	209 3%	95 4%	71 3%	132 4%	108 3%	95 4%	6 3%	22 3%	71 3%	8 4%	25 2%	78 4%oq	103 4%mnoq	17 2%	11 2%	* *	181 4%mnoq	11 1%	104 4%x	78 3%	18 3%	8 2%	1 1%	182 4%	9 2%	104 6%z	105 2%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28 *	15 1%	8 *	19 1%	11 *	15 1%	-	1 *	8 *	1 *	2 *	12 1%	12 *	3 *	1 *	-	24 1%	1 *	16 1%	10 *	-	3 1%	-	25 1%	3 1%	23 1%	5 *
DHL	41 1%	28 1%bd	2 *	39 1%bd	12 *	28 1%g	*	2 *	2 *	1 *	1 *	15 1%	18 1%	6 1%	2 *	*	33 1%	2 *	22 1%	16 1%	3 *	-	-	37 1%	-	39 2%z	2 *
FedEx	34 1%	18 1%b	1 *	30 1%b	14 *	18 1%	2 1%	1 *	1 *	*	1 *	15 1%	10 *	6 1%	3 1%	*	25 1%	3 *	17 1%	15 1%	-	1 *	-	33 1%	1 *	28 2%z	6 *
Evri	65 1%	31 1%	21 1%	37 1%	28 1%	31 1%	1 *	4 1%	21 1%	1 1%	10 1%	30 1%	24 1%	6 1%	3 *	3 1%	53 1%	6 1%	25 1%	33 1%	4 1%	4 1%	-	58 1%	4 1%	30 2%z	35 1%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	34 1%	28 1%bd	1 *	32 1%bd	5 *	28 1%	2 1%	2 *	1 *	1 *	1 *	16 1%	14 1%	2 *	1 *	1	30 1%	2 *	21 1%	12 *	-	-	1 1%	33 1%	1 *	26 2%z	7 *
Parcelforce	32 1%	14 1%	6 *	27 1%b	18 1%	14 1%	*	1 *	6 *	1 *	4 *	19 1%kl	7 *	6 7%	*	-	26 1%	*	13 1%	18 1%	-	2 1%	-	30 1%	2 *	30 2%z	2 *
TNT	28 *	16 1%	5 *	23 1%	12 *	16 1%	1 *	*	5 *	1 *	1 *	14 1%	8 *	4 *	2 *	-	22 *	2 *	11 *	11 *	3 *	2 1%	*	23 *	2 *	25 2%z	3 *
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	29 *	20 1%bd	3 *	26 1%bd	8 *	20 1%g	1 *	*	3 *	1 *	2 *	14 1%	8 *	6 1%	*	-	22 *	*	19 1%	8 *	*	2 *	-	26 1%	2 *	28 2%z	1 *
UK Mail	24 *	13 1%b	2 *	19 1%b	8 *	13 1%	*	2 *	2 *	1 *	2 *	12 1%	10 *	1 *	*	-	22 *	-	15 1%	7 *	2 *	-	-	22 *	-	15 1%z	9 *
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	-
Yodel	27 *	14 1%	4 *	24 1%b	14 *	14 1%	-	-	4 *	1 *	1 *	8 *	15 1%	4 *	-	*	23 1%	*	12 *	12 1%	2 *	1 *	-	24 *	1 *	23 1%z	5 *
Amazon Delivery Service/ Logistics	55 1%	28 1%	17 1%	38 1%	27 1%	28 1%	2 1%	5 1%	17 1%	1 *	6 1%	26 1%	22 1%	2 *	3 1%	*	49 1%	4 *	23 1%	27 1%	2 *	2 1%	-	50 1%	2 *	29 2%z	26 1%
Other	17 *	9 *	1 *	16 *b	8 *	9 *	*	*	1 *	1 *	1 *	10 *	3 *	4 *	1 *	-	13 *	1 *	6 *	10 *	1 *	-	-	16 *	-	17 1%z	-
None of these	5754 93%	2199 91%	2152 95%ac	3166 92%	3119 94%ac	2199 91%	181 94%	741 95%e	2152 95%	218 96%	1030 96%	1889 92%	2262 93%	768 95%k	573 96%klp	234 98%klp	4152 92%	807 97%klp	2372 92%	2200 93%	653 96%rsw	334 95%	158 98%rsw	4571 93%	492 96%rw	1383 85%	4371 96%y

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21*
Royal Mail	209 3%	18 5%	186 3%	5 11%b	79 5%e	118 3%	12 4%	200 3%	6 4%	2 3%	1 2%	208 3%	- -
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	28 *	3 1%	25 *	- -	13 1%	13 *	2 1%	25 *	1 1%	2 3%gk	- -	28 *	- -
DHL	41 1%	7 2%b	31 1%	2 5%b	17 1%	18 *	6 2%e	38 1%	2 1%	- -	* *	41 1%	- -
FedEx	34 1%	3 1%	31 1%	- -	17 1%e	13 *	3 1%	28 *	6 4%gk	* *	- -	34 1%	- -
Evri	65 1%	1 *	64 1%	- -	18 1%	36 1%	10 3%de	62 1%	3 2%	- -	- -	65 1%	- -
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	34 1%	5 1%	28 *	- -	19 1%e	15 *	- -	30 1%	1 1%	3 4%gk	- -	34 1%	- -
Parcelforce	32 1%	1 *	31 1%	- -	14 1%	14 *	5 1%e	29 *	4 2%gk	- -	- -	32 1%	- -
TNT	28 *	3 1%	22 *	3 7%ab	18 1%e	10 *	* *	23 *	4 3%gk	- -	- -	28 *	- -
TNT Post UK	- -	- -	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -
UPS	29 *	9 2%b	20 *	- -	20 1%e	7 *	2 *	22 *	4 3%gk	3 4%gk	- -	29 *	- -
UK Mail	24 *	2 1%	19 *	3 7%ab	12 1%e	8 *	4 1%e	19 *	3 2%gk	- -	1 2%	22 *	- -
DX	- -	- -	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	27 *	1 *	24 *	2 6%ab	8 *	16 *	4 1%	25 *	3 2%	- -	- -	27 *	- -
Amazon Delivery Service/ Logistics	55 1%	1 *	51 1%	2 6%ab	18 1%	33 1%	3 1%	49 1%	6 4%gk	- -	- -	55 1%	- -
Other	17 *	* *	17 *	- -	10 1%e	7 *	- -	16 *	1 *	- -	- -	17 *	- -
None of these	5754 93%	362 90%c	5360 94%ac	32 77%	1537 90%	3932 95%df	285 89%	5449 93%h	135 84%	62 90%	73 98%h	5646 93%h	35 100%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	209 3%	43 3%	42 3%	63 4%	61 4%	21 4%	13 3%	9 2%	11 2%	12 2%	19 4%	25 5%gh	24 5%g	13 3%	23 4%	14 3%	24 5%g
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	28 *	11 1%b	1 *	9 1%	6 *	6 1%	5 1%	1 *	-	1 *	-	-	7 1%hjko	2 *	4 1%	*	3 1%
DHL	41 1%	18 1%b	5 *	9 1%	9 1%	1 *	9 2%eij	7 1%ij	4 1%	*	*	5	-	4 1%	3 1%	5 1%	2
FedEx	34 1%	4 *	13 1%	8 *	9 1%	-	4 1%	-	8 2%egjk	-	5 1%	-	6 1%	2 *	4 1%	2 *	3 1%
Evri	65 1%	14 1%	13 1%	14 1%	24 2%	4 1%	7 1%	3 1%	6 1%	4 1%	3 1%	4 1%	1 *	9 2%i	6 1%	1 *	16 3%egijklo
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	34 1%	7 *	7 *	3 *	17 1%c	-	4 1%	3 1%	3 *	3 1%	2 *	*	3 1%	*	8 2%ekm	2 *	6 1%e
Parcelforce	32 1%	10 1%	5 *	4 *	14 1%	1 *	7 1%i	2 *	3 1%	*	2 *	1 *	*	2 *	5 1%	1 *	8 2%il
TNT	28 *	7 *	7 *	4 *	11 1%	1 *	5 1%	*	2 *	*	5 1%	2 *	2 *	*	7 1%im	3 1%	*
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	29 *	14 1%b	3 *	4 *	8 1%	4 1%	6 1%	5 1%	2 *	-	1 *	1 *	-	2 *	2 *	*	6 1%
UK Mail	24 *	9 1%b	-	5 *	10 1%b	2 *	7 1%ghijm	*	-	-	-	*	1 *	4 1%	*	2 *	4 1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	27 *	9 1%	5 *	6 *	7 *	3 1%	6 1%i	-	3 1%	-	2 *	-	4 1%	2 *	3 1%	3 1%	1 *
Amazon Delivery Service/ Logistics	55 1%	13 1%	11 1%	13 1%	18 1%	6 1%	6 1%	1 *	5 1%	*	5 1%	5 1%	7 1%	1 *	6 1%	4 1%	2 2%m
Other	17 *	4 *	3 *	4 *	7 *	-	4 1%	-	2 *	*	-	-	1 *	3 1%	2 *	3 *	3 1%
None of these	5754 93%	1442 93%	1454 84%d	1446 93%	1411 92%	491 93%	472 91%	479 98%fnp	492 94%p	489 96%fnp	473 93%	456 93%	494 93%	496 94%p	489 92%	480 95%p	442 89%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	20 *	1 *	20 *	3 *	17 *	10 *	11 *	3 *	3 *	4 *	*	6 *	4 1%	*	5 *	5 *	10 *	5 *	16 *	4 *
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	3 *	-	3 *	-	3 *	-	3 *	-	1 *	-	-	2 *	-	-	1 *	-	2 *	-	3 *	-
DHL	2 *	-	2 *	-	2 *	*	2 *	2 *	-	-	-	*	-	-	2 *	-	*	-	*	2 *r
FedEx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Evri	23 *	4 *	19 *	3 *	20 *	4 *	19 1%e	2 *	-	4 *	8 1%h	5 *	4 1%	*	2 *	12 1%	9 *	4 *	20 *	2 *
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	6 *	4 *	2 *	1 *	5 *	2 *	4 *	-	4 *	-	-	2 *	-	-	4 *	-	2 *	-	6 *	-
Parcelforce	* *	-	* *	-	* *	* *	-	-	-	-	-	* *	-	-	-	-	* *	-	* *	-
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2 *	-	2 *	-	2 *	-	2 *	-	-	-	1 *	-	*	-	-	1 *	*	*	2 *	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	3 *	-	3 *	*	2 *	-	3 *	-	1 *	*	*	2 *	-	-	1 *	*	2 *	-	1 *	2 *
Amazon Delivery Service/ Logistics	6 *	3 *	3 *	-	6 *	*	6 *	1 *	-	1 *	2 *	2 *	-	-	1 *	3 *	2 *	-	4 *	-
Other	1 *	-	1 *	1 *	-	-	1 *	1 *	-	-	-	-	-	-	1 *	-	-	-	-	1 *
None of these	6108 99%	1222 99%	4886 99%	852 99%	5255 99%	2997 99%f	3097 99%	817 99%	865 99%	1114 99%	810 99%	1124 98%	751 99%	626 100%jk	1682 99%	1924 99%	2502 99%	1378 99%	5163 99%	896 99%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	20 *	4 *	6 *	3 *	7 *	10 *	11 *	11 *	9 *	2 *	1 *	4 *	6 *	3 *	11 *	2 *	16 *	1 *	16 *	3 1%q
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	3 *	-	2 *	1 *	-	2 *	1 *	3 *	-	-	-	-	2 *	1 *	2 *	-	3 *	-	3 *	-
DHL	2 *	-	*	-	2 *	*	2 *	2 *	-	2 *n	-	-	*	-	-	2 *p	*	-	2 *	-
FedEx	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Evri	23 *	4 *	8 *	8 1%	2 *	12 *	10 *	14 *	9 *	*	3 *	2 *	10 1%	6 1%	14 *	*	20 *	4 *	15 *	4 1%r
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	6 *	-	6 *	-	-	6 *	-	6 *	-	-	-	4 *	-	-	4 *	-	4 *	1 *	2 *	2 1%r
Parcelforce	* *	-	*	-	-	*	-	*	-	-	-	-	*	-	-	-	*	-	*	-
TNT	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2 *	*	1 *	*	-	2 *	-	2 *	-	-	-	-	1 *	-	1 *	-	2 *	-	2 *	-
UK Mail	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	3 *	*	2 *	*	-	2 *	*	1 *	2 *	-	2 *	*	*	*	2 *	-	3 *	2 *	1 *	-
Amazon Delivery Service/ Logistics	6 *	*	4 *	-	2 *	4 *	2 *	4 *	2 *	-	1 *	-	1 *	2 *	2 *	-	4 *	2 *	4 *	-
Other	1 *	-	-	-	1 *	-	1 *	1 *	-	1 *	-	-	-	-	-	1 *p	-	-	1 *	-
None of these	6108 99%	1145 99%	1916 99%	1381 99%	1665 99%	3061 99%	3046 99%	3648 99%	2373 99%	558 99%	712 99%	1564 100%	1532 99%	1056 99%	3808 99%	585 100%	5122 99%	1286 99%s	4529 99%s	293 98%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	20 *	17 *	3 *	1 *	15 *	4 1%	1 *	1 1%	2 1%m	2 *	1	1	1	-	2 *	4 *	2 *	*	3 1%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	3 *	3	-	-	3 *	-	-	-	-	-	-	1 *	-	-	2 *	-	-	-	-
DHL	2 *	2 *	*	-	2 *	*	-	-	-	-	-	-	-	-	2 *	-	-	-	*
FedEx	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Evri	23 *	15 *	8 1%a	*	18 *	4 1%	1 *	*	2 1%	8 1%	-	1 *	3 *	-	2 *	2 *	-	*	4 1%mp
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	6 *	6 *	-	-	5 *	1 *	-	-	-	2 *	-	-	-	-	-	2 *	-	-	1
Parcelforce	* *	-	*	*a	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-
TNT	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2 *	1 *	*	*	1 *	*	-	-	-	-	-	-	-	-	-	-	1 *	-	*
UK Mail	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	3 *	2 *	*	-	2 *	*	-	1 *d	-	-	-	-	-	-	2 *	-	-	-	*
Amazon Delivery Service/ Logistics	6 *	6 *	*	*	6 *	-	-	*	-	-	-	1 *	-	-	2 *	-	2 *	-	*
Other	1 *	1 *	-	-	-	1 *d	-	-	-	-	-	-	-	-	-	-	-	-	1
None of these	6108 99%	5256 99%	852 99%	171 99%	5137 99%e	507 98%	294 100%e	169 99%	247 99%	664 98%	507 100%r	445 99%	539 99%	574 100%hir	801 99%	836 99%	524 99%	69 100%	439 98%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1064	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	20 *	11	8	12	9 *	11	2 1%	4 1%	8 *	-	4	8	5	5 1%	3	1	12	3	8	10	*	1	2 1%t	18	2	7	14
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	3	3	-	3	-	3	-	-	-	-	-	-	3	-	-	-	3	-	2	1	-	-	-	3	-	-	3
DHL	2 *	2	*	2 *	*	2 *	2 1%eg	-	*	*	*	-	*	-	2 *klp	-	*	2 *p	*	2	-	-	-	2	-	2	*
FedEx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Evri	23	11 *	9 *	14 *	11 *	11 *	*	8 1%	9 *	-	1 *	8 *	12 *	1 *	1 *	-	20 *	1 *	13 1%	4 *	2 *	2 1%	1 *	17 *	3 1%	7 *	16 *
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	6 *	4 *	2 *	4 *	2 *	4 *	-	-	2 *	-	-	-	-	4 *klp	-	2 1%klp	-	2 *lp	4 *	2 *	-	-	-	6	-	2 *	4 *
Parcelforce	*	-	*	-	*	-	-	-	*	-	-	-	*	-	-	-	*	-	*	-	-	-	-	*	-	*	*
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2 *	-	2 *	-	2 *	-	-	-	2 *	-	-	1 *	*	-	-	-	2 *	-	1 *	*	-	-	-	1 *	*	*	1 *
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	3 *	2	*	2	*	2	-	2	*	-	*	*	2	-	-	-	3	-	1	2	*	-	-	2	-	2	1
Amazon Delivery Service/ Logistics	6 *	2 *	2 *	4 *	4 *	2 *	-	*	2 *	-	2 *	3 *	3 *	-	-	-	6 *	-	1 *	2 *	-	2 1%rw	-	4 *	2 *	*	6
Other	1 *	-	1 *	-	1	-	-	-	1 *	1 *	-	-	*	1 *	-	-	*	*	-	1 *	-	-	-	1 *	*	-	1
None of these	6108 99%	2371 99%	2237 99%	3419 99%	3285 99%	2371 99%	192 99%	764 98%	2237 99%	226 100%	1064 99%	2042 99%	2410 99%	802 99%	590 99%	235 99%	4452 99%	825 99%	2541 99%	2345 99%	678 100%	348 98%	158 98%	4886 99%	506 98%	1612 99%	4495 99%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	20 *	2 1%	18 *	- -	7 *	11 *	2 1%	20 *	- -	- -	- -	20 *	- -
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	3 *	- -	3 *	- -	- -	3 *	- -	3 *	- -	- -	- -	3 *	- -
DHL	2 *	- -	2 *	- -	- -	* *	2 1%de	2 *	- -	- -	- -	2 *	- -
FedEx	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Evri	23 *	- -	23 *	- -	6 *	16 *	* *	23 *	- -	- -	- -	23 *	- -
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	6 *	- -	6 *	- -	1 *	5 *	- -	6 *	- -	- -	- -	6 *	- -
Parcelforce	* *	- -	* *	- -	* *	- -	- -	* *	- -	- -	- -	* *	- -
TNT	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	2 *	- -	2 *	- -	- -	2 *	- -	2 *	- -	- -	- -	2 *	- -
UK Mail	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	3 *	- -	3 *	- -	2 *	1 *	- -	3 *	- -	- -	- -	3 *	- -
Amazon Delivery Service/ Logistics	6 *	- -	6 *	- -	1 *	3 *	2 1%de	6 *	- -	- -	- -	6 *	- -
Other	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	- -	1 *	- -
None of these	6108 99%	398 99%	5668 99%	42 100%	1689 99%	4101 99%	317 99%	5769 99%	161 100%	68 100%	74 100%	5998 99%	35 100%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	20 *	6 *	6 *	4 *	4 *	3 1%	1 *	2 *	2 *	4 1%	1 *	2 *	2 *	1 *	4 1%	* *	-
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	3 *	-	-	3 *	-	-	-	-	-	-	-	-	-	3 1%	-	-	-
DHL	2 *	-	-	2 *	-	-	-	-	-	-	-	-	2 *	-	-	-	-
FedEx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Evri	23 *	13 1%d	4 *	3 *	2 *	5 1%	5 1%	3 1%	1 *	1 *	1 *	-	*	3 1%	*	2 *	*
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	6 *	-	4 *	2 *	-	-	-	-	2 *	-	1 *	-	2 *	-	-	-	-
Parcelforce	* *	* *	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	2 *	-	-	1 *	*	-	-	-	-	-	-	-	1	-	-	-	*
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	3 *	-	*	*	2 *	-	-	-	-	*	-	*	-	-	*	2 *	-
Amazon Delivery Service/ Logistics	6 *	1 *	3 *	2 *	-	1 *	-	-	2 *	1 *	-	1 *	1	*	-	-	-
Other	1	-	-	1 *	-	-	-	-	-	-	-	-	1	-	-	-	-
None of these	6108 99%	1524 99%	1524 99%	1533 99%	1526 99%	519 98%	510 99%	495 99%	517 99%	503 99%	504 99%	486 99%	527 99%	520 99%	528 99%	504 99%	495 100%e

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	2235 36%	607 49%b	1628 33%	271 31%	1964 37%c	1104 37%	1130 36%	213 26%	285 33%g	465 41%gh	302 37%g	448 39%gh	275 36%g	245 39%gh	499 29%	767 39%n	969 38%n	520 38%n	1866 36%	342 38%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	268 4%	42 3%	226 5%	65 8%d	203 4%	98 3%	170 5%e	32 4%	40 5%	54 5%	47 6%i	55 5%	21 3%	19 3%	72 4%	101 5%q	95 4%	40 3%	224 4%	40 4%
DHL	268 4%	75 6%b	193 4%	55 6%d	213 4%	123 4%	145 5%	49 6%km	59 7%km	61 5%km	33 4%	30 3%	26 3%	11 2%	108 6%pq	94 5%q	67 3%	37 3%	177 3%	87 10%r
FedEx	172 3%	37 3%	136 3%	49 6%d	124 2%	90 3%	82 3%	34 4%jklm	44 5%jklm	43 4%jl	10 1%	24 2%	8 1%	11 2%	78 5%opq	52 3%q	42 2%	19 1%	107 2%	62 7%r
Evri	775 13%	182 15%b	592 12%	147 17%d	628 12%	315 10%	460 15%e	80 10%	136 16%gi	171 15%gi	95 12%	143 13%	79 10%	71 11%	216 13%	266 14%	293 12%	150 11%	650 12%	117 13%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	386 6%	111 9%b	275 6%	79 9%d	307 6%	217 7%f	169 5%	59 7%lm	106 12%gijklm	83 7%klm	52 6%lm	55 5%lm	20 3%	11 2%	165 10%opq	135 7%q	86 3%	31 2%	284 5%	92 10%r
Parcelforce	599 10%	171 14%b	427 9%	98 11%d	501 9%	329 11%f	268 9%	53 6%	75 9%	116 10%g	93 11%g	139 12%gh	65 8%	58 9%	128 8%	209 11%n	261 10%n	122 9%	512 10%	83 9%
TNT	89 1%	14 1%	75 2%	20 2%	69 1%	54 2%	35 1%	12 1%	22 2%m	20 2%m	8 1%	19 2%m	6 1%	2 *	34 2%q	28 1%	27 1%	8 1%	64 1%	23 3%r
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	185 3%	40 3%	144 3%	59 7%d	126 2%	109 4%f	76 2%	37 5%jklm	37 4%jklm	50 4%jklm	14 2%	28 2%	8 1%	11 2%	74 4%pq	64 3%q	47 2%	18 1%	141 3%	37 4%
UK Mail	249 4%	40 3%	209 4%	47 6%d	202 4%	111 4%	138 4%	44 5%	45 5%	46 4%	25 3%	46 4%	23 3%	21 3%	89 5%pd	71 4%	90 4%	44 3%	186 4%	59 7%r
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	344 6%	68 6%	276 6%	92 11%d	252 5%	143 5%	201 6%e	64 8%klm	56 6%klm	98 9%klm	44 5%m	39 3%	28 4%	14 2%	121 7%pq	142 7%q	81 3%	42 3%	284 5%	52 6%
Amazon Delivery Service/ Logistics	609 10%	258 21%b	351 7%	85 10%	524 10%	282 9%	327 10%	107 13%jklm	107 12%klm	141 13%klm	74 9%	85 7%	52 7%	41 7%	215 13%pq	216 11%pq	178 7%	93 7%	472 9%	126 14%r
Other	80 1%	* *	80 2%a	35 4%d	45 1%	38 1%	42 1%	17 2%jlm	21 2%jklm	23 2%jlm	4 *	10 1%	3 *	2 *	39 2%pq	27 1%pd	14 1%	5 *	61 1%	20 2%
None of these	3007 49%	464 38%	2543 52%a	402 47%	2605 49%	1517 50%f	1479 47%	444 54%ik	429 49%i	474 42%	401 49%i	550 48%i	394 52%i	315 50%i	873 51%o	875 45%	1260 50%o	709 51%o	2598 50%s	392 43%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500-£17,499 per ye (j)	Income Declared £17,500-£29,999 per ye (k)	Income Declared £30,000-£49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500-£49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	2235 36%	427 37%d	746 38%d	523 38%d	539 32%	1173 38%f	1062 35%	1371 37%	839 35%	166 30%	231 32%	530 34%	572 37%i	433 41%ijkn	1333 35%	179 30%	1912 37%o	361 28%	1784 39%qs	90 30%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	268 4%	55 5%	92 5%	68 5%	53 3%	147 5%	121 4%	194 5%h	71 3%	13 2%	24 3%	66 4%	70 5%	77 7%ijkln	160 4%	13 2%	247 5%o	31 2%	231 5%q	6 2%
DHL	268 4%	65 6%d	92 5%	61 4%	49 3%	158 5%f	110 4%	197 5%h	66 3%	16 3%	23 3%	69 4%	77 5%	59 6%	169 4%	16 3%	239 5%	43 3%	208 5%	17 6%
FedEx	172 3%	62 5%bcd	44 2%	34 2%	32 2%	106 3%f	66 2%	134 4%h	37 2%	18 3%	16 2%	34 2%	47 3%	47 4%kh	96 3%	18 3%	147 3%	31 2%	130 3%	11 4%
Evri	775 13%	164 14%d	269 14%d	177 13%d	163 10%	433 14%f	341 11%	491 13%	278 12%	53 9%	72 10%	172 11%	205 13%	174 16%ijkn	449 12%	53 9%	676 13%o	116 9%	624 14%q	35 12%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	386 6%	100 9%d	123 6%d	97 7%d	65 4%	223 7%f	162 5%	296 8%h	85 4%	24 4%	29 4%	86 5%	122 8%ijk	88 8%ijk	237 6%	26 4%	342 7%	60 5%	306 7%q	19 6%
Parcelforce	599 10%	145 13%d	203 10%d	138 10%d	113 7%	348 11%f	251 8%	401 11%h	189 8%	38 7%	52 7%	145 9%	186 12%ijk	113 11%l	383 10%	38 6%	518 10%o	86 7%	481 11%q	31 10%
TNT	89 1%	21 2%	35 2%	15 1%	18 1%	56 2%	33 1%	72 2%h	15 1%	5 1%	6 1%	31 2%	23 1%	18 2%	59 2%	5 1%	81 2%	10 1%	76 2%	2 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	185 3%	49 4%d	60 3%	41 3%	35 2%	109 4%	76 2%	145 4%h	38 2%	13 2%	17 2%	46 3%	56 4%	40 4%	118 3%	13 2%	163 3%	31 2%	148 3%	6 2%
UK Mail	249 4%	48 4%	80 4%	64 5%	57 3%	129 4%	120 4%	168 5%	79 3%	18 3%	25 4%	77 5%	58 4%	46 4%	160 4%	18 3%	215 4%	39 3%	194 4%	16 5%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	344 6%	82 7%d	113 6%d	83 6%d	66 4%	194 6%	150 5%	252 7%h	90 4%	22 4%	26 4%	89 6%	93 6%	86 8%ijk	209 5%	22 4%	303 6%	56 4%	276 6%	12 4%
Amazon Delivery Service/ Logistics	609 10%	148 13%cd	203 10%d	123 9%	135 8%	350 11%f	257 8%	432 12%h	173 7%	35 6%	64 9%	128 8%	157 10%i	122 11%ikh	349 9%	36 6%	513 10%o	111 9%	464 10%	34 11%
Other	80 1%	24 2%b	14 1%	20 1%	22 1%	38 1%	42 1%	59 2%h	20 1%	11 2%	6 1%	22 1%	19 1%	18 2%	47 1%	11 2%	65 1%	16 1%	60 1%	4 1%
None of these	3007 49%	518 45%	891 46%	663 48%	935 56%abc	1409 46%	1598 52%e	1697 46%	1255 52%g	329 59%klmn	400 56%lmn	808 51%lm	718 46%	449 42%	1925 50%lm	342 58%p	2462 48%	763 59%r	2075 45%	169 56%r

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	2235 36%	1882 35%	353 41%a	70 40%	1871 36%	198 38%g	111 38%g	54 32%	81 32%	238 35%	184 36%	159 35%	192 35%	211 37%	325 40%h	289 34%	191 36%	32 47%hc	166 37%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	268 4%	217 4%	51 6%	10 6%	214 4%	27 5%	18 6%d	9 5%	11 4%	31 5%	18 4%	24 5%	19 4%	20 3%	27 3%	30 4%	33 6%	3 4%	24 5%
DHL	268 4%	226 4%	42 5%	7 4%	232 4%g	22 4%	10 3%	4 2%	11 4%	21 3%	29 6%	15 3%	18 3%	28 5%	45 6%	44 5%	21 4%	4 5%	18 4%
FedEx	172 3%	154 3%	18 2%	2 1%	143 3%g	22 4%fg	5 2%	2 1%	6 3%	22 3%l	7 1%	7 2%	5 1%	18 3%l	33 4%jl	24 4%l	19 4%l	3 5%l	19 4%jkl
Evri	775 13%	655 12%	120 14%	15 8%	669 13%e	45 9%	40 14%e	20 12%	35 14%r	101 15%r	65 13%	79 18%lmnpr	60 11%	67 12%	88 11%	116 14%r	59 11%	6 8%	39 9%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	386 6%	326 6%	60 7%	9 5%	325 6%g	32 6%	22 7%g	6 4%	13 5%	41 6%	40 8%	25 6%	28 5%	42 7%	47 6%	61 7%	27 5%	4 5%	28 6%
Parcelforce	599 10%	487 9%	111 13%a	24 14%a	504 10%	52 10%	29 10%	14 8%	28 11%	61 9%	44 9%	36 8%	39 7%	64 11%	70 9%	110 13%kl	52 10%	7 10%	45 10%
TNT	89 1%	71 1%	17 2%	4 2%	80 2%	5 1%	3 1%	1 1%	4 2%	13 2%	6 1%	5 1%	8 1%	10 2%	9 1%	13 1%	13 2%	-	5 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	185 3%	150 3%	35 4%	5 3%	159 3%	11 2%	10 3%	4 3%	9 4%	16 2%	12 3%	11 3%	15 3%	23 4%	23 3%	34 4%	15 3%	1 1%	11 2%
UK Mail	249 4%	207 4%	42 5%	6 4%	218 4%	16 3%	9 3%	5 3%	8 3%	32 5%	20 4%	18 4%	21 4%	26 4%	37 5%	39 5%	17 3%	2 3%	14 3%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	344 6%	301 6%	43 5%	5 3%	295 6%	20 4%	19 6%	10 6%	20 8%lpr	43 6%	23 4%	32 7%r	46 4%	29 5%	47 6%	59 7%r	20 4%	5 7%	15 3%
Amazon Delivery Service/ Logistics	609 10%	527 10%c	82 10%c	8 5%	514 10%	46 9%	31 11%	18 10%	27 11%p	82 12%p	54 11%p	57 13%p	46 9%	60 11%p	70 9%	90 11%p	27 5%	3 5%	43 9%p
Other	80 1%	64 1%	16 2%	5 3%	66 1%	9 2%	2 1%	3 2%	1 1%	10 2%	5 1%	6 1%	8 1%	13 2%	10 1%	9 1%	4 1%	2 2%	7 2%
None of these	3007 49%	2619 49%	388 45%	80 46%	2519 49%	259 50%	142 48%	87 51%	133 53%	330 49%	242 48%	214 48%	258 47%	263 46%	393 48%	423 50%	262 49%	29 42%	230 51%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	2235 36%	925 38%	813 36%	1344 39%	1231 37%	925 38%f	53 28%	295 38%f	813 36%	78 34%	369 34%	853 41%lmnoq	879 36%moq	249 31%	191 32%	61 25%	1732 38%mnoq	252 30%	1085 42%stuvx	854 36%tuvx	179 26%v	93 26%v	20 12%	1939 39%stuvx	113 22%v	421 26%	1814 40%y
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	268 4%	92 4%	119 5%	140 4%	168 5%	92 4%	5 2%	18 2%	119 5%ij	3 1%	35 3%	100 5%m	115 5%m	16 2%	32 5%m	5 2%	215 5%m	37 4%m	132 5%t	91 4%	15 2%	24 7%t	6 4%	224 5%t	30 6%t	59 4%	209 5%
DHL	268 4%	132 5%bd	71 3%	189 5%bd	127 4%	132 5%	8 4%	28 4%	71 3%	7 3%	21 2%	91 4%m	114 5%m	19 2%	33 6%m	12 5%	204 5%m	45 5%m	146 6%st	87 4%	13 2%	15 4%	7 4%	233 5%t	22 4%	92 6%z	176 4%
FedEx	172 3%	94 4%bd	46 2%	116 3%bd	68 2%	94 4%g	5 3%	16 2%	46 2%	5 2%	11 1%	59 3%	76 3%	17 2%	15 2%	6 3%	135 3%	21 3%	90 3%t	64 3%	9 1%	4 1%	6 4%	153 3%t	10 2%	66 4%z	106 2%
Evri	775 13%	304 13%	305 13%	437 13%	438 13%	304 13%	18 9%	91 12%	305 13%	22 10%	123 12%	254 12%	327 13%m	80 10%	90 16%m	24 10%	580 13%	114 14%	368 14%t	286 12%t	56 8%	47 13%t	18 11%	654 13%t	65 13%t	177 11%	598 13%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	386 6%	178 7%bd	107 5%	254 7%bd	183 6%	178 7%g	7 4%	35 5%	107 5%j	9 4%	22 2%	122 6%m	177 7%m	29 4%	43 7%m	14 6%	300 7%m	57 7%m	186 7%t	155 7%t	19 3%	17 5%	9 6%	341 7%t	26 5%	136 8%z	250 6%
Parcelforce	599 10%	268 11%b	191 8%	390 11%b	313 9%	268 11%f	11 6%	76 10%	191 8%	16 7%	72 7%	220 11%m	235 10%	59 7%	65 11%	19 8%	455 10%m	84 10%	309 12%stx	223 9%t	26 4%	31 9%t	10 6%	531 11%t	41 8%t	134 8%	464 10%
TNT	89 1%	39 2%	22 1%	65 2%b	48 1%	39 2%	2 1%	4 1%	22 1%	-	4 *	23 1%	40 2%	11 1%	14 2%	*	64 1%	14 2%	33 1%	37 2%	9 1%	6 2%	2 1%	70 1%	8 2%	59 4%z	30 1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	185 3%	78 3%	55 2%	122 4%	99 3%	78 3%	4 2%	14 2%	55 2%j	5 2%	9 1%	68 3%	77 3%	15 2%	17 3%	7 3%	145 3%	25 3%	101 4%st	59 2%	8 1%	8 2%	8 5%t	160 3%t	16 3%	67 4%z	118 3%
UK Mail	249 4%	122 5%bd	75 3%	167 5%b	121 4%	122 5%	4 2%	28 4%	75 3%	10 4%	37 3%	92 4%q	116 5%mnq	22 3%	14 2%	5 2%	208 5%mnq	19 2%	124 5%tx	101 4%x	15 2%	7 2%	2 1%	225 5%tx	9 2%	103 6%z	146 3%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	344 5%	132 5%	146 6%	182 5%	196 6%	132 5%g	8 4%	25 3%	146 6%j	10 4%	43 4%	109 5%	142 6%	33 4%	45 8%m	15 6%	251 6%	60 7%m	157 6%t	132 6%	22 3%	23 6%	11 7%	289 6%t	33 6%t	110 7%	234 5%
Amazon Delivery Service/ Logistics	609 10%	298 12%bd	166 7%	407 12%bd	277 8%	298 12%fg	11 6%	67 9%	166 7%	11 5%	62 6%	187 9%	254 10%	67 8%	74 13%m	26 11%	441 10%m	100 12%m	284 11%t	240 10%t	42 6%	29 8%	13 8%	524 11%t	42 8%	189 12%z	419 9%
Other	80 1%	26 1%	31 1%	44 1%	49 1%	26 1%	3 2%	2 *	31 1%	2 1%	11 1%	21 1%	30 1%	17 2%	11 2%	1 1%	51 1%	12 1%	38 1%	25 1%	9 1%	6 2%	2 1%	63 1%	8 2%	40 2%z	40 1%
None of these	3007 49%	1132 47%	1104 49%	1586 46%	1558 47%	1132 47%	120 62%egg	395 51%	1104 49%	125 55%	561 52%	954 46%	1130 46%	467 58%klnp	288 48%	142 60%klnp	2084 46%	430 52%klp	1058 41%	1173 50%rsw	423 62%rsw	203 57%rsw	117 73%rstuw	2231 45%r	320 62%rsw	901 55%z	2107 46%

Question focuses on packets and parcels SENT since Q3 2022

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	2235 36%	116 29%	2105 37%a	13 32%	486 28%	1661 40%df	88 27%	2162 37%hi	28 18%	14 20%	29 39%h	2204 36%hi	2 7%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	268 4%	14 3%	253 4%	1 2%	67 4%	186 4%	14 5%	266 5%h	-	2 3%	-	268 4%h	*
DHL	268 4%	27 7%	241 4%	-	62 4%	194 5%	12 4%	264 5%	2 1%	1 1%	-	267 4%	1 4%
FedEx	172 3%	14 3%	156 3%	3 7%	44 3%	118 3%	11 3%	169 3%	3 2%	*	-	172 3%	-
Evri	775 13%	32 8%	737 13%a	5 13%	167 10%	576 14%d	32 10%	758 13%hi	8 5%	5 7%	2 2%	771 13%hi	2 6%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	386 6%	21 5%	363 6%	2 4%	82 5%	277 7%d	26 8%	380 7%	3 2%	2 4%	1 1%	385 6%	-
Parcelforce	599 10%	42 10%	555 10%	2 5%	148 9%	427 10%	24 7%	587 10%	4 3%	4 6%	3 5%	595 10%h	-
TNT	89 1%	7 2%	81 1%	-	21 1%	61 1%	7 2%	85 1%	4 2%	-	-	89 1%	-
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	185 3%	9 2%	176 3%	-	49 3%	125 3%	11 3%	184 3%	1 1%	*	-	185 3%	-
UK Mail	249 4%	11 3%	234 4%	4 10%a	55 3%	179 4%	15 5%	243 4%	4 2%	2 3%	-	249 4%	*
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	344 6%	8 2%	335 6%a	* 1%	77 5%	257 6%d	11 3%	339 6%	3 2%	2 3%	-	344 6%	-
Amazon Delivery Service/ Logistics	609 10%	43 11%	564 10%	2 5%	129 8%	454 11%d	26 8%	595 10%	9 6%	4 6%	-	608 10%	1 2%
Other	80 1%	9 2%	72 1%	-	30 2%	42 1%	8 2%	79 1%	1 1%	-	-	80 1%	-
None of these	3007 49%	232 58%b	2750 48%	26 63%	983 58%e	1832 44%	192 60%e	2764 47%	118 74%gk	50 74%gk	43 58%	2933 48%	31 88%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
				Quarter								**Month**					
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	2235 36%	496 32%	588 38%a	587 38%a	564 37%a	160 30%	171 33%	164 33%	208 40%ep	195 38%e	185 37%	186 38%e	212 40%ep	189 36%	197 37%	209 41%efgn	158 32%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	268 4%	70 5%	75 5%	70 5%	53 3%	32 6%	19 4%	19 4%	26 5%	20 4%	28 6%	24 5%	20 4%	27 5%	16 3%	21 4%	16 3%
DHL	268 4%	64 4%	73 5%	66 4%	65 4%	31 6%gj	21 4%	12 2%	19 4%	29 6%g	25 5%	18 4%	26 5%	21 4%	22 4%	22 4%	22 4%
FedEx	172 3%	41 3%	45 3%	47 3%	39 3%	17 3%	15 3%	10 2%	11 2%	18 3%	16 3%	15 3%	20 4%	11 2%	15 3%	9 2%	15 3%
Evri	775 13%	171 11%	186 12%	216 14%	202 13%	56 11%	55 11%	60 12%	65 12%	63 12%	58 11%	72 15%	60 11%	84 16%e	71 13%	68 13%	63 13%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	386 6%	90 6%	108 7%	99 6%	89 6%	37 7%h	30 6%	23 5%	40 8%n	39 8%n	28 6%	30 6%	33 6%	36 7%n	17 3%	36 7%n	36 7%n
Parcelforce	599 10%	136 9%	145 9%	150 10%	168 11%	36 7%	43 8%	57 11%e	45 8%	59 12%e	41 8%	38 8%	48 9%	64 12%e	50 9%	61 12%e	57 11%e
TNT	89 1%	19 1%	33 2%c	11 1%	26 2%	12 2%gm	7 1%	*	13 3%glm	13 2%glm	7 1%	7 1%	3 1%	1 *	4 1%	13 3%glm	9 2%gm
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	185 3%	48 3%	42 3%	46 3%	49 3%	23 4%gn	20 4%g	6 1%	17 3%	16 3%	9 2%	15 3%	15 3%	16 3%	8 2%	22 4%gn	18 4%g
UK Mail	249 4%	64 4%	72 5%	57 4%	56 4%	18 3%	18 4%	28 6%p	35 7%jknp	22 4%	16 3%	15 3%	24 5%	18 3%	17 3%	26 5%	12 2%
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	344 6%	71 5%	88 6%	84 5%	100 7%	29 5%	25 5%	18 4%	22 4%	32 6%	34 7%	26 5%	31 6%	27 5%	32 6%	43 9%gh	25 5%
Amazon Delivery Service/ Logistics	609 10%	133 9%	155 10%	159 10%	162 11%	54 10%	43 8%	36 7%	53 10%	61 12%g	41 8%	58 12%	45 9%	56 11%	46 9%	58 11%	58 12%
Other	80 1%	15 1%	20 1%	28 2%	17 1%	7 1%	4 1%	4 1%	7 1%	8 2%	5 1%	5 1%	14 3%np	8 2%	3 1%	10 2%	3 1%
None of these	3007 49%	804 52%bc	722 47%	718 46%	763 50%	264 50%	275 53%i	265 53%i	242 46%	228 45%	252 50%	230 47%	244 46%	244 46%	273 51%	233 46%	257 52%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	1055 17%	151 12%	905 18%a	306 36%d	749 14%	463 15%	586 19%e	221 27%ijklm	200 23%ijklm	204 18%klm	140 17%lm	161 14%m	79 10%	51 8%	420 25%opq	344 18%pq	291 12%	130 9%	879 17%	165 18%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	176 3%	9 1%	167 3%a	94 11%d	82 2%	106 4%f	70 2%	52 6%ijklm	51 6%ijklm	32 3%lm	18 2%klm	17 1%	4 1%	1 *	103 6%opq	51 3%pq	22 1%	6 *	142 3%	32 4%
DHL	159 3%	7 1%	152 3%a	82 9%d	78 1%	89 3%	71 2%	41 5%jklm	47 5%jklm	38 3%klm	12 2%m	16 1%m	5 1%	* *	88 5%opq	50 3%pq	21 1%	5 *	113 2%	45 5%r
FedEx	160 3%	11 1%	150 3%a	86 10%d	74 1%	100 3%f	59 2%	48 6%ijklm	63 7%ijklm	32 3%klm	11 1%k	2 *	2 *	2 *	111 7%opq	44 2%pq	6 *	4 *	124 2%	34 4%
Evri	385 6%	44 4%	341 7%a	135 16%d	250 5%	148 5%	237 8%e	88 11%ijklm	85 10%klm	82 7%klm	61 7%klm	33 3%	19 3%	17 3%	173 10%opq	143 7%pq	69 3%	36 3%	307 6%	67 7%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	163 3%	10 1%	153 3%a	85 10%d	78 1%	100 3%	63 2%	31 4%klm	51 6%ijklm	46 4%klm	18 2%klm	9 1%	5 1%	2 *	83 5%pq	64 3%pq	16 1%	7 1%	122 2%	40 4%r
Parcelforce	174 3%	12 1%	162 3%a	72 8%d	102 2%	105 3%	69 2%	36 4%klm	41 5%klm	42 4%klm	23 3%klm	15 1%	8 1%	9 1%	77 5%pq	65 3%pq	32 1%	17 1%	139 3%	34 4%
TNT	114 2%	4 *	111 2%a	71 8%d	44 1%	81 3%f	33 1%	32 4%klm	39 4%ijklm	26 2%klm	10 1%l	7 1%	-	1 *	71 4%opq	36 2%pq	7 *	1 *	87 2%	26 3%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	139 2%	8 1%	131 3%a	92 11%d	47 1%	93 3%f	46 1%	34 4%klm	46 5%ijklm	31 3%k	14 2%k	5 *	7 1%	2 *	80 5%opq	45 2%pq	14 1%	9 1%	106 2%	32 4%r
UK Mail	154 2%	10 1%	144 3%a	83 10%d	70 1%	94 3%f	60 2%	49 6%ijklm	42 5%klm	33 3%klm	13 2%k	11 1%	1 *	3 1%	91 5%opq	46 2%pq	16 1%	5 *	109 2%	44 5%r
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	158 3%	12 1%	146 3%a	81 9%d	77 1%	94 3%	64 2%	30 4%klm	47 5%klm	37 3%klm	32 4%klm	9 1%	1 *	2 *	77 5%pq	69 4%pq	12 *	3 *	124 2%	32 4%
Amazon Delivery Service/ Logistics	232 4%	26 2%	206 4%a	95 11%d	137 3%	115 4%	116 4%	56 7%ijklm	75 9%ijklm	33 3%k	35 4%klm	13 1%	10 1%	10 2%	131 8%opq	69 4%pq	33 1%	19 1%	179 3%	48 5%r
Other	103 2%	1 *	102 2%a	66 8%d	37 1%	62 2%	41 1%	19 2%klm	33 4%klm	27 2%klm	14 2%kl	5 *	3 *	* *	51 3%pq	41 2%pq	10 *	5 *	83 2%	21 2%
None of these	4596 74%	1027 83%b	3569 72%	395 46%	4201 79%c	2301 76%f	2287 73%	495 60%	559 64%	808 72%gh	613 75%gh	922 81%ghij	648 85%ghijk	552 88%ghijk	1053 62%	1421 73%n	2121 84%no	1199 86%no	3942 76%s	623 69%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	1055 17%	270 23%bcd	325 17%d	241 17%d	219 13%	595 19%f	460 15%	752 20%h	294 12%	82 15%	106 15%	281 18%	313 20%ij	201 19%	700 18%	84 14%	924 18%	253 20%rs	755 17%	47 16%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	176 3%	58 5%bcd	57 3%	31 2%	30 2%	115 4%f	61 2%	153 4%h	23 1%	9 2%	23 3%	44 3%	53 3%	43 4%l	120 3%	9 2%	163 3%	72 6%rs	101 2%	3 1%
DHL	169 3%	75 7%bcd	37 2%	25 2%	22 1%	112 4%f	47 2%	142 4%h	17 1%	12 2%	12 2%	35 2%	50 3%	50 8%ijkn	97 3%	12 2%	147 3%	49 4%r	103 2%	7 2%
FedEx	160 3%	61 5%bcd	44 2%	29 2%	27 2%	104 3%f	56 2%	149 4%h	11 *	11 2%	24 3%	36 2%	52 3%	34 3%	112 3%	11 2%	149 3%	53 4%rs	106 2%	2 1%
Evri	385 6%	107 9%bd	111 6%	93 7%d	74 4%	218 7%f	167 5%	291 8%h	90 4%	19 3%	36 5%	105 7%i	110 7%i	87 8%i	251 7%i	19 3%	345 7%o	100 8%r	265 6%	20 7%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	163 3%	53 5%bcd	46 2%	34 2%	31 2%	98 3%f	65 2%	146 4%h	17 1%	5 1%	18 3%	55 4%i	45 3%i	35 3%i	118 3%i	5 1%	153 3%o	61 5%r	94 2%	9 3%
Parcelforce	174 3%	69 6%bcd	43 2%	28 2%	34 2%	112 4%f	62 2%	146 4%h	26 1%	11 2%	15 2%	51 3%	55 4%	36 3%	121 3%	11 2%	157 3%	61 5%r	102 2%	11 3%
TNT	114 2%	50 4%bcd	26 1%	21 2%	17 1%	76 2%f	38 1%	105 3%h	9 *	7 1%	13 2%	34 2%	38 2%	23 2%	84 2%	7 1%	108 2%	53 4%rs	58 1%	3 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	139 2%	63 5%bcd	27 1%	32 2%d	17 1%	90 3%f	49 2%	128 3%h	9 *	6 1%	17 2%	38 2%	46 3%i	31 3%	101 3%	6 1%	132 3%	64 5%rs	71 2%	4 1%
UK Mail	154 2%	60 5%bcd	38 2%	32 2%	24 1%	98 3%f	56 2%	131 4%h	22 1%	10 2%	20 3%	50 3%	47 3%	23 2%	117 3%	10 2%	142 3%	63 5%r	82 2%	9 3%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	158 3%	61 5%bcd	52 3%d	23 2%	22 1%	113 4%f	45 1%	142 4%h	14 1%	7 1%	19 3%	43 3%	42 3%	50 4%i	104 3%	7 1%	143 3%	59 5%r	90 2%	8 3%
Amazon Delivery Service/ Logistics	232 4%	75 7%bcd	46 2%	51 4%	60 4%	121 4%f	111 4%	184 5%h	46 2%	19 3%	28 4%	66 4%	66 4%	39 4%	161 4%	19 3%	204 4%	80 6%r	145 3%	7 2%
Other	103 2%	37 3%bcd	22 1%	23 2%	20 1%	60 2%	44 1%	92 3%h	11 *	10 2%	15 2%	24 2%	31 2%	24 2%	69 2%	10 2%	94 2%	50 4%rs	51 1%	3 1%
None of these	4596 74%	748 65%	1463 75%a	1043 75%a	1341 80%abc	2211 71%	2383 78%e	2544 69%	1978 83%g	443 79%lmn	561 78%lmn	1160 74%l	1079 69%	760 71%	2799 73%l	468 80%p	3786 73%	918 71%	3452 75%q	227 75%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	1055 17%	911 17%	144 17%	30 17%	908 18%fg	85 16%	40 13%	23 13%	37 15%	117 17%	89 18%	66 15%	96 18%	120 21%k	149 18%	144 17%	89 17%	8 12%	77 17%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	176 3%	148 3%	28 3%	4 2%	152 3%	13 2%	8 3%	3 2%	7 3%o	22 3%o	11 2%	6 1%	23 4%ko	18 3%o	43 5%jkor	7 1%	13 2%	2 3%	11 2%
DHL	159 3%	126 2%	34 4%a	4 2%	135 3%	13 3%	7 3%	3 2%	5 2%	16 2%	9 2%	4 1%	24 4%jkop	20 3%k	37 5%jkop	15 2%	6 1%	2 3%	11 3%
FedEx	160 3%	126 2%	35 4%a	3 2%	144 3%o	6 1%	7 2%	3 2%	3 1%	20 3%	10 2%	9 2%	22 4%hr	21 4%r	24 3%	22 2%	12 2%	1 2%	5 1%
Evri	385 6%	317 6%	68 8%	7 4%	329 6%g	27 5%	23 8%g	6 4%	13 5%	67 10%hjklnqr	28 6%	19 4%	30 5%	45 8%kn	35 4%	60 7%	31 6%	1 1%	26 6%
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	163 3%	145 3%	18 2%	6 4%	143 3%	9 2%	8 3%	3 2%	6 2%	22 3%	13 3%	6 1%	18 3%	15 3%	34 4%ko	11 1%	17 3%	*	9 2%
Parcelforce	174 3%	141 3%	33 4%	8 5%	152 3%	11 2%	8 3%	3 2%	5 2%	14 2%	7 1%	9 2%	29 5%hijkopr	23 4%j	36 4%j	19 2%	11 2%	1 2%	10 2%
TNT	114 2%	97 2%	17 2%	3 2%	103 2%	4 1%	5 2%	2 1%	5 2%	17 3%o	12 2%o	7 2%	18 3%opr	13 2%o	20 2%o	5 1%	6 1%	1 1%	3 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	139 2%	114 2%	25 3%	3 2%	121 2%	9 2%	6 2%	2 1%	3 1%	12 2%	14 3%	5 1%	18 3%	20 4%kp	22 3%	19 2%	6 1%	1 2%	8 2%
UK Mail	154 2%	132 2%	21 2%	5 3%	137 3%	7 1%	8 3%	3 2%	5 2%	14 2%	11 2%	7 2%	16 3%	19 3%	42 5%hijkno	16 2%	7 1%	*	6 1%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	158 3%	137 3%	21 2%	5 3%	137 3%g	9 2%	10 3%g	2 1%	6 2%	21 3%	11 2%	6 1%	24 4%op	19 3%o	37 5%kop	10 1%	6 1%	1 1%	9 2%
Amazon Delivery Service/ Logistics	232 4%	208 4%	23 3%	7 4%	204 4%	13 3%	11 4%	5 3%	7 3%	7 1%	19 4%i	17 4%i	34 6%hior	25 4%i	45 6%ir	25 3%	25 5%i	2 2%	11 2%
Other	103 2%	82 2%	21 2%	5 3%	91 2%	7 1%	4 1%	2 1%	3 1%	12 2%	4 1%	4 1%	16 3%j	8 1%	20 2%	10 1%	13 3%	-	7 2%
None of these	4596 74%	3956 75%	640 74%	128 74%	3836 74%	395 76%	227 77%	137 80%d	195 78%	503 74%	383 75%	346 77%	400 74%	409 71%	588 72%	624 74%	389 74%	57 82%	338 75%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	1055 17%	446 19%	391 17%	628 18%	574 17%	446 19%g	32 16%	102 13%	391 17%j	33 15%	135 13%	403 20%mnoq	433 18%noq	117 14%	76 13%	23 10%	836 19%mnoq	99 12%	557 22%stuvwx	377 16%tvx	66 10%	40 11%	12 8%	934 19%stuvx	52 10%	469 29%z	587 13%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	176 3%	84 4%b	45 2%	128 4%b	89 3%	84 4%g	4 2%	8 1%	45 2%j	4 2%	9 1%	64 3%	69 3%	26 3%	12 2%	5 2%	133 3%	17 2%	65 3%	87 4%t	10 1%	11 3%	1 1%	152 3%	12 2%	142 9%z	34 1%
DHL	159 3%	97 4%bd	15 1%	140 4%bd	58 2%b	97 4%g	5 3%	10 1%	15 1%	1 *	2 *	64 3%q	60 2%	25 3%	10 2%	1 1%	123 3%	11 1%	73 3%	60 3%	20 3%	5 1%	1 1%	133 3%	6 1%	131 8%z	29 1%
FedEx	160 3%	103 4%bd	14 1%	137 4%bd	47 1%b	103 4%g	7 4%g	6 1%	14 1%	2 1%	6 1%	70 3%	57 2%	16 2%	13 2%	5 2%	127 3%	18 2%	78 3%x	66 3%	10 1%	5 2%	- -	144 3%	5 1%	132 8%z	28 1%
Evri	385 6%	188 8%bd	119 5%	246 7%bd	177 5%	188 8%g	6 3%	39 5%	119 5%j	10 4%	34 3%	147 7%	154 6%	38 5%	33 6%	13 5%	302 7%	46 5%	197 8%tvx	140 6%	29 4%	14 4%	3 2%	337 7%tx	18 3%	223 14%z	162 4%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	163 3%	91 4%bd	31 1%	128 4%bd	68 2%	91 4%g	3 2%	10 1%	31 1%j	2 1%	2 *	73 4%lno	54 2%	22 3%	7 1%	6 2%	127 3%	13 2%	77 3%	62 3%	13 2%	7 2%	1 1%	140 3%	9 2%	133 8%z	30 1%
Parcelforce	174 3%	85 4%b	40 2%	129 4%bd	84 3%	85 4%g	4 2%	10 1%	40 2%	2 1%	5 1%	67 3%	69 3%	24 3%	10 2%	4 2%	137 3%	14 2%	74 3%	80 3%	12 2%	4 1%	4 2%	154 3%	8 2%	131 8%z	43 1%
TNT	114 2%	71 3%bd	14 1%	101 3%bd	43 1%b	71 3%g	4 2%	6 1%	14 1%	2 1%	2 *	42 2%	39 2%	22 3%	6 1%	5 2%	81 2%	11 1%	45 2%	48 2%	14 2%	6 2%	1 1%	93 2%	7 1%	108 7%z	6 *
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
UPS	139 2%	86 4%bd	21 1%	115 3%bd	50 2%	86 4%g	2 1%	4 1%	21 1%	1 *	2 *	59 3%nq	52 2%	20 3%h	4 1%	2 2%	111 2%mng	8 1%	64 2%	56 2%	14 2%	4 1%	1 1%	120 2%	5 1%	122 7%z	17 *
UK Mail	154 2%	84 3%bd	29 1%	122 4%bd	67 2%	84 3%g	9 5%g	7 1%	29 1%	2 1%	10 1%	63 3%	58 2%	17 2%	11 2%	2 2%	120 3%	15 2%	67 3%u	64 3%u	15 2%	1 *	7 4%u	131 3%u	7 1%	136 8%z	18 *
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	158 3%	99 4%bd	21 1%	137 4%bd	59 2%b	99 4%g	2 1%	9 1%	21 1%j	1 1%	2 *	69 3%nq	53 2%	25 3%n	5 1%	6 2%	122 3%n	11 1%	69 3%ux	70 3%ux	17 2%	1 *	1 1%	139 3%ux	3 1%	129 8%z	29 1%
Amazon Delivery Service/Logistics	232 4%	132 5%bd	43 2%	183 5%bd	94 3%	132 5%g	11 5%	19 2%	43 2%	4 2%	16 1%	91 4%lnq	97 4%	26 3%	15 2%	4 2%	188 4%q	18 2%	113 4%tv	92 4%v	14 2%	11 3%	- -	205 4%tv	11 2%	158 10%z	73 2%
Other	103 2%	61 3%bd	9 *	92 3%bd	40 1%b	61 3%g	4 2%g	2 *	9 *	- 2%h	6 1%	59 3%lnpq	21 1%	16 2%l	5 1%	2 1%	80 2%l	7 1%	49 2%	42 2%	10 1%	2 1%	- *	91 2%	3 1%	94 6%z	9 *
None of these	4596 74%	1721 72%	1719 76%ac	2488 72%	2485 75%ac	1721 72%	147 76%	624 80%e	1719 76%	184 81%	895 84%h	1495 72%	1792 74%	620 77%	470 79%klp	195 82%klp	3287 73%	665 80%klp	1806 70%	1786 75%r	554 81%rsw	279 79%rw	139 87%rsw	3591 73%	418 81%rsw	861 53%	3735 82%y

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	1055 17%	81 20%	963 17%	12 28%	341 20%e	651 16%	63 20%	996 17%	38 23%	11 16%	9 13%	1044 17%	2 5%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	176 3%	12 3%	161 3%	3 7%	69 4%e	96 2%	10 3%	153 3%	18 11%gjk	4 6%	* *	176 3%	-
DHL	159 3%	14 3%	141 2%	5 12%ab	60 4%e	76 2%	23 7%de	141 2%	18 11%gjk	-	* *	159 3%	-
FedEx	160 3%	23 6%b	135 2%	2 5%	73 4%e	75 2%	12 4%	135 2%	22 13%gjk	4 5%	* *	160 3%	-
Evri	385 6%	14 4%	370 6%	1 2%	134 8%e	221 5%	30 9%e	349 6%	27 17%gjk	9 13%gjk	-	385 6%	* *
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	163 3%	13 3%	146 3%	3 8%	74 4%e	79 2%	10 3%	135 2%	22 14%gjk	5 8%gjk	* *	162 3%	1 2%
Parcelforce	174 3%	9 2%	159 3%	6 14%ab	76 4%e	83 2%	15 5%e	150 3%	20 12%gjk	4 6%	-	174 3%	-
TNT	114 2%	10 3%	101 2%	3 8%b	57 3%e	49 1%	9 3%e	92 2%	20 13%gjk	2 2%	* *	114 2%	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	139 2%	23 6%b	115 2%	2 4%	61 4%e	68 2%	10 3%	118 2%	18 11%gjk	3 4%	* *	139 2%	-
UK Mail	154 2%	18 4%b	130 2%	6 14%ab	65 4%e	73 2%	16 5%e	123 2%	23 14%gjk	7 10%gjk	1 2%	152 3%	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	158 3%	10 2%	141 2%	7 17%ab	70 4%e	66 2%	22 7%e	135 2%	22 14%gjk	1 1%	-	158 3%	-
Amazon Delivery Service/ Logistics	232 4%	18 4%	209 4%	5 13%ab	84 5%e	126 3%	23 7%e	210 4%	21 13%gjk	* 1%	-	232 4%	-
Other	103 2%	10 2%	90 2%	3 8%b	58 3%e	37 1%	8 2%e	89 2%	10 6%gjk	5 7%gjk	* *	103 2%	-
None of these	4596 74%	287 72%	4283 75%	26 63%	1161 68%	3212 78%df	222 69%	4374 75%h	80 50%	44 64%	65 87%hijk	4498 74%h	33 94%

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	1055 17%	300 19%	251 16%	256 17%	249 16%	134 25%fghijklmnop 18%	92 18%	74 15%	84 16%	80 16%	86 17%	74 15%	89 17%	93 18%	93 18%	70 14%	85 17%
Citipost	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Collect +	176 3%	56 4%	36 2%	39 2%	45 3%	23 4%i	20 4%	13 3%	13 2%	9 2%	15 3%	10 2%	15 3%	13 3%	19 4%	13 3%	13 3%
DHL	159 3%	52 3%b	23 1%	50 3%b	35 2%	12 2%	21 4%ijp	19 4%ijp	15 3%j	4 1%	4 1%	13 3%	17 3%lj	20 4%ijp	16 3%	14 3%j	5 1%
FedEx	160 3%	47 3%	39 3%	27 2%	48 3%	14 3%	15 3%	18 4%k	17 3%k	12 2%	10 2%	4 1%	9 2%	13 3%	28 5%jklop	10 2%	10 2%
Evri	385 6%	122 8%c	90 6%	80 5%	94 6%	53 10%ikln	34 7%	35 7%	38 7%i	18 4%	33 7%	21 4%	22 4%	37 7%	27 5%	31 6%	36 7%i
Interlink	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
DPD	163 3%	40 3%	34 2%	37 2%	52 3%	17 3%	16 3%	8 2%	11 2%	12 2%	10 2%	8 2%	19 4%	10 2%	18 3%	16 3%	17 3%
Parcelforce	174 3%	56 4%	38 2%	34 2%	46 3%	17 3%ik	23 5%ikl	16 3%ik	14 3%	5 1%	20 4%ik	4 1%	9 2%	21 4%ik	18 3%ik	11 2%	17 3%ik
TNT	114 2%	40 3%	28 2%	22 1%	24 2%	15 3%p	17 3%kp	9 2%	11 2%	5 1%	12 2%	5 1%	6 1%	11 2%	13 3%	8 2%	3 1%
TNT Post UK	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
UPS	139 2%	53 3%bcd	28 2%	29 2%	29 2%	21 4%io	17 3%io	14 3%o	9 2%	5 1%	14 3%o	9 2%	8 2%	12 2%o	18 3%io	2 *	9 2%
UK Mail	154 2%	47 3%	28 2%	32 2%	47 3%	22 4%jk	14 3%	11 2%	10 2%	11 2%	7 1%	4 1%	11 2%	18 3%k	21 4%k	16 3%k	11 2%
DX	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yodel	158 3%	52 3%b	23 1%	39 3%	44 3%b	20 4%ij	23 4%ijkp	9 2%	11 2%	6 1%	6 1%	6 1%	13 2%	20 4%ij	21 4%ijk	15 3%	8 2%
Amazon Delivery Service/ Logistics	232 4%	58 4%	54 3%	59 4%	61 4%	24 5%	20 4%	13 3%	18 3%	17 3%	19 4%	20 4%	24 4%	15 3%	29 6%	16 3%	15 3%
Other	103 2%	35 2%b	13 1%	20 1%	36 2%b	14 3%	15 3%k	5 1%	5 1%	4 1%	4 1%	4 1%	7 1%	9 2%	13 2%	12 2%	11 2%
None of these	4596 74%	1094 71%	1162 75%a	1170 75%a	1170 76%a	343 65%	375 73%e	375 75%e	397 76%e	389 76%e	377 74%e	377 77%e	397 75%e	396 75%e	398 75%e	404 80%ef	368 74%e

Question focuses on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Base : Sent via - Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	3347	579	2768	568	2779	1530	1812	417	449	662	437	640	430	312	866	1099	1382	742	2981	340
Weighted Base	3400	774	2626	590	2810	1620	1774	453	502	684	461	620	373	306	955	1146	1300	679	2833	529
Effective Base	2057	449	1609	348	1709	952	1102	284	291	400	268	392	242	183	574	669	816	424	1761	282
Yes - in person (e.g. to the postman/woman)	111 3%	12 1%	99 4%a	47 8%d	63 2%	58 4%	53 3%	23 5%k	27 5%k	20 3%	15 3%	11 2%	9 2%	7 2%	49 5%pq	35 3%	26 2%	16 2%	89 3%	21 4%
Yes - by telephone	134 4%	10 1%	125 5%a	51 9%d	83 3%	69 4%	66 4%	39 9%ijklm	41 8%ijklm	18 3%	15 3%	16 3%	4 1%	2 1%	80 8%opq	33 3%q	22 2%	6 1%	96 3%	39 7%r
Yes - by email	221 7%	20 3%	201 8%a	98 17%d	124 4%	122 8%	99 6%	59 13%ijklm	57 11%iklm	36 5%	35 8%klm	22 3%m	12 3%m	1 *	115 12%opq	71 6%pq	35 3%	13 2%	167 6%	53 10%r
Yes - by letter	93 3%	3 *	90 3%a	44 7%d	49 2%	63 4%f	30 2%	21 5%kl	27 5%ikl	16 2%k	13 3%k	4 1%	6 2%	6 2%	48 5%opq	30 3%p	15 1%	12 2%	70 2%	22 4%
Yes - on an online web forum	134 4%	4 1%	130 5%a	65 11%d	69 2%	68 4%	67 4%	42 9%hijklm	21 4%lm	31 5%lm	11 2%m	25 4%lm	3 1%	-	63 7%opq	43 4%q	29 2%q	3 *	103 4%	29 5%
Yes - via social media (Facebook, Twitter, etc)	57 2%	2 *	55 2%a	29 5%d	28 1%	30 2%	26 1%	28 6%ijklm	19 4%ijklm	5 1%	5 1%k	-	-	-	47 5%opq	10 1%p	-	-	40 1%	17 3%r
Yes - by other means (please specify)	16 *	-	16 1%	4 1%	12 *	4 *	12 1%	-	2 *	*	*	2 *	5 1%gh	3 1%	2 *	4 *	10 1%	8 1%n	14 *	-
No - I haven't made a complaint to Royal Mail	2875 85%	731 94%b	2144 82%	379 64%	2496 89%c	1361 84%	1509 85%	313 69%	380 76%	594 87%gh	393 88%gh	560 90%ghj	342 92%ghj	293 96%ghijk	693 73%	986 86%n	1195 92%no	635 93%no	2421 85%s	422 80%
NET Made a complaint	525 15%	43 6%	482 18%a	211 36%d	314 11%	259 16%	264 15%	140 31%ijklm	121 24%ijklm	91 13%m	69 15%klm	60 10%m	31 8%	13 4%	261 27%opq	159 14%pq	105 8%	44 7%	412 15%	107 20%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Base : Sent via - Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per yea (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	3347	895	1024	674	754	1919	1428	1944	1361	258	351	800	929	651	2080	269	2868	670	2534	143
Weighted Base	3400	714	1106	785	794	1820	1580	2174	1179	262	350	830	914	646	2094	276	2915	634	2618	148*
Effective Base	2057	432	660	472	495	1091	966	1233	812	163	225	508	563	365	1296	172	1753	416	1553	91*
Yes - in person (e.g. to the postman/woman)	111 3%	39 5%bcd	31 3%	19 2%	22 3%	69 4%	41 3%	95 4%h	16 1%	7 3%	12 3%	35 4%	28 3%	25 4%	75 4%	7 3%	100 3%	40 6%r	63 2%	7 5%
Yes - by telephone	134 4%	45 6%bd	32 3%	37 5%	20 3%	77 4%	57 4%	115 5%h	18 2%	14 5%	18 5%	29 3%	49 5%	21 3%	95 5%	14 5%	118 4%	43 7%rs	89 3%	2 1%
Yes - by email	221 7%	66 9%d	72 7%	50 6%	33 4%	138 8%f	83 5%	188 9%h	33 3%	14 5%	23 6%	65 8%	77 8%	37 6%	164 8%	14 5%	201 7%	59 9%r	155 6%	8
Yes - by letter	93 3%	27 4%	20 2%	24 3%	22 3%	47 3%	46 3%	78 4%h	15 1%	4 1%	7 2%	37 4%m	34 4%m	9 1%	78 4%m	4 1%	86 3%	34 5%r	53 2%	6 4%
Yes - on an online web forum	134 4%	41 6%d	46 4%	30 4%	17 2%	87 5%f	47 3%	111 5%h	22 2%	5 2%	9 3%	40 5%	41 4%	31 5%	90 4%	5 2%	121 4%	30 5%	100 4%	4 3%
Yes - via social media (Facebook, Twitter, etc)	57 2%	14 2%	21 2%	15 2%	7 1%	35 2%	22 1%	50 2%h	7 1%	4 2%	3 1%	13 2%	24 3%	13 2%	40 2%	4 1%	53 2%	21 3%r	36 1%	*
Yes - by other means (please specify)	16 *	3 *	2 *	6 1%	4 1%	5 *	11 1%	8 *	8 1%	4 2%kn	2 1%	1 *	6 1%	2 *	9 *	4 2%p	11 *	5 1%	9 *	6 1%
No - I haven't made a complaint to Royal Mail	2875 85%	561 78%	946 85%a	665 85%a	704 89%a	1506 83%	1369 87%e	1750 80%	1081 92%g	221 84%	300 86%	675 81%	748 82%	552 86%	1723 82%	235 85%	2449 84%	504 79%	2246 86%q	125 85%
NET Made a complaint	525 15%	154 22%bcd	160 15%	120 15%	91 11%	314 17%f	211 13%	424 20%h	98 8%	41 16%	50 14%	156 19%	165 18%	94 14%	371 18%	41 15%	466 16%	130 21%r	372 14%	23 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Base : Sent via - Royal Mail

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3347	2203	1144	542	1790	643	516	398	169	206	194	185	202	214	229	196	195	109	534
Weighted Base	3400	2885	515	104	2873	291	156	79	121	369	280	235	301	335	491	452	290	42*	249
Effective Base	2057	1772	287	113	1584	286	280	261	162	196	185	175	191	201	218	187	182	39	246
Yes - in person (e.g. to the postman/woman)	111 3%	93 3%	17 3%	4 4%	99 3%e	3 1%	6 4%e	2 3%	2 2%	6 2%	6 2%	4 2%	21 7%hijkmor	9 3%	24 5%r	12 3%	15 5%ir	1 2%	2 1%
Yes - by telephone	134 4%	115 4%	19 4%	1 1%	119 4%	7 2%	6 4%	3 4%	1 1%	19 5%	10 3%	12 5%	11 4%	8 2%	23 5%	23 5%	12 4%	*	7 3%
Yes - by email	221 7%	193 7%	28 5%	5 5%	194 7%	16 5%	8 5%	4 4%	9 7%	30 8%	13 5%	9 4%	25 8%	27 8%	31 6%	33 7%	17 6%	2 4%	14 6%
Yes - by letter	93 3%	78 3%	15 3%	3 3%	84 3%	3 1%	3 2%	3 4%e	2 1%	5 1%	8 3%	5 2%	12 4%	15 4%r	23 5%r	9 2%	6 2%	-	3 1%
Yes - on an online web forum	134 4%	111 4%	23 4%	5 5%	122 4%f	8 3%	2 1%	2 3%	3 2%	13 4%	17 6%	7 3%	17 6%	14 4%	18 4%	20 4%	15 5%	* 1%	7 3%
Yes - via social media (Facebook, Twitter, etc)	57 2%	52 2%	5 1%	* *	48 2%	4 1%	3 2%	1 2%	2 1%	4 1%	-	5 2%j	9 3%j	4 1%	14 3%j	7 1%	5 2%	-	4 2%j
Yes - by other means (please specify)	16 *	11 *	4 1%	4 4%ab	15 1%	* *	1 *	* *	1 1%	2 1%	-	4 1%	2 1%	4 1%	2 *	-	-	* *	* *
No - I haven't made a complaint to Royal Mail	2875 85%	2435 84%	440 86%	87 84%	2410 84%	258 89%d	137 88%	70 88%	106 88%	304 82%	233 83%	206 87%	246 82%	276 82%	402 82%	393 87%	244 84%	39 93%	219 88%
NET Made a complaint	525 15%	451 16%	74 14%	16 16%	463 16%e	33 11%	19 12%	10 12%	15 12%	65 18%	47 17%	30 13%	55 18%	59 18%	89 18%	58 13%	45 16%	3 7%	30 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Base : Sent via - Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	3347	1334	1304	1931	1901	1334	91	470	1304	114	615	1328	1296	374	253	90	2624	343	1701	1262	229	112	34	2963	146	846	2501
Weighted Base	3400	1417	1250	2027	1860	1417	89*	414	1250	117*	528	1290	1364	380	276	85*	2654	361	1692	1276	252	137*	32**	2968	169*	921	2479
Effective Base	2057	839	782	1202	1144	839	58	292	782	75	360	793	811	242	158	52	1603	210	1031	771	153	75	22	1802	96	553	1504
Yes - in person (e.g. to the postman/woman)	111 3%	65 5%bd	20 2%	87 4%bd	42 2%	65 5%g	4 5%g	5 1%	20 2%	2 2%	4 1%	49 4%	41 3%	10 3%	10 4%	1 1%	90 3%	11 3%	53 3%	46 4%	6 2%	3 2%	2 5%	99 3%	4 3%	77 8%z	33 1%
Yes - by telephone	134 4%	68 5%b	27 2%	103 5%bd	62 3%	68 5%g	4 4%	8 2%	27 2%	6 5%j	6 1%	55 4%	51 4%	14 4%	10 4%	4 5%	106 4%	14 4%	59 3%	61 5%	10 4%	4 3%	*	120 4%	4 2%	98 11%z	37 1%
Yes - by email	221 7%	118 8%bd	47 4%	169 8%bd	98 5%	118 8%g	6 7%	13 3%	47 4%	6 5%	14 3%	86 7%	89 7%	28 7%	14 5%	4 4%	175 7%	18 5%	112 7%	82 6%	18 7%	4 4%	3 7%	194 7%	9 5%	152 17%z	69 3%
Yes - by letter	93 3%	52 4%bd	23 2%	69 3%b	39 2%	52 4%	2 3%	6 2%	23 2%	1 1%	8 1%	38 3%n	35 3%	17 4%nq	*	3 4%n	72 3%n	4 1%	38 2%	41 3%	8 3%	4 3%	3 8%	79 3%	6 4%	75 8%z	18 1%
Yes - on an online web forum	134 4%	53 4%	45 4%	85 4%	78 4%	53 4%	*	7 2%	45 4%	2 2%	10 2%	56 4%	51 4%	18 5%	8 3%	1 1%	108 4%	8 2%	80 5%t	45 4%	3 1%	5 4%	2 5%	125 4%	6 4%	76 8%z	58 2%
Yes - via social media (Facebook, Twitter, etc)	57 2%	26 2%	12 1%	42 2%	28 1%	26 2%	1	2 1%	12 1%	3 2%	4 1%	23 2%	24 2%	7 2%	3 1%	*	47 2%	3 1%	16 1%	34 3%r	5 2%	*	1 4%	50 2%	2 1%	46 5%z	11
Yes - by other means (please specify)	16 *	4 *	3 *	13 1%	12 1%	4 *	-	-	3 *	*	2 *	4 *	10 1%	2 *	-	-	14 1%	-	2 *	12 1%r	2 1%	-	-	14 *	-	5 1%	11 *
No - I haven't made a complaint to Royal Mail	2875 85%	1176 83%	1102 88%ac	1665 82%	1592 86%c	1176 83%	74 83%	379 92%e	1102 88%	103 88%	490 93%h	1099 85%	1147 84%	306 81%	244 89%m	74 87%	2246 85%	318 88%m	1432 85%	1073 84%	212 84%	123 90%	27 83%	2504 84%	150 88%	589 64%	2286 92%y
NET Made a complaint	525 15%	241 17%b	147 12%	362 18%bd	268 14%	241 17%g	15 17%	35 8%	147 12%j	15 12%	38 7%	191 15%	217 16%	74 19%nq	32 11%	11 13%	408 15%	43 12%	260 15%	203 16%	40 16%	14 10%	5 17%	464 16%	20 12%	332 36%z	193 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Base : Sent via - Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3347	216	3106	25	930	2251	166	3228	56	24	29	3308	10
Weighted Base	3400	199	3175	25**	860	2377	163	3256	68*	25**	39**	3349	12**
Effective Base	2057	128	1913	16	546	1409	104	1973	41	15	21	2030	7
Yes - in person (e.g. to the postman/woman)	111 3%	11 5%	94 3%	6 23%	43 5%e	57 2%	11 7%e	98 3%	8 12%gk	5 19%	* *	111 3%	- -
Yes - by telephone	134 4%	7 4%	122 4%	5 20%	47 6%e	79 3%	8 5%	117 4%	13 20%gk	1 6%	1 3%	132 4%	2 14%
Yes - by email	221 7%	24 12%b	192 6%	5 19%	78 9%e	124 5%	20 12%e	196 6%	19 28%gk	4 16%	2 6%	219 7%	- -
Yes - by letter	93 3%	7 3%	84 3%	2 10%	37 4%e	51 2%	5 3%	81 3%	11 17%gk	- -	* *	93 3%	- -
Yes - on an online web forum	134 4%	8 4%	124 4%	2 8%	48 6%e	77 3%	10 6%	131 4%	3 4%	- -	* *	134 4%	- -
Yes - via social media (Facebook, Twitter, etc)	57 2%	5 3%	52 2%	- -	21 2%	31 1%	5 3%	55 2%	2 2%	- -	- -	57 2%	* *
Yes - by other means (please specify)	16 *	- -	16 1%	- -	3 *	13 1%	- -	16 *	- -	- -	- -	16 *	- -
No - I haven't made a complaint to Royal Mail	2875 85%	157 79%	2705 85%a	13 53%	684 80%	2067 87%df	124 76%	2779 85%h	33 49%	18 70%	35 91%	2829 84%h	10 86%
NET Made a complaint	525 15%	43 21%b	470 15%	12 47%	176 20%e	311 13%	39 24%e	477 15%	35 51%gk	8 30%	4 9%	520 16%	2 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 342

QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Royal Mail

Base : Sent via - Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	3347	822	856	841	828	297	285	240	285	293	278	272	293	276	285	290	253
Weighted Base	3400	821	872	861	846	301	274	246	295	290	287	268	305	287	301	293	252
Effective Base	2057	511	533	516	498	190	171	151	180	182	171	158	185	172	184	165	150
Yes - in person (e.g. to the postman/woman)	111 3%	27 3%	17 2%	25 3%	41 5%b	13 4%j	8 3%	6 2%	9 3%	6 2%	2 1%	5 2%	14 5%	6 2%	16 5%j	9 3%	17 7%ijk
Yes - by telephone	134 4%	35 4%	35 4%	29 3%	35 4%	15 5%	15 6%	4 2%	15 5%	13 4%	7 2%	10 4%	6 2%	14 5%	7 2%	9 3%	19 8%gjln
Yes - by email	221 7%	64 8%b	36 4%	57 7%	64 8%b	25 8%	26 9%j	13 4%	13 4%	13 4%	10 4%	17 6%	17 6%	23 8%	18 6%	24 8%	22 9%
Yes - by letter	93 3%	30 4%	15 2%	20 2%	28 3%	18 6%gjq	10 4%	2 1%	7 2%	6 2%	3 1%	5 2%	7 2%	8 3%	18 6%gjqp	6 2%	3 1%
Yes - on an online web forum	134 4%	25 3%	37 4%	37 4%	35 4%	11 4%	4 1%	10 4%	20 7%fjk	11 4%	6 2%	6 2%	21 7%fjk	11 4%	15 5%f	8 3%	11 4%
Yes - via social media (Facebook, Twitter, etc)	57 2%	13 2%	18 2%	15 2%	11 1%	6 2%	5 2%	3 1%	9 3%o	4 1%	4 2%	4 1%	6 2%	5 2%	8 3%	1 *	2 1%
Yes - by other means (please specify)	16	1 *	2 *	7 1%	6 1%	- -	- -	1 *	- *	2 1%	- -	2 1%	5 2%	- -	- -	2 1%	4 2%
No - I haven't made a complaint to Royal Mail	2875 85%	678 83%	756 87%	727 84%	715 84%	235 78%	227 83%	216 88%e	250 85%	244 84%	262 91%efilp	235 88%e	249 82%	242 84%	259 86%e	250 85%	205 82%
NET Made a complaint	525 15%	143 17%	116 13%	134 16%	132 16%	66 22%gjkn	47 17%j	30 12%	45 15%	46 16%j	26 9%	33 12%	56 18%j	45 16%	42 14%	43 15%	47 18%j

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Base : Sent via - Collect +

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	468	42	426	156	312	196	272	70	92	108	72	73	36	17	162	180	126	53	412	50
Weighted Base	464	52*	413	163*	301	212	252	84*	97*	93*	67*	73*	28**	22**	181	160	124*	50*	381	77*
Effective Base	284	35	249	93	192	123	162	48	57	59	41	46	20	14	105	100	80	34	241	41
Yes - in person (e.g. to the postman/woman)	37 8%	-	37 9%	32 20%d	5 2%	25 12%f	11 5%	13 16%k	12 12%k	7 8%	4 6%	-	* 1%	-	25 14%pq	12 7%p	*	*	34 9%	2 3%
Yes - by telephone	34 7%	1 2%	32 8%	16 10%	17 6%	23 11%f	10 4%	7 9%	14 14%k	5 6%	6 9%	2 2%	-	-	21 11%pq	11 7%	2 1%	-	27 7%	6 8%
Yes - by email	66 14%	1 3%	65 16%a	40 24%d	26 9%	46 22%f	20 8%	22 26%jk	23 24%jk	13 14%k	5 7%	1 1%	2 8%	-	45 25%opq	18 11%p	3 2%	2 5%	58 15%	8 10%
Yes - by letter	46 10%	-	46 11%a	36 22%d	10 3%	36 17%f	10 4%	14 17%	16 17%	7 8%	5 7%	4 5%	-	-	30 17%opq	12 7%	4 3%	-	40 10%	6 8%
Yes - on an online web forum	38 8%	4 7%	35 8%	27 17%d	11 4%	30 14%f	8 3%	15 17%k	9 10%k	7 7%	7 11%k	*	-	-	24 13%pq	14 9%p	*	-	27 7%	11 15%
Yes - via social media (Facebook, Twitter, etc)	29 6%	-	29 7%	23 14%d	6 2%	21 10%f	8 3%	12 15%jk	5 5%	10 10%k	2 2%	*	-	-	17 10%p	11 7%p	*	-	27 7%	2 3%
Yes - by other means (please specify)	*	-	*	*	-	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-
No - I haven't made a complaint to Collect +	315 68%	45 88%b	269 65%	72 44%	243 81%c	109 51%	206 82%e	33 39%	49 51%	64 69%g	54 81%gh	68 92%ghi	25 91%	22 100%	82 45%	118 74%n	115 93%no	47 95%no	259 68%	50 65%
NET Made a complaint	149 32%	6 12%	143 35%a	91 56%d	58 19%	103 49%f	46 18%	51 61%ijk	48 49%jk	29 31%k	13 19%	6 8%	3 9%	-	99 55%opq	42 26%pq	9 7%	3 5%	122 32%	27 35%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 344

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Base : Sent via - Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	468	135	146	93	94	281	187	341	119	33	52	111	130	117	293	34	418	125	331	12
Weighted Base	464	114*	152*	107*	92*	266	198	358	102*	25**	51*	114*	131*	120*	296	26**	427	107*	347	10**
Effective Base	284	70	94	65	56	164	121	209	73	18	31	69	81	70	181	19	257	66	211	7
Yes - in person (e.g. to the postman/woman)	37 8%	23 20%bcd	6 4%	2 2%	5 5%	30 11%f	7 3%	34 9%	3 3%	3 12%	3 5%	8 7%	8 6%	14 12%	19 6%	3 12%	33 8%	19 18%r	17 5%	-
Yes - by telephone	34 7%	14 12%	9 6%	6 6%	4 5%	23 9%	10 5%	32 9%h	2 2%	3 10%	5 10%	8 7%	6 5%	10 9%	20 7%	3 10%	30 7%	14 13%	19 6%	1 5%
Yes - by email	66 14%	19 17%	18 12%	14 13%	16 17%	36 14%	30 15%	59 16%	8 7%	5 21%	6 11%	20 18%	18 14%	15 13%	44 15%	5 21%	59 14%	32 30%r	31 9%	3 27%
Yes - by letter	46 10%	21 19%bc	11 7%	6 5%	8 9%	32 12%	14 7%	42 12%h	4 4%	1 4%	10 19%l	15 13%	8 6%	12 10%	33 11%	1 4%	45 10%	29 27%r	17 5%	-
Yes - on an online web forum	38 8%	20 17%bcd	10 7%	4 3%	5 5%	30 11%f	8 4%	33 9%	5 5%	1 5%	4 8%	5 4%	14 10%	12 10%	23 8%	1 5%	35 8%	15 14%r	21 6%	2 17%
Yes - via social media (Facebook, Twitter, etc)	29 6%	11 10%	10 6%	5 5%	3 3%	21 8%	8 4%	24 7%	5 5%	3 11%	2 4%	6 5%	7 6%	10 9%	15 5%	3 11%	26 6%	15 14%r	14 4%	-
Yes - by other means (please specify)	* *	-	-	* *	-	* *	* *	* *	-	-	-	* *	-	-	* *	-	* *	-	* *	-
No - I haven't made a complaint to Collect +	315 68%	56 49%	112 74%a	78 73%a	68 74%a	168 63%	146 74%	224 62%	87 85%g	15 59%	31 60%	77 68%	88 67%	84 71%	196 66%	15 59%	292 68%	38 36%	269 78%q	7 73%
NET Made a complaint	149 32%	58 51%bcd	39 26%	29 27%	23 26%	98 37%	52 26%	134 38%h	15 15%	10 41%	20 40%	37 32%	43 33%	35 29%	100 34%	10 41%	135 32%	69 64%r	78 22%	3 27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Base : Sent via - Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	468	289	179	76	234	90	82	62	22	30	20	26	28	30	32	16	30	15	75
Weighted Base	464	383	82*	13**	385	40*	26*	13*	18**	57**	31**	35**	44**	45**	72*	37**	46**	5**	35*
Effective Base	284	235	49	18	212	41	46	38	21	29	19	25	27	28	31	16	29	5	36
Yes - in person (e.g. to the postman/woman)	37 8%	29 8%	8 9%	1 4%	32 8%	3 6%	2 7%	1 5%	2 9%	-	-	1 4%	10 23%	1 3%	12 17%	2 7%	3 6%	* 3%	2 7%
Yes - by telephone	34 7%	30 8%	4 5%	2 17%	29 8%	2 5%	2 6%	1 6%	2 10%	2 3%	-	1 4%	3 7%	2 5%	15 20%	-	4 8%	-	2 6%
Yes - by email	66 14%	59 15%	7 9%	*	58 15%	4 9%	3 12%	2 12%	2 10%	5 10%	6 20%	4 11%	6 14%	10 22%	16 23%	2 7%	5 12%	-	4 10%
Yes - by letter	46 10%	40 10%	6 8%	2 15%	40 11%	2 4%	4 14%g	-	4 21%	4 8%	4 12%	1 4%	1 3%	4 10%	17 24%r	-	5 10%	2 32%	*
Yes - on an online web forum	38 8%	35 9%	3 3%	2 17%	34 9%	1 3%	2 9%	1 5%	1 5%	9 15%	2 5%	-	7 17%	-	7 9%	2 7%	7 15%	-	1 3%
Yes - via social media (Facebook, Twitter, etc)	29 6%	23 6%	6 7%	* 1%	24 6%	1 1%	3 13%e	* 3%	-	-	3 9%	3 8%	7 16%	-	10 15%	-	2 4%	-	1 2%
Yes - by other means (please specify)	* *	-	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-	* 3%	-
No - I haven't made a complaint to Collect +	315 68%	253 66%	62 76%	10 74%	256 67%	30 76%	18 69%	10 78%	11 63%	41 71%	20 64%	27 77%	28 63%	31 69%	33 45%	35 93%	32 68%	3 62%	27 78%n
NET Made a complaint	149 32%	130 34%	20 24%	3 26%	129 33%	10 24%	8 31%	3 22%	7 37%	16 29%	11 36%	8 23%	16 37%	14 31%	39 55%r	2 7%	15 32%	2 38%	8 22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Base : Sent via - Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Unweighted Base	468	188	166	285	263	188	12	38	166	10	46	170	192	48	47	11	362	58	208	191	36	23	9	399	32	193	275
Weighted Base	464	181	174	277	271	181	10**	28**	174	7**	48*	171	193	45**	45**	10**	364	55*	200	188	33**	35**	7**	388	42**	209	256
Effective Base	284	109	107	168	166	109	7	19	107	5	34	102	118	29	28	7	220	35	120	116	22	20	6	236	25	123	162
Yes - in person (e.g. to the postman/woman)	37 8%	24 13%bd	7 4%	29 11%d	12 5%	24 13%	2 18%	-	7 4%	1 17%	2 4%	17 10%	13 7%	6 13%	1 3%	-	30 8%	1 2%	7 4%	27 14%r	3 8%	-	-	34 9%	-	36 17%z	* *
Yes - by telephone	34 7%	14 8%	10 6%	23 8%	20 7%	14 8%	* 1%	* 1%	10 6%	3 39%	1 2%	15 9%	11 6%	6 14%	*	1 15%	26 7%	2 3%	12 6%	12 6%	7 20%	3 9%	-	24 6%	3 8%	29 14%z	4 2%
Yes - by email	66 14%	35 20%b	14 8%	52 19%b	31 11%	35 20%	2 16%	4 16%	11 6%	1 17%	1 2%	24 12%	11 6%	13 30%	2 5%	-	35 10%	2 4%	25 13%	30 16%	8 25%	3 8%	-	55 14%	3 7%	58 28%z	8 3%
Yes - by letter	46 10%	24 13%	11 6%	35 13%	22 8%	24 13%	-	3 9%	11 6%	1 17%	2 2%	24 14%l	11 6%	10 21%	2 3%	-	35 10%	2 3%	15 8%	24 13%	3 8%	2 7%	-	39 10%	2 6%	44 21%z	2 1%
Yes - on an online web forum	38 8%	19 10%	12 7%	27 10%	19 7%	19 10%	*	2 6%	12 7%	1 17%	3 5%	13 8%	15 8%	6 13%	2 3%	2 24%	29 8%	4 7%	11 5%	20 10%	3 9%	3 8%	* 5%	31 8%	3 7%	34 16%z	5 2%
Yes - via social media (Facebook, Twitter, etc)	29 6%	19 10%bd	4 2%	23 8%bd	8 3%	19 10%	* 4%	*	4 2%	1 17%	1 2%	16 9%	7 4%	4 10%	1 1%	* 4%	23 6%	1 2%	12 6%	12 6%	4 12%	-	* 5%	24 6%	*	27 13%z	2 1%
Yes - by other means (please specify)	*	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	*
No - I haven't made a complaint to Collect +	315 68%	104 57%	142 81%ac	161 58%	200 74%ac	104 57%	6 61%	22 78%	142 81%	3 42%	45 93%	111 65%	137 71%	21 46%	40 88%	6 61%	248 68%	46 83%k	145 72%	118 63%	20 59%	26 76%	7 95%	262 68%	33 79%	79 38%	236 92%y
NET Made a complaint	149 32%	77 43%bd	32 19%	116 42%bd	71 26%	77 43%	4 39%	6 22%	32 19%	4 58%	3 7%	61 35%q	55 29%	24 54%	6 12%	4 39%	116 32%	9 17%	55 28%	70 37%	13 41%	8 24%	* 5%	126 32%	9 21%	130 62%z	20 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Base : Sent via - Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	468	36	427	5	150	291	27	445	16	5	1	466	1
Weighted Base	464	27**	431	6**	143*	293	28**	439	18**	7**	***	464	***
Effective Base	284	19	262	3	89	178	18	270	10	3	1	284	1
Yes - in person (e.g. to the postman/woman)	37 8%	2 7%	32 7%	2 44%	18 13%e	15 5%	3 12%	34 8%	3 16%	* 1%	- -	37 8%	- -
Yes - by telephone	34 7%	3 12%	28 6%	2 44%	7 5%	23 8%	4 13%	28 6%	3 14%	2 36%	* 100%	33 7%	- -
Yes - by email	66 14%	4 16%	57 13%	5 83%	30 21%e	35 12%	2 6%	58 13%	8 43%	- -	* 100%	66 14%	* 100%
Yes - by letter	46 10%	2 6%	44 10%	- -	20 14%	23 8%	3 10%	37 9%	8 44%	* 6%	- -	46 10%	- -
Yes - on an online web forum	38 8%	1 3%	37 9%	- -	14 9%	21 7%	4 12%	31 7%	6 33%	1 22%	- -	38 8%	- -
Yes - via social media (Facebook, Twitter, etc)	29 6%	2 7%	27 6%	- -	14 10%	15 5%	- -	28 6%	1 5%	- -	- -	29 6%	- -
Yes - by other means (please specify)	* *	* *	- -	- -	* *	- -	- -	* *	- -	- -	- -	* *	- -
No - I haven't made a complaint to Collect +	315 68%	18 64%	296 69%	1 17%	81 57%	217 74%d	17 59%	313 71%	- -	2 35%	- -	315 68%	- -
NET Made a complaint	149 32%	10 36%	135 31%	5 83%	61 43%e	77 26%	12 41%	127 29%	18 100%	4 65%	* 100%	149 32%	* 100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Collect +

Base : Sent via - Collect +

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	468	120	106	126	116	45	43	32	35	37	34	40	40	46	45	36	35
Weighted Base	464	132*	115*	114*	104*	60*	40**	32**	40**	31**	44**	39**	35**	40**	38**	34**	32**
Effective Base	284	79	70	73	63	35	24	20	24	21	25	25	26	23	26	17	21
Yes - in person (e.g. to the postman/woman)	37 8%	9 7%	6 5%	10 9%	11 11%	3 4%	4 11%	2 8%	4 11%	* 1%	1 3%	* *	7 21%	3 7%	6 17%	3 8%	2 7%
Yes - by telephone	34 7%	12 9%	4 3%	8 7%	10 10%	2 4%	7 18%	2 7%	2 5%	2 6%	- -	* *	* *	3 8%	5 12%	4 10%	3 9%	3 10%
Yes - by email	66 14%	19 14%	13 12%	14 12%	20 19%	8 14%	6 15%	5 15%	3 8%	2 6%	8 19%	7 17%	5 15%	2 6%	7 19%	6 17%	7 22%
Yes - by letter	46 10%	15 11%	8 7%	10 8%	14 13%	4 7%	6 15%	4 13%	6 14%	2 8%	- -	2 4%	7 21%	1 2%	8 21%	4 13%	1 4%
Yes - on an online web forum	38 8%	16 12%·b	2 2%	11 10%·b	9 8%	9 16%	2 5%	4 13%	2 6%	- -	- -	2 6%	6 18%	3 7%	3 9%	1 2%	5 15%
Yes - via social media (Facebook, Twitter, etc)	29 6%	7 5%	3 3%	6 5%	12 12%·b	- -	7 17%	* 1%	2 5%	1 4%	- -	1 2%	3 8%	2 6%	8 22%	3 8%	2 5%
Yes - by other means (please specify)	* *	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	- -	- -	- -
No - I haven't made a complaint to Collect +	315 68%	83 63%	87 75%	79 70%	66 64%	40 66%	23 58%	20 63%	29 72%	23 75%	35 78%	28 72%	23 65%	29 72%	20 54%	24 70%	22 70%
NET Made a complaint	149 32%	49 37%	28 25%	35 30%	37 36%	21 34%	16 42%	12 37%	11 28%	8 25%	10 22%	11 28%	12 35%	11 28%	18 46%	10 30%	10 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 345

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Base : Sent via - DHL

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI	Online	Sell online	Don't sell online	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White	NET EMG
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	401	63	338	127	274	203	198	82	94	88	46	46	30	15	176	134	91	45	297	100
Weighted Base	450	86*	364	139*	311	223	227	95*	114*	102*	48**	46**	32**	14**	209	149*	92*	45**	306	138*
Effective Base	261	49	212	79	182	121	141	55	61	60	29	29	20	9	116	89	57	28	179	78
Yes - in person (e.g. to the postman/woman)	26 6%	-	26 7%	16 12%d	9 3%	17 7%	9 4%	5 6%	6 6%	8 8%	5 12%	* *	-	* *	12 6%	14 9%p	* *	* *	18 6%	7 5%
Yes - by telephone	47 10%	3 3%	45 12%	26 19%d	21 7%	31 14%	16 7%	9 9%	15 13%	13 13%	4 9%	6 13%	-	* 2%	24 11%	17 12%	6 7%	* 1%	33 11%	14 10%
Yes - by email	71 16%	6 6%	66 18%a	36 26%d	35 11%	41 18%	31 13%	24 25%	18 16%	16 16%	4 9%	7 15%	2 5%	* 2%	42 20%	21 14%	9 10%	2 4%	51 17%	19 14%
Yes - by letter	35 8%	1 1%	33 9%	26 19%d	9 3%	23 10%	12 5%	10 11%	9 8%	12 12%	3 7%	* 1%	-	* *	19 9%p	15 10%p	* *	* *	26 8%	9 6%
Yes - on an online web forum	25 6%	-	25 7%	19 14%d	6 2%	14 6%	11 5%	8 8%	5 4%	6 6%	5 10%	2 5%	-	-	12 6%	10 7%	2 2%	-	22 7%	3 2%
Yes - via social media (Facebook, Twitter, etc)	31 7%	-	31 8%a	15 11%	15 5%	22 10%	9 4%	4 5%	14 12%	7 7%	2 5%	2 5%	-	* *	18 9%	10 7%	2 3%	* *	24 8%	7 5%
Yes - by other means (please specify)	* *	-	* *	-	* *	* *	-	-	-	-	-	* 1%	-	-	-	-	* 1%	-	* *	-
No - I haven't made a complaint to DHL	300 67%	78 91%b	223 61%	57 41%	243 78%c	137 61%	163 72%	51 54%	70 61%	65 64%	36 75%	35 75%	30 95%	13 98%	121 58%	101 68%	78 85%no	44 96%	195 64%	101 73%
NET Made a complaint	150 33%	8 9%	142 39%a	82 59%d	68 22%	86 39%	64 28%	44 46%	44 39%	36 36%	12 25%	12 25%	2 5%	* 2%	88 42%p	48 32%p	14 15%	2 4%	111 36%	38 27%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Base : Sent via - DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	401	140	110	72	79	250	151	287	105	36	41	77	122	98	240	37	348	87	293	21
Weighted Base	450	149*	131*	94*	76*	280	170	354	89*	31**	41**	106*	129*	114*	276	32**	402	97*	328	25**
Effective Base	261	82	76	54	49	158	103	194	66	22	24	57	80	61	160	23	228	52	196	14
Yes - in person (e.g. to the postman/woman)	26 6%	12 8%	5 4%	4 5%	4 5%	17 6%	8 5%	24 7%	2 2%	1 4%	4 10%	7 6%	9 7%	5 4%	19 7%	1 3%	24 6%	13 14%r	12 4%	- -
Yes - by telephone	47 10%	21 14%b	6 5%	13 13%	7 9%	27 10%	20 12%	42 12%	5 5%	3 11%	2 4%	13 13%	18 14%	11 9%	33 12%	3 10%	44 11%	23 23%r	23 7%	2 8%
Yes - by email	71 16%	33 22%	14 11%	11 12%	13 17%	47 17%	24 14%	64 18%	7 8%	4 13%	9 22%	18 17%	18 14%	21 19%	45 16%	4 12%	66 17%	25 26%r	41 12%	5 22%
Yes - by letter	35 8%	21 14%b	2 2%	4 5%	7 9%b	23 8%	12 7%	31 9%	3 4%	1 4%	2 5%	12 11%	4 3%	16 14%l	18 6%	1 3%	34 8%	22 23%r	12 4%	- -
Yes - on an online web forum	25 6%	19 13%bd	1 1%	3 4%	1 1%	20 7%	4 3%	23 7%	2 2%	1 4%	1 1%	8 7%	10 8%	6 5%	18 7%	1 3%	24 6%	14 15%r	11 3%	- -
Yes - via social media (Facebook, Twitter, etc)	31 7%	11 7%	11 8%	4 4%	5 7%	22 8%	9 5%	29 8%	1 1%	2 7%	5 13%	9 9%	6 5%	8 7%	21 8%	2 7%	28 7%	14 15%r	16 5%	* *
Yes - by other means (please specify)	* *	- -	* *	- -	- -	* *	- -	- -	* 1%	- -	- -	- -	* *	- -	* *	- -	* *	- -	* *	- -
No - I haven't made a complaint to DHL	300 67%	77 51%	98 75%a	71 76%a	54 71%a	175 62%	125 74%	215 61%	78 88%g	24 77%	27 65%	67 63%	84 65%	71 62%	178 64%	25 77%	261 65%	45 46%	238 72%q	17 71%
NET Made a complaint	150 33%	72 49%bcd	33 25%	23 24%	22 29%	105 38%	45 26%	139 39%h	11 12%	7 23%	15 35%	39 37%	45 35%	43 38%	98 36%	7 23%	141 35%	52 54%r	90 28%	7 29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Base : Sent via - DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	401	282	119	45	234	75	54	38	24	21	28	18	28	29	39	27	20	13	62
Weighted Base	450	372	78*	11**	387	38*	18*	8**	17**	37**	40**	23**	42**	47**	83*	67**	31**	6**	33*
Effective Base	261	226	37	10	205	41	31	27	23	20	26	18	26	26	38	26	19	8	34
Yes - in person (e.g. to the postman/woman)	26 6%	21 6%	4 6%	2 21%	19 5%	3 7%	4 20%d	1 7%	-	2 6%	1 4%	1 4%	1 3%	-	5 6%	3 5%	5 16%	-	3 8%
Yes - by telephone	47 10%	35 9%	12 15%	2 22%	44 11%	2 5%	1 5%	* 2%	-	7 20%	6 15%	1 5%	7 17%	5 10%	5 6%	8 13%	4 13%	* 2%	2 6%
Yes - by email	71 16%	55 15%	17 22%	1 7%	62 16%	4 10%	5 26%	* 6%	2 10%	3 8%	6 14%	3 12%	15 36%	7 15%	16 19%	10 15%	2 5%	1 22%	3 8%
Yes - by letter	35 8%	28 8%	6 8%	2 20%	30 8%	2 6%	2 12%	* 7%	-	2 4%	1 4%	-	2 6%	4 8%	9 11%	9 14%	2 7%	* 2%	2 6%
Yes - on an online web forum	25 6%	20 5%	5 7%	2 22%	22 6%	2 4%	1 7%	* 3%	1 5%	4 10%	1 4%	-	6 15%	2 5%	5 6%	-	2 7%	* 5%	1 4%
Yes - via social media (Facebook, Twitter, etc)	31 7%	18 5%	13 16%a	1 6%	23 6%	3 9%	3 15%d	2 24%	2 10%	-	-	-	3 8%	4 8%	6 7%	7 10%	2 5%	* 5%	3 9%
Yes - by other means (please specify)	* *	* *	-	-	-	-	* 3%d	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DHL	300 67%	255 69%	45 58%	8 70%	257 67%	28 72%	11 61%	5 64%	14 82%	21 56%	28 71%	18 79%	22 53%	30 64%	52 63%	48 71%	24 78%	4 78%	23 70%
NET Made a complaint	150 33%	117 31%	33 42%	3 30%	129 33%	11 28%	7 39%	3 36%	3 18%	16 44%	12 29%	5 21%	20 47%	17 36%	31 37%	19 29%	7 22%	1 22%	10 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Base : Sent via - DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	401	211	87	298	174	211	18	50	87	8	31	133	162	46	42	17	295	59	195	148	33	14	10	343	24	202	199
Weighted Base	450	236	91*	344	200	236	14**	39**	91*	9**	25**	158*	185	47**	47**	14**	342	61*	226	160*	36**	20**	9**	385	29**	236	214
Effective Base	261	136	57	195	115	136	10	30	57	6	21	85	112	29	26	10	196	35	127	97	20	11	7	223	17	131	131
Yes - in person (e.g. to the postman/woman)	26 / 6%	18 / 8%	2 / 3%	23 / 7%	8 / 4%	18 / 8%	-	* / *	2 / 3%	1 / 13%	1 / 5%	13 / 8%	8 / 5%	3 / 6%	1 / 3%	-	22 / 6%	1 / 2%	11 / 5%	14 / 9%	-	1 / 3%	-	25 / 6%	1 / 2%	22 / 10%z	3 / 1%
Yes - by telephone	47 / 10%	32 / 14%	6 / 6%	39 / 11%	13 / 6%	32 / 14%	2 / 15%	3 / 9%	6 / 6%	1 / 13%	1 / 5%	24 / 15%l	12 / 7%	7 / 14%	2 / 5%	1 / 9%	37 / 11%	4 / 6%	22 / 10%	19 / 12%	5 / 15%	-	1 / 15%	40 / 10%	1 / 5%	37 / 15%z	11 / 5%
Yes - by email	71 / 16%	46 / 19%	7 / 8%	64 / 19%	26 / 13%	46 / 19%	* / 1%	5 / 14%	7 / 8%	1 / 13%	1 / 5%	32 / 21%q	27 / 14%	11 / 22%	* / 1%	1 / 9%	59 / 17%q	2 / 3%	35 / 15%	24 / 15%	11 / 31%	1 / 3%	1 / 15%	58 / 15%	2 / 7%	55 / 23%z	16 / 8%
Yes - by letter	35 / 8%	27 / 11%d	5 / 6%	29 / 9%	8 / 4%	27 / 11%	-	2 / 4%	5 / 6%	1 / 13%	1 / 5%	18 / 12%	9 / 5%	6 / 14%	1 / 1%	* / 1%	27 / 8%	1 / 1%	17 / 8%	10 / 7%	7 / 19%	-	-	28 / 7%	-	32 / 13%z	3 / 1%
Yes - on an online web forum	25 / 6%	18 / 8%	2 / 2%	21 / 6%	5 / 2%	18 / 8%	-	-	2 / 2%	1 / 13%	1 / 5%	15 / 10%	6 / 3%	4 / 7%	-	-	21 / 6%	-	12 / 5%	12 / 7%	* / 1%	1 / 3%	-	24 / 6%	1 / 2%	25 / 11%z	-
Yes - via social media (Facebook, Twitter, etc)	31 / 7%	20 / 9%	2 / 2%	29 / 8%	10 / 5%	20 / 9%	1 / 5%	* / *	2 / 2%	1 / 13%	1 / 5%	10 / 7%	13 / 7%	6 / 14%	1 / 1%	* / *	24 / 7%	1 / 1%	12 / 5%	13 / 8%	6 / 16%	* / *	* / *	25 / 6%	1 / 1%	28 / 12%z	3 / 1%
Yes - by other means (please specify)	* / *	-	* / 1%	-	* / *	-	-	-	1 / 1%	-	1 / 2%	-	-	* / *	-	-	-	-	-	* / *	-	-	-	* / *	-	-	* / *
No - I haven't made a complaint to DHL	300 / 67%	140 / 60%	79 / 87%ac	210 / 61%	149 / 75%ac	140 / 60%	11 / 78%	31 / 80%	79 / 87%	7 / 87%	23 / 93%	93 / 59%	129 / 70%	24 / 51%	41 / 89%	12 / 89%	222 / 65%	54 / 89%klp	155 / 69%	104 / 65%	15 / 42%	19 / 96%	8 / 85%	259 / 67%	26 / 92%	109 / 46%	192 / 89%y
NET Made a complaint	150 / 33%	95 / 40%bd	12 / 13%	134 / 39%bd	51 / 25%	95 / 40%	3 / 22%	8 / 20%	12 / 13%	1 / 13%	2 / 7%	64 / 41%q	56 / 30%q	23 / 49%	5 / 11%	1 / 11%	120 / 35%q	7 / 11%	71 / 31%	56 / 35%	21 / 58%	1 / 4%	1 / 15%	127 / 33%	2 / 8%	127 / 54%z	22 / 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Base : Sent via - DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	401	38	359	4	116	250	35	376	18	3	2	397	2
Weighted Base	450	43**	402	6**	131*	283	36**	425	20**	1**	***	446	4**
Effective Base	261	21	237	3	69	169	23	246	12	2	2	259	2
Yes - in person (e.g. to the postman/woman)	26 6%	1 2%	25 6%	-	11 8%	13 5%	2 6%	22 5%	3 17%	-	-	26 6%	-
Yes - by telephone	47 10%	8 17%	40 10%	-	21 16%e	20 7%	6 18%	41 10%	6 29%	-	-	47 11%	-
Yes - by email	71 16%	1 3%	67 17%	3 58%	35 27%e	29 10%	7 20%	58 14%	13 66%	-	-	71 16%	-
Yes - by letter	35 8%	9 21%	24 6%	2 29%	17 13%e	15 5%	3 8%	29 7%	6 29%	-	-	35 8%	-
Yes - on an online web forum	25 6%	3 7%	22 5%	-	11 9%	10 4%	3 9%	25 6%	*	-	-	25 6%	-
Yes - via social media (Facebook, Twitter, etc)	31 7%	* 1%	29 7%	2 29%	16 12%e	13 4%	2 7%	30 7%	1 5%	-	100%	31 7%	-
Yes - by other means (please specify)	* *	-	*	-	-	*	-	*	-	-	-	*	-
No - I haven't made a complaint to DHL	300 67%	30 70%	270 67%	1 13%	67 51%	218 77%d	16 44%	295 69%	1 3%	100%	-	296 66%	4 100%
NET Made a complaint	150 33%	13 30%	132 33%	5 87%	64 49%e	65 23%	20 56%	130 31%	19 97%	-	* 100%	150 34%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DHL

Base : Sent via - DHL

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	401	102	84	111	104	39	36	27	26	27	31	31	39	41	44	30	30
Weighted Base	450	120*	102*	120*	108*	43**	47**	31**	36**	34**	32**	34**	43**	43**	40**	37**	30**
Effective Base	261	68	58	72	63	27	25	16	22	18	19	21	24	27	25	20	18
Yes - in person (e.g. to the postman/woman)	26 6%	12 10%b	1 1%	7 6%	6 6%	3 6%	6 14%	2 8%	-	* 1%	1 2%	1 3%	5 11%	1 2%	3 8%	1 1%	2 8%
Yes - by telephone	47 10%	15 12%	4 4%	16 14%	12 11%	3 8%	4 9%	7 24%	2 5%	2 5%	1 2%	2 6%	9 22%	5 12%	8 19%	1 3%	3 10%
Yes - by email	71 16%	19 16%	8 8%	20 17%	25 23%b	4 10%	10 22%	5 15%	5 13%	1 4%	2 6%	2 7%	9 20%	9 20%	13 32%	9 25%	3 9%
Yes - by letter	35 8%	12 10%	5 5%	10 8%	7 7%	2 5%	6 13%	4 14%	3 7%	2 5%	1 3%	-	6 13%	4 9%	3 7%	3 7%	2 5%
Yes - on an online web forum	25 6%	8 7%	2 2%	3 3%	12 11%b	1 3%	3 6%	4 13%	2 5%	-	-	-	2 5%	1 3%	7 16%	3 8%	2 8%
Yes - via social media (Facebook, Twitter, etc)	31 7%	8 7%	5 5%	11 9%	6 6%	1 2%	6 13%	1 4%	4 12%	*	1 2%	1 3%	8 19%	2 4%	4 10%	*	2 8%
Yes - by other means (please specify)	*	*	-	-	-	* 1%	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DHL	300 67%	69 58%	81 79%a	79 66%	71 66%	31 72%	24 52%	14 47%	23 63%	30 90%	28 85%	30 88%	24 55%	26 60%	22 55%	24 65%	25 82%
NET Made a complaint	150 33%	51 42%b	22 21%	41 34%	36 34%	12 28%	22 48%	17 53%	13 37%	3 10%	5 15%	4 12%	20 45%	17 40%	18 45%	13 35%	5 18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Base : Sent via - FedEx

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	286	34	252	109	177	155	130	69	76	70	30	21	11	9	145	100	41	20	213	69
Weighted Base	350	49**	301	136*	214	197	152*	88*	108*	79*	25**	28**	10**	13**	196	104*	50*	23**	243	102*
Effective Base	198	27	171	74	125	102	97	49	55	48	16	18	7	7	103	64	32	14	142	54
Yes - in person (e.g. to the postman/woman)	25 7%	2 4%	23 8%	14 10%	12 5%	15 8%	10 7%	5 6%	6 6%	5 7%	5 21%	1 5%	-	2 15%	11 6%	11 10%	3 7%	2 8%	19 8%	6 6%
Yes - by telephone	39 11%	2 4%	37 12%	18 13%	21 10%	27 14%	12 8%	12 13%	14 13%	7 9%	4 17%	-	-	2 15%	26 13%	11 11%	2 4%	2 8%	23 9%	16 16%
Yes - by email	58 16%	1 2%	57 19%	29 21%	29 13%	35 18%	21 14%	12 14%	27 25%	12 15%	1 5%	3 12%	2 20%	-	39 20%	13 13%	5 11%	2 9%	43 18%	15 15%
Yes - by letter	51 15%	-	51 17%	35 26%d	16 7%	39 20%f	12 8%	13 15%	18 17%	15 19%	4 18%	*	-	-	32 16%p	19 18%p	*	-	37 15%	14 14%
Yes - on an online web forum	35 10%	1 2%	34 11%	15 11%	20 9%	21 11%	12 8%	14 16%	12 11%	6 8%	3 11%	-	-	-	26 13%p	9 8%	-	-	23 9%	12 12%
Yes - via social media (Facebook, Twitter, etc)	24 7%	1 2%	22 7%	14 10%	9 4%	14 7%	9 6%	2 2%	12 11%	6 8%	2 6%	-	2 20%	-	14 7%	8 8%	2 4%	2 9%	16 7%	8 8%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	204 58%	45 91%	159 53%	54 40%	150 70%c	102 52%	102 67%e	48 55%	52 48%	44 56%	17 68%	24 88%	8 80%	11 85%	100 51%	61 59%	43 86%no	19 83%	133 55%	65 64%
NET Made a complaint	146 42%	4 9%	142 47%	82 60%d	64 30%	95 48%f	50 33%	40 45%	56 52%	35 44%	8 32%	3 12%	2 20%	2 15%	96 49%p	43 41%p	7 14%	4 17%	109 45%	37 36%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Base : Sent via - FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	286	107	70	49	60	177	109	229	55	33	31	62	77	68	170	33	242	75	198	13
Weighted Base	350	125*	91*	70*	64*	216	134*	297	52*	33**	43**	73*	99*	85*	214	33**	306	86*	249	15**
Effective Base	198	66	53	39	42	118	80	162	37	23	23	42	57	46	122	23	170	48	141	9
Yes - in person (e.g. to the postman/woman)	25 7%	12 10%	6 6%	3 4%	4 7%	18 8%	7 6%	24 8%	1 3%	1 4%	6 13%	6 8%	9 10%	3 4%	21 10%	1 4%	24 8%	13 16%r	12 5%	- -
Yes - by telephone	39 11%	10 8%	11 12%	11 16%	7 11%	21 10%	18 14%	36 12%	3 6%	3 9%	3 6%	9 12%	13 13%	9 10%	25 11%	3 9%	36 12%	14 16%	24 9%	2 12%
Yes - by email	58 16%	16 12%	13 14%	13 18%	17 27%	28 13%	30 22%	52 17%	6 12%	8 26%	10 24%	13 18%	15 15%	11 13%	38 18%	8 26%	49 16%	29 33%r	27 11%	2 12%
Yes - by letter	51 15%	25 20%b	6 6%	13 18%	8 12%	31 14%	20 15%	46 16%	5 9%	4 11%	14 33%	14 19%	11 11%	8 10%	39 18%	4 11%	47 15%	30 35%r	19 8%	2 12%
Yes - on an online web forum	35 10%	14 11%	8 9%	8 11%	5 8%	22 10%	13 10%	30 10%	5 10%	3 10%	4 9%	11 15%	12 12%	5 6%	27 13%	3 10%	32 10%	18 21%r	17 7%	* 2%
Yes - via social media (Facebook, Twitter, etc)	24 7%	10 8%	7 8%	3 4%	3 5%	17 8%	6 5%	22 8%	1 3%	1 3%	5 13%	5 7%	8 9%	3 4%	19 9%	1 3%	23 7%	8 9%	16 6%	- -
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to FedEx	204 58%	68 55%	52 57%	45 64%	39 61%	120 56%	84 62%	160 54%	43 82%g	21 65%	19 45%	39 54%	55 56%	55 64%	114 53%	21 65%	172 56%	28 32%	164 66%q	13 86%
NET Made a complaint	146 42%	57 45%	39 43%	25 36%	25 39%	96 44%	50 38%	136 46%h	10 18%	11 35%	24 55%	34 46%	43 44%	31 36%	101 47%	11 35%	134 44%	59 68%r	85 34%	2 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Base : Sent via - FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	286	214	72	25	177	48	38	23	14	25	13	13	18	24	28	20	22	7	41
Weighted Base	350	291	60**	6**	304	29**	13**	5**	11**	46**	19**	16**	29**	41**	59**	51**	31**	4**	24**
Effective Base	198	173	27	6	159	29	26	16	13	24	12	13	17	22	27	19	21	4**	25
Yes - in person (e.g. to the postman/woman)	25 / 7%	16 / 5%	9 / 16%	2 / 43%	22 / 7%	1 / 4%	2 / 19%	* / 7%	1 / 9%	-	-	-	4 / 15%	2 / 5%	2 / 3%	7 / 13%	6 / 19%	-	1 / 4%
Yes - by telephone	39 / 11%	37 / 13%	3 / 4%	* / 3%	35 / 12%	* / *	3 / 25%	1 / 15%	1 / 9%	2 / 5%	3 / 15%	1 / 8%	7 / 24%	3 / 7%	5 / 8%	10 / 20%	3 / 10%	-	* / 1%
Yes - by email	58 / 16%	55 / 19%	2 / 4%	1 / 10%	50 / 17%	3 / 9%	4 / 31%	1 / 23%	-	3 / 7%	1 / 7%	4 / 25%	6 / 22%	7 / 18%	14 / 23%	10 / 19%	4 / 14%	1 / 25%	1 / 6%
Yes - by letter	51 / 15%	37 / 13%	13 / 23%	2 / 43%	45 / 15%	3 / 9%	3 / 20%	1 / 13%	1 / 9%	4 / 8%	5 / 25%	-	10 / 34%	-	9 / 16%	11 / 22%	5 / 16%	-	3 / 10%
Yes - on an online web forum	35 / 10%	30 / 10%	5 / 9%	2 / 41%	31 / 10%	1 / 5%	2 / 18%	* / 8%	1 / 12%	-	1 / 7%	1 / 7%	6 / 21%	7 / 16%	3 / 4%	8 / 16%	4 / 11%	* / 3%	1 / 5%
Yes - via social media (Facebook, Twitter, etc)	24 / 7%	19 / 7%	5 / 8%	* / 5%	21 / 7%	1 / 2%	1 / 11%	1 / 12%	1 / 9%	4 / 9%	-	1 / 8%	3 / 11%	3 / 7%	3 / 6%	6 / 11%	-	* / 3%	* / 2%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	204 / 58%	171 / 59%	33 / 56%	3 / 45%	175 / 57%	23 / 79%	5 / 39%	2 / 43%	8 / 70%	32 / 71%	9 / 46%	10 / 60%	7 / 24%	26 / 63%	36 / 62%	29 / 57%	18 / 56%	3 / 75%	19 / 79%
NET Made a complaint	146 / 42%	120 / 41%	26 / 44%	3 / 55%	129 / 43%	6 / 21%	8 / 61%	3 / 57%	3 / 30%	13 / 29%	10 / 54%	7 / 40%	22 / 76%	15 / 37%	22 / 38%	22 / 43%	14 / 44%	1 / 25%	5 / 21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Base : Sent via - FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Unweighted Base	286	162	56	215	109	162	15	23	56	9	19	107	115	28	26	10	222	36	139	113	20	9	4	252	13	177	109
Weighted Base	350	201	67*	263	129*	201	13**	21**	67*	9**	17**	133*	140*	34**	31**	11**	274	42**	173*	138*	21**	12**	6**	310	18**	213	137*
Effective Base	198	112	40	147	75	112	10	15	40	6	12	71	84	20	17	7	154	24	89	85	14	8	4	173	12	120	78
Yes - in person (e.g. to the postman/woman)	25 7%	14 7%	2 3%	23 9%	11 8%	14 7%	*	* 1%	2 3%	1 13%	1 7%	9 7%	10 7%	5 14%	1 5%	-	19 7%	1 3%	14 8%	11 8%	* 1%	-	-	25 8%	-	20 10%	5 4%
Yes - by telephone	39 11%	27 13%	4 5%	33 13%	10 7%	27 13%	2 14%	2 9%	4 5%	1 13%	1 7%	23 17%	14 10%	2 5%	-	1 12%	36 13%	1 3%	24 14%	13 10%	* 2%	1 11%	-	37 12%	1 7%	30 14%	9 7%
Yes - by email	58 16%	43 21%	5 8%	53 20%	15 12%	43 21%	6 46%	3 12%	5 8%	1 13%	3 19%	30 22%l	14 10%	6 19%	6 20%	1 13%	44 16%	8 18%	26 15%	28 20%	3 13%	1 12%	-	54 17%	1 8%	49 23%z	9 7%
Yes - by letter	51 15%	40 20%bd	3 5%	47 18%bd	9 7%	40 20%	2 19%	2 8%	3 5%	1 13%	1 7%	35 26%l	10 7%	4 12%	*	2 18%	45 16%l	2 5%	28 16%	17 13%	5 26%	-	-	46 15%	-	46 22%z	5 4%
Yes - on an online web forum	35 10%	21 11%	6 8%	29 11%	14 11%	21 11%	-	-	6 8%	2 21%	5 27%	16 12%	15 10%	2 5%	3 9%	-	31 11%	3 6%	16 10%	13 9%	3 15%	1 12%	-	29 9%	1 8%	32 15%z	3 2%
Yes - via social media (Facebook, Twitter, etc)	24 7%	13 6%	3 5%	19 7%	9 7%	13 6%	-	-	3 5%	1 13%	1 8%	6 4%	11 8%	5 16%	2 6%	* 1%	16 6%	2 5%	9 5%	14 10%	* 2%	-	-	23 7%	-	24 11%z	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	204 58%	105 53%	57 85%acd	133 51%	84 65%c	105 53%	6 48%	18 87%	57 85%	7 79%	12 71%	65 49%	92 66%k	19 54%	22 70%	6 57%	158 58%	28 66%	101 58%	78 56%	12 59%	8 66%	6 100%	178 57%	14 77%	84 40%	120 87%y
NET Made a complaint	146 42%	95 47%b	10 15%	130 49%bd	45 35%b	95 47%	7 52%	3 13%	10 15%	2 21%	5 29%	68 51%l	48 34%	16 46%	9 30%	5 43%	116 42%	14 34%	72 42%	60 44%	9 41%	4 34%	-	132 43%	4 23%	129 60%z	17 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Base : Sent via - FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	286	26	256	4	92	172	22	257	23	5	1	285	-
Weighted Base	350	37**	309	5**	119*	205	26**	319	27**	4**	***	350	-**
Effective Base	198	18	177	4	62	121	16	181	15	3	1	198	-
Yes - in person (e.g. to the postman/woman)	25 7%	2 6%	21 7%	1 29%	15 13%e	9 4%	1 5%	23 7%	2 9%	-	-	25 7%	-
Yes - by telephone	39 11%	5 12%	34 11%	* 10%	20 16%	19 9%	* 2%	31 10%	4 17%	3 81%	* 100%	39 11%	-
Yes - by email	58 16%	3 9%	51 17%	3 61%	20 17%	30 15%	7 28%	47 15%	9 34%	2 52%	-	58 16%	-
Yes - by letter	51 15%	7 20%	44 14%	-	29 25%e	19 10%	2 8%	41 13%	8 28%	2 47%	-	51 15%	-
Yes - on an online web forum	35 10%	3 9%	32 10%	-	12 10%	21 10%	2 7%	29 9%	6 22%	* 11%	-	35 10%	-
Yes - via social media (Facebook, Twitter, etc)	24 7%	5 13%	17 6%	2 33%	9 8%	13 6%	2 6%	18 6%	6 21%	* 5%	-	24 7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	204 58%	18 50%	184 60%	1 29%	54 45%	135 66%d	15 56%	198 62%	6 24%	3%	-	204 58%	-
NET Made a complaint	146 42%	18 50%	124 40%	4 71%	65 55%e	69 34%	11 44%	122 38%	20 76%	4 97%	* 100%	146 42%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
FedEx

Base : Sent via - FedEx

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	286	75	62	64	85	23	32	20	21	20	21	19	24	21	40	18	27
Weighted Base	350	91*	88*	79*	92*	30**	33**	28**	29**	30**	30**	22**	31**	27**	43**	22**	27**
Effective Base	198	49	47	48	55	18	18	13	16	15	17	14	18	16	25	13	18
Yes - in person (e.g. to the postman/woman)	25 7%	5 5%	4 5%	9 11%	8 8%	- -	5 14%	- -	1 5%	2 7%	1 2%	1 6%	5 18%	2 7%	6 15%	* *	1 4%
Yes - by telephone	39 11%	7 7%	8 9%	11 14%	14 15%	4 14%	2 7%	- -	4 15%	2 7%	2 5%	2 10%	6 18%	3 12%	8 17%	2 11%	4 14%
Yes - by email	58 16%	17 18%	15 17%	15 19%	11 12%	7 22%	4 13%	6 20%	11 37%	3 9%	2 6%	4 18%	3 10%	8 31%	3 8%	5 24%	2 9%
Yes - by letter	51 15%	15 17%	7 8%	5 6%	23 25%bc	3 11%	4 12%	8 29%	- -	5 16%	3 9%	* 2%	3 10%	2 6%	18 41%	4 17%	2 8%
Yes - on an online web forum	35 10%	8 8%	5 6%	8 10%	14 16%	2 8%	3 10%	2 8%	2 6%	- -	3 12%	- -	4 14%	3 12%	8 20%	1 5%	5 18%
Yes - via social media (Facebook, Twitter, etc)	24 7%	10 11%	4 5%	6 7%	3 4%	2 7%	5 14%	4 13%	3 9%	2 6%	- -	- -	1 3%	5 18%	1 2%	- -	3 10%
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to FedEx	204 58%	49 54%	52 59%	52 66%	52 56%	15 50%	20 60%	14 50%	12 41%	20 69%	20 66%	17 80%	22 73%	12 45%	19 44%	13 62%	19 71%
NET Made a complaint	146 42%	42 46%	36 41%	27 34%	40 44%	15 50%	13 40%	14 50%	17 59%	9 31%	10 34%	4 20%	8 27%	15 55%	24 56%	8 38%	8 29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Base : Sent via - Evri

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	1196	188	1008	283	913	438	758	175	216	278	154	181	119	73	391	432	373	192	1064	122
Weighted Base	1199	236	963	289	910	476	722	174	223	260	164*	190	101*	87*	397	424	378	188	993	187
Effective Base	727	142	585	171	556	270	460	115	131	157	93	116	65	52	245	250	233	117	617	103
Yes - in person (e.g. to the postman/woman)	30 2%	1 *	29 3%	16 6%d	13 1%	13 3%	17 2%	10 6%i	10 5%	3 1%	3 2%	3 2%	* *	1 1%	20 5%opq	5 1%	4 1%	1 *	30 3%	- -
Yes - by telephone	80 7%	8 4%	72 7%	43 15%d	37 4%	38 8%	42 6%	22 12%jklm	27 12%jklm	19 7%km	6 4%	2 1%	4 4%	- -	49 12%opq	25 6%p	6 2%	4 2%	60 6%	19 10%
Yes - by email	132 11%	20 8%	112 12%	42 14%	90 10%	56 12%	76 10%	22 13%kl	27 12%l	38 15%kl	28 17%kl	10 5%	3 3%	5 6%	49 12%pq	65 15%pq	17 5%	8 4%	109 11%	20 11%
Yes - by letter	50 4%	1 *	49 5%a	26 9%d	23 3%	31 7%f	19 3%	15 9%jklm	20 9%jklm	11 4%k	3 2%	* *	- -	- -	35 9%opq	14 3%pq	* *	- -	39 4%	10 6%
Yes - on an online web forum	69 6%	7 3%	62 6%	26 9%d	43 5%	27 6%	43 6%	16 9%	15 7%	15 6%	10 6%	8 4%	3 3%	3 3%	31 8%	25 6%	14 4%	6 3%	57 6%	10 5%
Yes - via social media (Facebook, Twitter, etc)	39 3%	1 1%	37 4%a	27 9%d	12 1%	25 5%f	14 2%	13 8%jklm	11 5%	5 2%	5 3%	2 1%	2 2%	* *	25 6%opq	10 2%	4 1%	2 1%	29 3%	8 4%
Yes - by other means (please specify)	5 *	- -	5 1%	* *	4 *	* *	5 1%	- -	* *	1 *	- -	2 1%	1 1%	- -	* *	1 *	4 1%	1 1%	5 *	- -
No - I haven't made a complaint to Evri	902 75%	202 86%b	700 73%	165 57%	738 81%c	349 73%	553 77%	101 58%	154 69%	188 72%g	124 76%g	167 88%ghij	89 88%ghi	79 90%ghij	255 64%	312 74%n	335 89%no	168 89%no	756 76%	132 70%
NET Made a complaint	297 25%	34 14%	263 27%a	124 43%d	172 19%	128 27%	169 23%	73 42%ijklm	69 31%klm	72 28%klm	40 24%km	22 12%	12 12%	9 10%	142 36%opq	111 26%pq	43 11%	20 11%	237 24%	56 30%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Base : Sent via - Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	1196	325	385	238	247	710	485	772	410	83	121	276	332	262	729	85	1043	255	888	53
Weighted Base	1199	278	398	280	241	676	521	809	378	75*	110*	285	325	268	719	76*	1053	222	918	59*
Effective Base	727	167	238	163	159	405	321	466	258	57	73	179	192	150	444	58	629	150	543	36
Yes - in person (e.g. to the postman/woman)	30 2%	7 3%	9 2%	3 1%	10 4%	16 2%	13 3%	23 3%	7 2%	3 4%	3 3%	11 4%	9 3%	3 1%	23 3%	3 4%	27 3%	15 7%r	10 1%	5 8%r
Yes - by telephone	80 7%	36 13%bcd	16 4%	16 6%	12 5%	52 8%	28 5%	70 9%h	9 2%	5 6%	7 7%	25 9%	20 6%	20 7%	52 7%	5 6%	72 7%	32 14%rs	47 5%	1 1%
Yes - by email	132 11%	32 12%	40 10%	32 12%	27 11%	72 11%	60 11%	109 14%h	22 6%	8 11%	20 18%	31 11%	33 10%	30 11%	84 12%	9 11%	117 11%	35 16%r	91 10%	6 10%
Yes - by letter	50 4%	20 7%c	13 3%	7 3%	9 4%	34 5%	16 3%	41 5%	8 2%	6 8%	2 2%	22 8%l	9 3%	11 4%	34 5%	6 7%	44 4%	21 10%r	27 3%	2 3%
Yes - on an online web forum	69 6%	21 8%	14 3%	17 6%	17 7%	35 5%	35 7%	51 6%	14 4%	2 3%	4 4%	15 5%	24 7%	19 7%	43 6%	2 3%	63 6%	21 9%r	44 5%	5 8%
Yes - via social media (Facebook, Twitter, etc)	39 3%	16 6%d	14 3%	6 2%	3 1%	30 4%f	9 2%	33 4%h	4 1%	1 2%	1 1%	9 3%	12 4%	14 5%	22 3%	1 2%	36 3%	12 5%	24 3%	3 4%
Yes - by other means (please specify)	5 *	1 *	* *	3 1%	* *	1 *	3 1%	1 *	4 1%g	* -	* -	1 *	* *	2 1%	1 *	* *	5 *	1 1%	4 *	* -
No - I haven't made a complaint to Evri	902 75%	183 66%	326 82%a	211 75%	181 75%	509 75%	392 75%	572 71%	323 85%g	60 80%	77 70%	205 72%	245 76%	198 74%	527 73%	60 80%	784 75%	138 62%	725 79%q	39 67%
NET Made a complaint	297 25%	95 34%b	72 18%	69 25%	60 25%	167 25%	129 25%	237 29%h	55 15%	15 20%	33 30%	80 28%	79 24%	70 26%	192 27%	15 20%	268 25%	84 38%r	193 21%	20 33%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Base : Sent via - Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1196	775	421	161	645	192	225	134	69	95	65	78	60	73	61	81	63	25	167
Weighted Base	1199	1005	194	22*	1030	76*	65	27*	49*	172*	96*	99*	91*	114*	126*	190*	93*	7**	69*
Effective Base	727	623	105	55	569	87	124	81	66	91	61	73	57	68	59	77	60	13	76
Yes - in person (e.g. to the postman/woman)	30 2%	27 3%	3 1%	* 2%	23 2%	3 4%	3 5%	* 1%	-	6 3%	-	3 3%	3 3%	3 3%	7 5%o	-	2 2%	-	3 5%o
Yes - by telephone	80 7%	67 7%	13 7%	1 4%	69 7%	5 7%	5 8%	* 2%	3 6%	15 8%	6 6%	3 3%	8 9%	10 9%	9 7%	12 7%	3 3%	-	5 8%
Yes - by email	132 11%	102 10%	29 15%	1 6%	112 11%	10 13%	8 12%	2 9%	3 6%	22 13%	6 6%	8 8%	17 18%l	18 16%	12 9%	15 8%	11 11%	* 5%	9 13%
Yes - by letter	50 4%	45 4%	5 2%	* 2%	42 4%	4 5%	3 5%	1 5%	-	5 3%	2 2%	1 1%	1 1%	8 7%	8 6%	15 8%	2 2%	-	4 5%
Yes - on an online web forum	69 6%	62 6%	7 4%	1 4%	60 6%	4 5%	5 7%	1 2%	2 5%	13 8%	6 6%	3 3%	5 5%	11 10%o	7 6%	4 2%	9 9%	2 2%	3 5%
Yes - via social media (Facebook, Twitter, etc)	39 3%	38 4%	1 1%	* 2%	32 3%	3 4%	4 6%	* *	1 1%	6 3%	1 1%	1 1%	4 5%	7 6%	4 3%	7 4%	-	* 2%	3 4%
Yes - by other means (please specify)	5 *	4 *	* *	* 1%	3 *	* *	1 2%d	* *	-	-	-	-	-	-	-	2 1%	1 1%	-	* *
No - I haven't made a complaint to Evri	902 75%	752 75%	150 77%	19 86%	775 75%	57 75%	48 73%	23 85%f	40 81%m	123 72%	78 81%m	84 85%m	65 71%	73 64%	91 72%	152 80%m	69 75%	7 95%	50 73%
NET Made a complaint	297 25%	252 25%	44 23%	3 14%	256 25%	19 25%	18 27%g	4 15%	9 19%	49 28%	19 19%	15 15%	27 29%	41 36%hjko	35 28%	38 20%	24 25%	* 5%	19 27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Base : Sent via - Evri

	Total	Stamp usage — 1st class - all/most of the time (a)	Stamp usage — 2nd class - all/most of the time (b)	Stamp usage — Use 1st class (c)	Stamp usage — Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	1st class usage — Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage — Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	2nd class usage — Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage — Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards — Very reliant (k)	Reliance letters/cards — Fairly reliant (l)	Reliance letters/cards — Neither reliant nor not reliant (m)	Reliance letters/cards — Not very reliant (n)	Reliance letters/cards — Not at all reliant (o)	Reliance letters/cards — Net reliant (p)	Reliance letters/cards — Net not reliant (q)	Reliance parcels — Very reliant (r)	Reliance parcels — Fairly reliant (s)	Reliance parcels — Neither reliant nor not reliant (t)	Reliance parcels — Not very reliant (u)	Reliance parcels — Not at all reliant (v)	Reliance parcels — Net reliant (w)	Reliance parcels — Net not reliant (x)	Affordability — ANY affordability challenges (y)	Affordability — No affordability challenges (z)
Unweighted Base	1196	491	439	697	645	491	32	152	439	34	166	412	492	127	120	43	904	163	566	459	96	52	21	1025	73	373	823
Weighted Base	1199	504	440	706	641	504	24**	134*	440	34**	164	416	500	119*	124*	39**	917	163*	584	441	89*	62*	21**	1025	83*	412	787
Effective Base	727	301	269	424	392	301	20	97	269	25	104	250	310	74	71	22	560	93	349	278	56	33	12	626	45	245	482
Yes - in person (e.g. to the postman/woman)	30 / 2%	14 / 3%	6 / 1%	22 / 3%	14 / 2%	14 / 3%	*	*	6 / 1%	3 / 8%	2 / 1%	16 / 4%	10 / 2%	3 / 2%	1 / *	* / *	26 / 3%	1 / *	14 / 2%	9 / 2%	6 / 6%	1 / 1%	* / *	23 / 2%	1 / 1%	22 / 5%z	7 / 1%
Yes - by telephone	80 / 7%	59 / 12%bd	9 / 2%	66 / 9%bd	16 / 3%	59 / 12%	2 / 9%	6 / 5%	9 / 2%	2 / 5%	2 / 1%	31 / 7%	38 / 8%	4 / 3%	4 / 3%	3 / 8%	69 / 7%	7 / 4%	41 / 7%	35 / 8%	4 / 4%	-	1 / 4%	76 / 7%	1 / 1%	65 / 16%z	15 / 2%
Yes - by email	132 / 11%	62 / 12%	41 / 9%	85 / 12%	64 / 10%	62 / 12%	2 / 10%	8 / 6%	41 / 9%	4 / 10%	10 / 6%	60 / 14%l	42 / 8%	18 / 15%	10 / 8%	2 / 5%	102 / 11%	12 / 8%	75 / 13%	45 / 10%	6 / 6%	7 / 11%	-	119 / 12%	7 / 8%	83 / 20%z	49 / 6%
Yes - by letter	50 / 4%	34 / 7%bd	5 / 1%	44 / 6%bd	15 / 2%	34 / 7%	5 / 19%	4 / 3%	5 / 1%	1 / 3%	3 / 2%	13 / 3%	28 / 6%	2 / 2%	2 / 2%	5 / 12%	41 / 4%	6 / 4%	20 / 3%	16 / 4%	8 / 9%w	2 / 3%	2 / 11%	36 / 4%	4 / 5%	49 / 12%z	* / *
Yes - on an online web forum	69 / 6%	28 / 6%	28 / 6%	35 / 5%	35 / 5%	28 / 6%	1 / 3%	7 / 5%	28 / 6%	2 / 5%	5 / 3%	22 / 5%	23 / 5%	14 / 12%lp	7 / 6%	3 / 7%	45 / 5%	10 / 6%	37 / 6%	21 / 5%	5 / 6%	3 / 5%	2 / 11%	59 / 6%	6 / 7%	42 / 10%z	28 / 4%
Yes - via social media (Facebook, Twitter, etc)	39 / 3%	22 / 4%bd	5 / 1%	28 / 4%b	11 / 2%	22 / 4%	-	3 / 2%	5 / 1%	1 / 3%	1 / 1%	17 / 4%	17 / 3%	2 / 2%	3 / 3%	* / *	34 / 4%	3 / 2%	17 / 3%	18 / 4%	* / *	3 / 5%	-	35 / 3%	3 / 4%	32 / 8%z	7 / 1%
Yes - by other means (please specify)	5 / *	* / *	* / 1%	3 / *	4 / 1%	* / *	-	* / *	2 / 1%	* / *	2 / 1%	2 / 1%	* / *	* / *	2 / 2%	-	3 / *	2 / 1%	2 / *	2 / 1%	* / *	-	-	5 / *	-	* / *	5 / 1%
No - I haven't made a complaint to Evri	902 / 75%	356 / 71%	361 / 82%ac	506 / 72%	510 / 80%ac	356 / 71%	18 / 76%	106 / 79%	361 / 82%	29 / 83%	147 / 90%	305 / 73%	380 / 76%	89 / 75%	98 / 79%	31 / 79%	684 / 75%	129 / 79%	432 / 74%	337 / 76%	64 / 72%	50 / 82%	18 / 85%	770 / 75%	68 / 82%	211 / 51%	691 / 88%y
NET Made a complaint	297 / 25%	148 / 29%bd	79 / 18%	200 / 28%bd	131 / 20%	148 / 29%	6 / 24%	28 / 21%	79 / 18%	6 / 17%	17 / 10%	112 / 27%	121 / 24%	30 / 25%	26 / 21%	8 / 21%	232 / 25%	34 / 21%	152 / 26%	104 / 24%	25 / 28%	11 / 18%	3 / 15%	255 / 25%	15 / 18%	201 / 49%z	96 / 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Base : Sent via - Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1196	65	1123	8	342	785	69	1146	33	10	2	1189	5
Weighted Base	1199	50*	1139	10**	308	826	65*	1144	37**	14**	2**	1195	2**
Effective Base	727	33	688	6	196	492	40	695	22	8	1	724	2
Yes - in person (e.g. to the postman/woman)	30 2%	1 2%	25 2%	3 33%	17 6%e	11 1%	1 2%	26 2%	3 9%	-	-	30 2%	- -
Yes - by telephone	80 7%	9 18%b	71 6%	- -	35 11%e	43 5%	2 4%	72 6%	8 22%	* 3%	-	80 7%	* 2%
Yes - by email	132 11%	3 6%	128 11%	1 10%	54 18%e	62 8%	15 24%e	117 10%	14 38%	1 9%	-	132 11%	* 2%
Yes - by letter	50 4%	5 9%	45 4%	- -	21 7%e	27 3%	3 4%	39 3%	6 17%	4 29%	-	50 4%	- -
Yes - on an online web forum	69 6%	1 1%	69 6%	- -	23 8%	37 4%	9 14%e	64 6%	3 8%	2 16%	-	69 6%	- -
Yes - via social media (Facebook, Twitter, etc)	39 3%	* 1%	38 3%	- -	13 4%	19 2%	7 10%e	36 3%	1 3%	1 10%	-	39 3%	- -
Yes - by other means (please specify)	5 *	* *	5 *	- -	* *	4 1%	* *	5 *	-	-	-	5 *	- -
No - I haven't made a complaint to Evri	902 75%	37 73%	860 76%	5 57%	194 63%	671 81%df	38 58%	880 77%	11 31%	7 49%	2 100%	898 75%	2 98%
NET Made a complaint	297 25%	14 27%	279 24%	4 43%	114 37%e	155 19%	27 42%e	264 23%	25 69%	7 51%	-	296 25%	* 2%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Evri

Base : Sent via - Evri

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	1196	274	285	325	312	104	84	86	90	97	98	102	100	123	109	109	94
Weighted Base	1199	302	284	309	304	110*	91*	101*	105*	87*	92*	99*	86*	124*	101*	103*	100*
Effective Base	727	181	173	186	188	69	53	59	59	55	60	56	61	70	66	62	60
Yes - in person (e.g. to the postman/woman)	30 2%	9 3%	6 2%	3 1%	11 4%	4 3%	3 3%	2 2%	4 4%	* *	2 2%	1 1%	2 2%	1 1%	3 3%	4 4%	4 4%
Yes - by telephone	80 7%	32 11%	15 5%	16 5%	17 6%	14 12%ik	11 12%ik	7 7%	8 8%	3 3%	4 4%	2 2%	4 5%	10 8%	5 5%	8 8%	4 4%
Yes - by email	132 11%	37 12%	31 11%	27 9%	37 12%	10 9%	12 13%	15 15%	15 14%	5 5%	12 13%	5 5%	5 5%	17 14%	11 11%	13 13%	13 13%
Yes - by letter	50 4%	18 6%	15 5%	10 3%	7 2%	2 1%	6 7%	10 10%ek	11 10%ek	2 2%	3 3%	- -	3 4%	6 5%	2 2%	3 3%	3 3%
Yes - on an online web forum	69 6%	25 8%	12 4%	20 7%	12 4%	11 10%	11 12%	4 4%	4 4%	7 8%	2 2%	6 6%	8 9%	6 5%	3 3%	3 3%	5 5%
Yes - via social media (Facebook, Twitter, etc)	39 3%	18 6%b	5 2%	8 3%	8 3%	8 7%jl	5 6%	5 5%	5 4%	* *	- -	3 3%	- -	5 4%	3 3%	2 2%	4 4%
Yes - by other means (please specify)	5 -	2 1%	* *	1 *	1 *	* *	- -	2 2%	* *	* *	- -	- -	- -	1 *	* *	1 1%	- -
No - I haven't made a complaint to Evri	902 75%	196 65%	226 80%a	248 80%a	233 77%a	70 63%	61 67%	65 64%	77 73%	75 86%efg	74 81%eg	84 85%efg	69 80%e	94 76%	80 79%	73 71%	80 80%e
NET Made a complaint	297 25%	106 35%bcd	58 20%	61 20%	71 23%	40 37%ijklp	30 33%ik	36 36%ijk	28 27%	12 14%	17 19%	15 15%	17 20%	29 24%	21 21%	30 29%	20 20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Base : Sent via - DPD

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	523	101	422	147	376	276	247	92	133	120	72	63	25	18	225	192	106	43	434	83
Weighted Base	563	124*	438	169*	393	323	239	96*	161*	133*	70*	64*	24**	14**	257	203	102*	38**	420	133*
Effective Base	331	79	253	95	236	178	155	55	92	78	42	39	16	10	147	120	65	25	259	69
Yes - in person (e.g. to the postman/woman)	34 6%	-	34 8%a	18 11%d	16 4%	25 8%	9 4%	10 10%	9 6%	10 8%	4 6%	* *	-	-	19 7%p	15 7%p	* *	-	26 6%	8 6%
Yes - by telephone	46 8%	1 *	45 10%a	21 12%	25 6%	34 11%	11 5%	9 10%	15 9%	11 8%	4 6%	6 10%	-	* 2%	24 9%	15 7%	7 6%	* 1%	32 8%	13 10%
Yes - by email	75 13%	4 3%	71 16%a	44 26%d	31 8%	53 16%	22 9%	18 19%k	27 17%k	15 11%	8 12%	2 4%	4 16%	* 2%	45 18%p	23 11%	6 6%	4 11%	49 12%	26 19%
Yes - by letter	44 8%	-	44 10%a	22 13%d	22 6%	34 11%f	10 4%	10 10%k	16 10%k	11 8%	6 9%	-	1 5%	* 1%	25 10%p	17 8%	1 1%	1 3%	35 8%	9 7%
Yes - on an online web forum	22 4%	2 1%	20 5%	14 8%d	8 2%	15 5%	7 3%	4 4%	7 4%	8 6%	3 4%	-	-	* *	11 4%	11 6%	* *	* *	18 4%	4 3%
Yes - via social media (Facebook, Twitter, etc)	25 4%	3 2%	22 5%	17 10%d	8 2%	16 5%	9 4%	6 6%	4 2%	8 6%	3 4%	-	3 11%	2 14%	10 4%	11 5%	5 5%	5 12%	23 6%	2 1%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	403 72%	117 84%b	286 65%	83 49%	320 81%c	216 67%	187 78%e	61 64%	110 68%	90 68%	54 76%	55 87%ghi	20 84%	11 83%	171 67%	144 71%	87 86%no	32 84%	301 72%	92 70%
NET Made a complaint	160 28%	7 6%	153 35%a	86 51%d	74 19%	107 33%f	53 22%	34 36%k	51 32%k	43 32%k	17 24%	9 13%	4 16%	2 17%	86 33%p	59 29%p	15 14%	6 16%	120 28%	40 30%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Base : Sent via - DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	523	173	147	108	95	320	203	384	133	37	52	115	161	117	328	38	462	126	375	22
Weighted Base	563	157*	174	135*	96*	331	232	454	104*	30**	47*	144*	169	128*	360	32**	505	121*	413	28**
Effective Base	331	90	101	78	62	191	140	251	83	23	32	80	103	68	214	24	293	76	240	15
Yes - in person (e.g. to the postman/woman)	34 6%	18 11%b	6 3%	5 4%	5 5%	24 7%	10 4%	30 7%	3 3%	1 4%	5 10%	11 8%	9 5%	8 6%	25 7%	1 4%	33 6%	19 16%r	15 4%	-
Yes - by telephone	46 8%	10 6%	16 9%	14 11%	5 6%	26 8%	20 9%	43 10%h	2 2%	1 4%	4 8%	13 9%	17 10%	11 9%	33 9%	1 4%	44 9%	15 12%	26 6%	5 16%
Yes - by email	75 13%	24 15%	14 8%	22 16%	15 16%	38 12%	37 16%	69 15%h	6 6%	3 9%	5 11%	33 23%m	21 12%	11 8%	59 16%	3 9%	70 14%	39 32%r	33 8%	3 11%
Yes - by letter	44 8%	9 6%	18 10%	9 7%	8 8%	27 8%	17 7%	40 9%	4 4%	1 4%	3 7%	22 15%l	10 6%	8 6%	35 10%	1 4%	43 8%	25 21%r	17 4%	1 4%
Yes - on an online web forum	22 4%	2 1%	6 3%	8 6%	7 7%	8 2%	14 6%	20 4%	2 2%	2 8%	2 5%	8 6%	6 4%	3 2%	17 5%	2 7%	20 4%	16 14%r	6 1%	-
Yes - via social media (Facebook, Twitter, etc)	25 4%	10 6%	7 4%	3 2%	6 6%	17 5%	8 4%	21 5%	4 4%	2 7%	2 3%	8 5%	5 3%	9 7%	14 4%	2 7%	23 5%	13 11%r	12 3%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	403 72%	107 68%	129 74%	101 74%	67 69%	236 71%	167 72%	309 68%	90 86%g	25 83%	31 65%	88 61%	121 71%	97 76%	239 66%	27 84%	353 70%	55 45%	328 79%q	19 69%
NET Made a complaint	160 28%	50 32%	45 26%	35 26%	30 31%	95 29%	65 28%	146 32%h	14 14%	5 17%	17 35%	56 39%	48 29%	31 24%	121 34%	5 16%	152 30%	66 55%r	85 21%	9 31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Base : Sent via - DPD

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	523	360	163	75	286	100	83	54	27	35	37	26	30	34	36	32	29	11	89
Weighted Base	563	484	78*	15**	479	43*	31*	10*	20**	66*	55*	33**	46**	56*	81*	76*	45**	4**	39*
Effective Base	331	287	43	12	255	50	49	35	26	34	34	25	29	32	-	35	31	28	4	45
Yes - in person (e.g. to the postman/woman)	34 6%	26 5%	8 10%	3 18%	29 6%	3 8%	2 6%	* 2%	2 9%	4 6%	2 4%	1 4%	5 11%	-	5 6%	3 4%	7 15%	* 4%	3 8%
Yes - by telephone	46 8%	41 8%	5 6%	1 5%	38 8%	3 7%	4 12%	1 6%	4 19%	4 7%	1 3%	1 4%	5 11%	7 13%	7 9%	3 4%	5 11%	*	3 8%
Yes - by email	75 13%	72 15%	3 4%	2 16%	68 14%	3 6%	3 11%	1 12%	2 8%	5 8%	4 8%	4 12%	11 11%	5 8%	20 25%r	8 10%	8 18%	* 4%	3 7%
Yes - by letter	44 8%	36 7%	8 10%	3 17%	39 8%	2 4%	2 7%	* 4%	2 10%	2 3%	3 5%	1 4%	5 11%	10 17%	7 9%	5 6%	4 10%	* 2%	2 5%
Yes - on an online web forum	22 4%	21 4%	1 1%	* 3%	17 4%	3 7%	2 6%	1 6%	1 3%	-	2 3%	1 4%	3 6%	2 3%	3 3%	3 4%	3 7%	* 4%	3 7%
Yes - via social media (Facebook, Twitter, etc)	25 4%	21 4%	4 5%	* 2%	21 4%	1 3%	3 10%	* 1%	-	4 7%	-	1 4%	1 2%	6 10%	5 7%	3 4%	-	* 4%	1 3%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	403 72%	344 71%	59 75%	11 73%	338 71%	33 77%	24 77%	8 75%	14 70%	50 76%	43 78%	28 84%	29 63%	36 63%	46 58%	67 87%mn	26 58%	4 94%	29 75%
NET Made a complaint	160 28%	141 29%	19 25%	4 27%	140 29%	10 23%	7 23%	3 25%	6 30%	16 24%	12 22%	5 16%	17 37%	21 37%o	34 42%o	10 13%	19 42%	* 6%	10 25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Base : Sent via - DPD

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	523	244	142	349	247	244	15	57	142	11	37	188	199	58	56	22	387	78	255	201	35	21	10	456	31	238	285
Weighted Base	563	275	143*	390	258	275	10**	45*	143*	11**	25**	200	237	55*	50*	20**	438	70*	270	221	34**	26**	11**	491	36**	276	286
Effective Base	331	159	88	224	153	159	8	36	88	8	20	116	135	35	32	13	251	45	158	129	20	15	8	287	23	154	177
Yes - in person (e.g. to the postman/woman)	34 6%	24 9%	5 3%	29 7%	10 4%	24 9%	*	2 4%	5 3%	1 10%	1 5%	19 9%	9 4%	2 3%	3 6%	2 11%	27 6%	5 7%	15 5%	15 7%	2 7%	1 2%	*	29 6%	1 2%	30 11%z	4 1%
Yes - by telephone	46 8%	23 8%	8 5%	37 10%	22 9%	23 8%	-	*	8 5%	1 10%	1 6%	26 13%l	13 5%	4 8%	2 4%	1 3%	39 9%	3 4%	18 7%	22 10%	3 10%	2 6%	-	41 8%	2 4%	33 12%z	12 4%
Yes - by email	75 13%	41 15%	16 11%	58 15%	34 13%	41 15%	1 12%	3 6%	16 11%	1 10%	1 6%	34 17%	21 9%	17 30%lnpq	4 7%	1 3%	54 12%	4 6%	32 12%	31 14%	8 23%	4 15%	-	63 13%	4 10%	60 22%z	15 5%
Yes - by letter	44 8%	23 8%	4 3%	38 10%	19 7%	23 8%	-	1 3%	4 3%	1 10%	1 5%	28 14%lnq	14 6%	1 2%	-	1 6%	41 9%	1 2%	25 9%	13 6%	3 8%	3 11%	-	38 8%	3 8%	39 14%z	4 1%
Yes - on an online web forum	22 4%	13 5%	3 2%	18 5%	8 3%	13 5%	1 7%	-	3 2%	2 16%	2 7%	12 6%	5 2%	3 5%	2 3%	1 3%	17 4%	2 3%	12 5%	7 3%	* 1%	2 6%	1 12%	19 4%	3 8%	16 6%	6 2%
Yes - via social media (Facebook, Twitter, etc)	25 4%	16 6%	4 3%	21 5%	9 3%	16 6%	1 10%	3 6%	4 3%	1 10%	1 5%	14 7%	8 3%	3 6%	*	-	22 5%	*	17 6%s	2 1%	4 13%	2 6%	*	19 4%	2 5%	24 9%z	1 *
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	403 72%	185 67%	117 82%ac	257 66%	190 74%	185 67%	7 71%	37 81%	117 82%	9 84%	23 92%	122 61%	190 80%km	31 56%	43 86%km	16 81%	312 71%k	59 84%km	198 73%	160 72%	17 51%	18 72%	9 87%	358 73%	28 76%	139 50%	264 92%y
NET Made a complaint	160 28%	90 33%b	26 18%	132 34%b	68 26%	90 33%	3 29%	8 19%	26 18%	2 16%	2 8%	78 38%lnpq	47 20%	24 44%lnq	7 14%	4 19%	125 29%	11 16%	72 27%	61 28%	17 49%	7 28%	1 13%	133 27%	9 24%	137 50%z	23 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Base : Sent via - DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	523	39	479	5	163	329	31	493	21	5	3	519	1
Weighted Base	563	34**	522	6**	159*	365	38**	529	25**	8**	1**	561	1**
Effective Base	331	22	306	3	97	212	21	312	15	3	1	329	1
Yes - in person (e.g. to the postman/woman)	34 6%	1 4%	33 6%	- -	17 11%e	17 5%	- -	32 6%	2 7%	- -	- -	34 6%	- -
Yes - by telephone	46 8%	2 5%	39 7%	5 72%	19 12%	23 6%	4 11%	37 7%	7 30%	* 6%	* 12%	45 8%	1 100%
Yes - by email	75 13%	7 21%	67 13%	* 8%	31 20%e	38 10%	6 15%	63 12%	8 34%	3 35%	- -	74 13%	1 100%
Yes - by letter	44 8%	4 12%	40 8%	- -	21 13%e	22 6%	1 3%	37 7%	5 18%	2 28%	- -	44 8%	- -
Yes - on an online web forum	22 4%	1 4%	21 4%	- -	11 7%	9 3%	2 4%	21 4%	2 6%	- -	- -	22 4%	- -
Yes - via social media (Facebook, Twitter, etc)	25 4%	7 21%	18 3%	- -	13 8%	12 3%	- -	17 3%	5 21%	3 35%	- -	25 4%	- -
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to DPD	403 72%	21 61%	380 73%	2 28%	84 53%	291 80%d	27 72%	397 75%	2 9%	32%	1 88%	402 72%	1
NET Made a complaint	160 28%	13 39%	142 27%	5 72%	75 47%e	74 20%	11 28%	131 25%	23 91%	5 68%	* 12%	159 28%	1 100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
DPD

Base : Sent via - DPD

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	523	116	133	135	139	42	43	31	45	51	37	42	46	47	45	46	48
Weighted Base	563	132*	146*	143*	141*	54*	46**	33**	53**	55*	38**	41**	55*	47**	35**	52**	54**
Effective Base	331	77	85	88	81	31	26	20	30	33	22	29	32	28	24	28	30
Yes - in person (e.g. to the postman/woman)	34 / 6%	10 / 8%	5 / 3%	9 / 7%	10 / 7%	5 / 9%	3 / 7%	2 / 6%	3 / 5%	- / -	2 / 5%	* / *	6 / 12%	3 / 6%	8 / 21%	1 / 1%	2 / 3%
Yes - by telephone	46 / 8%	12 / 9%	9 / 6%	13 / 9%	12 / 8%	3 / 5%	9 / 19%	* / 1%	3 / 5%	3 / 6%	3 / 7%	6 / 14%	6 / 12%	1 / 2%	1 / 4%	5 / 10%	5 / 9%
Yes - by email	75 / 13%	13 / 10%	13 / 9%	20 / 14%	28 / 20% b	4 / 8%	6 / 14%	3 / 8%	3 / 5%	7 / 13%	4 / 10%	7 / 16%	12 / 22%	1 / 3%	6 / 18%	10 / 19%	12 / 23%
Yes - by letter	44 / 8%	16 / 12% b	3 / 2%	12 / 8%	13 / 9%	4 / 8%	9 / 21%	2 / 5%	1 / 2%	- / -	2 / 6%	2 / 5%	7 / 13% l	3 / 7%	11 / 31%	- / -	2 / 4%
Yes - on an online web forum	22 / 4%	5 / 3%	5 / 3%	3 / 2%	10 / 7%	3 / 6%	1 / 2%	1 / 2%	2 / 4%	1 / 1%	2 / 5%	* / *	3 / 6%	* / *	4 / 12%	- / -	5 / 10%
Yes - via social media (Facebook, Twitter, etc)	25 / 4%	3 / 2%	3 / 2%	9 / 6%	10 / 7%	1 / 1%	1 / 2%	2 / 5%	* / *	3 / 5%	* / 1%	- / -	3 / 6%	6 / 13%	6 / 17%	* / *	4 / 7%
Yes - by other means (please specify)	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -
No - I haven't made a complaint to DPD	403 / 72%	91 / 69%	115 / 78%	102 / 71%	95 / 67%	37 / 68%	29 / 63%	26 / 79%	46 / 87%	43 / 77%	26 / 68%	32 / 79%	34 / 62%	35 / 76%	19 / 54%	37 / 70%	39 / 73%
NET Made a complaint	160 / 28%	41 / 31%	31 / 22%	41 / 29%	46 / 33%	17 / 32%	17 / 37%	7 / 21%	7 / 13%	13 / 23%	12 / 32%	9 / 21%	21 / 38%	11 / 24%	16 / 46%	16 / 30%	15 / 27%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Base : Sent via - Parcelforce

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	776	141	635	173	603	422	353	74	91	146	123	165	105	72	165	269	342	177	704	69
Weighted Base	806	191	615	175*	631	453	352	93*	120*	163*	120*	166*	78*	67*	213	283	310	145*	683	118*
Effective Base	464	106	358	97	368	251	213	49	62	89	74	99	49	45	111	163	192	94	404	59
Yes - in person (e.g. to the postman/woman)	37 5%	2 1%	35 6%a	21 12%d	16 3%	25 6%	12 3%	6 6%k	11 10%k	14 9%k	2 2%	* *	1 2%	2 3%	17 8%p	17 6%p	3 1%	3 2%	28 4%	9 7%
Yes - by telephone	46 6%	1 1%	45 7%a	20 11%d	26 4%	30 7%	16 5%	8 8%	17 14%jklm	10 6%	5 4%	4 3%	1 2%	1 2%	25 12%pq	15 5%	7 2%	2 2%	35 5%	11 10%
Yes - by email	55 7%	3 2%	52 8%a	32 18%d	22 4%	42 9%f	13 4%	9 10%	14 12%	13 8%	7 6%	7 5%	1 2%	2 3%	23 11%pq	21 7%	11 4%	4 2%	34 5%	21 18%r
Yes - by letter	22 3%	-	22 4%a	10 5%	12 2%	17 4%	5 1%	2 3%	5 4%	8 5%	2 2%	3 2%	-	*	8 4%	11 4%	3 1%	*	16 2%	6 5%
Yes - on an online web forum	30 4%	-	30 5%a	11 6%	19 3%	16 3%	14 4%	8 8%k	10 8%k	6 4%	4 3%	2 1%	*	*	17 8%pq	10 4%	2 1%	*	22 3%	8 7%
Yes - via social media (Facebook, Twitter, etc)	29 4%	1 1%	28 5%	14 8%d	16 2%	22 5%	8 2%	2 2%	12 10%klm	8 5%	5 4%	3 2%	-	*	14 7%pq	13 4%pq	3 1%	*	23 3%	5 4%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	665 82%	184 97%b	480 78%	105 60%	559 89%c	362 80%	301 86%	62 67%	84 70%	122 75%	106 88%ghi	152 92%ghi	76 98%ghi	62 92%ghi	146 69%	228 81%n	290 93%no	138 95%no	572 84%	89 75%
NET Made a complaint	141 18%	6 3%	135 22%a	70 40%d	71 11%	90 20%	51 14%	30 33%jklm	36 30%jklm	41 25%jklm	14 12%	14 8%	2 2%	5 8%	66 31%opq	55 19%pq	20 7%	7 5%	111 16%	29 25%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Base : Sent via - Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	776	252	226	138	160	478	298	483	278	57	64	193	239	149	496	57	673	167	571	38
Weighted Base	806	222	266	166*	152*	488	318	565	228	50*	70*	204	246	158*	520	50*	706	156*	608	42**
Effective Base	464	125	148	95	97	274	191	304	158	30	41	120	140	86	301	30	404	97	342	26
Yes - in person (e.g. to the postman/woman)	37 5%	13 6%	12 4%	8 5%	5 3%	24 5%	12 4%	35 6%h	1 1%	1 2%	3 4%	15 7%	12 5%	5 3%	29 6%	1 2%	35 5%	16 10%r	21 4%	-
Yes - by telephone	46 6%	23 10%b	10 4%	8 5%	6 4%	32 7%	14 4%	40 7%h	5 2%	3 6%	9 13%	15 7%	11 4%	8 5%	34 7%	3 6%	42 6%	20 13%r	23 4%	3 6%
Yes - by email	55 7%	23 10%b	9 3%	12 8%	10 7%	32 7%	23 7%	48 8%h	6 3%	2 3%	1 2%	20 10%	16 6%	16 10%	37 7%	2 3%	52 7%	32 20%r	23 4%	-
Yes - by letter	22 3%	9 4%	2 1%	7 4%	4 2%	11 2%	11 3%	19 3%	2 1%	1 2%	1 2%	11 6%	3 1%	5 3%	16 3%	1 2%	21 3%	15 10%r	6 1%	-
Yes - on an online web forum	30 4%	15 7%b	2 1%	7 4%	5 3%	18 4%	12 4%	26 5%	4 2%	4 8%	4 6%	8 4%	6 2%	8 5%	18 3%	4 8%	26 4%	11 7%r	16 3%	3 7%
Yes - via social media (Facebook, Twitter, etc)	29 4%	10 4%	11 4%	5 3%	4 3%	20 4%	9 3%	28 5%h	1 1%	2 4%	5 7%	11 5%	6 2%	5 3%	22 4%	2 4%	27 4%	10 6%	17 3%	3 6%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	665 82%	159 72%	235 88%a	142 85%a	129 85%a	394 81%	271 85%	437 77%	216 95%g	43 86%	55 79%	154 76%	208 85%	128 81%	418 80%	43 86%	573 81%	98 63%	530 87%q	36 87%
NET Made a complaint	141 18%	63 28%bcd	31 12%	24 15%	23 15%	94 19%	47 15%	128 23%h	12 5%	7 14%	15 21%	50 24%	38 15%	31 19%	103 20%	7 14%	133 19%	58 37%r	78 13%	5 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Base : Sent via - Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	776	487	289	124	411	141	128	96	47	43	35	35	43	57	50	57	44	26	115
Weighted Base	806	658	147*	32**	681	68*	40*	17*	34*	81*	52*	45*	70*	88*	113*	134*	64*	10**	58*
Effective Base	464	387	78	21	357	63	70	62	45	40	32	34	39	53	48	54	41	11	53
Yes - in person (e.g. to the postman/woman)	37 5%	33 5%	4 3%	* 2%	32 5%	3 4%	1 4%	* 3%	1 3%	4 5%	- -	- -	6 9%	6 7%	9 8%	3 2%	3 4%	- -	3 5%
Yes - by telephone	46 6%	36 5%	10 7%	1 2%	40 6%	4 6%	2 6%	1 3%	2 5%	4 5%	1 3%	1 2%	5 7%	6 6%	11 10%	8 6%	2 2%	1 8%	3 5%
Yes - by email	55 7%	48 7%	7 5%	1 3%	46 7%	3 5%	5 13%	1 6%	1 3%	2 3%	- -	1 3%	11 15%l	8 9%	13 11%	6 4%	5 7%	* *	3 5%
Yes - by letter	22 3%	18 3%	4 3%	1 2%	18 3%	2 2%	1 4%	* 1%	3 8%im	- -	2 4%	3 6%	5 7%	- -	2 2%	3 2%	1 2%	- -	2 3%
Yes - on an online web forum	30 4%	25 4%	4 3%	2 5%	23 3%	3 5%	3 8%d	* 1%	1 2%	4 5%	- -	3 6%	3 4%	- -	5 5%	5 4%	3 4%	1 10%	2 4%
Yes - via social media (Facebook, Twitter, etc)	29 4%	24 4%	6 4%	1 2%	26 4%	2 3%	1 4%	* 2%	- -	- -	1 2%	1 3%	6 9%i	2 2%	8 7%	7 5%	1 2%	* 1%	2 3%
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to Parcelforce	665 82%	541 82%	124 84%	29 90%	560 82%	58 85%	32 80%	15 89%	30 88%	67 82%	47 91%n	37 83%	51 73%	73 82%	80 71%	121 90%ln	54 84%	9 90%	49 84%
NET Made a complaint	141 18%	118 18%	23 16%	3 10%	121 18%	10 15%	8 20%	2 11%	4 12%	14 18%	5 9%	8 17%	19 27%o	16 18%	33 29%jo	13 10%	10 16%	1 10%	9 16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Base : Sent via - Parcelforce

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance (letters/cards): Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance (parcels): Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	776	341	266	488	413	341	21	115	266	20	112	322	285	81	64	23	607	87	400	295	42	25	14	695	39	248	528
Weighted Base	806	370	243	538	411	370	16**	93*	243	18**	85*	302	315	89*	76*	23**	618	99*	393	322	41**	35**	15**	715	50**	273	533
Effective Base	464	214	151	302	238	214	11	71	151	12	60	177	181	51	42	14	358	55	229	180	28	20	9	409	29	157	308
Yes - in person (e.g. to the postman/woman)	37 / 5%	17 / 5%	12 / 5%	25 / 5%	20 / 5%	17 / 5%	*	*	12 / 5%	1 / 6%	1 / 1%	15 / 5%	13 / 4%	8 / 8%	2 / 2%	-	28 / 5%	2 / 2%	10 / 3%	23 / 7%r	1 / 3%	2 / 6%	-	33 / 5%	2 / 4%	29 / 11%z	8 / 1%
Yes - by telephone	46 / 6%	22 / 6%	11 / 5%	34 / 6%	24 / 6%	22 / 6%	2 / 10%	3 / 3%	11 / 5%	1 / 6%	2 / 3%	23 / 8%	15 / 5%	4 / 4%	3 / 4%	1 / 6%	38 / 6%	4 / 4%	24 / 6%	13 / 4%	7 / 17%	*	3 / 18%	37 / 5%	3 / 5%	34 / 13%z	12 / 2%
Yes - by email	55 / 7%	35 / 10%d	13 / 5%	42 / 8%	20 / 5%	35 / 10%	* / 3%	3 / 4%	13 / 5%	1 / 6%	2 / 2%	25 / 8%	23 / 7%	6 / 7%	-	1 / 6%	48 / 8%	1 / 1%	26 / 7%	24 / 7%	3 / 8%	-	1 / 8%	50 / 7%	1 / 2%	47 / 17%z	8 / 2%
Yes - by letter	22 / 3%	13 / 4%	5 / 2%	17 / 3%	9 / 2%	13 / 4%	-	1 / 1%	5 / 2%	1 / 6%	1 / 2%	12 / 4%	6 / 2%	-	2 / 2%	2 / 9%	18 / 3%	4 / 4%	16 / 4%	5 / 2%	-	-	-	22 / 3%	-	16 / 6%z	6 / 1%
Yes - on an online web forum	30 / 4%	17 / 5%	7 / 3%	20 / 4%	11 / 3%	17 / 5%	1 / 5%	* / 1%	7 / 3%	2 / 10%	2 / 2%	16 / 5%	8 / 3%	5 / 6%	*	* / 1%	24 / 4%	*	13 / 3%	14 / 4%	-	2 / 6%	-	27 / 4%	2 / 4%	24 / 9%z	5 / 1%
Yes - via social media (Facebook, Twitter, etc)	29 / 4%	15 / 4%	5 / 2%	24 / 5%	15 / 4%	15 / 4%	1 / 4%	*	5 / 2%	1 / 6%	1 / 1%	14 / 5%	10 / 3%	5 / 6%	*	* / 1%	24 / 4%	*	18 / 4%	12 / 4%	-	*	* / 1%	29 / 4%	*	24 / 9%z	6 / 1%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	665 / 82%	298 / 81%	209 / 86%	433 / 81%	343 / 84%	298 / 81%	12 / 77%	88 / 94%e	209 / 86%	16 / 90%	81 / 96%h	243 / 81%	265 / 84%	67 / 75%	70 / 92%m	19 / 84%	508 / 82%	89 / 90%m	329 / 84%	264 / 82%	29 / 71%	31 / 88%	12 / 82%	593 / 83%	43 / 86%	155 / 57%	509 / 96%y
NET Made a complaint	141 / 18%	72 / 19%	34 / 14%	105 / 19%	67 / 16%	72 / 19%g	4 / 23%	5 / 6%	34 / 14%j	2 / 10%	4 / 4%	59 / 19%	50 / 16%	22 / 26%nq	6 / 8%	4 / 16%	109 / 18%	10 / 10%	64 / 16%	59 / 18%	12 / 29%	4 / 12%	3 / 18%	122 / 17%	7 / 14%	118 / 43%z	24 / 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Base : Sent via - Parcelforce

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	776	56	714	6	236	496	44	743	22	8	2	773	1
Weighted Base	806	54*	745	8**	237	528	41**	765	26**	9**	3**	800	2**
Effective Base	464	31	430	4	140	299	26	441	16	6	2	462	1
Yes - in person (e.g. to the postman/woman)	37 5%	1 2%	33 4%	2 33%	15 6%	18 3%	3 8%	30 4%	7 27%	-	-	37 5%	-
Yes - by telephone	46 6%	3 5%	41 5%	3 36%	28 12%e	18 3%	* *	38 5%	6 23%	2 23%	-	46 6%	-
Yes - by email	55 7%	6 11%	46 6%	3 39%	28 12%e	23 4%	3 8%	48 6%	7 28%	-	-	55 7%	-
Yes - by letter	22 3%	1 2%	20 3%	-	12 5%e	8 2%	2 4%	20 3%	1 4%	* 2%	-	22 3%	-
Yes - on an online web forum	30 4%	* *	29 4%	-	14 6%	14 3%	1 3%	25 3%	3 11%	2 21%	-	30 4%	-
Yes - via social media (Facebook, Twitter, etc)	29 4%	* *	24 3%	5 69%	15 6%	13 2%	2 4%	25 3%	4 16%	-	-	29 4%	-
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to Parcelforce	665 82%	45 83%	618 83%	2 25%	164 69%	470 89%d	31 76%	648 85%	6 23%	5 54%	3 100%	659 82%	2 100%
NET Made a complaint	141 18%	9 17%	126 17%	6 75%	73 31%e	58 11%	10 24%	117 15%	20 77%	4 46%	-	141 18%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Parcelforce

Base : Sent via - Parcelforce

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	776	195	172	207	202	53	75	67	53	59	60	60	66	81	76	54	72
Weighted Base	806	200	186	196	224	56*	71*	73*	58*	66*	62*	47*	65*	84*	75*	72*	76*
Effective Base	464	115	110	116	123	32	42	42	35	37	39	33	34	50	46	36	43
Yes - in person (e.g. to the postman/woman)	37 / 5%	13 / 6%	5 / 3%	11 / 6%	8 / 4%	5 / 8%	7 / 10%	1 / 2%	4 / 7%	* / *	1 / 1%	* / *	6 / 9%	5 / 6%	3 / 5%	- / -	5 / 6%
Yes - by telephone	46 / 6%	13 / 7%	8 / 4%	14 / 7%	12 / 5%	6 / 11%gl	6 / 9%	* / 1%	3 / 6%	* / *	4 / 7%	- / -	4 / 6%	10 / 12%gl	3 / 4%	5 / 8%	3 / 4%
Yes - by email	55 / 7%	15 / 7%	11 / 6%	12 / 6%	18 / 8%	4 / 7%	5 / 7%	6 / 8%	3 / 5%	2 / 4%	6 / 9%	* / *	4 / 6%	7 / 9%	7 / 9%	5 / 7%	6 / 8%
Yes - by letter	22 / 3%	5 / 3%	5 / 3%	4 / 2%	7 / 3%	1 / 2%	4 / 6%	- / -	* / *	- / -	5 / 8%	- / -	3 / 5%	1 / 1%	4 / 5%	1 / 2%	3 / 3%
Yes - on an online web forum	30 / 4%	8 / 4%	7 / 4%	8 / 4%	7 / 3%	* / *	4 / 5%	4 / 6%	5 / 9%	2 / 3%	- / -	2 / 3%	5 / 7%	2 / 2%	1 / 1%	* / 1%	6 / 7%
Yes - via social media (Facebook, Twitter, etc)	29 / 4%	10 / 5%	4 / 2%	11 / 5%	5 / 2%	3 / 5%	7 / 10%g	- / -	2 / 3%	* / *	2 / 3%	3 / 6%	3 / 5%	5 / 6%	1 / 2%	3 / 4%	1 / 1%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	665 / 82%	156 / 78%	153 / 83%	166 / 84%	189 / 85%	42 / 76%	52 / 73%	62 / 84%	45 / 77%	61 / 93%i	47 / 77%	42 / 90%	57 / 87%	66 / 79%	63 / 84%	61 / 85%	65 / 85%
NET Made a complaint	141 / 18%	44 / 22%	32 / 17%	31 / 16%	34 / 15%	13 / 24%	19 / 27%l	12 / 16%	13 / 23%	5 / 7%	14 / 23%	5 / 10%	8 / 13%	18 / 21%	12 / 16%	11 / 15%	11 / 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Base : Sent via - TNT

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	179	17	162	82	97	119	60	39	49	41	22	17	6	11	88	63	28	11	144	32
Weighted Base	208	18**	191	92*	116*	135*	73*	46**	61*	49**	18**	26**	6**	3**	107*	67*	34**	8**	154*	51**
Effective Base	121	12	109	53	68	76	45	27	35	26	12	14	4	3	62	38	20	7	92	28
Yes - in person (e.g. to the postman/woman)	19 9%	-	19 10%	14 15%	6 5%	14 10%	5 7%	7 15%	8 13%	* *	1 8%	3 10%	-	* 2%	15 14%	2 2%	3 8%	* 1%	15 10%	4 9%
Yes - by telephone	41 20%	3 15%	38 20%	19 20%	22 19%	32 24%	9 12%	11 23%	14 22%	12 24%	2 13%	2 9%	-	-	24 23%	14 21%	2 7%	-	31 20%	8 15%
Yes - by email	58 28%	* 3%	57 30%	44 47%d	14 12%	47 35%f	11 15%	20 43%	20 33%	8 16%	6 32%	4 16%	-	* 2%	40 37%	14 21%	4 12%	* 1%	49 32%	9 18%
Yes - by letter	24 11%	1 8%	22 12%	16 17%	8 7%	14 11%	9 13%	7 15%	8 12%	6 13%	3 16%	-	-	* 2%	14 13%	9 14%	* *	* 1%	18 12%	4 8%
Yes - on an online web forum	21 10%	2 13%	18 10%	17 19%d	4 3%	13 10%	7 10%	2 4%	10 16%	3 7%	3 18%	2 9%	-	* 2%	12 11%	7 10%	2 7%	* 1%	15 10%	6 11%
Yes - via social media (Facebook, Twitter, etc)	20 9%	1 7%	19 10%	10 11%	10 8%	14 11%	5 7%	5 11%	8 13%	* 1%	4 22%	2 9%	-	-	13 12%	4 6%	2 7%	-	18 12%	2 4%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	90 43%	13 76%	77 40%	18 20%	72 62%c	54 40%	37 50%	14 30%	20 33%	21 42%	9 47%	19 74%	6 100%	3 98%	34 31%	29 44%	27 80%	8 99%	64 41%	24 48%
NET Made a complaint	118 57%	4 24%	114 60%	74 80%d	44 38%	82 60%	36 50%	32 70%	41 67%	28 58%	10 53%	7 26%	-	* 2%	73 69%	38 56%	7 20%	* 1%	90 59%	26 52%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Base : Sent via - TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	179	75	47	26	31	122	57	148	26	13	16	54	51	35	121	13	158	61	113	5
Weighted Base	208	71*	62*	39**	36**	133*	75*	183	24**	14**	18**	67*	60*	42**	145*	14**	190	64*	140*	5**
Effective Base	121	42	34	23	23	75	46	102	18	10	10	40	35	22	85	10	108	38	80	3
Yes - in person (e.g. to the postman/woman)	19 9%	7 9%	7 11%	3 7%	3 8%	14 10%	6 8%	18 10%	1 5%	1 8%	3 18%	3 5%	8 14%	4 9%	15 10%	1 8%	18 10%	4 6%	13 9%	3 55%
Yes - by telephone	41 20%	13 19%	16 26%	9 22%	3 8%	29 22%	11 15%	35 19%	6 26%	3 20%	2 9%	11 16%	18 31%	7 17%	31 21%	3 20%	38 20%	21 33%r	20 14%	- -
Yes - by email	58 28%	31 44%b	12 19%	7 18%	8 22%	43 32%	15 20%	54 30%	4 15%	3 19%	5 26%	16 24%	18 30%	17 40%	38 26%	3 19%	55 29%	32 51%r	26 18%	- -
Yes - by letter	24 11%	10 14%	1 2%	6 16%	6 17%	11 8%	12 16%	21 11%	3 11%	4 27%	3 19%	6 9%	6 10%	5 11%	15 11%	4 27%	20 10%	15 23%r	9 6%	- -
Yes - on an online web forum	21 10%	13 18%	2 4%	5 12%	1 3%	15 11%	6 8%	19 10%	2 9%	1 8%	1 7%	3 5%	12 20%k	3 8%	16 11%	1 8%	20 10%	10 15%	11 8%	- -
Yes - via social media (Facebook, Twitter, etc)	20 9%	8 11%	6 10%	2 4%	4 12%	14 10%	6 8%	19 10%	1 5%	1 8%	2 11%	2 3%	9 14%	6 15%	12 9%	1 8%	19 10%	10 16%	10 7%	- -
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	90 43%	18 26%	33 54%a	18 47%	20 56%	52 39%	39 51%	73 40%	15 64%	7 50%	6 33%	35 52%	18 30%	17 41%	59 41%	7 50%	79 42%	11 18%	77 55%q	2 45%
NET Made a complaint	118 57%	53 74%b	29 46%	21 53%	16 44%	81 61%	37 49%	109 60%	9 36%	7 50%	12 67%	32 48%	42 70%	25 59%	86 59%	7 50%	111 58%	52 82%r	63 45%	3 55%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Base : Sent via - TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	179	125	54	20	113	22	28	16	12	14	12	9	17	16	13	8	12	2	20
Weighted Base	208	174	35**	7**	187	9**	8**	4**	9**	30**	19**	12**	27**	23**	29**	20**	19**	1**	8**
Effective Base	121	102	19	5	101	11	16	11	12	14	12	9	16	15	13	8	12	1	10
Yes - in person (e.g. to the postman/woman)	19 9%	19 11%	1 2%	* 7%	17 9%	* 4%	1 13%	1 13%	- -	4 13%	- -	1 11%	3 11%	2 7%	3 9%	5 25%	- -	- -	* 5%
Yes - by telephone	41 20%	34 19%	7 20%	1 9%	36 19%	2 17%	2 30%	1 27%	2 17%	7 24%	- -	1 9%	9 33%	5 24%	9 31%	- -	3 15%	1 85%	1 10%
Yes - by email	58 28%	50 29%	8 23%	* 5%	52 28%	2 19%	4 51%	* 3%	3 30%	4 14%	8 43%	4 32%	9 33%	5 21%	13 44%	5 24%	2 9%	* 15%	2 20%
Yes - by letter	24 11%	18 10%	6 18%	2 33%	19 10%	2 20%	2 24%	1 15%	1 6%	2 7%	5 28%	4 31%	4 15%	1 6%	2 8%	- -	- -	* 15%	2 20%
Yes - on an online web forum	21 10%	18 10%	3 9%	* 6%	18 10%	* 4%	2 24%	* 3%	- -	2 7%	2 9%	1 11%	10 36%	3 14%	- -	- -	- -	* 15%	* 2%
Yes - via social media (Facebook, Twitter, etc)	20 9%	16 9%	3 9%	* 6%	16 8%	1 6%	3 34%	1 17%	- -	4 13%	- -	2 14%	5 19%	1 5%	- -	2 13%	1 8%	* 15%	* 5%
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to TNT	90 43%	72 42%	18 51%	4 55%	81 44%	5 54%	3 32%	1 34%	4 46%	13 43%	7 37%	5 43%	9 32%	11 49%	7 25%	12 63%	13 68%	- -	5 60%
NET Made a complaint	118 57%	101 58%	17 49%	3 45%	106 56%	4 46%	5 68%	3 66%	5 54%	17 57%	12 63%	7 57%	18 68%	12 51%	22 75%	7 37%	6 32%	1 100%	3 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Base : Sent via - TNT

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	179	96	35	142	81	96	7	12	35	3	7	64	65	24	19	6	129	25	72	74	18	9	5	146	14	144	35
Weighted Base	208	111*	38**	169*	95*	111*	6**	10**	38**	3**	6**	67*	81*	34**	20**	5**	148*	26**	81*	88*	23**	12**	4**	168*	15**	170*	39**
Effective Base	121	63	24	96	57	63	5	7	24	3	6	38	47	19	13	4	85	17	47	49	14	7	3	96	10	97	24
Yes - in person (e.g. to the postman/woman)	19 / 9%	10 / 9%	4 / 10%	16 / 9%	9 / 10%	10 / 9%	-	-	4 / 10%	1 / 39%	1 / 19%	7 / 10%	13 / 16%	-	-	-	19 / 13%	-	9 / 11%	6 / 7%	4 / 17%	-	-	15 / 9%	-	15 / 9%	4 / 11%
Yes - by telephone	41 / 20%	31 / 28%d	2 / 5%	39 / 23%	10 / 10%	31 / 28%	2 / 26%	4 / 36%	2 / 5%	1 / 39%	1 / 19%	21 / 31%l	10 / 12%	5 / 14%	2 / 11%	3 / 52%	31 / 21%	5 / 19%	13 / 16%	19 / 22%	4 / 17%	3 / 25%	1 / 37%	32 / 19%	4 / 28%	39 / 23%	2 / 5%
Yes - by email	58 / 28%	38 / 34%	9 / 24%	49 / 29%	20 / 21%	38 / 34%	1 / 24%	2 / 24%	9 / 24%	1 / 39%	1 / 19%	28 / 41%l	17 / 21%	12 / 36%	*	1 / 24%	44 / 30%	1 / 5%	23 / 29%	27 / 31%	5 / 22%	1 / 12%	1 / 33%	50 / 30%	3 / 17%	56 / 33%	2 / 5%
Yes - by letter	24 / 12%	14 / 12%	3 / 7%	21 / 12%	10 / 10%	14 / 12%	1 / 11%	1 / 10%	3 / 7%	2 / 58%	2 / 28%	9 / 13%	9 / 12%	1 / 4%	2 / 9%	2 / 40%	18 / 12%	4 / 15%	15 / 18%	7 / 8%	2 / 7%	-	-	22 / 13%	-	24 / 14%	-
Yes - on an online web forum	21 / 10%	16 / 14%	1 / 3%	20 / 12%	5 / 5%	16 / 14%	-	1 / 10%	1 / 3%	1 / 39%	1 / 19%	7 / 10%	9 / 12%	5 / 13%	*	-	16 / 11%	*	6 / 7%	14 / 16%	*	1 / 13%	-	19 / 11%	1 / 10%	21 / 12%	-
Yes - via social media (Facebook, Twitter, etc)	20 / 9%	15 / 14%	1 / 3%	19 / 11%	5 / 5%	15 / 14%	-	-	1 / 3%	1 / 39%	1 / 19%	6 / 9%	9 / 12%	2 / 5%	2 / 11%	-	16 / 11%	2 / 8%	8 / 10%	11 / 13%	* / 2%	-	-	19 / 11%	-	20 / 12%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	90 / 43%	37 / 33%	24 / 64%	64 / 38%	52 / 55%a	37 / 33%	2 / 39%	4 / 44%	24 / 64%	1 / 42%	4 / 72%	21 / 31%	41 / 51%	13 / 39%	14 / 69%	* / 8%	63 / 42%	14 / 57%	34 / 42%	38 / 43%	9 / 36%	6 / 51%	2 / 63%	72 / 43%	8 / 54%	58 / 34%	32 / 84%
NET Made a complaint	118 / 57%	75 / 67%d	14 / 36%	104 / 62%	43 / 45%	75 / 67%	4 / 61%	6 / 56%	14 / 36%	2 / 58%	2 / 28%	46 / 69%	40 / 49%	21 / 61%	6 / 31%	5 / 92%	86 / 58%	11 / 43%	46 / 58%	50 / 57%	15 / 64%	6 / 49%	1 / 37%	96 / 57%	7 / 46%	112 / 66%	6 / 16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Base : Sent via - TNT

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	179	22	155	2	68	93	18	157	19	2	1	178	-
Weighted Base	208	17**	188	3**	77*	115*	16**	182	24**	2**	***	208	-**
Effective Base	121	9	110	1	43	67	12	106	14	1	1	121	-
Yes - in person (e.g. to the postman/woman)	19 9%	3 16%	14 7%	3 85%	11 15%	8 7%	- -	18 10%	2 6%	- -	- -	19 9%	- -
Yes - by telephone	41 20%	1 5%	39 21%	* 15%	20 26%	20 18%	1 4%	33 18%	8 33%	- -	* 100%	41 20%	- -
Yes - by email	58 28%	5 29%	52 28%	* 15%	33 43%e	22 19%	3 18%	48 26%	10 40%	- -	* 100%	58 28%	- -
Yes - by letter	24 11%	1 6%	23 12%	- -	13 17%	8 7%	2 12%	20 11%	3 13%	* 4%	- -	24 11%	- -
Yes - on an online web forum	21 10%	1 8%	19 10%	- -	9 11%	8 7%	4 22%	19 11%	* *	1 96%	- -	21 10%	- -
Yes - via social media (Facebook, Twitter, etc)	20 9%	2 12%	18 9%	- -	9 11%	11 10%	- -	19 10%	1 4%	- -	- -	20 9%	- -
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to TNT	90 43%	7 42%	83 44%	- -	19 25%	63 55%d	8 51%	85 47%	5 20%	- -	- -	90 43%	- -
NET Made a complaint	118 57%	10 58%	105 56%	3 100%	58 75%e	52 45%	8 49%	97 53%	19 80%	2 100%	* 100%	118 57%	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
TNT

Base : Sent via - TNT

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	179	44	47	38	50	20	17	7	16	16	15	12	11	15	23	15	12
Weighted Base	208	60*	61*	37**	51*	26**	24**	9**	24**	18**	19**	15**	10**	13**	17**	20**	13**
Effective Base	121	33	34	24	31	16	12	5	14	9	11	9	7	8	12	11	9
Yes - in person (e.g. to the postman/woman)	19 / 9%	7 / 12%	3 / 5%	2 / 6%	8 / 15%	2 / 6%	5 / 23%	-	-	* / 2%	2 / 13%	-	-	2 / 16%	3 / 14%	4 / 20%	1 / 9%
Yes - by telephone	41 / 20%	16 / 26%	8 / 14%	8 / 23%	8 / 16%	5 / 19%	11 / 44%	-	6 / 27%	* / *	2 / 11%	3 / 17%	1 / 5%	5 / 43%	5 / 26%	1 / 4%	3 / 22%
Yes - by email	58 / 28%	22 / 36%	17 / 27%	7 / 20%	12 / 25%	5 / 19%	12 / 50%	5 / 49%	9 / 38%	3 / 18%	4 / 24%	2 / 14%	5 / 47%	1 / 5%	7 / 42%	4 / 19%	1 / 9%
Yes - by letter	24 / 11%	7 / 13%	7 / 12%	3 / 8%	6 / 11%	2 / 6%	3 / 14%	3 / 27%	2 / 8%	2 / 10%	4 / 20%	-	-	3 / 23%	3 / 16%	1 / 7%	2 / 12%
Yes - on an online web forum	21 / 10%	6 / 10%	4 / 6%	6 / 16%	5 / 11%	4 / 14%	1 / 4%	1 / 14%	4 / 15%	* / *	-	-	1 / 10%	5 / 39%	3 / 16%	1 / 7%	1 / 9%
Yes - via social media (Facebook, Twitter, etc)	20 / 9%	7 / 11%	2 / 3%	6 / 16%	5 / 10%	1 / 2%	5 / 23%	* / 5%	-	-	2 / 9%	1 / 9%	2 / 17%	3 / 25%	4 / 24%	-	1 / 9%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	90 / 43%	16 / 28%	31 / 51%	17 / 45%	26 / 52%	12 / 45%	4 / 18%	* / 5%	11 / 48%	13 / 71%	7 / 35%	11 / 73%	4 / 36%	2 / 19%	4 / 23%	13 / 63%	10 / 74%
NET Made a complaint	118 / 57%	43 / 72%	30 / 49%	21 / 55%	24 / 48%	15 / 55%	20 / 82%	9 / 95%	12 / 52%	5 / 29%	12 / 65%	4 / 27%	6 / 64%	10 / 81%	13 / 77%	8 / 37%	3 / 26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Base : Sent via - UPS

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	307	42	265	124	183	172	135	66	72	81	32	31	16	9	138	113	56	25	251	52
Weighted Base	355	53*	302	153*	202	209	145*	86*	90*	86*	32**	33**	16**	13**	175*	118*	62*	29**	269	79*
Effective Base	201	31	170	82	120	111	91	49	49	46	20	21	9	7	98	65	38	16	156	42
Yes - in person (e.g. to the postman/woman)	40 11%	1 2%	39 13%	27 18%d	12 6%	31 15%	9 6%	11 13%	13 14%	7 8%	4 13%	3 8%	3 17%	-	24 14%	11 9%	5 9%	3 9%	31 12%	9 11%
Yes - by telephone	48 13%	4 8%	43 14%	31 20%d	17 8%	32 15%	15 11%	7 8%	16 18%	10 12%	8 26%	2 5%	3 19%	2 15%	23 13%	19 16%	6 10%	5 17%	33 12%	15 19%
Yes - by email	53 15%	2 3%	51 17%a	34 23%d	18 9%	36 17%	17 12%	19 22%	17 19%	10 12%	3 9%	* 1%	3 17%	* *	36 21%p	13 11%	3 5%	3 10%	39 15%	13 17%
Yes - by letter	42 12%	1 3%	41 14%	33 21%d	10 5%	31 15%	11 8%	15 18%	17 19%	7 8%	1 4%	1 4%	-	* *	33 19%op	8 7%	1 2%	* *	30 11%	12 15%
Yes - on an online web forum	28 8%	-	28 9%	22 15%d	6 3%	23 11%f	5 3%	10 11%	5 5%	3 4%	6 18%	2 7%	2 12%	* *	14 8%	9 8%	4 7%	2 7%	24 9%	3 4%
Yes - via social media (Facebook, Twitter, etc)	30 8%	-	30 10%	23 15%d	7 3%	20 10%	10 7%	8 9%	13 15%	4 5%	2 7%	2 7%	-	* *	21 12%	6 5%	2 4%	* *	28 10%	2 3%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UPS	212 60%	47 88%b	165 55%	60 39%	152 75%c	113 54%	99 68%	52 61%	40 45%	50 59%	19 61%	28 86%	11 69%	11 85%	92 52%	70 59%	50 81%no	22 76%	161 60%	45 57%
NET Made a complaint	143 40%	6 12%	137 45%a	93 61%d	50 25%	96 46%	47 32%	34 39%	50 55%	35 41%	13 39%	5 14%	5 31%	2 15%	84 48%p	48 41%p	12 19%	7 24%	109 40%	34 43%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Base : Sent via - UPS

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	307	120	75	59	53	195	112	247	56	24	30	70	97	68	197	24	272	91	206	10
Weighted Base	355	123*	95*	78*	59*	218	137*	296	53*	22**	40**	91*	111*	76*	242	22**	323	103*	240	12**
Effective Base	201	70	53	45	33	123	78	163	36	16	21	48	65	42	134	16	180	56	138	7
Yes - in person (e.g. to the postman/woman)	40 11%	25 20%bd	6 6%	7 10%	2 3%	30 14%	9 7%	37 12%	3 6%	1 5%	5 12%	17 18%	12 11%	5 7%	33 14%	1 5%	39 12%	22 22%r	17 7%	- -
Yes - by telephone	48 13%	25 20%b	3 3%	12 15%b	8 13%	28 13%	19 14%	44 15%	2 4%	3 14%	4 10%	15 16%	15 14%	10 13%	34 14%	3 14%	44 14%	26 25%r	21 9%	* 2%
Yes - by email	53 15%	27 22%d	11 12%	11 15%	3 6%	38 17%	15 11%	50 17%	3 5%	3 13%	6 14%	13 14%	18 16%	13 18%	36 15%	3 13%	50 15%	28 27%r	23 10%	1 12%
Yes - by letter	42 12%	21 17%	10 10%	8 10%	4 7%	31 14%	12 9%	40 14%	2 4%	2 8%	1 1%	18 20%	12 11%	9 12%	31 13%	2 8%	41 13%	21 21%r	20 8%	1 10%
Yes - on an online web forum	28 8%	9 7%	6 7%	9 11%	4 6%	15 7%	12 9%	25 9%	2 5%	1 5%	3 8%	10 11%	9 9%	3 4%	23 10%	1 5%	27 8%	19 18%r	9 4%	- -
Yes - via social media (Facebook, Twitter, etc)	30 8%	14 11%	7 7%	6 7%	4 7%	20 9%	10 7%	28 9%	2 4%	3 11%	6 16%	7 8%	9 8%	4 6%	23 10%	3 11%	27 8%	19 19%r	11 4%	- -
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to UPS	212 60%	52 42%	75 78%ac	44 57%	41 70%a	127 58%	85 62%	163 55%	46 86%g	15 68%	23 58%	45 50%	69 62%	45 60%	137 57%	15 68%	188 58%	33 32%	169 71%q	10 88%
NET Made a complaint	143 40%	71 58%bd	21 22%	33 43%b	18 30%	91 42%	51 38%	133 45%h	8 14%	7 32%	17 42%	46 50%	42 38%	31 40%	105 43%	7 32%	136 42%	71 68%r	71 29%	1 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Base : Sent via - UPS

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	307	211	96	33	180	44	48	35	16	20	17	14	22	29	24	24	14	4	40
Weighted Base	355	284	70*	8**	310	21**	17**	7**	12**	39**	27**	19**	35**	45**	51**	60**	21**	2**	20**
Effective Base	201	169	33	8	161	25	30	24	15	20	16	14	21	27	23	23	13	2	22
Yes - in person (e.g. to the postman/woman)	40 / 11%	28 / 10%	11 / 16%	2 / 29%	34 / 11%	3 / 16%	2 / 9%	1 / 8%	2 / 15%	4 / 10%	- / -	1 / 7%	8 / 22%	3 / 7%	3 / 5%	12 / 20%	2 / 10%	- / -	3 / 17%
Yes - by telephone	48 / 13%	37 / 17%	11 / 15%	3 / 32%	43 / 14%	2 / 8%	3 / 16%	* / 3%	1 / 8%	7 / 18%	4 / 16%	- / -	7 / 19%	6 / 13%	6 / 11%	9 / 15%	4 / 17%	* / 7%	2 / 8%
Yes - by email	53 / 15%	47 / 17%	5 / 7%	1 / 6%	45 / 14%	3 / 12%	4 / 26%	1 / 12%	- / -	6 / 15%	5 / 18%	3 / 16%	9 / 27%	7 / 16%	9 / 18%	5 / 9%	- / -	1 / 56%	2 / 8%
Yes - by letter	42 / 12%	38 / 13%	4 / 6%	* / 1%	37 / 12%	3 / 13%	3 / 16%	1 / 8%	1 / 8%	6 / 16%	2 / 7%	2 / 12%	4 / 11%	6 / 13%	9 / 18%	6 / 10%	- / -	* / 7%	3 / 13%
Yes - on an online web forum	28 / 8%	19 / 7%	9 / 13%	2 / 28%	23 / 7%	1 / 6%	3 / 19%	* / 4%	- / -	2 / 5%	4 / 14%	3 / 15%	5 / 15%	1 / 2%	3 / 5%	2 / 3%	4 / 17%	* / 7%	1 / 6%
Yes - via social media (Facebook, Twitter, etc)	30 / 8%	23 / 8%	7 / 11%	* / 3%	27 / 9%	* / 1%	2 / 13%	* / 6%	3 / 21%	8 / 20%	1 / 5%	1 / 7%	5 / 15%	3 / 6%	3 / 5%	4 / 6%	- / -	- / -	* / 1%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UPS	212 / 60%	170 / 60%	42 / 60%	5 / 61%	185 / 60%	12 / 58%	10 / 59%	5 / 66%	9 / 72%	20 / 51%	13 / 50%	12 / 65%	15 / 44%	25 / 56%	31 / 61%	42 / 71%	16 / 77%	1 / 44%	12 / 60%
NET Made a complaint	143 / 40%	114 / 40%	28 / 40%	3 / 39%	124 / 40%	9 / 42%	7 / 41%	2 / 34%	3 / 28%	19 / 49%	14 / 50%	7 / 35%	20 / 56%	20 / 44%	20 / 39%	17 / 29%	5 / 23%	1 / 56%	8 / 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Base : Sent via - UPS

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	307	157	66	227	136	157	11	25	66	5	10	118	121	27	26	14	239	40	146	112	25	12	10	258	22	180	127
Weighted Base	355	174	85*	256	168*	174	6**	20**	85*	8**	13**	134*	144*	38**	26**	12**	278	38**	177*	123*	29**	15**	9**	300	24**	212	143*
Effective Base	201	100	49	145	94	100	6	14	49	5	9	75	85	20	15	7	159	22	96	71	18	9	6	167	15	119	83
Yes - in person (e.g. to the postman/woman)	40 11%	23 13%	5 6%	34 13%	17 10%	23 13%	-	* *	5 6%	1 14%	2 17%	22 16%	11 8%	6 15%	1 4%	* 1%	33 12%	1 3%	21 12%	14 11%	3 12%	-	* 1%	35 12%	* *	37 17%z	3 2%
Yes - by telephone	48 13%	33 19%d	6 7%	42 16%	15 9%	33 19%	* 1%	* 1%	6 7%	1 14%	1 8%	28 21%	18 12%	2 4%	1 3%	-	45 16%	1 2%	27 15%	16 13%	3 11%	1 6%	* 1%	43 14%	1 4%	45 21%z	3 2%
Yes - by email	53 15%	30 17%	9 10%	44 17%	23 14%	30 17%	1 8%	* 1%	9 10%	1 14%	2 17%	20 15%	22 15%	9 25%	-	1 12%	42 15%	1 4%	17 10%	21 17%	11 37%	3 18%	1 14%	38 13%	4 16%	50 23%z	3 2%
Yes - by letter	42 12%	28 16%	7 8%	36 14%	15 9%	28 16%	1 11%	-	7 8%	1 14%	2 17%	18 13%	14 10%	8 20%	* 2%	2 16%	32 12%	2 7%	20 11%	16 13%	4 15%	2 14%	-	36 12%	2 9%	41 20%z	1 1%
Yes - on an online web forum	28 8%	21 12%d	3 4%	24 9%	7 4%	21 12%	-	1 5%	3 4%	1 14%	1 8%	14 10%	9 6%	4 11%	* 1%	-	23 8%	* *	9 5%	17 14%	-	-	1 14%	26 9%	1 5%	28 13%z	-
Yes - via social media (Facebook, Twitter, etc)	30 8%	14 8%	1 1%	29 11%b	16 9%	14 8%	1 17%	1 6%	1 1%	1 14%	1 8%	16 12%	8 5%	6 15%	-	-	24 9%	-	17 9%	11 9%	2 5%	* 2%	-	28 9%	* 2%	29 13%z	2 1%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UPS	212 60%	85 49%	68 80%ac	131 51%	114 68%ac	85 49%	4 64%	18 89%	68 80%	7 86%	10 74%	70 52%	94 65%	16 41%	23 91%	9 71%	164 59%	32 84%	114 65%	65 52%	14 49%	11 74%	8 85%	179 60%	19 78%	78 37%	133 94%y
NET Made a complaint	143 40%	89 51%bd	17 20%	125 49%bd	54 32%	89 51%	2 36%	2 11%	17 20%	1 14%	3 26%	64 48%	51 35%	22 59%	2 9%	4 29%	114 41%	6 16%	63 35%	59 48%	15 51%	4 26%	1 15%	121 40%	5 22%	133 63%z	9 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Base : Sent via - UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	307	28	278	1	105	182	20	285	18	2	1	305	1
Weighted Base	355	34**	319	2**	121*	212	22**	326	23**	3**	***	352	2**
Effective Base	201	17	183	1	63	125	14	186	13	1	1	200	1
Yes - in person (e.g. to the postman/woman)	40 11%	8 25%	31 10%	-	23 19%e	17 8%	-	32 10%	5 21%	3 96%	-	40 11%	-
Yes - by telephone	48 13%	14 40%	32 10%	2 100%	25 21%e	19 9%	3 15%	39 12%	6 25%	3 96%	100%	48 13%	-
Yes - by email	53 15%	8 25%	43 13%	2 100%	22 18%	25 12%	5 23%	45 14%	5 22%	3 96%	* 100%	53 15%	-
Yes - by letter	42 12%	10 30%	32 10%	-	24 20%e	14 7%	4 16%	36 11%	7 29%	-	-	42 12%	-
Yes - on an online web forum	28 8%	3 10%	24 8%	-	8 7%	18 8%	2 9%	25 8%	3 13%	-	-	28 8%	-
Yes - via social media (Facebook, Twitter, etc)	30 8%	5 15%	25 8%	-	15 12%	15 7%	-	27 8%	3 14%	-	* 100%	30 8%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UPS	212 60%	11 33%	201 63%	-	55 45%	146 69%d	11 51%	209 64%	1 2%	* 4%	-	210 60%	2 100%
NET Made a complaint	143 40%	23 67%	118 37%	2 100%	66 55%e	66 31%	11 49%	117 36%	23 98%	3 96%	* 100%	143 40%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UPS

Base : Sent via - UPS

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	307	85	68	74	80	30	37	18	24	21	23	25	21	28	32	21	27
Weighted Base	355	111*	80*	81*	83*	45**	43**	22**	28**	25**	27**	24**	24**	33**	26**	27**	29**
Effective Base	201	56	48	50	47	24	23	10	18	16	15	17	14	20	16	15	17
Yes - in person (e.g. to the postman/woman)	40 / 11%	9 / 8%	5 / 7%	7 / 9%	19 / 23%ab	1 / 2%	8 / 19%	-	-	2 / 7%	4 / 13%	*	3 / 13%	4 / 12%	12 / 44%	2 / 8%	5 / 17%
Yes - by telephone	48 / 13%	15 / 13%	9 / 12%	14 / 17%	9 / 11%	5 / 11%	4 / 10%	6 / 26%	3 / 12%	*	6 / 22%	3 / 13%	2 / 7%	9 / 28%	5 / 19%	-	4 / 14%
Yes - by email	53 / 15%	12 / 11%	13 / 17%	10 / 12%	17 / 21%	2 / 4%	7 / 16%	3 / 15%	7 / 23%	2 / 8%	5 / 18%	2 / 8%	3 / 14%	5 / 14%	7 / 25%	3 / 11%	8 / 27%
Yes - by letter	42 / 12%	17 / 16%	5 / 6%	10 / 12%	10 / 12%	5 / 10%	9 / 20%	4 / 19%	-	-	5 / 19%	4 / 16%	1 / 4%	5 / 15%	4 / 16%	1 / 3%	5 / 16%
Yes - on an online web forum	28 / 8%	8 / 7%	2 / 3%	4 / 5%	13 / 16%b	7 / 16%	1 / 2%	* / 1%	2 / 8%	-	-	* / 2%	1 / 4%	3 / 8%	10 / 37%	-	4 / 12%
Yes - via social media (Facebook, Twitter, etc)	30 / 8%	13 / 12%	6 / 8%	1 / 2%	9 / 11%	3 / 6%	8 / 19%	2 / 10%	2 / 6%	3 / 11%	2 / 6%	* / 2%	1 / 4%	*	8 / 29%	-	2 / 5%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UPS	212 / 60%	64 / 58%	51 / 64%	46 / 57%	51 / 61%	24 / 54%	27 / 63%	12 / 55%	18 / 64%	20 / 80%	14 / 49%	17 / 72%	14 / 59%	15 / 45%	8 / 31%	22 / 81%	21 / 70%
NET Made a complaint	143 / 40%	47 / 42%	29 / 36%	35 / 43%	32 / 39%	21 / 46%	16 / 37%	10 / 45%	10 / 36%	5 / 20%	14 / 51%	7 / 28%	10 / 41%	18 / 55%	18 / 69%	5 / 19%	9 / 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 354

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Base : Sent via - UK Mail

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	367	39	328	113	254	180	187	77	75	78	44	52	22	19	152	122	93	41	294	69
Weighted Base	422	50**	372	133*	289	210	213	101*	88*	79*	41**	64*	24**	24**	189	121*	112*	49**	306	110*
Effective Base	240	28	212	74	166	116	124	56	50	46	24	38	14	12	106	71	63	26	178	59
Yes - in person (e.g. to the postman/woman)	32 8%	1 2%	31 8%	20 15%d	12 4%	21 10%	11 5%	13 13%	7 8%	7 9%	1 3%	3 4%	-	* *	21 11%	8 7%	3 3%	* *	27 9%	5 5%
Yes - by telephone	45 11%	1 2%	44 12%	24 18%d	21 7%	32 15%f	13 6%	16 16%	14 16%	7 8%	3 8%	5 8%	-	-	30 16%p	10 8%	5 4%	-	36 12%	9 8%
Yes - by email	61 14%	2 4%	59 16%	34 25%d	27 9%	39 19%	21 10%	27 27%lk	16 18%k	4 5%	9 23%	2 3%	-	2 8%	43 23%p	14 11%	4 4%	2 4%	43 14%	17 16%
Yes - by letter	37 9%	4 7%	33 9%	22 17%d	14 5%	26 12%	11 5%	11 11%	11 12%	6 8%	4 4%	5 8%	-	2 8%	22 11%	8 6%	7 7%	2 4%	29 10%	7 7%
Yes - on an online web forum	36 9%	3 5%	34 9%	23 18%d	13 4%	24 11%	12 6%	13 13%	8 9%	9 9%	4 9%	2 3%	-	-	21 11%p	13 11%p	2 2%	-	21 7%	13 12%
Yes - via social media (Facebook, Twitter, etc)	21 5%	1 3%	20 5%	14 11%d	7 2%	15 7%	6 3%	7 7%	6 6%	6 7%	1 4%	1 2%	-	-	12 7%	7 6%	1 1%	-	14 5%	7 6%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	270 64%	42 83%	228 61%	49 37%	220 76%c	112 53%	158 74%e	46 45%	48 54%	48 61%	27 65%	54 84%ghi	24 100%	23 92%	94 50%	76 63%	100 89%no	47 96%	199 65%	66 60%
NET Made a complaint	152 36%	8 17%	144 39%	83 63%d	69 24%	98 47%f	55 26%	55 55%k	40 46%k	31 39%k	14 35%	10 16%	-	2 8%	95 50%p	76 37%p	12 11%	2 4%	107 35%	44 40%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Base : Sent via - UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	367	113	108	65	81	221	146	259	101	31	38	103	104	62	245	31	316	101	241	25
Weighted Base	422	112*	127*	95*	88*	239	183	312	106*	32**	49**	133*	109*	70*	291	32**	372	108*	289	25**
Effective Base	240	61	72	54	52	134	106	172	65	21	27	70	67	38	162	21	207	62	164	14
Yes - in person (e.g. to the postman/woman)	32 8%	13 12%	9 7%	6 6%	4 5%	22 9%	10 5%	28 9%	4 4%	3 9%	4 8%	11 8%	9 8%	5 7%	24 8%	3 9%	29 8%	18 17%r	13 5%	1 2%
Yes - by telephone	45 11%	17 16%	14 11%	8 8%	6 7%	31 13%	14 8%	41 13%h	4 4%	3 9%	6 12%	18 14%	12 11%	6 8%	36 12%	3 9%	42 11%	20 18%r	23 8%	3 11%
Yes - by email	61 14%	26 23%c	15 12%	8 9%	11 12%	41 17%	19 11%	55 18%h	6 6%	4 13%	8 17%	22 16%	17 16%	9 13%	47 16%	4 13%	56 15%	23 22%	34 12%	3 13%
Yes - by letter	37 9%	19 17%bc	7 5%	4 4%	7 8%	26 11%	11 6%	33 10%	4 4%	2 6%	4 9%	16 12%	11 10%	4 6%	31 11%	2 6%	35 9%	23 21%r	14 5%	* *
Yes - on an online web forum	36 9%	23 21%bcd	4 3%	6 7%	3 4%	27 11%	9 5%	34 11%h	2 2%	4 13%	2 5%	6 4%	22 20%km	2 3%	30 10%	4 13%	32 9%	16 15%	20 7%	- -
Yes - via social media (Facebook, Twitter, etc)	21 5%	8 7%	7 6%	4 4%	2 3%	15 6%	7 4%	15 5%	6 6%	1 3%	2 4%	5 4%	6 5%	7 10%	13 4%	1 3%	20 5%	12 11%r	8 3%	1 5%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	270 64%	53 47%	91 72%a	61 64%	65 74%a	144 60%	126 69%	177 57%	89 84%g	22 69%	27 55%	81 61%	64 59%	48 68%	172 59%	22 69%	230 62%	43 40%	209 72%q	18 70%
NET Made a complaint	152 36%	59 53%bd	36 28%	34 36%	23 26%	95 40%	57 31%	135 43%h	17 16%	10 31%	22 45%	52 39%	45 41%	23 32%	119 41%	10 31%	142 38%	64 60%r	80 28%	8 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Base : Sent via - UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	367	257	110	46	219	55	54	39	17	26	22	21	26	28	37	25	17	5	50
Weighted Base	422	355	68*	11**	372	24**	17*	8**	13**	48**	34**	27**	40**	47**	83*	57**	25**	2**	22**
Effective Base	240	209	32	10	195	28	30	27	16	25	21	21	25	25	36	24	16	3	25
Yes - in person (e.g. to the postman/woman)	32 / 8%	26 / 7%	6 / 9%	1 / 7%	26 / 7%	2 / 6%	4 / 22%d	1 / 6%	- / -	3 / 7%	2 / 5%	1 / 5%	6 / 15%	3 / 6%	7 / 8%	3 / 5%	1 / 5%	* / 5%	1 / 6%
Yes - by telephone	45 / 11%	36 / 10%	9 / 13%	1 / 7%	42 / 11%	2 / 7%	2 / 9%	* / 4%	2 / 14%	5 / 10%	5 / 16%	1 / 4%	3 / 8%	3 / 6%	15 / 18%	6 / 11%	1 / 5%	- / -	2 / 7%
Yes - by email	61 / 14%	57 / 16%	3 / 5%	* / *	55 / 15%	1 / 4%	3 / 18%	1 / 15%	3 / 21%	6 / 12%	4 / 11%	4 / 14%	6 / 16%	6 / 12%	17 / 21%	10 / 17%	1 / 4%	- / -	1 / 4%
Yes - by letter	37 / 9%	28 / 8%	8 / 12%	* / 4%	31 / 8%	2 / 8%	3 / 16%	1 / 7%	1 / 6%	- / -	1 / 4%	1 / 5%	8 / 20%	4 / 9%	5 / 6%	9 / 15%	1 / 5%	- / -	2 / 9%
Yes - on an online web forum	36 / 9%	31 / 9%	5 / 7%	2 / 20%	31 / 8%	1 / 5%	4 / 22%d	1 / 3%	2 / 12%	2 / 5%	5 / 15%	- / -	3 / 8%	4 / 9%	8 / 9%	5 / 9%	2 / 8%	- / -	1 / 6%
Yes - via social media (Facebook, Twitter, etc)	21 / 5%	16 / 5%	5 / 8%	2 / 15%	17 / 4%	2 / 8%	2 / 11%	1 / 7%	- / -	3 / 6%	- / -	4 / 15%	3 / 8%	1 / 3%	4 / 5%	- / -	1 / 5%	- / -	2 / 9%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	270 / 64%	223 / 63%	47 / 69%	6 / 55%	237 / 64%	18 / 73%	10 / 56%	6 / 66%	8 / 68%	33 / 68%	20 / 59%	19 / 71%	26 / 65%	30 / 65%	43 / 52%	38 / 67%	19 / 77%	2 / 95%	16 / 71%
NET Made a complaint	152 / 36%	131 / 37%	21 / 31%	5 / 45%	135 / 36%	7 / 27%	8 / 44%	3 / 34%	4 / 32%	15 / 32%	14 / 41%	8 / 29%	14 / 35%	17 / 35%	40 / 48%	19 / 33%	6 / 23%	* / 5%	6 / 29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 354

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Base : Sent via - UK Mail

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	367	194	88	271	165	194	15	44	88	9	37	134	156	37	26	12	290	38	165	151	34	10	7	316	17	211	156
Weighted Base	422	217	107*	306	196	217	15**	39**	107*	11**	48**	159*	185	40**	27**	9**	344	36**	199	171*	32**	11**	9**	370	20**	252	170*
Effective Base	240	121	61	173	113	121	9	25	61	7	27	83	109	26	18	6	190	23	109	99	22	6	5	207	11	142	97
Yes - in person (e.g. to the postman/woman)	32 / 8%	18 / 8%	7 / 6%	23 / 7%	12 / 6%	18 / 8%	2 / 12%	1 / 3%	7 / 6%	1 / 10%	3 / 7%	16 / 10%	11 / 6%	2 / 5%	2 / 8%	- / 2%	27 / 8%	2 / 7%	18 / 9%	14 / 8%	- / 1%	-	-	32 / 9%	-	25 / 10%	7 / 4%
Yes - by telephone	45 / 11%	24 / 11%	6 / 6%	39 / 13%	21 / 11%	24 / 11%	2 / 11%	1 / 4%	6 / 6%	1 / 10%	1 / 2%	22 / 14%	16 / 8%	5 / 13%	* / 1%	1 / 16%	38 / 11%	2 / 5%	21 / 10%	20 / 12%	4 / 12%	1 / 7%	* / 2%	40 / 11%	1 / 5%	41 / 16%z	4 / 2%
Yes - by email	61 / 14%	32 / 15%	15 / 14%	46 / 15%	29 / 15%	32 / 15%	2 / 13%	3 / 8%	15 / 14%	1 / 10%	2 / 5%	30 / 19%	24 / 13%	5 / 13%	1 / 3%	-	55 / 16%	1 / 2%	24 / 12%	29 / 17%	7 / 22%	-	1 / 12%	53 / 14%	1 / 5%	58 / 23%z	2 / 1%
Yes - by letter	37 / 9%	22 / 10%	3 / 3%	34 / 11%b	14 / 7%	22 / 10%	1 / 5%	2 / 4%	3 / 3%	1 / 10%	1 / 2%	20 / 13%	10 / 5%	3 / 7%	-	4 / 40%	30 / 9%	4 / 10%	23 / 12%	9 / 5%	2 / 6%	-	2 / 26%	32 / 9%	2 / 12%	36 / 14%z	1 / 1%
Yes - on an online web forum	36 / 9%	25 / 12%	4 / 4%	32 / 10%	11 / 6%	25 / 12%	3 / 17%	-	4 / 4%	2 / 15%	2 / 4%	9 / 6%	16 / 9%	4 / 10%	4 / 14%	2 / 27%	26 / 8%	6 / 17%	12 / 6%	16 / 10%	5 / 17%	-	2 / 26%	28 / 8%	2 / 12%	36 / 14%z	-
Yes - via social media (Facebook, Twitter, etc)	21 / 5%	12 / 6%	3 / 3%	19 / 6%	9 / 5%	12 / 6%	-	*	3 / 3%	1 / 10%	3 / 6%	10 / 6%	8 / 4%	1 / 3%	* / 2%	1 / 15%	18 / 5%	2 / 5%	11 / 5%	5 / 3%	4 / 13%	-	1 / 14%	16 / 4%	1 / 6%	21 / 8%z	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	270 / 64%	128 / 59%	80 / 75%ac	183 / 60%	135 / 69%	128 / 59%	7 / 53%	32 / 82%	80 / 75%	10 / 85%	41 / 86%	95 / 59%	127 / 69%	22 / 54%	20 / 73%	5 / 55%	221 / 64%	25 / 68%	133 / 67%	107 / 63%	15 / 46%	11 / 93%	4 / 46%	240 / 65%	15 / 73%	112 / 45%	158 / 93%y
NET Made a complaint	152 / 36%	88 / 41%b	27 / 25%	123 / 40%b	61 / 31%	88 / 41%	7 / 47%	7 / 18%	27 / 25%	2 / 15%	7 / 14%	65 / 41%	58 / 31%	18 / 46%	7 / 27%	4 / 45%	123 / 36%	11 / 32%	66 / 33%	64 / 37%	17 / 54%	1 / 7%	5 / 54%	130 / 35%	6 / 27%	140 / 55%z	13 / 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Base : Sent via - UK Mail

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	367	31	329	7	109	227	31	337	18	7	4	362	1
Weighted Base	422	29**	383	10**	128*	261	34**	386	26**	9**	1**	421	***
Effective Base	240	16	219	5	68	150	23	219	14	5	1	238	1
Yes - in person (e.g. to the postman/woman)	32 8%	1 4%	28 7%	3 30%	15 11%	12 5%	5 16%	29 8%	2 9%	* 5%	* 6%	32 8%	- -
Yes - by telephone	45 11%	8 28%	32 8%	5 52%	24 19%e	17 7%	3 10%	35 9%	10 39%	- -	* 6%	45 11%	- -
Yes - by email	61 14%	3 9%	56 14%	2 25%	20 16%	36 14%	4 13%	49 13%	7 27%	4 45%	11%	60 14%	* 100%
Yes - by letter	37 9%	6 20%	31 8%	- -	22 17%e	12 4%	3 9%	29 7%	5 21%	2 27%	- -	37 9%	- -
Yes - on an online web forum	36 9%	3 12%	33 9%	- -	15 12%	18 7%	3 9%	33 8%	1 4%	2 28%	- -	36 9%	- -
Yes - via social media (Facebook, Twitter, etc)	21 5%	2 6%	20 5%	- -	8 6%	12 5%	1 2%	16 4%	5 20%	- -	* 6%	21 5%	- -
Yes - by other means (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	270 64%	12 42%	253 66%	4 43%	58 45%	194 75%d	17 52%	263 68%	4 14%	2 22%	1 89%	269 64%	- -
NET Made a complaint	152 36%	17 58%	130 34%	6 57%	70 55%e	66 25%	16 48%	123 32%	23 86%	7 78%	* 11%	152 36%	* 100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
UK Mail

Base : Sent via - UK Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	367	93	95	77	102	30	32	31	37	29	29	19	23	35	43	34	25
Weighted Base	422	115*	108*	90*	110*	40**	34**	41**	47**	37**	25**	19**	35**	36**	38**	46**	26**
Effective Base	240	62	68	52	59	22	20	20	29	22	17	13	17	23	22	21	17
Yes - in person (e.g. to the postman/woman)	32 8%	6 5%	3 2%	9 10%	15 13%b	5 11%	1 4%	* *	2 3%	* 1%	1 3%	1 5%	7 21%	* 1%	11 29%	- -	4 15%
Yes - by telephone	45 11%	19 17%c	7 6%	4 4%	15 14%	12 30%	4 10%	4 9%	4 9%	- -	3 10%	* 1%	3 7%	1 3%	6 17%	7 16%	2 6%
Yes - by email	61 14%	17 15%	9 8%	7 8%	27 25%bc	7 17%	7 21%	4 9%	5 11%	2 7%	1 4%	1 3%	2 6%	5 13%	12 32%	8 18%	7 26%
Yes - by letter	37 9%	16 14%b	4 4%	4 5%	12 11%	3 8%	7 21%	6 15%	- -	1 4%	2 10%	* 2%	* 1%	3 9%	10 26%	- -	3 10%
Yes - on an online web forum	36 9%	9 8%	9 8%	4 4%	15 14%	5 13%	3 10%	1 1%	2 4%	5 14%	1 6%	- -	1 3%	3 7%	9 24%	3 6%	3 13%
Yes - via social media (Facebook, Twitter, etc)	21 5%	3 3%	3 3%	7 8%	8 8%	1 3%	1 3%	* 1%	3 6%	- -	* *	* *	- -	7 19%	6 16%	- -	2 9%
Yes - by other means (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to UK Mail	270 64%	71 62%	80 73%d	60 67%	59 54%	19 48%	21 63%	30 74%	34 74%	27 74%	18 71%	17 89%	23 67%	20 56%	14 37%	30 65%	15 59%
NET Made a complaint	152 36%	44 38%	29 27%	29 33%	51 46%b	21 52%	12 37%	11 26%	12 26%	9 26%	7 29%	2 11%	11 33%	16 44%	24 63%	16 35%	11 41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Base : Sent via - Yodel

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	519	66	453	179	340	218	301	87	111	145	75	50	36	15	198	220	101	51	459	54
Weighted Base	513	83*	430	176	336	246	267	96*	105*	139*	76*	51*	29**	16**	202	215	96*	45**	417	86*
Effective Base	308	51	257	103	205	134	177	58	65	80	45	32	18	11	123	124	62	30	260	45
Yes - in person (e.g. to the postman/woman)	28 6%	-	28 7%	19 11%d	9 3%	21 8%f	8 3%	5 5%	9 9%	10 7%	5 6%	-	-	-	14 7%p	14 7%p	-	-	21 5%	7 8%
Yes - by telephone	33 6%	1 1%	33 8%	12 7%	21 6%	19 8%	14 5%	8 9%	8 8%	7 5%	7 9%	2 4%	1%	-	17 8%	14 7%	2 2%	*	23 6%	10 11%
Yes - by email	52 10%	6 7%	46 11%	35 20%d	17 5%	33 13%	19 7%	8 8%	16 15%	12 9%	13 17%	3 7%	* 1%	*	24 12%	25 12%	4 4%	1 1%	45 11%	8 9%
Yes - by letter	40 8%	2 2%	38 9%	24 14%d	16 5%	22 9%	17 6%	16 16%l	10 10%	6 5%	3 4%	2 3%	* 1%	2 12%	26 13%o	10 4%	4 4%	2 5%	34 8%	6 7%
Yes - on an online web forum	22 4%	1 1%	21 5%	10 6%	12 3%	13 5%	9 3%	5 6%	5 5%	3 2%	7 9%	2 4%	-	*	10 5%	10 4%	2 2%	*	18 4%	4 4%
Yes - via social media (Facebook, Twitter, etc)	26 5%	1 2%	25 6%	15 8%	12 3%	17 7%	10 4%	5 5%	12 11%i	3 2%	6 7%	-	* 1%	*	17 8%p	9 4%	*	1 1%	19 5%	6 6%
Yes - by other means (please specify)	2 *	1 2%b	*	*	*	-	2 1%	-	2 1%	-	-	*	-	-	2 1%	-	*	-	2 *	-
No - I haven't made a complaint to Yodel	372 73%	72 87%b	300 70%	99 56%	273 81%c	157 64%	215 81%e	66 69%	61 58%	104 75%h	53 70%	44 86%h	29 99%	14 88%	128 63%	157 73%	87 90%no	43 95%	311 75%	52 61%
NET Made a complaint	141 27%	11 13%	130 30%a	77 44%d	64 19%	89 36%f	52 19%	30 31%	44 42%lk	35 25%	23 30%	7 14%	* 1%	2 12%	74 37%p	58 27%p	9 10%	2 5%	106 25%	34 39%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Base : Sent via - Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	519	165	161	101	92	326	193	386	125	33	45	132	141	131	318	34	458	129	369	21
Weighted Base	513	144*	172*	108*	89*	316	197	401	108*	29**	46**	136*	137*	130*	318	30**	457	116*	376	21**
Effective Base	308	85	96	68	60	181	129	230	79	21	29	85	83	71	197	22	272	71	225	12
Yes - in person (e.g. to the postman/woman)	28 6%	16 11%b	5 3%	4 4%	3 4%	21 7%	8 4%	27 7%	1 1%	1 4%	3 6%	14 10%	5 4%	6 4%	22 7%	1 4%	27 6%	20 17%r	9 2%	-
Yes - by telephone	33 6%	12 8%	11 7%	7 6%	3 4%	23 7%	10 5%	27 7%	5 4%	3 11%	5 11%	5 4%	9 6%	10 8%	19 6%	3 11%	29 6%	14 12%r	19 5%	-
Yes - by email	52 10%	25 18%b	12 7%	8 7%	7 8%	37 12%	15 8%	47 12%	5 5%	3 10%	5 10%	19 14%	11 8%	13 10%	35 11%	3 10%	48 10%	27 24%r	21 6%	4 19%
Yes - by letter	40 8%	17 12%	7 4%	5 5%	11 12%	24 7%	16 8%	34 8%	5 5%	2 7%	5 11%	6 4%	12 9%	15 11%	23 7%	2 7%	38 8%	20 17%r	20 5%	-
Yes - on an online web forum	22 4%	5 4%	10 6%	4 3%	3 4%	15 5%	7 3%	17 4%	5 5%	1 4%	2 5%	2 1%	11 8%k	4 3%	16 5%	1 4%	19 4%	11 10%r	11 3%	-
Yes - via social media (Facebook, Twitter, etc)	26 5%	11 8%	7 4%	5 5%	3 3%	18 6%	8 4%	22 5%	5 4%	1 5%	* *	7 5%	7 5%	11 8%	14 4%	1 5%	25 5%	12 10%r	12 3%	3 12%
Yes - by other means (please specify)	2 *	* *	2 1%	-	-	2 1%	-	2 *	* *	- -	1 3%	- -	* *	* *	2 *	- -	2 *	* *	2 *	- -
No - I haven't made a complaint to Yodel	372 73%	88 61%	132 77%a	83 77%a	69 78%a	220 70%	152 77%	275 69%	94 87%g	24 81%	29 63%	94 69%	102 74%	93 72%	224 70%	24 81%	327 71%	55 48%	301 80%q	16 75%
NET Made a complaint	141 27%	56 39%bcd	40 23%	25 23%	20 22%	96 30%	45 23%	125 31%h	14 13%	6 19%	17 37%	42 31%	35 26%	37 28%	94 30%	6 19%	130 29%	60 52%r	75 20%	5 25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Base : Sent via - Yodel

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	519	341	178	68	277	89	98	55	37	38	24	31	28	32	38	30	19	17	72
Weighted Base	513	447	66*	11**	441	31*	29*	12*	26*	67*	35**	38**	42**	48*	86*	71**	27**	6**	25*
Effective Base	308	267	42	18	240	40	52	37	36	36	21	30	27	30	37	29	18	8	32
Yes - in person (e.g. to the postman/woman)	28 6%	23 5%	5 8%	3 23%	23 5%	1 4%	4 14%d	* 2%	1 3%	4 6%	- -	1 3%	3 7%	5 10%	2 3%	3 4%	4 13%	- -	1 4%
Yes - by telephone	33 6%	30 7%	3 4%	* 3%	30 7%	1 4%	2 6%	* 1%	2 7%	5 8%	- -	- -	6 14%	3 7%	9 10%	2 3%	3 11%	* 3%	1 4%
Yes - by email	52 10%	43 10%	10 15%	3 28%	43 10%	4 13%	4 15%	1 7%	- -	7 11%	1 4%	1 3%	13 31%	6 12%	12 15%	- -	2 8%	* 8%	4 14%h
Yes - by letter	40 8%	35 8%	4 7%	1 5%	33 7%	3 9%	4 13%	* 3%	1 5%	5 7%	1 4%	3 7%	3 7%	4 9%	11 13%	2 3%	1 5%	* 6%	2 9%
Yes - on an online web forum	22 4%	21 5%	1 2%	* 1%	17 4%	1 2%	5 16%de	* 2%	1 2%	5 8%	- -	1 3%	3 7%	3 6%	4 4%	- -	- -	* 5%	* 1%
Yes - via social media (Facebook, Twitter, etc)	26 5%	23 5%	3 5%	2 17%	19 4%	2 8%	4 14%d	1 4%	1 4%	1 2%	- -	4 10%	3 7%	5 10%	5 6%	- -	- -	* 8%	2 8%
Yes - by other means (please specify)	2 *	1 *	* *	* 1%	1 *	- -	* 1%	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - I haven't made a complaint to Yodel	372 73%	323 72%	49 74%	6 55%	319 72%	23 74%	19 66%	10 86%f	21 80%n	48 71%	32 92%	33 86%	22 52%	30 63%	49 57%	64 90%	20 76%	5 92%	17 69%
NET Made a complaint	141 27%	124 28%	17 26%	5 45%	121 28%	8 26%	10 34%g	2 14%	5 20%	19 29%	3 8%	5 14%	20 48%	18 37%	37 43%h	7 10%	6 24%	* 8%	8 31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Base : Sent via - Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	519	233	169	329	265	233	13	48	169	14	48	178	205	57	54	23	383	77	231	209	43	23	12	440	35	232	287
Weighted Base	513	238	168*	328	258	238	11**	36*	168*	12**	44**	181	199	60*	52*	21**	380	73*	228	210	39**	24**	12**	437	36**	243	270
Effective Base	308	142	98	198	154	142	7	31	98	10	29	103	124	39	32	10	227	42	134	128	23	16	8	262	23	144	164
Yes - in person (e.g. to the postman/woman)	28 6%	20 8%b	3 2%	26 8%b	8 3%	20 8%	-	-	3 2%	1 9%	1 3%	15 8%	6 3%	7 12%lnc	*	* 1%	21 5%	*	8 3%	18 9%	2 4%	1 2%	* 1%	26 6%	1 2%	25 10%z	4 1%
Yes - by telephone	33 6%	19 8%b	1 1%	32 10%b	14 6%	19 8%	*	2 5%	1 1%	1 11%	1 3%	20 11%lq	7 3%	7 11%q	*	-	26 7%	*	15 7%	14 7%	3 8%	1 3%	-	29 7%	1 2%	30 12%z	3 1%
Yes - by email	52 10%	34 14%bd	9 5%	44 13%b	18 7%	34 14%	2 15%	3 9%	5 5%	1 11%	1 3%	24 13%	16 8%	7 12%	4 7%	1 7%	40 11%	5 7%	21 9%	25 12%	6 15%	*	1 10%	45 10%	1 4%	47 19%z	5 2%
Yes - by letter	40 8%	32 13%bd	3 2%	36 11%bd	8 3%	32 13%	1 6%	2 7%	3 2%	1 11%	2 3%	20 11%	15 8%	3 5%	*	1 7%	35 9%	2 2%	21 9%	16 8%	1 2%	-	1 10%	37 9%	1 3%	40 16%z	-
Yes - on an online web forum	22 4%	17 7%d	3 2%	19 6%	5 2%	17 7%	-	2 7%	3 2%	1 9%	1 3%	9 5%	9 5%	2 4%	2 3%	-	18 5%	2 2%	10 4%	11 5%	* 1%	1 2%	-	21 5%	1 1%	19 8%z	3 1%
Yes - via social media (Facebook, Twitter, etc)	26 5%	20 8%bd	2 1%	25 8%bd	7 3%	20 8%	*	1 4%	2 1%	1 11%	1 3%	11 6%	10 5%	4 6%	1 3%	* 1%	21 6%	2 2%	11 5%	13 6%	2 6%	1 2%	*	24 5%	1 2%	21 9%z	5 2%
Yes - by other means (please specify)	2 *	2 1%	-	2 1%	*	2 1%	-	*	-	-	-	-	2 1%	-	-	-	2 *	-	2 1%	-	-	-	-	2 *	-	*	2 1%
No - I haven't made a complaint to Yodel	372 73%	144 61%	154 92%acd	201 61%	211 82%ac	144 61%	8 77%	28 77%	154 92%	11 89%	43 96%	116 64%	153 77%k	37 62%	47 89%kmp	19 92%	268 71%	66 90%kmp	168 74%	144 69%	26 68%	23 94%	11 88%	312 71%	33 92%	123 51%	249 92%y
NET Made a complaint	141 27%	94 39%bd	14 8%	127 39%bd	47 18%b	94 39%	2 23%	8 23%	14 8%	1 11%	2 4%	65 36%lnq	46 23%	23 38%nq	5 11%	2 8%	111 29%nq	7 10%	60 26%	66 31%	13 32%	1 6%	1 12%	125 29%	3 8%	120 49%z	21 8%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Base : Sent via - Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	519	22	491	6	148	335	36	492	22	4	-	518	1
Weighted Base	513	18**	487	8**	148*	331	34**	483	26**	3**	-**	513	***
Effective Base	308	12	293	4	87	200	22	290	17	2	-	308	1
Yes - in person (e.g. to the postman/woman)	28 6%	1 5%	27 6%	-	15 10%e	10 3%	3 10%	24 5%	4 17%	* 2%	-	28 6%	-
Yes - by telephone	33 6%	* *	32 7%	1 18%	18 12%e	10 3%	6 17%	30 6%	3 11%	-	-	33 6%	-
Yes - by email	52 10%	6 32%	41 8%	5 67%	26 18%e	19 6%	7 22%	44 9%	8 32%	-	-	52 10%	-
Yes - by letter	40 8%	2 13%	36 7%	1 18%	22 15%e	17 5%	1 2%	32 7%	6 25%	1 21%	-	40 8%	-
Yes - on an online web forum	22 4%	1 8%	20 4%	* 6%	13 8%e	5 2%	4 13%	21 4%	* 2%	-	-	22 4%	-
Yes - via social media (Facebook, Twitter, etc)	26 5%	3 14%	24 5%	-	11 8%	13 4%	2 5%	19 4%	7 27%	-	-	26 5%	-
Yes - by other means (please specify)	2 *	-	2 *	-	* *	2 *	-	2 *	-	-	-	2 *	-
No - I haven't made a complaint to Yodel	372 73%	9 47%	363 75%	1 8%	80 54%	277 83%d	15 45%	365 76%	4 16%	2 77%	-	372 73%	* 100%
NET Made a complaint	141 27%	10 53%	124 25%	7 92%	68 46%e	55 17%	19 55%	118 24%	22 84%	1 23%	-	141 27%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Yodel

Base : Sent via - Yodel

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	519	113	114	142	150	42	47	24	36	39	39	46	51	45	59	57	34
Weighted Base	513	127*	112*	129*	144*	50*	50**	27**	34**	38**	40**	33**	48**	49**	52*	58*	34**
Effective Base	308	77	66	79	86	31	30	17	19	24	23	27	30	25	34	32	20
Yes - in person (e.g. to the postman/woman)	28 6%	9 7%	4 3%	5 4%	10 7%	5 10%	2 5%	2 7%	4 11%	-	-	-	3 6%	2 4%	8 15%	1 1%	2 5%
Yes - by telephone	33 6%	13 10%	5 4%	8 7%	7 5%	4 7%	9 19%	-	3 9%	-	2 5%	1 4%	4 8%	3 6%	3 6%	2 3%	2 6%
Yes - by email	52 10%	15 11%	4 4%	10 8%	24 16%b	6 11%	4 8%	5 17%	2 7%	2 5%	-	1 3%	6 12%	3 7%	9 17%	11 19%	4 11%
Yes - by letter	40 8%	16 13%	6 5%	7 5%	11 8%	3 7%	10 21%	3 9%	2 7%	2 5%	2 4%	1 4%	2 3%	4 7%	6 11%	4 7%	2 5%
Yes - on an online web forum	22 4%	5 4%	4 3%	8 6%	6 4%	1 1%	4 9%	-	2 5%	2 5%	-	2 5%	5 10%	2 3%	2 3%	2 4%	2 5%
Yes - via social media (Facebook, Twitter, etc)	26 5%	5 4%	2 2%	9 7%	10 7%	3 5%	1 2%	1 5%	2 7%	-	*	-	-	9 18%	4 7%	3 5%	4 11%
Yes - by other means (please specify)	2	-	-	1 1%	*	-	-	-	-	-	-	-	1 3%	-	*	-	*
No - I haven't made a complaint to Yodel	372 73%	78 61%	92 82%a	94 73%	108 75%	30 61%	29 59%	18 66%	23 67%	33 86%	37 91%	29 88%	33 69%	33 67%	35 67%	43 75%	29 88%
NET Made a complaint	141 27%	49 39%b	20 18%	35 27%	36 25%	20 39%	20 41%	9 34%	11 33%	6 14%	4 9%	4 12%	15 31%	16 33%	17 33%	15 25%	4 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	809	252	557	168	641	362	447	163	150	170	103	115	63	45	313	273	223	108	680	120
Weighted Base	864	289	574	185	679	402	462	171	184	178	110*	106*	64*	51**	355	288	221	115*	672	177*
Effective Base	519	181	338	104	416	230	290	103	105	110	67	71	37	28	208	177	135	65	415	98
Yes - in person (e.g. to the postman/woman)	32 4%	1 *	30 5%a	18 10%d	13 2%	13 3%	18 4%	9 5%	12 7%i	2 1%	8 7%ik	*	-	-	21 6%pq	10 3%p	*	-	25 4%	5 3%
Yes - by telephone	40 5%	6 2%	34 6%a	17 9%d	24 4%	21 5%	19 4%	8 4%	14 8%	8 5%	5 5%	2 2%	3 5%	-	22 6%	14 5%	5 2%	3 3%	29 4%	12 7%
Yes - by email	86 10%	12 4%	74 13%a	44 24%d	42 6%	43 11%	43 9%	27 16%ik	30 16%ik	9 5%	9 8%	2 2%	4 7%	5 10%	57 16%op	17 6%	11 5%	9 8%	58 9%	28 16%r
Yes - by letter	38 4%	1 *	37 6%a	22 12%d	17 2%	24 6%	15 3%	9 5%	15 8%	5 3%	4 4%	5 4%	-	*	24 7%q	10 3%	5 2%	*	35 5%	3 2%
Yes - on an online web forum	45 5%	3 1%	42 7%a	20 11%d	25 4%	32 8%f	12 3%	12 7%k	16 9%ik	4 3%	11 10%ikl	*	-	*	28 8%pq	16 5%	1 *	*	37 6%	8 4%
Yes - via social media (Facebook, Twitter, etc)	23 3%	1 *	22 4%a	13 7%d	11 2%	15 4%	8 2%	6 4%	6 3%	7 4%	3 2%	2 2%	-	-	12 3%	10 3%	2 1%	-	17 3%	5 3%
Yes - by other means (please specify)	12 1%	5 2%	7 1%	1 1%	11 2%	2 *	10 2%	2 1%	3 1%	2 1%	4 4%	1 1%	-	-	4 1%	6 2%	1 1%	-	10 1%	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	647 75%	261 90%b	385 67%	88 47%	559 82%c	288 72%	358 78%	122 71%	107 58%	143 80%h	78 71%	94 89%ghj	57 89%ghj	46 90%	229 65%	221 77%n	196 89%no	103 89%no	510 76%	126 71%
NET Made a complaint	217 25%	28 10%	189 33%a	97 53%d	120 18%	113 28%	104 22%	49 29%kl	76 42%ikl	35 20%	32 29%kl	12 11%	7 11%	5 10%	125 35%opq	67 23%pq	25 11%	13 11%	162 24%	51 29%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	809	233	232	157	186	465	343	553	244	54	87	187	205	156	479	55	682	199	563	47
Weighted Base	864	230	258	178	197	488	374	634	222	55*	92*	199	226	167*	517	57*	734	193	627	43**
Effective Base	519	132	155	106	126	287	232	362	156	35	58	120	133	94	310	36	437	121	369	30
Yes - in person (e.g. to the postman/woman)	32 4%	7 3%	3 1%	9 5%	13 6%b	10 2%	21 6%e	28 4%	3 2%	7 13%kmn	2 3%	8 4%	11 5%	4 2%	21 4%	7 13%p	24 3%	17 9%r	15 2%	- -
Yes - by telephone	40 5%	11 5%	10 4%	11 6%	9 4%	21 4%	20 5%	29 5%	9 4%	5 9%	3 3%	11 6%	12 5%	7 4%	26 5%	5 8%	34 5%	17 9%r	22 4%	1 2%
Yes - by email	86 10%	33 15%b	15 6%	19 11%	18 9%	48 10%	38 10%	62 10%	23 11%	8 15%	10 11%	23 12%	25 11%	13 8%	59 11%	8 15%	73 10%	32 16%r	51 8%	3 8%
Yes - by letter	38 4%	19 8%c	9 3%	4 2%	7 3%	28 6%	11 3%	36 6%h	2 1%	1 2%	4 4%	11 5%	13 6%	10 6%	27 5%	1 2%	37 5%	19 10%r	18 3%	1 3%
Yes - on an online web forum	45 5%	17 7%	9 3%	5 3%	14 7%	25 5%	20 5%	38 6%	5 2%	7 12%	5 5%	13 6%	12 5%	7 4%	30 6%	7 11%	37 5%	20 10%r	25 4%	- -
Yes - via social media (Facebook, Twitter, etc)	23 3%	9 4%	8 3%	3 2%	3 2%	17 3%	7 2%	20 3%	4 2%	1 2%	4 4%	9 5%	4 2%	4 3%	17 3%	1 2%	21 3%	13 6%r	11 2%	- -
Yes - by other means (please specify)	12 1%	- -	10 4%a	1 1%	1 1%	10 2%	2 1%	11 2%	1 *	- -	1 1%	- -	1 1%	6 4%kn	2 *	- -	9 1%	1 1%	11 2%	- -
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	647 75%	156 68%	213 83%ad	134 76%	142 72%	369 76%	276 74%	460 72%	181 82%g	37 67%	65 71%	140 70%	166 74%	129 77%	371 72%	39 68%	546 74%	114 59%	493 79%q	39 90%
NET Made a complaint	217 25%	74 32%b	45 17%	43 24%	55 28%b	119 24%	98 26%	175 28%h	41 18%	18 33%	27 29%	59 30%	60 26%	38 23%	146 28%	18 32%	187 26%	79 41%r	134 21%	4 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	809	590	219	81	458	116	131	104	46	51	48	61	54	56	55	50	37	13	103
Weighted Base	864	757	107*	16**	734	64*	42*	23*	34*	93*	73*	74*	81*	86*	118*	122*	55*	7**	58*
Effective Base	519	467	54	14	401	64	78	72	44	49	44	59	51	53	53	47	35	7	57
Yes - in person (e.g. to the postman/woman)	32 4%	26 3%	6 6%	4 26%	27 4%	1 1%	3 6%	1 4%	-	4 4%	5 6%	2 3%	3 4%	6 6%	4 4%	-	4 7%o	-	1 1%
Yes - by telephone	40 5%	37 5%	3 3%	1 5%	32 4%	3 5%	5 11%d	1 3%	1 3%	2 2%	2 3%	5 7%o	8 10%o	5 6%	7 6%	-	1 2%	1 16%	2 3%
Yes - by email	86 10%	82 11%	4 4%	1 5%	78 11%	3 5%	4 10%	1 4%	3 9%	5 5%	6 8%	3 4%	17 21%ikr	7 8%	19 16%k	15 12%	4 8%	1 11%	2 4%
Yes - by letter	38 4%	32 4%	6 6%	* 2%	33 5%	1 2%	4 8%	* 1%	1 2%	1 1%	-	3 4%	4 6%	4 5%	11 10%j	4 3%	4 8%	* 2%	1 2%
Yes - on an online web forum	45 5%	39 5%	6 5%	3 21%	39 5%	2 2%	3 8%	1 4%	2 5%i	-	4 5%	3 4%	6 7%im	-	11 10%im	3 2%	10 19%ikmor	* 2%	1 2%
Yes - via social media (Facebook, Twitter, etc)	23 3%	19 3%	4 4%	* 2%	18 2%	2 3%	2 6%	1 4%	3 8%ip	-	2 2%	1 2%	5 6%	1 2%	3 2%	4 3%	-	-	2 3%
Yes - by other means (please specify)	12 1%	12 2%	-	-	12 2%	-	-	-	-	-	-	-	5 6%	2 2%	2 2%	3 2%	1 2%	-	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	647 75%	565 75%	82 76%	9 58%	542 74%	54 84%	31 74%	20 85%	27 81%lp	84 91%lmnp	55 76%	59 80%lp	47 58%	63 74%	77 65%	97 80%lp	31 58%	5 75%	49 85%lnp
NET Made a complaint	217 25%	192 25%	25 24%	7 42%	192 26%	10 16%	11 26%	4 15%	6 19%	9 9%	17 24%	15 20%	34 42%hikor	22 26%i	41 35%ir	25 20%	23 42%hikor	2 25%	9 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	809	386	193	560	367	386	22	98	193	14	75	261	316	102	91	39	577	130	378	323	59	38	10	701	48	325	484
Weighted Base	864	436	215	605	384	436	22**	89*	215	15**	78*	285	365	95*	89*	30**	650	119*	409	342	57*	41**	13**	751	54*	358	505
Effective Base	519	257	128	361	232	257	14	67	128	10	48	163	217	63	58	21	379	78	230	217	38	26	9	446	35	214	305
Yes - in person (e.g. to the postman/woman)	32 4%	25 6%bd	1 1%	30 5%bd	6 2%	25 6%	5 21%	2 2%	1 1%	1 8%	1 1%	10 4%	16 4%	1 1%	4 4%	*	27 4%	4 3%	17 4%	9 3%	3 6%	2 6%	-	26 3%	2 5%	29 8%z	3 1%
Yes - by telephone	40 5%	22 5%	8 4%	32 5%	18 5%	22 5%	2 8%	2 3%	8 4%	1 8%	5 6%	14 5%	18 5%	4 4%	2 2%	3 10%	32 5%	5 4%	19 5%	18 5%	1 2%	2 5%	-	37 5%	2 4%	32 9%z	8 2%
Yes - by email	86 10%	56 13%	14 7%	71 12%	30 8%	56 13%	7 33%	11 12%	14 7%	1 8%	7 9%	37 13%c	32 9%	11 12%	5 5%	-	70 11%	5 4%	42 10%	37 11%	3 6%	4 9%	-	79 10%	4 7%	60 17%z	26 5%
Yes - by letter	38 4%	24 6%	7 3%	31 5%	14 4%	24 6%	-	1 1%	7 3%	1 8%	1 1%	21 8%	14 4%	1 1%	2 2%	-	36 5%	2 1%	27 7%	10 3%	1 2%	*	-	37 5%	*	36 10%z	2 *
Yes - on an online web forum	45 5%	23 5%	9 4%	33 5%	20 5%	23 5%	2 9%	2 2%	9 4%	1 9%	1 2%	17 6%	18 5%	4 5%	5 6%	*	35 5%	5 4%	13 3%	28 8%r	2 4%	1 1%	-	41 5%	1 1%	35 10%z	10 2%
Yes - via social media (Facebook, Twitter, etc)	23 3%	10 2%	3 1%	21 3%	13 3%	10 2%	*	3 3%	3 1%	1 8%	1 1%	9 3%	9 3%	5 5%	1 1%	*	18 3%	1 1%	18 4%	4 1%	*	1 1%	-	22 3%	1 1%	23 6%z	*
Yes - by other means (please specify)	12 1%	7 2%	1 1%	9 2%	5 1%	7 2%	-	-	3 1%	-	1 1%	8 3%	3 1%	1 1%	-	-	11 2%	-	5 1%	5 2%	-	2 6%	-	10 1%	2 4%	-	12 2%y
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	647 75%	306 70%	179 83%ac	428 71%	301 78%ac	306 70%	10 45%	70 78%	179 83%	13 91%	66 85%	204 72%	275 75%	68 71%	74 82%	27 89%	479 74%	100 84%k	301 73%	257 75%	46 80%	29 73%	13 100%	558 74%	43 79%	200 56%	446 88%y
NET Made a complaint	217 25%	130 30%bd	36 17%	177 29%bd	83 22%	130 30%	12 55%	20 22%	36 17%	1 9%	12 15%	81 28%c	90 25%	27 29%	16 18%	3 11%	171 26%	19 16%	108 27%	85 25%	11 20%	11 27%	-	193 26%	11 21%	158 44%z	59 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	809	57	747	5	224	537	48	772	26	5	1	803	5
Weighted Base	864	61*	795	7**	216	596	51*	826	30**	5**	***	861	2**
Effective Base	519	35	480	4	132	354	33	496	19	3	1	517	2
Yes - in person (e.g. to the postman/woman)	32 4%	5 9%	26 3%	- -	14 7%e	14 2%	3 6%	27 3%	5 16%	- -	- -	32 4%	- -
Yes - by telephone	40 5%	2 3%	37 5%	2 22%	11 5%	25 4%	5 9%	39 5%	1 4%	- -	- -	40 5%	- -
Yes - by email	86 10%	6 9%	78 10%	2 33%	29 13%	51 9%	6 12%	73 9%	13 43%	4%	- -	86 10%	- -
Yes - by letter	38 4%	4 7%	33 4%	1 19%	17 8%e	19 3%	3 5%	37 4%	1 4%	9%	- -	38 4%	- -
Yes - on an online web forum	45 5%	1 2%	41 5%	2 33%	10 5%	29 5%	5 11%	41 5%	4 14%	- -	- -	45 5%	- -
Yes - via social media (Facebook, Twitter, etc)	23 3%	2 3%	22 3%	- -	7 3%	12 2%	4 9%e	22 3%	1 3%	- -	- -	23 3%	- -
Yes - by other means (please specify)	12 1%	- -	12 2%	- -	3 1%	7 1%	2 4%	12 1%	- -	- -	- -	12 1%	- -
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	647 75%	44 73%	600 75%	2 27%	144 67%	476 80%df	26 52%	632 77%	8 25%	4 87%	* 100%	644 75%	2 100%
NET Made a complaint	217 25%	17 27%	195 25%	5 73%	72 33%e	120 20%	25 48%e	194 23%	22 75%	1 13%	- -	217 25%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	809	182	198	219	210	64	68	50	70	66	62	79	68	72	76	72	62
Weighted Base	864	198	211	225	229	78*	65*	55*	72*	80*	60*	83*	69*	72*	79*	77*	73*
Effective Base	519	119	129	139	132	46	39	34	45	47	37	48	46	45	46	43	42
Yes - in person (e.g. to the postman/woman)	32 4%	9 5%	8 4%	5 2%	9 4%	6 8%	3 5%	-	2 3%	3 4%	3 5%	2 2%	1 2%	2 2%	6 7%	-	4 5%
Yes - by telephone	40 5%	8 4%	14 7%	12 5%	6 3%	5 7%	3 4%	-	6 9%	2 3%	6 10%	5 6%	4 5%	4 5%	3 4%	1 1%	2 3%
Yes - by email	86 10%	24 12%	15 7%	17 8%	30 13%	8 10%	10 15%	6 11%	6 8%	6 8%	3 5%	6 7%	7 10%	4 6%	14 17%	11 14%	5 7%
Yes - by letter	38 4%	9 5%	6 3%	6 3%	17 8%	1 2%	4 6%	4 7%	-	4 5%	2 3%	1 2%	4 5%	1 2%	6 8%	4 6%	7 9%:h
Yes - on an online web forum	45 5%	9 4%	11 5%	10 5%	15 7%	3 4%	2 3%	4 7%	7 10%	2 2%	2 3%	4 5%	5 8%	1 2%	9 12%	3 3%	3 4%
Yes - via social media (Facebook, Twitter, etc)	23 3%	9 4%	3 1%	5 2%	7 3%	2 2%	7 10%:ik	- 1%	* 1%	*	2 3%	*	1 1%	3 5%	5 6%	1 1%	2 2%
Yes - by other means (please specify)	12 1%	-	3 2%	3 1%	6 3%	-	-	-	2 3%	1 1%	-	3 3%	-	-	4 5%	-	2 3%
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	647 75%	142 71%	162 77%	174 77%	170 74%	56 72%	44 67%	41 75%	55 77%	63 78%	44 73%	67 80%	49 70%	58 81%	49 62%	60 78%	60 82%:h
NET Made a complaint	217 25%	57 29%	50 23%	51 23%	60 26%	22 28%	21 33%	14 25%	16 23%	17 22%	16 27%	17 20%	21 30%	14 19%	30 38%:p	16 22%	13 18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 358

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	179	2	177	84	95	92	87	35	50	48	21	15	6	4	85	69	25	10	152	26
Weighted Base	194	2**	192	103*	90*	106*	88*	38**	57*	52**	19**	16**	7**	4**	96*	71*	27**	11**	153*	41**
Effective Base	112	2	110	56	56	57	55	23	31	30	12	10	4	2	54	42	16	6	90	22
Yes - in person (e.g. to the postman/woman)	24 13%	-	24 13%	14 14%	10 11%	14 13%	11 12%	5 13%	7 12%	5 10%	2 11%	3 18%	3 38%	-	12 12%	7 10%	6 20%	3 25%	19 13%	5 12%
Yes - by telephone	32 16%	-	32 16%	20 19%	12 13%	25 24%f	6 7%	6 17%	11 19%	8 16%	6 30%	-	-	-	17 18%	14 20%	-	-	24 16%	8 19%
Yes - by email	48 25%	2 100%	46 24%	35 34%d	13 14%	27 25%	21 24%	15 39%	14 24%	5 10%	6 31%	3 16%	3 38%	2 61%	29 30%	11 16%	8 28%	5 46%	40 26%	8 19%
Yes - by letter	17 9%	-	17 9%	14 14%	3 4%	13 12%	5 5%	4 12%	2 4%	6 12%	4 21%	-	-	-	7 7%	11 15%	-	-	16 11%	1 2%
Yes - on an online web forum	29 15%	-	29 15%	23 22%d	6 7%	14 13%	15 18%	9 23%	9 16%	6 12%	5 26%	* 1%	-	-	18 19%	11 16%	* 1%	-	27 18%	2 5%
Yes - via social media (Facebook, Twitter, etc)	18 9%	-	18 9%	16 16%d	2 2%	13 12%	5 6%	5 13%	9 16%	1 2%	2 11%	-	-	-	14 15%	3 5%	-	-	14 9%	3 8%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	88 45%	-	88 46%	37 36%	51 56%c	41 38%	47 54%	18 47%	25 44%	21 42%	7 34%	11 67%	4 62%	2 39%	43 45%	28 40%	17 62%	6 54%	69 45%	19 47%
NET Made a complaint	106 55%	2 100%	104 54%	66 64%d	40 44%	66 62%	40 46%	20 53%	32 56%	30 58%	13 66%	5 33%	3 38%	2 61%	53 55%	43 60%	10 38%	5 46%	84 55%	21 53%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	179	65	37	35	42	102	77	137	38	19	17	46	45	45	108	19	153	60	113	6
Weighted Base	194	62*	36**	50**	45**	99*	95*	160*	32**	20**	22**	50*	53**	44**	125*	20**	169*	67*	120*	7**
Effective Base	112	33	22	28	30	55	57	88	23	14	11	31	29	25	70	14	95	38	70	4
Yes - in person (e.g. to the postman/woman)	24 13%	4 6%	7 20%	11 22%	3 6%	11 11%	13 14%	23 14%	1 4%	3 13%	2 11%	12 24%	5 9%	2 5%	19 15%	3 13%	22 13%	16 24%r	6 5%	3 40%
Yes - by telephone	32 16%	10 15%	7 20%	9 18%	6 13%	17 17%	15 16%	29 18%	3 9%	1 6%	4 19%	1 2%	15 28%	10 23%	20 16%	1 6%	30 18%	19 28%r	13 11%	-
Yes - by email	48 25%	19 31%	7 21%	11 23%	9 21%	27 27%	21 22%	41 26%	6 19%	7 34%	6 28%	14 27%	11 21%	10 22%	31 25%	7 34%	40 24%	34 50%r	14 12%	-
Yes - by letter	17 9%	9 14%	1 4%	3 7%	4 9%	10 10%	7 8%	15 9%	2 7%	1 5%	3 12%	5 11%	3 6%	5 11%	11 9%	1 5%	16 10%	14 21%r	3 3%	-
Yes - on an online web forum	29 15%	13 21%	4 11%	7 15%	5 11%	17 17%	12 13%	28 17%	1 4%	2 9%	5 24%	7 15%	8 16%	6 14%	21 17%	2 9%	27 16%	18 26%r	11 10%	-
Yes - via social media (Facebook, Twitter, etc)	18 9%	9 14%	5 13%	1 3%	3 6%	14 14%	4 4%	15 9%	3 9%	2 11%	7 34%	4 7%	2 4%	3 6%	13 10%	2 11%	16 9%	9 14%	8 7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	88 45%	26 42%	14 39%	25 51%	22 49%	40 41%	48 50%	65 41%	21 66%	10 49%	6 27%	21 41%	23 44%	24 55%	49 40%	10 49%	73 43%	12 18%	72 60%q	4 60%
NET Made a complaint	106 55%	36 58%	22 61%	25 49%	23 51%	58 59%	48 50%	95 59%	11 34%	10 51%	16 73%	30 59%	30 56%	20 45%	76 60%	10 51%	95 57%	55 82%r	48 40%	3 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	179	115	64	29	96	39	23	21	5	12	7	9	16	14	13	8	12	4	35
Weighted Base	194	156*	38**	10**	165*	17**	7**	4**	4**	23**	11**	11**	25**	23**	30**	20**	19**	2**	15**
Effective Base	112	93	19	8	86	20	15	13	5	12	7	9	15	13	13	7	11	2	18
Yes - in person (e.g. to the postman/woman)	24 13%	23 15%	2 4%	* 3%	23 14%	* 2%	1 15%	* 3%	2 43%	4 16%	-	3 24%	3 12%	2 7%	3 9%	8 39%	-	-	* 2%
Yes - by telephone	32 16%	24 15%	8 21%	*	28 17%	1 8%	1 17%	1 17%	1 24%	5 23%	-	1 12%	7 27%	4 19%	10 32%	-	-	-	1 9%
Yes - by email	48 25%	39 25%	9 23%	4 46%	40 24%	3 18%	4 51%	1 19%	-	4 17%	2 16%	4 36%	8 33%	3 12%	8 26%	5 24%	7 38%	-	3 20%
Yes - by letter	17 9%	14 9%	3 9%	2 23%	15 9%	1 5%	2 24%	-	2 48%	-	2 18%	3 24%	2 8%	-	3 9%	-	4 19%	-	1 6%
Yes - on an online web forum	29 15%	24 15%	5 14%	2 25%	26 15%	1 6%	3 36%	-	-	9 39%	-	1 12%	5 18%	-	5 16%	2 11%	4 21%	-	1 6%
Yes - via social media (Facebook, Twitter, etc)	18 9%	12 8%	5 14%	* 4%	15 9%	1 6%	1 16%	1 14%	1 24%	-	-	3 24%	3 12%	1 5%	-	6 29%	1 8%	-	1 7%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	88 45%	71 46%	17 44%	5 50%	72 43%	11 64%	2 32%	3 67%	1 33%	9 39%	7 67%	7 64%	10 41%	13 58%	10 35%	6 32%	7 36%	2 100%	9 60%
NET Made a complaint	106 55%	85 54%	21 56%	5 50%	94 57%	6 36%	5 68%	1 33%	3 67%	14 61%	4 33%	4 36%	15 59%	10 42%	20 65%	13 68%	12 64%	-	6 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	179	87	40	133	86	87	9	11	40	5	17	73	58	26	18	3	131	21	81	70	18	6	4	151	10	123	56
Weighted Base	194	94*	41**	147*	93*	94*	7**	5**	41**	6**	18**	86*	54*	35**	16**	3**	140*	19**	93*	69*	20**	8**	2**	163*	11**	138*	55*
Effective Base	112	53	26	82	55	53	6	6	26	5	12	46	36	19	10	2	81	12	51	41	14	5	1	92	6	79	32
Yes - in person (e.g. to the postman/woman)	24 / 13%	17 / 18%	1 / 3%	23 / 16%	7 / 8%	17 / 18%	2 / 23%	-	1 / 3%	1 / 19%	1 / 6%	14 / 16%	8 / 16%	2 / 6%	* / 1%	-	22 / 16%	* / 1%	15 / 16%	8 / 12%	-	1 / 9%	-	23 / 14%	1 / 7%	19 / 13%	6 / 10%
Yes - by telephone	32 / 16%	17 / 18%	2 / 4%	30 / 20%	14 / 16%	17 / 18%	* / 1%	* / 3%	2 / 4%	1 / 19%	1 / 6%	19 / 22%	5 / 10%	7 / 21%	* / 1%	-	24 / 17%	* / 1%	13 / 14%	16 / 24%	2 / 11%	-	-	29 / 18%	-	30 / 21%z	2 / 3%
Yes - by email	48 / 25%	29 / 31%	6 / 16%	39 / 27%	16 / 18%	29 / 31%	2 / 29%	* / 3%	6 / 16%	4 / 60%	6 / 34%	29 / 33%	9 / 16%	7 / 20%	4 / 23%	-	37 / 26%	4 / 19%	18 / 19%	22 / 32%	6 / 31%	1 / 17%	* / 7%	40 / 24%	2 / 15%	45 / 33%z	2 / 4%
Yes - by letter	17 / 9%	13 / 14%	1 / 4%	16 / 11%	5 / 5%	13 / 14%	-	1 / 21%	1 / 4%	1 / 19%	1 / 8%	7 / 8%	6 / 10%	2 / 5%	1 / 5%	2 / 61%	13 / 9%	3 / 15%	6 / 7%	10 / 15%	1 / 3%	-	-	17 / 10%	-	17 / 13%z	-
Yes - on an online web forum	29 / 15%	19 / 20%	1 / 3%	26 / 17%	8 / 9%	19 / 20%	1 / 10%	-	1 / 3%	1 / 19%	1 / 6%	18 / 21%	8 / 14%	4 / 11%	-	-	25 / 18%	-	10 / 11%	19 / 27%r	-	2%	-	29 / 18%	* / 2%	29 / 21%z	-
Yes - via social media (Facebook, Twitter, etc)	18 / 9%	7 / 8%	1 / 3%	15 / 10%	8 / 9%	7 / 8%	1 / 15%	1 / 23%	1 / 3%	1 / 19%	1 / 6%	8 / 9%	5 / 10%	4 / 11%	1 / 4%	-	13 / 10%	1 / 4%	12 / 12%	6 / 8%	* / 2%	-	-	17 / 11%	-	18 / 13%z	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	88 / 45%	31 / 33%	34 / 83%	50 / 34%	52 / 56%ac	31 / 33%	2 / 23%	2 / 53%	34 / 83%	2 / 40%	11 / 64%	27 / 31%	31 / 57%k	18 / 52%	11 / 68%	1 / 39%	58 / 41%	12 / 63%	43 / 47%	26 / 37%	10 / 51%	6 / 71%	2 / 93%	69 / 43%	8 / 75%	42 / 31%	45 / 82%y
NET Made a complaint	106 / 55%	63 / 67%d	7 / 17%	97 / 66%d	41 / 44%	63 / 67%	6 / 77%	2 / 47%	7 / 17%	4 / 60%	6 / 36%	59 / 69%l	23 / 43%	17 / 48%	5 / 32%	2 / 61%	82 / 59%	7 / 37%	50 / 53%	44 / 63%	10 / 49%	2 / 29%	* / 7%	93 / 57%	3 / 25%	96 / 69%z	10 / 18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	179	17	159	3	73	87	19	164	9	4	1	177	1
Weighted Base	194	19**	169*	5**	91*	83*	19**	176	12**	5**	***	193	1**
Effective Base	112	10	100	2	47	53	13	103	6	2	1	111	1
Yes - in person (e.g. to the postman/woman)	24 13%	4 19%	18 11%	3 56%	13 14%	10 12%	2 8%	22 12%	-	3 59%	-	24 13%	-
Yes - by telephone	32 16%	1 7%	30 18%	-	13 14%	17 20%	2 10%	32 18%	-	-	* 100%	32 16%	-
Yes - by email	48 25%	4 22%	43 25%	* 10%	28 31%	15 18%	5 23%	40 23%	3 25%	4 89%	* 100%	47 25%	-
Yes - by letter	17 9%	2 10%	15 9%	-	7 8%	10 12%	-	16 9%	2 13%	-	-	17 9%	-
Yes - on an online web forum	29 15%	2 12%	27 16%	-	17 19%	6 7%	6 30%	22 12%	7 54%	* 9%	-	29 15%	-
Yes - via social media (Facebook, Twitter, etc)	18 9%	2 12%	15 9%	-	6 7%	9 11%	2 11%	18 10%	-	-	-	18 9%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	88 45%	10 50%	76 45%	2 34%	31 34%	49 59%d	8 39%	86 49%	1 8%	-	-	87 45%	1 100%
NET Made a complaint	106 55%	10 50%	93 55%	3 66%	60 66%e	34 41%	12 61%	90 51%	11 92%	5 100%	* 100%	106 55%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
Other Postal Service

Base : Sent via - Other Postal Service

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	179	49	33	45	52	18	21	10	12	9	12	13	16	16	17	20	15
Weighted Base	194	52**	36**	51**	55*	22**	21**	9**	13**	14**	9**	11**	22**	19**	16**	23**	16**
Effective Base	112	29	23	29	31	13	11	5	9	8	7	7	12	11	11	12	9
Yes - in person (e.g. to the postman/woman)	24 13%	1 2%	3 9%	7 13%	13 24%	-	1 5%	-	2 13%	2 11%	-	-	5 22%	2 10%	4 22%	4 17%	6 36%
Yes - by telephone	32 16%	10 20%	3 7%	4 8%	15 26%	2 10%	8 39%	-	2 15%	-	1 7%	2 19%	2 9%	* *	5 32%	6 27%	3 19%
Yes - by email	48 25%	8 15%	5 14%	8 16%	27 48%	3 14%	2 9%	3 32%	3 25%	2 13%	-	1 14%	3 12%	4 20%	9 56%	9 39%	9 55%
Yes - by letter	17 9%	2 5%	3 8%	2 5%	10 18%	2 7%	1 4%	-	-	-	3 29%	-	1 4%	1 8%	5 28%	4 17%	1 9%
Yes - on an online web forum	29 15%	8 15%	3 8%	7 14%	12 21%	4 21%	1 6%	2 22%	2 16%	-	1 7%	-	-	7 37%	2 14%	4 17%	5 34%
Yes - via social media (Facebook, Twitter, etc)	18 9%	7 13%	1 3%	5 9%	5 10%	2 7%	5 22%	* 5%	-	1 8%	-	-	-	5 25%	3 17%	1 6%	1 7%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	88 45%	20 39%	22 62%	26 50%	20 36%	9 41%	7 36%	4 41%	8 60%	9 68%	5 57%	7 67%	12 54%	7 37%	3 20%	11 49%	5 32%
NET Made a complaint	106 55%	31 61%	13 38%	25 50%	36 64%	13 59%	13 64%	5 59%	5 40%	4 32%	4 43%	3 33%	10 46%	12 63%	13 80%	12 51%	11 68%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Base : All participants

	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	525 9%	43 3%	482 10%a	211 24%d	314 6%	259 9%	264 8%	140 17%ijklm	121 14%ijklm	91 8%klm	69 8%klm	60 5%m	31 4%	13 2%	261 15%opq	159 8%q	105 4%	44 3%	412 8%	107 12%r
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	149 2%	6 *	143 3%a	91 11%d	58 1%	103 3%f	46 1%	51 6%ijklm	48 5%ijklm	29 3%klm	13 2%m	6 1%	3 *	-	99 6%opq	42 2%q	9 *	3 *	122 2%	27 3%
DHL	150 2%	8 1%	142 3%a	82 10%d	68 1%	86 3%	64 2%	44 5%jklm	44 5%jklm	36 3%klm	12 1%lm	12 1%	2 *	*	88 5%opq	48 2%pq	14 1%	2 *	111 2%	38 4%r
FedEx	146 2%	4 *	142 3%a	82 9%d	64 1%	95 3%f	50 2%	40 5%jklm	56 6%jklm	35 3%jklm	8 1%	3 *	2 *	2 *	96 6%opq	43 2%pq	7 *	4 *	109 2%	37 4%r
Evri	297 5%	34 3%	263 5%a	124 14%d	172 3%	128 4%	169 5%	73 9%jklm	69 8%klm	72 6%klm	40 5%klm	22 2%	12 2%	9 1%	142 8%opq	111 6%pq	43 2%	20 1%	237 5%	56 6%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	160 3%	7 1%	153 3%a	86 10%d	74 1%	107 4%f	53 2%	34 4%klm	51 6%jklm	43 4%klm	17 2%lm	9 1%	4 1%	2 *	86 5%opq	59 3%pq	15 1%	6 *	120 2%	40 4%r
Parcelforce	141 2%	6 1%	135 3%a	70 8%d	71 1%	90 3%f	51 2%	30 4%klm	36 4%klm	41 4%klm	14 2%l	14 1%	2 *	5 1%	66 4%pq	55 3%pq	20 1%	7 *	111 2%	29 3%
TNT	118 2%	4 *	114 2%a	74 9%d	44 1%	82 3%f	36 1%	32 4%jklm	41 5%ijklm	28 3%klm	10 1%lm	7 1%	-	*	73 4%opq	38 2%pq	7 *	*	90 2%	26 3%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	143 2%	6 *	137 3%a	93 11%d	50 1%	96 3%f	47 1%	34 4%jklm	50 6%ijklm	35 3%klm	13 2%k	5 *	5 1%	2 *	84 5%opq	48 2%pq	12 *	7 1%	109 2%	34 4%r
UK Mail	152 2%	8 1%	144 3%a	83 10%d	69 1%	98 3%f	55 2%	55 7%ijklm	40 5%klm	31 3%klm	14 2%klm	10 1%l	-	2 *	95 6%opq	45 2%pq	12 *	2 *	107 2%	44 5%r
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	141 2%	11 1%	130 3%a	77 9%d	64 1%	89 3%f	52 2%	30 4%klm	44 5%klm	35 3%klm	23 3%klm	7 1%	*	2 *	74 4%pq	58 3%pq	9 *	2 *	106 2%	34 4%r
Amazon Delivery Service/ Logistics	217 4%	28 2%	189 4%a	97 11%d	120 2%	113 4%	104 3%	49 6%iklm	76 9%ijklm	35 3%klm	32 4%klm	12 1%	7 1%	5 1%	125 7%opq	67 3%pq	25 1%	13 1%	162 3%	51 6%r
Other Postal Service	106 2%	2 *	104 2%a	66 8%d	40 1%	66 2%f	40 1%	20 2%klm	32 4%klm	30 3%klm	13 2%	5 *	3 *	2 *	53 3%pq	43 2%pq	10 *	5 *	84 2%	21 2%
None of the above	5216 85%	1143 93%b	4073 83%	491 57%	4724 89%c	2544 84%	2659 85%	589 72%	653 75%	928 83%gh	693 84%gh	1045 92%ghij	706 93%ghij	601 96%ghijk	1242 73%	1621 83%n	2352 93%no	1307 94%no	4477 86%s	698 77%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
		Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	525 9%	154 13%bcd	160 8%d	120 9%d	91 5%	314 10%f	211 7%	424 12%h	98 4%	41 7%	50 7%	156 10%	165 11%j	94 9%	371 10%	41 7%	466 9%	130 10%	372 8%	23 8%
Citipost	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	149 2%	58 5%bcd	39 2%	29 2%	23 1%	98 3%f	52 2%	134 4%h	15 1%	10 2%	20 3%	37 2%	43 3%	35 3%	100 3%	10 2%	135 3%	69 5%rs	78 2%	3 1%
DHL	150 2%	72 6%bcd	33 2%	23 2%	22 1%	105 3%f	45 1%	139 4%h	11 *	7 1%	15 2%	39 2%	45 3%	43 4%i	98 3%	7 1%	141 3%	52 4%r	90 2%	7 2%
FedEx	146 2%	57 5%bcd	39 2%	25 2%	25 1%	96 3%f	50 2%	136 4%h	10 *	11 2%	24 3%	34 2%	43 3%	31 3%	101 3%	11 2%	134 3%	59 5%rs	85 2%	2 1%
Evri	297 5%	95 8%bcd	72 4%	69 5%	60 4%	167 5%	129 4%	237 6%h	55 2%	15 3%	33 5%	80 5%	79 5%	70 7%i	192 5%	15 3%	268 5%o	84 7%r	193 4%	20 7%
Interlink	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	160 3%	50 4%bcd	45 2%	35 3%	30 2%	95 3%	65 2%	146 4%h	14 1%	5 1%	17 2%	56 4%i	48 3%i	31 3%	121 3%i	5 1%	152 3%o	66 5%r	85 2%	9 3%
Parcelforce	141 2%	63 5%bcd	31 2%	24 2%	23 1%	94 3%f	47 2%	128 3%h	12 *	7 1%	15 2%	50 3%i	38 2%	31 3%	103 3%	7 1%	133 3%	58 4%r	78 2%	5 2%
TNT	118 2%	53 5%bcd	29 1%	21 2%	16 1%	81 3%f	37 1%	109 3%h	9 *	7 1%	12 2%	32 2%	42 3%	25 2%	86 2%	7 1%	111 2%	52 4%r	63 1%	3 1%
TNT Post UK	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	143 2%	71 6%bcd	21 1%	33 2%bd	18 1%	91 3%f	51 2%	133 4%h	8 *	7 1%	17 2%	46 3%	42 3%	31 3%	105 3%	7 1%	136 3%	71 5%rs	71 2%	1 *
UK Mail	152 2%	59 5%bcd	36 2%	34 2%	23 1%	95 3%f	57 2%	135 4%h	17 1%	10 2%	22 3%	52 3%	45 3%	23 2%	119 3%	10 2%	142 3%	64 5%r	80 2%	8 3%
DX	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	141 2%	56 5%bcd	40 2%	25 2%	20 1%	96 3%f	45 1%	125 3%h	14 1%	6 1%	17 2%	42 3%	35 2%	37 3%i	94 2%	6 1%	130 3%	60 5%r	75 2%	5 2%
Amazon Delivery Service/ Logistics	217 4%	74 6%bcd	45 2%	43 3%	55 3%	119 4%	98 3%	175 5%h	41 2%	18 3%	27 4%	59 4%	60 4%	38 4%	146 4%	18 3%	187 4%	79 6%rs	134 3%	4 1%
Other Postal Service	106 2%	35 3%bd	22 1%	25 2%	23 1%	58 2%	48 2%	95 3%h	11 *	10 2%	16 2%	30 2%	30 2%	20 2%	76 2%	10 2%	95 2%	55 4%rs	48 1%	3 1%
None of the above	5216 85%	888 77%	1662 86%a	1178 85%a	1486 89%abc	2551 82%	2664 87%e	2935 80%	2202 92%g	497 89%klmn	615 86%	1304 83%	1281 82%	872 82%	3200 83%	523 89%p	4321 84%	1045 81%	3913 86%q	257 86%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Base : All participants

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	3	441
Royal Mail	525 9%	451 8%	74 9%	16 9%	463 9%g	33 6%	19 6%	10 6%	15 6%	65 10%	47 9%	30 7%	55 10%	59 10%h	89 11%hkr	58 7%	45 9%	3 4%	30 7%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	149 2%	130 2%	20 2%	3 2%	129 2%	10 2%	8 3%	3 2%	7 3%o	16 2%o	11 2%o	8 2%o	16 3%o	14 2%o	39 5%kor	2 *	15 3%o	2 3%o	8 2%o
DHL	150 2%	117 2%	33 4%a	3 2%	129 2%	11 2%	7 2%	3 2%	3 1%	16 2%	12 2%	5 1%	20 4%k	17 3%	31 4%kp	19 2%	7 1%	1 2%	10 2%
FedEx	146 2%	120 2%	26 3%	3 2%	129 2%	6 1%	8 3%	3 2%	3 1%	13 2%	10 2%	7 1%	22 4%hkr	15 3%	22 3%	22 3%	14 3%	1 2%	5 1%
Evri	297 5%	252 5%	44 5%	3 2%	256 5%g	19 4%	18 6%q	4 2%	9 4%	49 7%jkc	19 4%	15 3%	27 5%	41 7%jkc	35 4%	38 5%	24 4%	* 1%	19 4%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	160 3%	141 3%	19 2%	4 2%	140 3%	10 2%	7 2%	3 1%	6 2%	16 2%	12 2%	5 1%	17 3%	21 4%ko	34 4%ko	10 1%	19 4%ko	* *	10 2%
Parcelforce	141 2%	118 2%	23 3%	3 2%	121 2%	10 2%	8 3%	2 1%	4 2%	14 2%	5 1%	8 2%	19 4%j	16 3%	33 4%jo	13 2%	10 2%	1 1%	9 2%
TNT	118 2%	101 2%	17 2%	3 2%	106 2%	4 1%	5 2%	3 2%	5 2%	17 3%	12 2%	7 2%	18 3%opr	12 2%	22 3%r	7 1%	6 1%	1 1%	3 1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	143 2%	114 2%	28 3%	3 2%	124 2%	9 2%	7 2%	2 1%	3 1%	19 3%	14 3%	7 1%	20 4%p	20 3%p	20 2%	17 2%	5 1%	* 2%	8 2%
UK Mail	152 2%	131 2%	21 2%	5 3%	135 3%	7 1%	8 3%	3 2%	4 2%	15 2%	14 3%	8 2%	14 3%	17 3%	40 5%hkopr	19 2%	6 1%	* *	6 1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	141 2%	124 2%	17 2%	5 3%	121 2%	8 2%	10 3%g	2 1%	5 2%	19 3%jo	3 1%	5 1%	20 4%kop	18 3%jo	37 5%jkopr	7 1%	6 1%	* *	8 2%
Amazon Delivery Service/ Logistics	217 4%	192 4%	25 3%	7 4%	192 4%	10 2%	11 4%	4 2%	6 2%	9 1%	17 3%	15 3%	34 6%hior	22 4%i	41 5%ir	25 3%	23 4%i	2 2%	9 2%
Other Postal Service	106 2%	85 2%	21 2%	5 3%	94 2%	6 1%	5 2%	1 1%	3 1%	14 2%	4 1%	4 1%	15 3%j	10 2%	20 2%	13 2%	12 2%	-	6 1%
None of the above	5216 85%	4488 85%	728 84%	147 85%	4352 84%	456 88%d	254 86%	153 90%d	220 88%mn	562 83%	434 85%	385 86%	455 84%	465 81%	658 81%	738 87%mn	436 82%	62 90%	394 88%mnp

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	525 9%	241 10%bd	147 7%	362 10%bd	268 8%	241 10%g	15 8%	35 4%	147 7%j	15 6%	38 4%	191 9%nq	217 9%nq	74 9%nq	32 5%	11 5%	408 9%nq	43 5%	260 10%tuvx	203 9%ux	40 6%	14 4%	5 3%	464 9%tuvx	20 4%	332 20%z	193 4%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	149 2%	77 3%bd	32 3%bd	116 3%bd	71 2%	77 3%g	4 2%	6 1%	32 1%j	4 2%	3 *	61 3%nq	55 2%	24 3%nq	6 1%	4 2%	116 3%q	9 1%	55 2%	70 3%	13 2%	8 2%	* -	126 3%	9 2%	130 8%z	20
DHL	150 2%	95 4%bd	12 1%	134 4%bd	51 2%b	95 4%g	3 2%	8 1%	12 1%	1 *	2 *	64 3%nq	56 2%	23 3%nq	5 1%	1 1%	120 3%nq	7 1%	71 3%ux	56 2%ux	21 3%ux	1 *	1 1%	127 3%	2 *	127 8%z	22
FedEx	146 2%	95 4%bd	10 *	130 4%bd	45 2%	95 4%g	7 4%g	3 *	10 *	2 1%	5 *	68 3%l	48 2%	16 2%	9 2%	5 2%	116 3%	14 2%	72 3%x	60 3%	9 1%	4 1%	- -	132 3%x	4 1%	129 8%z	17
Evri	297 5%	148 6%bd	79 3%	200 6%bd	131 4%	148 6%g	6 3%	28 4%	79 3%j	6 3%	17 2%	112 5%	121 5%	30 4%	26 4%	8 3%	232 5%	34 4%	152 6%x	104 4%	25 4%	11 3%	3 2%	255 5%	15 3%	201 12%z	96 2%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	160 3%	90 4%bd	26 1%	132 4%bd	68 2%b	90 4%g	3 2%	8 1%	26 1%j	1 1%	2 *	78 4%lnq	47 2%	24 3%	7 1%	4 2%	125 3%	11 1%	72 3%	61 3%	17 2%	7 2%	1 1%	133 3%	9 2%	137 8%z	23 1%
Parcelforce	141 2%	72 3%b	34 2%	105 3%bd	43 1%	72 3%g	4 2%	5 1%	34 2%j	2 1%	4 *	46 2%	40 2%	21 3%	6 1%	4 2%	86 2%	10 1%	64 2%	59 2%	12 2%	6 1%	3 2%	122 2%	7 1%	118 7%z	24 1%
TNT	118 2%	75 3%bd	14 1%	104 3%bd	43 1%b	75 3%g	4 2%	6 1%	14 1%	2 1%	2 *	46 2%	40 2%	21 3%	6 1%	5 2%	86 2%	11 1%	46 2%	59 2%	15 2%	6 2%	1 1%	96 2%	7 1%	112 7%z	6 *
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	143 2%	89 4%bd	17 1%	125 4%bd	54 2%b	89 4%g	2 1%	2 *	17 1%	1 *	3 *	64 3%nq	51 2%nq	22 3%	2 *	4 1%	114 3%nq	6 1%	63 2%	59 2%	15 2%	4 1%	1 1%	121 2%	5 1%	133 8%z	9
UK Mail	152 2%	88 4%bd	27 1%	123 4%bd	61 2%	88 4%g	7 4%g	7 1%	27 1%	2 1%	7 1%	65 3%nq	58 2%	18 2%	7 1%	4 2%	123 3%	11 1%	66 3%u	64 3%u	17 3%u	* *	5 *	130 3%u	6 1%	140 9%z	13 *
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	141 2%	94 4%bd	14 1%	127 4%bd	47 1%b	94 4%g	2 1%	8 1%	14 1%	1 1%	2 *	65 3%lnq	46 2%	23 3%q	5 1%	2 1%	111 2%q	7 1%	60 2%x	66 3%ux	13 2%	1 *	* -	125 3%x	3 1%	120 7%z	21
Amazon Delivery Service/ Logistics	217 4%	130 5%bd	36 2%	177 5%bd	83 3%	130 5%g	12 6%g	20 3%	36 2%	1 1%	12 1%	81 4%	90 4%	27 3%	16 3%	3 1%	171 4%	19 2%	108 4%tv	85 4%t	11 2%	11 3%	* *	193 4%tv	11 2%	158 10%z	59 1%
Other Postal Service	106 2%	63 3%bd	7 *	97 3%bd	41 1%b	63 3%g	6 3%g	2 *	7 *	4 2%h	6 1%	59 3%lnpq	23 1%	17 2%l	5 1%	2 *	82 2%l	7 1%	50 2%	44 2%	10 2%	2 1%	* *	93 2%	3 1%	96 6%z	10
None of the above	5216 85%	1969 82%	1995 88%acd	2809 81%	2835 86%ac	1969 82%	167 86%	702 90%e	1995 88%	205 91%	1002 94%h	1728 84%	2059 85%	666 82%	519 87%m	215 90%kmp	3788 84%	734 88%klmp	2128 83%	1997 84%	599 88%rw	307 87%	149 93%rsw	4125 84%	457 89%rsw	1031 63%	4185 92%y

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	525 / 9%	43 / 11%	470 / 8%	12 / 28%ab	176 / 10%e	311 / 7%	39 / 12%e	477 / 8%	35 / 22%gijk	8 / 11%	4 / 5%	520 / 9%	2 / 5%
Citipost	- / -	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	149 / 2%	10 / 2%	135 / 2%	5 / 11%ab	61 / 4%e	77 / 2%	12 / 4%	127 / 2%	18 / 11%jk	4 / 6%	* / -	149 / 2%	* / -
DHL	150 / 2%	13 / 3%	132 / 2%	5 / 12%ab	64 / 4%e	65 / 2%	20 / 6%e	130 / 2%	19 / 12%jk	- / -	* / -	150 / 2%	- / -
FedEx	146 / 2%	18 / 5%b	124 / 2%	4 / 8%b	65 / 4%e	69 / 2%	11 / 4%	122 / 2%	20 / 13%jk	4 / 5%	* / -	146 / 2%	- / -
Evri	297 / 5%	14 / 3%	279 / 5%	4 / 10%	114 / 7%e	155 / 4%	27 / 8%e	264 / 5%	25 / 16%jk	7 / 11%j	- / -	296 / 5%	* / -
Interlink	- / -	-	-	-	-	-	-	-	-	-	-	-	-
DPD	160 / 3%	13 / 3%	142 / 2%	5 / 11%ab	75 / 4%e	74 / 2%	11 / 3%	131 / 2%	23 / 14%gijk	5 / 8%gk	* / -	159 / 3%	1 / 2%
Parcelforce	141 / 2%	9 / 2%	126 / 2%	6 / 14%ab	73 / 4%e	58 / 1%	10 / 3%	117 / 2%	20 / 12%gijk	4 / 6%	- / -	141 / 2%	- / -
TNT	118 / 2%	10 / 3%	105 / 2%	3 / 8%b	58 / 3%e	52 / 1%	8 / 2%	97 / 2%	19 / 12%gijk	2 / 2%	* / -	118 / 2%	- / -
TNT Post UK	- / -	-	-	-	-	-	-	-	-	-	-	-	-
UPS	143 / 2%	23 / 6%b	118 / 2%	2 / 4%	66 / 4%e	66 / 2%	11 / 3%	117 / 2%	23 / 14%gijk	3 / 4%	* / -	143 / 2%	- / -
UK Mail	152 / 2%	17 / 4%	130 / 2%	6 / 14%ab	70 / 4%e	66 / 2%	16 / 5%e	123 / 2%	23 / 14%gijk	7 / 10%gijk	* / -	152 / 3%	* / -
DX	- / -	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	141 / 2%	10 / 2%	124 / 2%	7 / 17%ab	68 / 4%e	55 / 1%	19 / 6%e	118 / 2%	22 / 14%gijk	1 / 1%	- / -	141 / 2%	- / -
Amazon Delivery Service/ Logistics	217 / 4%	17 / 4%	195 / 3%	5 / 13%ab	72 / 4%e	120 / 3%	25 / 8%de	194 / 3%	22 / 14%gijk	1 / 1%	- / -	217 / 4%	- / -
Other Postal Service	106 / 2%	10 / 2%	93 / 2%	3 / 7%b	60 / 4%e	34 / 1%	12 / 4%e	90 / 2%	11 / 7%gk	5 / 7%gk	* / -	106 / 2%	- / -
None of the above	5216 / 85%	327 / 82%c	4863 / 85%c	26 / 61%	1365 / 80%	3609 / 87%df	242 / 75%	4980 / 85%hi	86 / 53%	47 / 69%	70 / 95%hik	5112 / 84%hi	33 / 93%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ3_ANY_PROVIDER. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?
NET: Any complaint

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	525	143	116	134	132	66	47	30	45	46	26	33	56	45	42	43	47
	9%	9%	8%	9%	9%	13%gjk	9%j	6%	9%	9%j	5%	7%	11%gj	9%	8%	8%	9%j
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	149	49	28	35	37	21	16	12	11	8	10	11	12	11	18	10	10
	2%	3%	2%	2%	2%	4%	3%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%
DHL	150	51	22	41	36	12	22	17	13	3	5	4	20	17	18	13	5
	2%	3%b	1%	3%	2%	2%	4%ijkp	3%jk	3%	1%	1%	1%	4%ijkp	3%ijk	3%ijk	3%	1%
FedEx	146	42	36	27	40	15	13	14	17	9	10	4	8	15	24	8	8
	2%	3%	2%	2%	3%	3%	3%	3%	3%k	2%	2%	1%	2%	3%	5%iklop	2%	2%
Evri	297	106	58	61	71	40	30	36	28	12	17	15	17	29	21	30	20
	5%	7%bcd	4%	4%	5%	8%ijkln	6%i	7%ijkl	5%	2%	3%	3%	3%	6%i	4%	6%i	4%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	160	41	31	41	46	17	17	7	7	13	12	9	21	11	16	16	15
	3%	3%	2%	3%	3%	3%	3%	1%	1%	2%	2%	2%	4%gh	2%	3%	3%	3%
Parcelforce	141	44	32	31	34	13	19	12	13	5	14	5	8	18	12	11	11
	2%	3%	2%	2%	2%	3%	4%ik	2%	3%	1%	3%	1%	2%	3%ik	2%	2%	2%
TNT	118	43	30	21	24	15	20	9	12	5	12	4	6	10	13	8	3
	2%	3%c	2%	1%	2%	3%p	4%iklp	2%	2%	1%	2%	1%	1%	2%	3%	2%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	143	47	29	35	32	21	16	10	10	5	14	7	10	18	18	5	9
	2%	3%	2%	2%	2%	4%ijko	3%	2%	2%	1%	3%	1%	2%	3%io	3%io	1%	2%
UK Mail	152	44	29	29	51	21	12	11	12	9	7	2	11	16	24	16	11
	2%	3%	2%	2%	3%b	4%ijk	2%k	2%	2%k	2%	1%	*	2%	3%k	4%ijk	3%k	2%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	141	49	20	35	36	20	20	9	11	6	4	4	15	16	17	15	4
	2%	3%b	1%	2%	2%	4%ijkp	4%ijkp	2%	2%	1%	1%	1%	3%	3%jkp	3%jkp	3%j	1%
Amazon Delivery Service/ Logistics	217	57	50	51	60	22	21	14	16	17	16	17	21	14	30	16	13
	4%	4%	3%	3%	4%	4%	4%	3%	3%	3%	3%	3%	4%	3%	6%	3%	3%
Other Postal Service	106	31	13	25	36	13	13	5	5	4	4	3	10	12	13	12	11
	2%	2%b	1%	2%	2%b	2%	3%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%
None of the above	5216	1269	1337	1317	1293	422	426	420	455	434	449	422	438	458	447	432	413
	85%	82%	87%a	85%	84%	80%	82%	84%	87%e	85%	88%efl	86%e	82%	87%e	84%	85%	83%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of Royal Mail	6132 99%	1224 99%	4909 99%	848 98%	5284 100%c	2990 99%	3128 100%	813 99%	866 99%	1110 99%	818 100%	1141 100%gi	759 100%gi	624 100%	1679 99%	1928 99%	2524 100%no	1383 100%	5183 99%	899 99%
Used Royal Mail to send	3400 55%	774 63%b	2626 53%	590 69%d	2810 53%	1620 54%	1774 56%	453 55%	502 58%lm	684 61%gklm	461 56%lm	620 54%	373 49%	306 49%	955 56%pq	1146 59%pq	1300 51%	679 49%	2833 54%	529 58%
Used Royal Mail to receive	4317 70%	895 73%	3423 69%	560 65%	3758 71%c	2076 69%	2228 71%	571 69%	579 66%	797 71%	576 70%	804 70%	555 73%h	435 69%	1150 68%	1374 71%	1794 71%	990 71%	3708 71%s	582 64%
Net used	5647 92%	1100 89%	4547 92%a	819 95%d	4828 91%	2724 90%	2909 93%e	761 92%	801 92%	1025 91%	764 93%	1049 92%	685 90%	561 90%	1562 92%	1789 92%	2295 91%	1247 90%	4771 92%	829 92%
Lost mail	301 5%	26 2%	275 6%a	114 13%d	186 4%	128 4%	170 5%	73 9%hijklm	43 5%lm	58 5%lm	43 5%lm	55 5%lm	17 2%	12 2%	116 7%pq	101 5%pq	84 3%	28 2%	259 5%	35 4%
Damaged mail	227 4%	35 3%	192 4%	75 9%d	152 3%	119 4%	108 3%	60 7%iklm	44 5%klm	35 3%m	37 4%lm	33 3%m	15 2%	3 1%	105 6%opq	71 4%pq	51 2%	18 1%	195 4%	29 3%
Delayed mail	603 10%	90 7%	513 10%a	164 19%d	439 8%	248 8%	352 11%e	128 16%ijklm	123 14%ijklm	114 10%lm	80 10%lm	91 8%m	39 5%	28 4%	251 16%opq	194 10%pq	158 6%	67 5%	496 10%	102 11%
Mis-delivered mail	202 3%	30 2%	173 3%	69 8%d	134 3%	91 3%	111 4%	35 4%l	47 5%kl	28 3%	26 3%	34 3%	14 2%	19 3%	81 5%opq	54 3%	67 3%	33 2%	172 3%	29 3%
Mail that has been tampered with	100 2%	13 1%	87 2%	43 5%d	57 1%	55 2%	45 1%	28 3%jklm	18 2%l	22 2%	8 1%	15 1%	4 1%	4 1%	46 3%opq	29 1%	24 1%	9 1%	85 2%	15 2%
Didn't allow sufficient time to answer the door	209 3%	38 3%	171 3%	65 8%d	144 3%	90 3%	117 4%	57 7%hijklm	30 3%m	38 3%m	21 3%	37 3%m	17 2%	7 1%	88 5%opq	59 3%	62 2%	25 2%	182 3%	26 3%
Other problems	20 *	1 *	20 *	3 *	17 *	10 *	11 *	3 *	3 *	4 *	* *	6 *	4 1%	* *	5 *	5 *	10 *	5 *	16 *	4 *
No - there have been no problems	2235 36%	607 49%b	1628 33%	271 31%	1964 37%c	1104 37%	1130 36%	213 26%	285 33%g	465 41%g	302 37%g	448 39%gh	275 36%g	245 39%gh	499 29%	767 39%n	969 38%n	520 38%n	1866 36%	342 38%
I don't know	110 2%	17 1%	93 2%	13 2%	96 2%	52 2%	57 2%	19 2%	17 2%	15 1%	19 2%	11 1%	18 2%k	10 2%	36 2%	34 2%	40 2%	29 2%	88 2%	22 2%
NET Any problem experienced	1055 17%	151 12%	905 18%a	306 36%d	749 14%	463 15%	586 19%e	221 27%ijklm	200 23%ijklm	204 18%klm	140 17%lm	161 14%lm	79 10%	51 8%	420 25%opq	344 18%pq	291 12%	130 9%	879 17%	165 18%
Made a complaint about Royal Mail	525 9%	43 3%	482 10%a	211 24%d	314 6%	259 9%	264 8%	140 17%ijklm	121 14%ijklm	91 8%klm	69 8%klm	60 5%m	31 4%	13 2%	261 15%opq	159 8%pq	105 4%	44 3%	412 8%	107 12%r

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income £11,500 - £17,499 per ye (j)	Income £17,500 - £29,999 per ye (k)	Income £30,000 - £49,999 per ye (l)	Income £50,000+ per yea (m)	Income £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of Royal Mail	6132 99%	1147 99%	1927 99%	1385 99%	1674 100%	3074 99%	3058 100%	3667 99%	2381 99%	560 100%	713 99%	1564 100%	1541 99%	1065 100%	3818 99%	586 100%	5141 99%	1287 99%	4550 100%s	295 98%
Used Royal Mail to send	3400 55%	714 62%bcd	1106 57%d	785 56%d	794 47%	1820 59%f	1580 51%	2174 59%h	1179 49%	262 47%	350 49%	830 53%i	914 59%ijkn	646 60%ijkn	2094 54%ij	276 47%	2915 56%o	634 49%	2618 57%q	148 49%
Used Royal Mail to receive	4317 70%	789 68%	1401 72%	965 69%	1162 69%	2191 71%	2126 69%	2557 69%	1712 72%	398 71%	470 66%	1079 69%	1096 71%	791 74%ijkn	2645 69%	422 72%	3614 70%	907 70%s	3226 71%s	184 61%
Net used	5647 92%	1074 93%d	1811 93%d	1280 92%d	1482 88%	2884 93%f	2762 90%	3428 93%h	2146 90%	485 86%	631 88%	1453 92%ij	1444 93%ij	1009 94%ijn	3528 92%ij	509 87%	4770 92%o	1162 90%	4221 92%qs	263 87%
Lost mail	301 5%	76 7%d	99 5%	61 4%	65 4%	175 6%f	126 4%	225 6%h	74 3%	24 4%	26 4%	74 5%	107 7%jk	54 5%	206 5%	24 4%	264 5%	69 5%s	226 5%	6 2%
Damaged mail	227 4%	54 4%	74 4%	54 4%	46 3%	128 4%	99 3%	176 5%h	50 2%	24 4%	20 3%	61 4%	71 5%	34 3%	152 4%	24 4%	188 4%	55 4%	160 4%	11 4%
Delayed mail	603 10%	155 13%bcd	203 10%d	130 9%	116 7%	358 12%f	245 8%	425 12%h	172 7%	42 7%	60 8%	141 9%	192 12%ijk	112 10%	393 10%	44 7%	523 10%	135 10%	441 10%	27 9%
Mis-delivered mail	202 3%	60 5%bcd	64 3%	45 3%	34 2%	124 4%f	79 3%	154 4%h	45 2%	10 2%	18 3%	68 4%im	64 4%i	25 2%	151 4%	11 2%	182 4%	58 5%r	130 3%	14 5%
Mail that has been tampered with	100 2%	29 3%d	27 1%	24 2%	19 1%	57 2%	43 1%	76 2%h	24 1%	7 1%	8 1%	24 2%	41 3%m	13 1%	73 2%	7 1%	89 2%	29 2%	68 1%	2 1%
Didn't allow sufficient time to answer the door	209 3%	65 6%bcd	54 3%	45 3%	45 3%	119 4%	90 3%	145 4%h	62 3%	17 3%	17 2%	59 4%	80 5%j	29 3%	149 4%	17 3%	182 4%	55 4%	150 3%	4 1%
Other problems	20 *	4 *	6 *	3 *	7 *	10 *	11 *	11 *	9 *	2 *	1 *	4 *	6 *	3 *	11 *	2 *	16 *	1 *	16 *	3 1%d
No - there have been no problems	2235 36%	427 37%d	746 38%d	523 38%d	539 32%	1173 38%f	1062 35%	1371 37%	839 35%	166 30%	231 32%	530 34%	572 37%i	433 41%ijkn	1333 35%	179 30%	1912 37%o	361 28%	1784 39%qs	90 30%
I don't know	110 2%	18 2%	35 2%	22 2%	36 2%	53 2%	57 2%	65 1%	46 2%	14 2%	13 2%	20 1%	29 2%	12 1%	62 2%	14 2%	78 2%	20 2%	79 2%	11 4%
NET Any problem experienced	1055 17%	270 23%d	325 17%d	241 17%d	219 13%	595 19%f	460 15%	752 20%h	294 12%	82 15%	106 15%	281 18%	313 20%ij	201 19%	700 18%	84 14%	924 18%	253 20%r	755 17%	47 16%
Made a complaint about Royal Mail	525 9%	154 13%bcd	160 8%d	120 9%d	91 5%	314 10%f	211 7%	424 12%h	98 4%	41 7%	50 7%	156 10%	165 11%j	94 9%	371 10%	41 7%	466 9%	130 10%	372 8%	23 8%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 360

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Rural (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of Royal Mail	6132 99%	5277 99%	855 99%	173 100%	5153 99%	516 100%	295 100%	169 99%	250 100%	670 99%	502 99%	445 99%	542 100%	572 100%	805 99%	840 99%	526 99%	69 100%	447 100%
Used Royal Mail to send	3400 55%	2885 54%	515 60%a	104 60%	2873 55%g	291 56%g	156 53%g	79 47%	121 48%	369 55%	280 55%	235 52%	301 55%	335 58%h	491 61%hk	452 54%	290 55%	42 61%	249 55%h
Used Royal Mail to receive	4317 70%	3718 70%	599 69%	126 73%	3604 70%	382 74%	209 71%	123 72%	164 65%	463 69%	337 66%	325 73%hc	372 68%	418 73%hq	537 66%	610 72%hc	378 71%	41 60%	340 76%hijnq
Net used	5647 92%	4841 91%	806 93%	162 94%	4742 91%	480 93%	268 91%	156 92%	219 87%	621 92%h	453 89%	412 92%	494 91%	537 94%hj	743 92%	787 93%hj	476 90%	65 94%	415 92%h
Lost mail	301 5%	246 5%	55 6%	8 5%	264 5%g	21 4%	11 4%	4 3%	8 3%	29 4%	22 4%	26 6%	32 6%	39 7%h	37 5%	38 5%	33 6%	2 4%	19 4%
Damaged mail	227 4%	191 4%	37 4%	5 3%	196 4%	15 3%	10 4%	6 4%	6 2%	34 5%	23 5%	11 3%	28 5%	20 3%	21 3%	35 4%	17 3%	1 2%	13 3%
Delayed mail	603 10%	512 10%	91 11%	22 13%	515 10%	51 10%	22 8%	15 9%	18 7%	64 9%	47 9%	35 8%	65 12%h	70 12%h	89 11%	76 9%	53 10%	5 8%	45 10%
Mis-delivered mail	202 3%	187 4%b	15 2%	3 2%	178 3%f	16 3%	4 1%	4 2%	5 2%	16 2%	19 4%p	11 2%	25 5%p	24 4%p	42 5%p	32 4%p	4 1%	1 2%	15 3%p
Mail that has been tampered with	100 2%	92 2%	8 1%	2 1%	83 2%	11 2%	5 2%	2 1%	3 1%	10 2%	9 2%	6 1%	12 2%	7 1%	11 1%	18 2%	7 1%	*	10 2%
Didn't allow sufficient time to answer the door	209 3%	194 4%b	15 2%	2 2%	186 4%	12 2%	7 2%	4 2%	14 6%iklnr	18 3%	18 4%	8 2%	22 4%	26 5%k	22 3%	37 4%	21 4%	1 1%	12 3%
Other problems	20 *	17 *	3 *	1 *	15 *	4 1%	1 *	1 1%	2 1%m	2 *	1 *	1 *	1 *	-	2 *	4 *	2 *	*	3 1%
No - there have been no problems	2235 36%	1882 35%	353 41%a	70 40%	1871 36%	198 38%g	111 38%g	54 32%	81 32%	238 35%	184 36%	159 35%	192 35%	211 37%	325 40%h	289 34%	191 36%	32 47%hc	166 37%
I don't know	110 2%	92 2%	18 2%	4 2%	94 2%	8 1%	5 2%	2 1%	3 1%	13 2%	7 1%	10 2%	12 2%	4 1%	18 2%	18 2%	9 2%	2 2%	6 1%
NET Any problem experienced	1055 17%	911 17%	144 17%	30 17%	908 18%fg	85 16%	40 13%	23 13%	37 15%	117 17%	89 18%	66 15%	96 18%	120 21%k	149 18%	144 17%	89 17%	8 12%	77 17%
Made a complaint about Royal Mail	525 9%	451 8%	74 9%	16 9%	463 9%g	33 6%	19 6%	10 6%	15 6%	65 10%	47 9%	30 7%	55 10%	59 10%h	89 11%hkr	58 7%	45 9%	3 4%	30 7%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of Royal Mail	6132 99%	2397 100%	2246 99%	3443 100%	3293 99%	2397 100%	193 100%	774 100%	2246 100%	227 100%	1069 100%	2060 100%moq	2427 100%moq	802 99%o	590 99%o	227 95%	4487 100%moq	817 98%o	2568 100%stuvx	2358 100%tuvx	666 98%	347 98%	156 97%	4926 100%tuvx	503 98%	1607 99%	4525 100%y
Used Royal Mail to send	3400 55%	1417 59%b	1250 55%	2027 59%	1860 56%	1417 59%fg	89 46%	414 53%	1250 55%j	117 52%	528 49%	1290 63%lmnopq	1364 56%mnoq	380 47%o	276 46%o	85 36%	2654 59%mnoq	361 43%	1692 66%stuvwx	1276 54%tuvx	252 37%v	137 39%v	32 20%	2968 60%stuvx	169 33%v	921 57%	2479 55%
Used Royal Mail to receive	4317 70%	1651 69%	1584 70%	2422 70%	2355 71%	1651 69%	123 64%	536 69%	1584 70%	165 73%	779 73%	1456 71%o	1726 71%o	556 69%	417 70%	149 62%	3183 71%o	566 68%	1852 72%tvx	1678 71%tvx	441 65%v	246 69%v	84 52%	3530 72%tvx	330 64%v	964 59%	3353 74%y
Net used	5647 92%	2230 93%	2070 92%	3212 93%	3052 92%	2230 93%f	160 83%	702 90%f	2070 92%	201 89%	972 91%	1939 94%mnoq	2258 93%mnoq	723 89%o	529 89%o	183 77%	4197 93%mnoq	712 86%o	2468 96%stuvx	2213 93%tuvx	541 79%v	301 85%v	103 64%	4681 95%tuvx	404 79%v	1475 91%	4171 92%
Lost mail	301 5%	106 4%	117 5%	172 5%	182 6%	106 4%g	4 2%	18 2%	117 5%	13 6%	38 4%	108 5%	110 5%	43 5%	31 5%	7 3%	217 5%	38 5%	143 6%t	128 5%t	9 1%	15 4%t	3 2%	271 5%t	18 4%t	137 8%z	164 4%
Damaged mail	227 4%	103 4%	70 3%	147 4%	114 3%	103 4%	7 3%	21 3%	70 3%	13 6%	26 2%	94 5%nq	77 3%	37 5%n	12 2%	8 3%	171 4%	20 2%	114 4%t	82 3%	14 2%	13 4%	4 2%	197 4%	17 3%	115 7%z	112 2%
Delayed mail	603 10%	254 11%	221 10%	362 10%	329 10%	254 11%	13 7%	63 8%	221 10%j	21 9%	75 7%	251 12%lmnoq	236 10%oq	64 8%	40 7%	9 4%	487 11%mnoq	49 6%	341 13%stuvx	218 9%tuvx	28 4%	9 3%	3 2%	560 11%tuvx	12 2%	249 15%z	354 8%
Mis-delivered mail	202 3%	86 4%	69 3%	126 4%	109 3%	86 4%g	4 2%	7 1%	69 3%	4 2%	27 3%	89 4%nq	90 4%mnoq	15 2%	8 1%	*	179 4%	8 1%	117 5%stuvx	69 3%	11 2%	6 2%	*	186 4%tvx	6 1%	117 7%z	85 2%
Mail that has been tampered with	100 2%	59 2%bd	22 1%	75 2%bd	38 1%	59 2%	1	9 1%	22 1%	4 2%	9 1%	49 2%nq	33 1%	11 1%	4 1%	*	82 2%q	4 1%	51 2%	34 1%	8 1%	3 1%	-	85 2%	3 1%	68 4%z	31 1%
Didn't allow sufficient time to answer the door	209 3%	95 4%	71 3%	132 4%	108 3%	95 4%	6 3%	22 3%	71 3%	8 4%	25 2%	78 4%oq	103 4%mnoq	17 2%	11 2%	*	181 4%mnoq	11 1%	104 4%x	78 3%	18 3%	8 2%	1 1%	182 4%	9 2%	104 6%z	105 2%
Other problems	20 *	11 *	8 *	12 *	9 *	11 *	2 1%	4 1%	8 *	-	4 *	8 *	5 *	5 1%	3 *	1	12 *	3 *	8 *	10 *	*	1 *	2 1%t	18 *	2 *	7 *	14 *
No - there have been no problems	2235 36%	925 38%	813 36%	1344 39%	1231 37%	925 38%f	78 28%	295 38%f	813 36%	78 34%	369 34%	853 41%lmnoq	879 36%moq	249 31%	191 32%	61 25%	1732 38%mnoq	252 30%	1085 42%stuvx	854 36%tuvx	179 26%v	93 26%v	20 12%	1939 39%stuvx	113 22%v	421 26%	1814 40%y
I don't know	110 2%	46 2%	46 2%	56 2%	55 2%	46 2%	4 2%	17 2%	46 2%	6 3%	24 2%	34 2%	52 2%	14 2%	8 1%	1 1%	86 2%	10 1%	50 2%	45 2%	8 1%	5 1%	*	95 2%	5 1%	32 2%	78 2%
NET Any problem experienced	1055 17%	446 19%	391 17%	628 18%	574 17%	446 19%g	32 16%	102 13%	391 17%j	33 15%	135 13%	403 20%mnoq	433 18%mnoq	117 14%	76 13%	23 10%	836 19%mnoq	99 12%	557 22%stuvwx	377 16%tvx	66 10%	40 11%	12 8%	934 19%stuvx	52 10%	469 29%z	587 13%
Made a complaint about Royal Mail	525 9%	241 10%bd	147 7%	362 10%bd	268 8%	241 10%g	15 8%	35 4%	147 7%g	15 6%	38 4%	191 9%nq	217 9%nq	74 9%o	32 5%	11 5%	408 9%nq	43 5%	260 10%tuvx	203 9%ux	40 6%	14 4%	5 3%	464 9%tuvx	20 4%	332 20%z	193 4%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of Royal Mail	6132 99%	398 99%	5695 99%c	40 96%	1687 99%	4131 100%df	314 98%	5811 100%hij	155 96%	63 93%	73 98%	6030 100%hi	30 85%
Used Royal Mail to send	3400 55%	199 50%	3175 55%	25 60%	860 50%	2377 57%d	163 51%	3256 56%hi	68 42%	25 37%	39 53%	3349 55%hi	12 33%
Used Royal Mail to receive	4317 70%	288 72%c	4013 70%c	16 39%	1200 70%f	2926 71%f	192 60%	4142 71%hij	85 53%	28 41%	44 59%	4255 70%hij	18 52%
Net used	5647 92%	360 90%	5251 92%	36 87%	1532 90%f	3845 93%df	270 84%	5394 93%hij	131 81%	46 67%	51 69%	5571 92%hij	25 70%
Lost mail	301 5%	19 5%	277 5%	5 12%	94 6%	184 4%	23 7%	290 5%	5 3%	3 4%	1 2%	298 5%	2 5%
Damaged mail	227 4%	12 3%	214 4%	1 3%	82 5%e	128 3%	17 5%	207 4%	13 8%gk	4 5%	3 4%	224 4%	- -
Delayed mail	603 10%	44 11%	552 10%	7 16%	186 11%	386 9%	31 10%	582 10%si	13 8%	- -	6 8%	595 10%i	2 5%
Mis-delivered mail	202 3%	14 3%	183 3%	6 14%ab	75 4%e	110 3%	17 5%e	182 3%	17 10%gk	3 4%	1 2%	201 3%	- -
Mail that has been tampered with	100 2%	7 2%	91 2%	2 5%	41 2%e	51 1%	8 2%	94 2%	3 2%	3 4%	- -	100 2%	- -
Didn't allow sufficient time to answer the door	209 3%	18 5%	186 3%	5 11%b	79 5%e	118 3%	12 4%	200 3%	6 4%	2 3%	1 2%	208 3%	- -
Other problems	20 *	2 1%	18 *	- -	7 *	11 *	2 1%	20 *	- -	- -	- -	20 *	- -
No - there have been no problems	2235 36%	116 29%	2105 37%a	13 32%	486 28%	1661 40%df	88 27%	2162 37%hi	28 18%	14 20%	29 39%h	2204 36%hi	2 7%
I don't know	110 2%	3 1%	107 2%	* *	34 2%	65 2%	11 3%	99 2%	2 1%	1 1%	1 2%	101 2%	8 22%
NET Any problem experienced	1055 17%	81 20%	963 17%	12 28%	341 20%e	651 16%	63 20%	996 17%	38 23%	11 16%	9 13%	1044 17%	2 5%
Made a complaint about Royal Mail	525 9%	43 11%	470 8%	12 28%ab	176 10%e	311 7%	39 12%e	477 8%	35 22%gjk	8 11%	4 5%	520 9%	2 5%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_1. Competitive landscape - Royal Mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of Royal Mail	6132 99%	1527 99%	1534 100%	1539 99%	1532 100%a	523 99%	512 99%	492 99%	522 100%	506 99%	506 100%	488 99%	532 100%gm	519 98%	532 100%gm	507 100%gm	493 99%
Used Royal Mail to send	3400 55%	821 53%	872 57%	861 56%	846 55%	301 57%	274 53%	246 49%	295 56%	290 57%	287 57%	268 55%	305 57%g	287 55%	301 57%	293 58%g	252 51%
Used Royal Mail to receive	4317 70%	1041 67%	1088 71%	1094 71%	1094 71%	344 65%	347 67%	350 70%	365 70%	354 69%	370 73%eo	346 70%	376 71%	372 71%	383 72%	333 66%	378 76%efo
Net used	5647 92%	1400 91%	1426 93%	1410 91%	1411 92%	480 91%	474 92%	446 90%	480 91%	478 94%m	469 92%	446 91%	497 93%m	467 89%	497 93%m	457 90%	457 92%
Lost mail	301 5%	72 5%	73 5%	69 4%	87 6%	29 5%	22 4%	21 4%	29 6%	19 4%	25 5%	26 5%	22 4%	21 4%	36 7%	20 4%	31 6%
Damaged mail	227 4%	72 5%b	43 3%	56 4%	56 4%	27 5%i	32 6%ghi	14 3%	12 2%	9 2%	22 4%	13 3%	17 3%	26 5%i	23 4%	16 3%	16 3%
Delayed mail	603 10%	187 12%bd	138 9%	152 10%	126 8%	84 16%ghijklnop	58 11%	45 9%	50 10%	45 9%	42 8%	36 7%	54 10%	62 12%o	43 8%	35 7%	48 10%
Mis-delivered mail	202 3%	49 3%	36 2%	41 3%	77 5%abc	24 5%	14 3%	11 2%	17 3%	11 2%	8 2%	10 2%	14 3%	17 3%	23 4%	19 4%	35 7%fghijklm
Mail that has been tampered with	100 2%	28 2%	12 1%	25 2%	35 2%b	9 2%	13 2%	6 1%	6 1%	3 1%	3 1%	7 1%	9 2%	9 2%	17 3%i	7 1%	11 2%
Didn't allow sufficient time to answer the door	209 3%	43 3%	42 3%	63 4%	61 4%	21 4%	13 3%	9 2%	11 2%	12 2%	19 4%	25 5%gh	24 5%g	13 3%	23 4%	14 3%	24 5%g
Other problems	20 *	6 *	6 *	4 *	4 *	3 1%	1 *	2 *	2 *	4 1%	1 *	2 *	2 *	1 *	4 1%	* *	* -
No - there have been no problems	2235 36%	496 32%	588 38%a	587 38%a	564 37%a	160 30%	171 33%	164 33%	208 40%ep	195 38%e	185 37%	186 38%e	212 40%ep	189 36%	197 37%	209 41%efgp	158 32%
I don't know	110 2%	25 2%	33 2%	18 1%	33 2%	7 1%	11 2%	8 2%	3 1%	15 3%h	16 3%hi	8 2%	4 1%	6 1%	11 2%	14 3%h	8 2%
NET Any problem experienced	1055 17%	300 19%	251 16%	256 17%	249 16%	134 25%fghijklmnop	92 18%	74 15%	84 16%	80 16%	86 17%	74 15%	89 17%	93 18%	93 18%	70 14%	85 17%
Made a complaint about Royal Mail	525 9%	143 9%	116 8%	134 9%	132 9%	66 13%gjk	47 9%j	30 6%	45 9%	46 9%j	26 5%	33 7%	56 11%gj	45 9%	42 8%	43 8%	47 9%j

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 362

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of Collect +	3857 63%	683 55%	3174 64%a	654 76%d	3202 60%	1844 61%	2008 64%	503 61%lm	620 71%gklm	800 71%gklm	558 68%gklm	709 62%lm	372 49%	294 47%	1123 66%pq	1359 70%pq	1375 54%q	665 48%	3220 62%	605 67%r
Used Collect + to send	464 8%	52 4%	413 8%a	163 19%d	301 6%	212 7%	252 8%	84 10%klm	97 11%klm	93 8%lm	67 8%lm	73 6%lm	28 4%	22 4%	181 11%opq	160 8%pq	124 5%	50 4%	381 7%	77 9%
Used Collect + to receive	773 13%	150 12%	623 13%	199 23%d	574 11%	357 12%	414 13%	151 18%klm	175 20%klm	183 16%klm	117 14%klm	88 8%lm	34 5%	24 4%	327 19%opq	300 15%pq	147 6%	58 4%	594 11%	171 19%r
Net used	1115 18%	180 15%	935 19%a	325 38%d	790 15%	526 17%	587 19%	219 27%jklm	239 27%ijklm	245 22%klm	162 20%klm	147 13%lm	60 8%	42 7%	459 27%opq	407 21%pq	250 10%q	102 7%	874 17%	233 26%r
Lost mail	56 1%	2 *	54 1%a	39 5%d	17 *	34 1%	22 1%	9 1%klm	25 3%gijklm	13 1%klm	6 1%	3 *	-	-	34 2%opq	19 1%pq	3 *	-	44 1%	11 1%
Damaged mail	43 1%	1 *	42 1%a	26 3%d	17 *	31 1%f	12 *	9 1%lm	12 1%lm	7 1%	8 1%	5 *	1 *	-	22 1%pq	15 1%pq	6 *	1 *	35 1%	6 1%
Delayed mail	84 1%	4 *	80 2%a	46 5%d	38 1%	51 2%	33 1%	21 3%klm	31 4%ijklm	10 1%	11 1%	6 1%	3 *	1 *	52 3%opq	21 1%p	11 *	5 *	72 1%	10 1%
Mis-delivered mail	45 1%	2 *	43 1%a	28 3%d	17 *	34 1%f	11 *	18 2%klm	11 1%lm	6 1%	5 1%	4 1%	1 *	-	29 2%pq	12 1%	5 *	1 *	39 1%	6 1%
Mail that has been tampered with	27 *	1 *	26 1%	19 2%d	8 *	19 1%	8 *	11 1%klm	8 1%kl	6 1%	2 *	*	-	-	19 1%pq	8 *p	*	-	24 *	4 *
Didn't allow sufficient time to answer the door	28 *	2 *	26 1%	17 2%d	11 *	17 1%	11 *	14 2%ijklm	6 1%	4 *	3 *	1 *	-	-	19 1%opq	7 *	1 *	-	23 *	5 1%
Other problems	3 *	-	3 *	-	3 *	-	3 *	-	1 *	-	-	2 *	-	-	1 *	-	2 *	*	3 *	-
No - there have been no problems	268 4%	42 3%	226 5%	65 8%d	203 4%	98 3%	170 5%e	32 4%	40 5%	54 5%	47 6%l	55 5%	21 3%	19 3%	72 4%	101 5%q	95 4%	40 3%	224 4%	40 4%
I don't know	21 *	1 *	19 *	4 *	17 *	9 *	12 *	1 *	6 1%	6 1%	2 *	1 *	3 *	1 *	7 *	8 *	6 *	4 *	15 *	5 1%
NET Any problem experienced	176 3%	9 1%	167 3%a	94 11%d	82 2%	106 4%f	70 2%	52 6%ijklm	51 6%ijklm	32 3%lm	18 2%lm	17 1%	4 1%	1 *	103 6%opq	51 3%pq	22 1%	6 *	142 3%	32 4%
Made a complaint about Collect +	149 2%	6 *	143 3%a	91 11%d	58 1%	103 3%f	46 1%	51 6%ijklm	48 5%ijklm	29 3%klm	13 2%m	6 1%	3 *	-	99 6%opq	42 2%pq	9 *	3 *	122 2%	27 3%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 362

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of Collect +	3857 63%	718 62%	1213 62%	910 65%d	1016 61%	1931 62%	1925 63%	2520 68%h	1290 54%	321 57%	440 61%	988 63%	1029 66%i	711 66%i	2456 64%i	328 56%	3300 64%o	827 64%	2853 62%	176 59%
Used Collect + to send	464 8%	114 10%d	152 8%d	107 8%	92 5%	266 9%f	198 6%	358 10%h	102 4%	25 5%	51 7%	114 7%	131 8%i	120 11%ijkn	296 8%i	26 4%	427 8%o	107 8%s	347 8%s	10 3%
Used Collect + to receive	773 13%	187 16%bd	232 12%	180 13%	174 10%	419 14%	355 12%	585 16%h	183 8%	43 8%	74 10%	216 14%i	207 13%i	176 16%ijn	497 13%i	43 7%	696 13%o	179 14%	548 12%	46 15%
Net used	1115 18%	283 24%bcd	336 17%	251 18%d	245 15%	619 20%f	496 16%	838 23%h	268 11%	62 11%	115 16%i	305 19%i	302 19%i	259 24%ijkln	722 19%i	62 11%	1013 20%o	267 21%r	795 17%	53 18%
Lost mail	56 1%	15 1%	17 1%	11 1%	13 1%	31 1%	24 1%	53 1%h	3 *	5 1%	14 2%k	12 1%	13 1%	11 1%	40 1%	5 1%	51 1%	35 3%rs	21 1%	- -
Damaged mail	43 1%	12 1%c	19 1%c	3 *	9 1%	31 1%f	12 *	37 1%h	6 *	3 *	9 1%	6 *	11 1%	14 1%k	25 1%	3 *	39 1%	23 2%r	18 *	2 1%
Delayed mail	84 1%	33 3%bcd	22 1%	7 1%	22 1%	54 2%f	30 1%	71 2%h	13 1%	5 1%	15 2%	23 1%	16 1%	22 2%	54 1%	5 1%	77 1%	43 3%rs	40 1%	1 *
Mis-delivered mail	45 1%	19 2%cd	15 1%	5 *	6 *	34 1%f	11 *	39 1%h	6 *	3 1%	3 *	10 1%	18 1%	11 1%	31 1%	3 *	42 1%	19 1%r	25 1%	1 *
Mail that has been tampered with	27 *	13 1%cd	10 1%	2 *	2 *	23 1%f	4 *	24 1%h	3 *	1 *	* *	11 1%	2 *	12 1%ijn	13 *	1 *	26 1%	14 1%r	14 *	- -
Didn't allow sufficient time to answer the door	28 *	12 1%d	8 *	6 *	1 *	21 1%f	7 *	22 1%	6 *	2 *	* *	8 *	12 1%	6 1%	20 1%	2 *	25 *	10 1%	17 *	1 *
Other problems	3 *	- -	2 *	1 *	- -	2 *	1 *	3 *	- -	- -	- -	- -	2 *	1 *	2 *	- -	3 *	- -	3 *	- -
No - there have been no problems	268 4%	55 5%	92 5%	68 5%	53 3%	147 5%	121 4%	194 5%h	71 3%	13 2%	24 3%	66 4%	70 5%	77 7%ijkln	160 4%	13 2%	247 5%o	31 2%	231 5%q	6 2%
I don't know	21 *	1 *	3 *	7 1%	9 1%	4 *	16 1%e	11 *	8 *	3 *	3 *	4 *	9 1%	* *	16 *	3 *	17 *	4 *	15 *	1 *
NET Any problem experienced	176 3%	58 5%bcd	57 3%	31 2%	30 2%	115 4%f	61 2%	153 4%h	23 1%	9 2%	23 3%	44 3%	53 3%	43 4%i	120 3%	9 2%	163 3%	72 6%rs	101 2%	3 1%
Made a complaint about Collect +	149 2%	58 5%bcd	39 2%	29 2%	23 1%	98 3%f	52 2%	134 4%h	15 1%	10 2%	20 3%	37 2%	43 3%	35 3%	100 3%	10 2%	135 3%	69 5%rs	78 2%	3 1%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of Collect +	3857 63%	3313 62%c	543 63%	95 55%	3253 63%	312 60%	185 63%	106 62%	157 63%q	418 62%q	290 57%	297 66%joq	366 67%joq	373 65%jq	533 66%joq	494 59%	326 62%q	33 48%	278 62%q
Used Collect + to send	464 8%	383 7%	82 9%	13 8%	385 7%	40 8%	26 9%	13 8%	18 7%	57 8%o	31 6%	35 8%	44 8%o	45 8%o	72 9%o	37 4%	46 9%o	5 7%	35 8%o
Used Collect + to receive	773 13%	682 13%	92 11%	15 9%	663 13%	59 11%	34 11%	18 10%	33 13%	81 12%	68 13%	57 13%	63 12%	67 12%	138 17%lmpqr	101 12%	54 10%	5 7%	54 12%
Net used	1115 18%	963 18%	152 18%	26 15%	947 18%	87 17%	53 18%	28 16%	43 17%	122 18%	91 18%	77 17%	101 18%	108 19%	193 24%hkopqr	124 15%	87 16%	7 11%	80 18%
Lost mail	56 1%	41 1%	14 2%ca	3 1%	51 1%	1	2 1%	2 1%	-	4 1%	6 1%	1 *	10 2%hor	4 1%	18 2%hkor	3 *	5 1%	-	1 *
Damaged mail	43 1%	35 1%	8 1%	*	35 1%	3	4 1%	*	2 1%o	6 1%	3 1%	1 *	6 1%o	6 1%	7 1%	-	3 1%	2 2%o	2 *
Delayed mail	84 1%	70 1%	14 2%	3 2%	73 1%	5 1%	4 1%	2 1%	2 1%	9 1%	2 *	1 *	14 3%jko	7 1%	23 3%ijko	4 1%	10 2%k	1 1%	5 1%
Mis-delivered mail	45 1%	40 1%	5 1%	*	39 1%	3 1%	3 1%	*	2 1%	4 1%	6 1%	-	5 1%	7 1%	12 1%k	2 *	2 *	-	3 1%
Mail that has been tampered with	27 *	26 *	1 *	*	23 *	1	3 1%de	*	2 1%i	-	-	-	2 *	2 *	15 2%ijkopr	2 *	-	-	1 *
Didn't allow sufficient time to answer the door	28 *	24 *	4 *	*	24 *	1	2 1%	*	2 1%o	4 1%	*	1 *	3 1%	6 1%o	4 *	-	1 *	-	1 *
Other problems	3 *	3 *	-	-	3 *	-	-	-	-	-	-	1 *	-	-	2 *	-	-	-	-
No - there have been no problems	268 4%	217 6%	51 6%	10 6%	214 4%	27 5%	18 6%d	9 5%	11 4%	31 5%	18 4%	24 5%	19 4%	20 3%	27 3%	30 4%	33 6%	3 4%	24 5%
I don't know	21 *	18 *	2 *	*	19 *	*	-	1 1%f	-	4 1%	1 *	4 1%o	1 *	7 1%opr	1	-	-	-	*
NET Any problem experienced	176 3%	148 3%	28 3%	4 2%	152 3%	13 2%	8 3%	3 2%	7 3%o	22 3%o	11 2%	6 1%	23 4%ko	18 3%o	43 5%jkor	7 1%	13 2%	2 3%	11 2%
Made a complaint about Collect +	149 2%	130 2%	20 2%	3 2%	129 2%	10 2%	8 3%	3 2%	7 3%o	16 2%o	11 2%o	8 2%o	16 3%o	14 2%o	39 5%kor	2 *	15 3%o	2 3%o	8 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of Collect +	3857 63%	1564 65%b	1357 60%	2281 66%bcd	2074 63%	1564 65%fg	100 51%	418 54%	1357 60%	120 53%	568 53%	1243 60%	1587 65%kc	505 62%	372 63%	135 57%	2830 63%	507 61%	1595 62%vx	1551 65%uvx	415 61%v	207 58%v	70 44%	3145 64%vx	277 54%	1162 71%z	2694 59%
Used Collect + to send	464 8%	181 8%	174 8%	277 8%	271 8%	181 8%g	10 5%	28 4%	174 8%ij	7 3%	48 4%	171 8%m	193 8%	45 6%	45 8%	10 4%	364 8%m	55 7%	200 8%	188 8%t	33 5%	35 10%t	7 5%	388 8%t	42 8%	209 13%z	256 6%
Used Collect + to receive	773 13%	346 14%bd	222 10%	518 15%bcd	394 12%	346 14%g	17 9%	65 8%	222 10%j	16 7%	58 5%	204 10%	348 14%ko	117 14%ko	78 13%	20 8%	552 12%k	98 12%	285 11%x	357 15%ruvx	91 13%uvx	24 7%	10 6%	642 13%uvx	33 7%	336 21%z	437 10%
Net used	1115 18%	470 20%bd	361 16%	712 21%bd	603 18%	470 20%fg	23 12%	89 11%	361 16%ij	22 10%	97 9%	328 16%	489 20%ko	155 19%o	112 19%o	27 11%	816 18%o	138 17%	425 17%	495 21%ruvx	120 18%	51 15%	16 10%	920 19%vx	67 13%	503 31%z	613 13%
Lost mail	56 1%	26 1%	19 1%	36 1%	29 1%	26 1%g	1 *	1 *	19 1%j	4 2%j	1 *	27 1%	15 1%	5 1%	5 1%	3 1%	42 1%	9 1%	22 1%	29 1%t	-	5 1%t	-	51 1%t	5 1%t	50 3%z	5 *
Damaged mail	43 1%	24 1%b	7 *	36 1%b	19 1%	24 1%	*	3 *	7 *	3 1%	2 *	15 1%	18 1%	3 *	5 1%	1 *	33 1%	6 1%	16 1%	19 1%	*	4 1%	-	35 1%	4 1%	39 2%z	4 *
Delayed mail	84 2%	52 2%bd	18 1%	66 2%bd	31 1%	52 2%g	3 2%	6 1%	18 1%	1 *	7 1%	39 2%l	21 1%	14 2%	8 1%	1 *	61 1%	9 1%	31 1%	43 2%	5 1%	2 1%	1 1%	73 1%	4 1%	70 4%z	14 *
Mis-delivered mail	45 1%	21 1%	11 *	34 1%	24 1%	21 1%	2 1%	2 *	11 *	1 *	2 *	19 1%	17 1%	5 1%	3 1%	1 *	36 1%	4 1%	17 1%	24 1%	2 *	-	1 *	40 1%	1 *	41 3%z	4 *
Mail that has been tampered with	27 *	12 *	7 *	21 1%	15 *	12 *	-	1 *	7 *	1 *	1 *	12 1%	12 *	3 *	*	-	24 1%	*	6 *	14 1%	5 1%	2 1%	-	20 *	3 *	27 2%z	*
Didn't allow sufficient time to answer the door	28 *	15 1%	8 *	19 1%	11 *	15 1%	-	1 *	8 *	1 *	2 *	12 1%	12 *	3 *	1 *	-	24 1%	1 *	16 1%	10 *	-	3 1%	-	25 1%	3 1%	23 1%z	5 *
Other problems	3 *	3 *	-	3 *	*	3 *	-	-	-	-	-	-	3 *	-	-	-	3 *	-	2 *	1 *	-	-	-	3 *	-	*	3 *
No - there have been no problems	268 4%	92 4%	119 5%	140 4%	168 5%	92 4%	5 2%	18 2%	119 5%ij	3 1%	35 3%	100 5%m	115 5%m	16 2%	32 5%m	5 2%	215 5%m	37 4%m	132 5%t	91 4%	15 2%	24 7%t	6 4%	224 5%t	30 6%t	59 4%	209 5%
I don't know	21 *	5 *	10 *	9 *	14 *	5 *	1 1%	1 *	10 *	-	4 *	8 *	8 *	3 *	*	-	16 1%	1 *	2 *	10 *	8 1%rw	-	-	12 *	-	8 *	13 *
NET Any problem experienced	176 3%	84 4%b	45 2%	128 4%b	89 3%	84 4%g	4 2%	8 1%	45 2%j	4 2%	9 1%	64 3%	69 3%	26 3%	12 2%	5 2%	133 3%	17 2%	65 3%	87 4%t	10 1%	11 3%	1 1%	152 3%	12 2%	142 9%z	34 1%
Made a complaint about Collect +	149 2%	77 3%bd	32 1%	116 3%bd	71 2%	77 3%g	4 2%	6 1%	32 1%	4 2%j	3 *	61 3%ng	55 2%	24 3%ng	6 1%	4 2%	116 3%q	9 1%	55 2%	70 3%	13 2%	8 2%	*	126 3%	9 2%	130 8%z	20 *

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of Collect +	3857 63%	253 63%	3574 62%	29 69%	1018 60%	2615 63%d	224 70%d	3650 63%j	117 73%gj	49 72%j	19 25%	3816 63%j	22 63%
Used Collect + to send	464 8%	27 7%	431 8%	6 13%	143 8%	293 7%	28 9%	439 8%	18 11%j	7 10%j	* *	464 8%	* *
Used Collect + to receive	773 13%	53 13%	717 13%	4 8%	214 13%	507 12%	53 16%	692 12%j	52 32%gjk	21 30%gjk	1 2%	765 13%j	7 20%
Net used	1115 18%	71 18%	1035 18%	9 22%	328 19%	714 17%	74 23%e	1017 17%j	65 40%gjk	25 37%gjk	2 2%	1107 18%j	7 21%
Lost mail	56 1%	4 1%	50 1%	2 6%ab	26 2%e	26 1%	4 1%	47 1%	7 4%gk	2 3%	-	56 1%	-
Damaged mail	43 1%	1 *	42 1%	-	22 1%e	20 *	1 *	35 1%	7 5%gk	* 1%	-	43 1%	-
Delayed mail	84 1%	5 1%	76 1%	3 7%ab	44 3%e	38 1%	2 1%	75 1%	9 6%gk	-	* *	84 1%	-
Mis-delivered mail	45 1%	3 1%	42 1%	-	24 1%e	17 *	4 1%	39 1%	7 4%gk	-	-	45 1%	-
Mail that has been tampered with	27 *	* *	25 *	2 6%ab	7 *	20 *	-	24 *	4 2%gk	-	-	27 *	-
Didn't allow sufficient time to answer the door	28 *	3 1%	25 *	-	13 1%	13 *	2 1%	25 *	* 1%	2 3%gk	-	28 *	-
Other problems	3 *	-	3 *	-	-	3 *	-	3 *	-	-	-	3 *	-
No - there have been no problems	268 4%	14 3%	253 4%	1 2%	67 4%	186 4%	14 5%	266 5%h	-	2 3%	-	268 4%h	* *
I don't know	21 *	1 *	17 *	2 4%ab	7 *	11 *	3 1%	21 *	-	-	-	21 *	-
NET Any problem experienced	176 3%	12 3%	161 3%	3 7%	69 4%e	96 2%	10 3%	153 3%	18 11%gjk	4 6%	* *	176 3%	-
Made a complaint about Collect +	149 2%	10 2%	135 2%	5 11%ab	61 4%e	77 2%	12 4%	127 2%	18 11%gjk	4 6%	* *	149 2%	* *

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 362

QJ_3. Competitive landscape - Collect +

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of Collect +	3857 63%	1012 66%c	947 61%	937 60%	961 63%	356 67%kl	346 67%kl	311 62%	326 62%	305 60%	315 62%	285 58%	305 57%	347 66%kl	333 63%	319 63%	308 62%
Used Collect + to send	464 8%	132 9%	115 7%	114 7%	104 7%	60 11%gilop	40 8%	32 6%	40 8%	31 6%	44 9%	39 8%	35 7%	40 8%	38 7%	34 7%	32 6%
Used Collect + to receive	773 13%	206 13%	173 11%	186 12%	207 13%	85 16%fjk	54 10%	68 14%j	68 13%	63 12%	43 8%	48 10%	58 11%	80 15%jk	68 13%	67 13%	72 15%j
Net used	1115 18%	308 20%	261 17%	270 17%	276 18%	132 25%fghijklno	88 17%	88 18%	95 18%	80 16%	85 17%	83 17%	83 16%	104 20%	96 18%	88 17%	93 19%
Lost mail	56 1%	18 1%	14 1%	6 *	18 1%	6 1%	8 2%	4 1%	4 1%	3 1%	6 1%	2 *	1 *	2 *	11 2%i	5 1%	3 1%
Damaged mail	43 1%	11 1%	12 1%	8 1%	12 1%	2 *	6 1%	2 *	1 *	3 1%	9 2%h	2 *	3 *	3 1%	3 *	2 *	7 1%
Delayed mail	84 1%	28 2%	13 1%	17 1%	26 2%	9 2%	11 2%l	8 2%l	4 1%	1 *	8 1%	4 1%	9 2%	4 1%	10 2%l	8 2%	8 2%
Mis-delivered mail	45 1%	10 1%	15 1%	10 1%	11 1%	5 1%	1 *	3 1%	12 2%fik	-	3 1%	2 *	5 1%	4 1%	3 1%	4 1%	4 1%
Mail that has been tampered with	27 *	13 1%b	*	5 *	9 1%b	3 1%	3 1%	6 1%hij	-	*	-	-	4 1%	2 *	5 1%	3 1%	*
Didn't allow sufficient time to answer the door	28 *	11 1%b	1	9 1%	6 *	6 1%	5 1%	1	-	1	-	-	7 1%hijko	*	4 1%	*	3 1%
Other problems	3 *	-	-	3 *	-	-	-	-	-	-	-	-	-	3 1%	-	-	-
No - there have been no problems	268 4%	70 5%	75 5%	70 5%	53 3%	32 6%	19 4%	19 4%	26 5%	20 4%	28 6%	24 5%	20 4%	27 5%	16 3%	21 4%	16 3%
I don't know	21 *	6 *	5 *	5 *	5 *	5 1%	*	-	1 *	2 *	1 *	5 1%	-	-	3 1%	*	2 *
NET Any problem experienced	176 3%	56 4%	36 2%	39 2%	45 3%	23 4%i	20 4%	13 3%	13 2%	9 2%	15 3%	10 2%	13 3%	13 3%	19 4%	13 3%	13 3%
Made a complaint about Collect +	149 2%	49 3%	28 2%	35 2%	37 2%	21 4%	16 3%	12 2%	11 2%	8 2%	10 2%	11 2%	12 2%	11 2%	18 3%	10 2%	10 2%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of DHL	5765 93%	1085 88%	4680 95%a	812 94%	4953 93%	2843 94%f	2910 93%	713 87%	819 94%g	1067 95%gm	797 97%ghlm	1091 96%gm	710 93%g	568 91%	1531 90%	1865 96%npq	2369 94%n	1278 92%	4873 93%	845 93%
Used DHL to send	450 7%	86 7%	364 7%	139 16%d	311 6%	223 7%	227 7%	95 12%jklm	114 13%ijklm	102 9%jklm	48 6%m	46 4%	32 4%	14 2%	209 12%opq	149 8%pq	92 4%	45 3%	306 6%	138 15%r
Used DHL to receive	2238 36%	325 26%	1913 39%a	382 44%d	1856 35%	1132 38%	1097 35%	287 35%	346 40%klm	460 41%gklm	333 41%klm	374 33%	244 32%	193 31%	634 37%opq	793 41%pq	811 32%	437 32%	1870 36%	343 38%
Net used	2539 41%	372 30%	2168 44%a	490 57%d	2050 39%	1294 43%f	1237 39%	354 43%klm	428 49%gklm	526 47%klm	363 44%klm	404 35%	264 35%	199 32%	783 46%pq	889 46%pq	868 34%	463 33%	2071 40%	443 49%r
Lost mail	30 *	-	30 1%a	22 3%d	8 *	17 1%	13 *	6 1%	8 1%l	9 1%	2 *	5 *	-	-	14 1%pq	11 1%q	5 *	-	27 1%	3 *
Damaged mail	21 *	-	21 *	17 2%d	4 *	16 1%	6 *	7 1%	4 *	4 *	3 *	2 *	*	-	11 1%pq	7 *	3 *	*	18 *	3 *
Delayed mail	80 1%	3 *	76 2%a	35 4%d	44 1%	44 1%	36 1%	19 2%jlm	27 3%jklm	17 1%lm	5 1%	11 1%	2 *	*	45 3%opq	21 1%q	13 1%	2 *	53 1%	27 3%r
Mis-delivered mail	54 1%	5 *	50 1%	38 4%d	16 *	38 1%f	16 1%	13 2%klm	17 2%klm	11 1%	8 1%	4 *	2 *	*	30 2%pq	19 1%q	6 *	2 *	41 1%	12 1%
Mail that has been tampered with	28 *	1 *	27 1%	16 2%d	12 *	23 1%f	6 *	6 1%	10 1%klm	6 1%	5 1%	2 *	-	*	16 1%pq	10 1%q	2 *	*	26 *	1 *
Didn't allow sufficient time to answer the door	41 1%	1 *	40 1%a	25 3%d	16 *	24 1%	17 1%	7 1%k	15 2%klm	8 1%	7 1%	*	2 *	-	22 1%pq	16 1%q	3 *	2 *	30 1%	10 1%
Other problems	2 *	-	2 *	-	2 *	*	2 *	2 *	-	-	-	*	-	-	2 *	-	*	-	*	2 *r
No - there have been no problems	268 4%	75 6%b	193 4%	55 6%d	213 4%	123 4%	145 5%	49 6%km	59 7%klm	61 8%klm	33 4%	30 3%	26 3%	11 2%	108 8%pq	94 5%pq	67 3%	37 3%	177 3%	87 10%r
I don't know	23 *	3 *	20 *	3 *	20 *	12 *	10 *	5 1%k	8 1%k	3 *	2 *	*	1 *	2 *	14 1%p	5 *	4 *	4 *	16 *	7 1%
NET Any problem experienced	159 3%	7 1%	152 3%a	82 9%d	78 1%	89 3%	71 2%	41 5%klm	47 5%klm	38 3%klm	12 2%m	16 1%m	5 1%	*	88 6%opq	50 3%q	21 1%	5 *	113 2%	45 5%r
Made a complaint about DHL	150 2%	8 1%	142 3%a	82 10%d	68 1%	86 3%	64 2%	44 6%jklm	44 5%jklm	36 3%klm	12 1%lm	12 1%	2 *	*	88 5%opq	48 2%pq	14 1%	2 *	111 2%	38 4%r

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500-£17,499 per ye (j)	Income - Declared £17,500-£29,999 per ye (k)	Income - Declared £30,000-£49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500-£49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of DHL	5765 93%	1082 94%	1842 95%d	1300 93%	1540 92%	2924 94%f	2841 92%	3500 95%h	2194 92%	507 90%	661 92%	1496 95%ij	1477 95%ij	1029 96%ij	3634 95%ij	527 90%	4897 95%o	1193 92%s	4312 94%qs	260 86%
Used DHL to send	450 7%	149 13%bcd	131 7%d	94 7%d	76 5%	280 9%f	170 6%	354 10%h	89 4%	31 6%	41 6%	106 7%	129 8%	114 11%ijkn	276 7%	32 5%	402 8%	97 7%	328 7%	25 8%
Used DHL to receive	2238 36%	515 45%bcd	707 36%d	489 35%	527 31%	1222 39%f	1016 33%	1432 39%h	773 32%	128 23%	238 33%i	609 39%ij	605 39%ij	469 44%ijkn	1452 38%ij	130 22%	1986 38%o	472 36%	1658 36%	108 36%
Net used	2539 41%	616 53%bcd	788 41%d	554 40%d	581 35%	1404 45%f	1135 37%	1673 45%h	827 35%	150 27%	270 38%i	683 43%ij	688 44%ij	540 51%ijkln	1641 43%ij	153 26%	2252 44%o	545 42%	1866 41%	129 43%
Lost mail	30 *	13 1%bd	5 *	7 1%	5 *	18 1%	12 *	28 1%h	2 *	1 *	* *	8 1%	7 *	13 1%jn	16 *	1 *	29 1%	18 1%r	9 *	3 1%
Damaged mail	21 *	13 1%bcd	3 *	2 *	3 *	16 1%	5 *	16 *	5 *	1 *	2 *	3 *	9 1%	6 1%	14 *	1 *	20 *	14 1%r	7 *	- -
Delayed mail	80 1%	35 3%bcd	19 1%	13 1%	13 1%	54 2%f	26 1%	67 2%h	13 1%	8 1%	10 1%	9 1%	27 2%k	25 2%kn	45 1%	8 1%	70 1%	23 2%	52 1%	4 1%
Mis-delivered mail	54 1%	36 3%bcd	3 *	7 1%	9 1%	39 1%f	16 1%	53 1%h	2 *	3 1%	3 *	11 1%	17 1%	20 2%kn	32 1%	3 *	52 1%	25 2%r	30 1%	- -
Mail that has been tampered with	28 *	14 1%cd	12 1%c	* *	3 *	26 1%f	* *	26 1%h	3 *	1 *	2 *	5 *	7 *	13 1%kn	14 *	1 *	27 1%	16 1%r	13 *	- -
Didn't allow sufficient time to answer the door	41 1%	24 2%bcd	7 *	* *	* *	31 1%f	10 *	36 1%h	5 *	3 1%	4 1%	14 1%	14 1%	6 1%	31 1%	3 1%	38 1%	15 1%	25 1%	* *
Other problems	2 *	- -	* *	- -	2 *	* *	2 *	2 *	- -	2 *n	- -	- -	- -	* *	- -	2 *p	* *	- -	2 *	- -
No - there have been no problems	268 4%	65 6%d	92 5%d	61 4%	49 3%	158 5%f	110 4%	197 5%h	66 3%	16 3%	23 3%	69 4%	77 5%	59 6%	169 4%	16 3%	239 5%	43 3%	208 5%	17 6%
I don't know	23 *	9 1%b	2 *	7 1%	5 *	10 *	12 *	14 *	5 *	3 1%	7 1%kln	2 *	2 *	6 1%	11 *	4 1%	16 *	5 *	18 *	- -
NET Any problem experienced	159 3%	75 7%bcd	37 2%	25 2%	22 1%	112 4%f	47 2%	142 4%h	17 1%	12 2%	12 2%	35 2%	50 3%	50 5%ijkn	97 3%	12 2%	147 3%	49 4%r	103 2%	7 2%
Made a complaint about DHL	150 2%	72 6%bcd	33 2%	23 2%	22 1%	105 3%f	45 1%	139 4%h	11 *	7 1%	15 2%	39 2%	45 3%	43 4%i	98 3%	7 1%	141 3%	52 4%r	90 2%	7 2%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of DHL	5765 93%	4941 93%	824 95%	162 94%	4852 94%	476 92%	279 94%	158 93%	237 95%i	600 89%	473 93%	431 96%ilr	500 92%	552 96%ilr	753 93%	805 95%ilr	502 95%i	64 93%	412 92%
Used DHL to send	450 7%	372 7%	78 9%	11 6%	387 7%g	38 7%	18 6%	8 4%	17 7%	37 5%	40 8%	23 5%	42 8%	47 8%	83 10%ikp	67 8%	31 6%	6 8%	33 7%
Used DHL to receive	2238 36%	1889 36%	349 40%a	70 41%	1854 36%	194 37%	123 41%d	67 39%	91 36%	215 32%	181 36%	165 37%	203 37%	237 41%in	264 33%	310 37%	189 36%	21 31%	173 39%i
Net used	2539 41%	2135 40%	404 47%a	79 46%	2106 41%	224 43%	136 46%d	74 43%	100 40%	240 35%	206 41%	179 40%	231 43%	259 45%i	321 40%	359 43%	210 40%	26 37%	198 44%i
Lost mail	30 *	27 1%	3 *	*	23 *	2 *	4 1%d	1	-	4 1%	2 *	1 *	5 1%	-	7 1%	4 1%	-	*	2
Damaged mail	21 *	13 *	8 1%a	2 1%a	17 *	1 *	3 1%d	*	-	2	-	-	8 2%hjkn	3 *	-	2	2	*	1
Delayed mail	80 1%	62 1%	18 2%	1 *	67 1%	7 1%	4 1%	1 1%	3 1%	10 1%	1 *	1 *	17 3%jkop	9 2%	14 2%	8 1%	3 1%	2 3%jk	5 1%
Mis-delivered mail	54 1%	42 1%	12 1%	2 1%	49 1%	4 1%	1 *	1 1%	1 *	2 *	1 *	3 1%	10 2%ij	5 1%	16 2%ij	8 1%	2 *	*	4 1%
Mail that has been tampered with	28 *	16 *	12 1%a	3 1%a	25 *	2 *	1 *	*	2 1%io	-	-	-	7 1%ijko	6 1%io	7 1%	-	2 *	*	2 *
Didn't allow sufficient time to answer the door	41 1%	31 1%	10 1%	2 1%	33 1%	3 1%	4 1%	1 1%	1 1%	4 1%	4 1%	-	2 *	2 *	7 1%	7 1%	3 1%	1 1%k	2 1%
Other problems	2 *	2 *	*	-	2 *	*	-	-	-	-	-	-	-	-	2 *	-	-	-	*
No - there have been no problems	268 4%	226 4%	42 5%	7 4%	232 4%g	22 4%	10 3%	4 2%	11 4%	21 3%	29 6%	15 3%	18 3%	28 5%	45 6%	44 5%	21 4%	4 5%	18 4%
I don't know	23 *	21 *	2 *	-	19 *	3 1%	-	*	1 *	-	2 *	4 1%i	-	-	1 *	7 1%	4 1%	-	3 1%
NET Any problem experienced	159 3%	126 2%	34 4%a	4 2%	135 3%	13 3%	7 3%	3 2%	5 2%	16 2%	9 2%	4 1%	24 4%jkop	20 3%k	37 5%jkop	15 2%	6 1%	2 3%	11 3%
Made a complaint about DHL	150 2%	117 2%	33 4%a	3 2%	129 2%	11 2%	7 2%	3 2%	3 1%	16 2%	12 2%	5 1%	20 4%k	17 3%	31 4%kp	19 2%	7 1%	1 2%	10 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of DHL	5765 93%	2275 95%	2124 94%	3258 94%	3107 94%	2275 95%fg	172 89%	714 92%	2124 94%	206 91%	996 93%	1942 94%	2281 94%	749 92%	550 93%	220 92%	4223 94%	770 93%	2445 95%stuvx	2207 93%v	619 91%	323 91%	140 87%	4652 94%tvx	463 90%	1501 92%	4264 94%
Used DHL to send	450 7%	236 10%bd	91 4%	344 10%bd	200 6%b	236 10%g	14 7%	39 5%	91 4%	9 4%	25 2%	158 8%	185 8%	47 6%	47 8%	14 6%	342 8%	61 7%	226 9%st	160 7%	36 5%	20 6%	9 6%	385 8%	29 6%	236 14%z	214 5%
Used DHL to receive	2238 36%	924 38%b	782 35%	1337 39%b	1194 36%	924 38%fg	45 23%	255 33%f	782 35%	46 20%	356 33%i	761 37%	918 38%	280 34%	205 35%	71 30%	1679 37%	276 33%	1015 40%tuvx	871 37%tuvx	206 30%	102 29%	39 24%	1887 38%tuvx	140 27%	657 40%z	1581 35%
Net used	2539 41%	1080 45%bd	851 38%	1557 45%bd	1327 40%	1080 45%fg	55 28%	278 36%	851 38%i	52 23%	372 35%i	871 42%	1031 42%	318 39%	233 39%	83 35%	1902 42%	316 38%	1163 45%stuvx	974 41%tuvx	233 34%	117 33%	47 29%	2137 43%tuvx	164 32%	832 51%z	1708 38%
Lost mail	30 *	21 1%bd	4 *	26 1%bd	9 *	21 1%g	-	*	4 *	1 *	1 *	16 1%	8 *	3 *	3 1%	-	24 1%	3 *	17 1%	9 *	1 *	3 1%	-	26 1%	3 1%	25 2%z	5 *
Damaged mail	21 *	18 1%bd	2 *	20 1%bd	3 *	18 1%	-	3	2 *	1 *	2 *	13 1%	5 *	2 *	-	1 1%	18 1%	1	*	10 *	*	-	1 1%	17 1%	1	20 1%z	1
Delayed mail	80 2%	48 2%bd	7 *	68 2%bd	28 1%	48 2%	3 2%	7 1%	7 *	1 *	2 *	36 2%q	28 1%	12 2%q	3 *	-	64 1%	3 *	43 2%	27 1%	8 1%	2 1%	-	69 1%	2 *	61 4%z	19
Mis-delivered mail	54 1%	40 2%bd	7 *	48 1%	15	40 2%g	-	1	7 *	1	1	23 1%nq	24 1%q	8	-	*	47 1%q	*	26 1%	22 1%	5 1%	*	-	49 1%	*	49 3%z	6
Mail that has been tampered with	28	20 1%bd	2	27 1%bd	9	20 1%	*	1	2	1	1	16 1%	10	2	-	1 1%	26 1%	1	5	17 1%s	5	-	1	22 1%	1	28 2%z	*
Didn't allow sufficient time to answer the door	41 1%	28 1%bd	2	39 1%bd	12	28 1%g	*	2	2	1	1	15 1%	18 1%	6 1%	2	*	33 1%	2	22 1%	16 1%	3	-	-	37 1%	-	39 2%z	2
Other problems	2 *	2 *	-	2 *	*	2	2 1%eg	-	*	-	-	-	*	-	2 *klp	-	*	2 *p	*	2	-	-	-	2 *	-	2	*
No - there have been no problems	268 4%	132 5%	71 3%	189 5%bd	127 4%	132 5%	8 4%	28 4%	71 3%	7 3%	21 2%	91 4%m	114 5%m	19 2%	33 6%m	12 5%	204 5%m	45 5%m	146 6%st	87 4%	13 2%	15 4%	7 4%	233 5%t	22 4%	92 6%z	176 4%
I don't know	23 *	6 *	5 *	15 *	14 *	6 *	*	1 1%	14 1%	*	2	4 *	11 *	3 *	4 1%	1	15 *	5 1%	7 *	12 1%	3 *	-	1 1%	19 *	1	14 1%z	9
NET Any problem experienced	159 3%	97 4%bd	15 1%	140 4%bd	58 2%b	97 4%g	5 3%	10 1%	15 1%	1	2 *	64 3%q	60 2%	25 3%	10 2%	1 1%	123 3%	11 1%	73 3%	60 3%	20 3%	5 1%	1 1%	133 3%	6 1%	131 8%z	29 1%
Made a complaint about DHL	150 2%	95 4%bd	12 1%	134 4%bd	51 2%b	95 4%g	3 2%	8 1%	12 1%	1	2 *	64 3%nq	56 2%q	23 3%nq	5 1%	1 1%	120 3%nd	7 1%	71 3%ux	56 2%ux	21 3%ux	1	1 1%	127 3%ux	2	127 8%z	22

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of DHL	5765 93%	361 90%	5366 94%a	37 90%	1564 92%	3910 94%df	290 90%	5501 94%hij	138 86%j	59 87%j	39 53%	5698 94%hij	28 79%
Used DHL to send	450 7%	43 11%b	402 7%	6 13%	131 8%	283 7%	36 11%e	425 7%	20 12%j	1 2%	* *	446 7%	4 11%
Used DHL to receive	2238 36%	163 41%	2058 36%	17 41%	670 39%e	1462 35%	107 33%	2145 37%j	59 37%j	19 28%j	4 6%	2224 37%j	10 29%
Net used	2539 41%	191 48%b	2326 41%	23 55%	766 45%e	1639 40%	134 42%	2423 42%j	78 48%ij	20 30%j	4 6%	2521 42%j	14 40%
Lost mail	30 *	3 1%	24 *	3 7%ab	15 1%e	13 *	2 1%	28 *	2 1%	-	*	30 *	-
Damaged mail	21 *	3 1%	19 *	-	10 1%	9 *	2 1%	18 *	3 2%gk	-	-	21 *	-
Delayed mail	80 1%	5 1%	75 1%	-	36 2%e	37 1%	7 2%	71 1%	9 6%gk	-	-	80 1%	-
Mis-delivered mail	54 1%	5 1%	48 1%	2 4%	19 1%	26 1%	9 3%e	49 1%	5 3%gk	-	-	54 1%	-
Mail that has been tampered with	28 *	* *	28 *	-	12 1%	14 *	2 1%	26 *	3 2%	-	-	28 *	-
Didn't allow sufficient time to answer the door	41 1%	7 2%b	31 1%	2 8%b	17 1%e	18 *	6 2%e	38 1%	2 1%	-	*	41 1%	-
Other problems	2 *	-	2 *	-	-	* *	2 1%de	2 *	-	-	-	2 *	-
No - there have been no problems	268 4%	27 7%	241 4%	-	62 4%	194 5%	12 4%	264 5%	2 1%	1 1%	-	267 4%	1 4%
I don't know	23 *	2 1%	20 *	1 2%	9 1%	13 *	1 *	20 *	-	-	1 1%	20 *	2 7%
NET Any problem experienced	159 3%	14 3%	141 2%	5 12%ab	60 4%e	76 2%	23 7%de	141 2%	18 11%gijk	-	*	159 3%	-
Made a complaint about DHL	150 2%	13 3%	132 2%	5 12%ab	64 4%e	65 2%	20 6%e	130 2%	19 12%gijk	-	*	150 2%	-

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_4. Competitive landscape - DHL

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of DHL	5765 93%	1459 95%	1434 93%	1444 93%	1428 93%	500 95%	492 95%	466 94%	491 94%	472 93%	471 93%	458 93%	502 94%	484 92%	499 94%	470 93%	459 93%
Used DHL to send	450 7%	120 8%	102 7%	120 8%	108 7%	43 8%	47 9%	31 6%	36 7%	34 7%	32 6%	34 7%	43 8%	43 8%	40 8%	37 7%	30 6%
Used DHL to receive	2238 36%	549 36%	561 36%	569 37%	560 36%	196 37%	191 37%	161 32%	195 37%	171 34%	195 38%	184 38%	209 39%	175 33%	188 35%	166 33%	206 42%gimo
Net used	2539 41%	636 41%	630 41%	647 42%	626 41%	231 44%	219 42%	186 37%	217 41%	198 39%	216 42%	208 42%	238 45%o	202 38%	216 41%	187 37%	222 45%o
Lost mail	30 *	13 1%	3 *	4 *	10 1%	2 *	6 1%	5 *	2 *	*	1 *	1 *	2 *	1 *	3 1%	3 1%	3 1%
Damaged mail	21 *	6 *	3 *	1 *	11 1%c	-	6 1%	-	2 *	2 *	-	*	*	*	9 2%egikImo	-	2 *
Delayed mail	80 1%	27 2%b	12 1%	23 2%	17 1%	5 1%	15 3%jp	8 2%	6 1%	4 1%	1 *	8 2%	5 1%	11 2%j	7 1%	8 1%	2 *
Mis-delivered mail	54 1%	17 1%	9 1%	17 1%	12 1%	4 1%	6 1%	7 1%i	8 1%i	-	1 *	2 *	5 1%	9 2%ij	7 1%i	3 1%	3 1%
Mail that has been tampered with	28 *	4 *	2 *	8 1%	14 1%b	1 *	3 1%	-	2 *	-	-	-	5 1%	3 1%	8 2%gijk	3 1%	3 1%
Didn't allow sufficient time to answer the door	41 1%	18 1%b	5 *	9 1%	9 1%	1 *	9 2%eij	7 1%ij	4 1%	*	*	*	2 *	4 1%	3 1%	5 1%	2 *
Other problems	2 *	-	-	2 *	-	-	-	-	-	-	-	*	*	-	-	-	-
No - there have been no problems	268 4%	64 4%	73 5%	66 4%	65 4%	31 6%g	21 4%	12 2%	19 4%	29 6%g	25 5%	18 4%	26 5%	21 4%	22 4%	22 4%	22 4%
I don't know	23 *	4 *	7 *	5 *	7 *	-	4 1%	-	2 *	1 *	4 1%	2 *	-	2 *	3 *	1 *	3 1%
NET Any problem experienced	159 3%	52 3%b	23 1%	50 3%b	35 2%	12 2%	21 4%ijp	19 4%ijp	15 3%j	4 1%	4 1%	13 3%	17 3%ij	20 4%ijp	16 3%j	14 3%	5 1%
Made a complaint about DHL	150 2%	51 3%b	22 1%	41 3%	36 2%	12 2%	22 4%ijkp	17 3%ijk	13 3%	3 1%	5 1%	4 1%	20 4%ijkp	17 3%ijk	18 3%ijk	13 3%	5 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of FedEx	5716 93%	1005 82%	4712 95%a	816 95%d	4900 92%	2815 93%	2888 92%	745 90%	827 95%gm	1034 92%m	771 94%m	1071 94%gm	713 94%gm	555 89%	1572 93%	1805 93%	2339 92%	1268 91%	4845 93%	825 91%
Used FedEx to send	350 6%	49 4%	301 6%a	136 16%d	214 4%	197 7%f	152 5%	88 11%ijklm	108 12%ijklm	79 7%jklm	25 3%	28 2%	10 1%	13 2%	196 12%opq	104 5%pq	50 2%	23 2%	243 5%	102 11%r
Used FedEx to receive	1304 21%	202 16%	1103 22%a	244 28%d	1060 20%	720 24%f	579 18%	241 29%ijklm	220 25%klm	276 25%klm	184 22%klm	199 17%m	113 15%	71 11%	461 27%pq	460 24%pq	383 15%	185 13%	1025 20%	259 29%r
Net used	1570 25%	226 18%	1344 27%a	350 41%d	1219 23%	870 29%f	695 22%	310 38%ijklm	306 35%ijklm	331 29%klm	201 24%klm	222 19%m	121 16%	79 13%	616 36%opq	532 27%pq	422 17%	200 14%	1209 23%	340 38%r
Lost mail	38 1%	2 *	37 1%	23 3%d	16 *	26 1%f	11 *	12 1%kl	8 1%k	10 1%k	5 1%k	-	2	2 *	19 1%pq	15 1%p	4	4 *	30 1%	9 1%
Damaged mail	48 1%	2 *	46 1%a	27 3%d	22 *	28 1%	20 1%	6 1%k	25 3%gijklm	14 1%klm	4 *	-	-	-	31 2%pq	18 1%pq	-	-	34 1%	13 1%
Delayed mail	64 1%	6 1%	58 1%	43 4%d	29 1%	43 1%f	20 1%	19 2%ijklm	30 3%ijklm	9 1%k	6 1%k	*	-	-	49 3%opq	15 1%pq	*	-	47 1%	18 2%r
Mis-delivered mail	46 1%	-	46 1%a	28 3%d	18 *	36 1%f	9 *	12 1%klm	20 2%ijklm	6 1%k	6 1%k	-	2	-	32 2%pq	12 1%pq	2 *	2 *	36 1%	10 1%
Mail that has been tampered with	27 *	1 *	25 1%	11 1%d	15 *	18 1%	9 *	10 1%klm	7 1%k	6 1%	2 *	-	2	-	16 1%pq	8 *	2 *	2 *	14 *	10 1%r
Didn't allow sufficient time to answer the door	34 1%	1 *	33 1%	22 3%d	12 *	21 1%	13 *	11 1%ijklm	17 2%ijklm	3 *	1 *	2 *	-	-	28 2%opq	4 *	2 *	-	32 1%	2 *
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	172 3%	37 3%	136 3%	49 6%d	124 2%	90 3%	82 3%	34 4%jklm	44 5%jklm	43 4%jl	10 1%	24 2%	8 1%	11 2%	78 5%opq	52 3%q	42 2%	19 1%	107 2%	62 7%r
I don't know	17 *	2 *	16 *	1 *	17 *	6 *	11 *	6 1%	1 *	4 *	4 *	*	*	-	8 *	8 *	2 *	*	12 *	6 1%
NET Any problem experienced	160 3%	11 1%	150 3%a	86 10%d	74 1%	100 3%f	59 2%	48 6%jklm	63 7%jklm	32 3%klm	11 1%k	2 *	2 *	2 *	111 7%opq	44 2%pq	6 *	4 *	124 2%	34 4%
Made a complaint about FedEx	146 2%	4 *	142 3%a	82 9%d	64 1%	95 3%f	50 2%	40 5%klm	56 6%ijklm	35 3%jklm	8 1%	3 *	2 *	2 *	96 6%opq	43 2%pq	7 *	4 *	109 2%	37 4%r

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 364

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of FedEx	5716 93%	1082 94%d	1829 94%d	1284 92%	1521 91%	2911 94%f	2805 91%	3441 93%	2202 92%	499 89%	661 92%	1498 95%ij	1458 94%i	1023 96%ij	3617 94%i	513 87%	4857 94%o	1197 92%	4248 93%	272 90%
Used FedEx to send	350 6%	125 11%bcd	91 5%	70 5%	64 4%	216 7%f	134 4%	297 8%h	52 2%	33 6%	43 6%	73 5%	99 6%	85 8%kn	214 6%	33 6%	306 6%	86 7%	249 5%	15 5%
Used FedEx to receive	1304 21%	355 31%bcd	409 21%d	272 20%d	269 16%	763 25%f	541 18%	902 24%h	384 16%	91 16%	112 16%	363 23%ij	373 24%ij	290 27%ijn	848 22%ij	94 16%	1160 22%o	254 20%	973 21%	77 26%
Net used	1570 25%	448 39%bcd	481 25%d	327 23%d	314 19%	929 30%f	641 21%	1128 31%h	422 18%	116 21%	149 21%	419 27%ij	442 28%ij	355 33%ijkln	1010 26%ij	119 20%	1393 27%o	325 25%	1157 25%	88 29%
Lost mail	38 1%	22 2%bcd	5 *	3 *	8 *	28 1%f	11 *	34 1%h	5 *	2 *	6 1%	11 1%	13 1%	7 1%	29 1%	2 *	37 1%	18 1%r	21 *	-
Damaged mail	48 1%	27 2%bcd	11 1%	5 *	6 *	38 1%f	10 *	46 1%h	2 *	2 *	6 1%	8 1%	16 1%	15 1%	31 1%	2 *	46 1%	21 2%f	27 1%	-
Delayed mail	64 1%	24 2%bd	15 1%	19 1%d	7 *	38 1%	26 1%	58 2%h	6 *	5 1%	9 1%	13 1%	24 2%	13 1%	46 1%	5 1%	59 1%	22 2%f	40 1%	2 1%
Mis-delivered mail	46 1%	18 2%b	4 *	12 1%d	12 1%	22 1%	24 1%	43 1%h	2 *	5 1%	8 1%	14 1%	9 1%	10 1%	31 1%	5 1%	41 1%	18 1%r	28 1%	-
Mail that has been tampered with	27 1%	7 1%	8 *	4 *	7 *	15 *	12 *	25 1%h	1 *	3 1%	3 *	6 *	6 1%	4 *	17 *	3 1%	24 *	9 1%	17 *	-
Didn't allow sufficient time to answer the door	34 1%	11 1%c	13 1%	2 *	8 *	24 1%	10 *	31 1%h	3 *	3 *	9 1%m	7 *	13 1%	2 *	29 1%	3 *	31 1%	10 1%	24 1%	*
Other problems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - there have been no problems	172 3%	62 5%bcd	44 2%	34 2%	32 2%	106 3%f	66 2%	134 4%h	37 2%	18 3%	16 2%	34 2%	47 3%	47 4%jkn	96 3%	18 3%	147 3%	31 2%	130 3%	11 4%
I don't know	17 *	2 *	3 *	8 1%	5 *	5 *	12 *	14 *	3 *	3 1%l	3 *l	3 *	* *	4 *	6 *	3 1%	10 *	2 *	13 *	2 1%
NET Any problem experienced	160 3%	61 5%bcd	44 2%	29 2%	27 2%	104 3%f	56 2%	149 4%h	11 *	11 2%	24 3%	36 2%	52 3%	34 3%	112 3%	11 2%	149 3%	53 4%rs	106 2%	2 1%
Made a complaint about FedEx	146 2%	57 5%bcd	39 2%	25 2%	25 1%	96 3%f	50 2%	136 4%h	10 *	11 2%	24 3%	34 2%	43 3%	31 3%	101 3%	11 2%	134 3%	59 5%rs	85 2%	2 1%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of FedEx	5716 93%	4892 92%	825 96%a	165 95%	4804 93%	478 92%	276 93%	159 93%	232 93%	610 90%	464 91%	427 95%jjn	506 93%	543 95%l	738 91%	782 93%	501 95%l	65 95%	412 92%
Used FedEx to send	350 6%	291 5%	60 7%	6 3%	304 6%g	29 6%g	13 4%	5 3%	11 5%	46 7%	19 4%	16 4%	29 5%	41 7%k	59 7%k	51 6%	31 6%	4 6%	24 5%
Used FedEx to receive	1304 21%	1123 21%	181 21%	37 21%	1082 21%	121 23%	64 22%	37 22%	43 17%	117 17%	106 21%	77 17%	94 17%	159 28%hijklop	220 27%hiklop	163 19%	104 20%	20 29%hikl	101 22%
Net used	1570 25%	1339 25%	231 27%	42 24%	1315 25%	139 27%	74 25%	42 25%	52 21%	145 21%	122 24%	92 21%	119 22%	184 32%hijklop	263 32%hijklopr	211 25%	127 24%	23 34%hikl	116 26%
Lost mail	38 1%	31 1%	8 1%	2 1%	34 1%	1 *	2 1%	1 *	2 1%	2 *	1 *	3 1%	8 1%	2 *	6 1%	7 1%	4 1%	* *	1 *
Damaged mail	48 1%	34 1%	14 2%a	* *	43 1%	2 *	3 1%	* *	- -	6 1%	1 *	1 *	14 3%hijknpr	5 1%	4 1%	10 1%	2 *	1 2%	1 *
Delayed mail	64 1%	50 1%	14 2%	3 2%	58 1%	2 *	3 1%	2 1%e	3 1%	4 1%	3 1%	3 1%	12 2%r	10 2%	9 1%	8 1%	7 1%	* *	1 *
Mis-delivered mail	46 1%	36 1%	10 1%	2 1%	41 1%	1 *	3 1%e	1 1%	1 *	4 1%	1 *	4 1%	6 1%	2 *	10 1%	8 1%	5 1%	- -	1 *
Mail that has been tampered with	27 *	24 *	3 *	* *	25 *	* *	2 1%	* *	- -	4 1%	1 *	1 *	5 1%	3 *	3 *	7 1%	- -	* *	* *
Didn't allow sufficient time to answer the door	34 1%	24 *	9 1%	* *	29 1%	2 *	3 1%	- -	1 *	5 1%	2 *	3 *	3 *	8 1%	5 1%	4 *	1 *	* *	1 *
Other problems	- *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - there have been no problems	172 3%	154 3%	18 2%	2 1%	143 3%g	22 4%fg	5 2%	2 1%	6 3%	22 3%l	7 1%	7 2%	5 1%	18 3%l	33 4%jl	24 3%	19 4%l	3 5%l	19 4%jkl
I don't know	17 *	11 *	7 1%a	* *	16 *	1 *	- -	* *	2 1%	3 1%	2 *	- -	2 *	2 *	1 *	4 *	- -	- -	1 *
NET Any problem experienced	160 3%	126 2%	35 4%a	3 2%	144 3%e	6 1%	7 2%	3 2%	3 1%	20 3%	10 2%	9 2%	22 4%hr	22 4%r	24 3%	22 3%	12 2%	1 2%	5 1%
Made a complaint about FedEx	146 2%	120 2%	26 3%	3 2%	129 2%	6 1%	8 3%	3 2%	3 1%	13 2%	10 2%	7 1%	22 4%hkr	15 3%	22 3%	22 3%	14 3%	1 2%	5 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 364

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of FedEx	5716 93%	2250 94%	2103 93%	3210 93%	3064 92%	2250 94%f	168 87%	710 91%	2103 93%i	199 88%	1005 94%i	1923 93%	2249 92%	742 92%	553 93%	226 95%	4173 93%	779 94%	2414 94%tv	2202 93%tv	602 88%	331 94%tv	138 86%	4615 94%tv	468 91%	1505 92%	4212 93%
Used FedEx to send	350 6%	201 8%bd	67 3%	263 8%bd	129 4%	201 8%bd	13 7%g	21 3%	67 4%	9 4%	17 2%	133 6%	140 6%	34 4%	31 5%	11 5%	274 6%	42 5%	173 7%tv	138 6%t	21 3%	12 3%	6 4%	310 6%tv	18 3%	213 13%z	137 3%
Used FedEx to receive	1304 21%	570 24%bd	396 18%	842 24%bd	668 20%	570 24%fg	30 15%	136 18%	396 18%	37 16%	156 15%	405 20%	550 23%q	201 25%knoq	112 19%	36 15%	955 21%	148 18%	529 21%x	565 24%rtuvx	130 19%	53 15%	23 14%	1094 22%ux	76 15%	456 28%z	848 19%
Net used	1570 25%	716 30%bd	447 20%	1042 30%bd	773 23%b	716 30%fg	40 21%	151 19%	447 20%j	44 19%	169 16%	516 25%o	652 27%oq	227 28%oq	134 23%	41 17%	1168 26%oc	175 21%	660 26%ux	669 28%tuvx	146 21%	60 17%	28 17%	1330 27%tuvx	88 17%	630 39%z	940 21%
Lost mail	38 1%	27 1%bd	5 *	32 1%bd	11 *	27 1%g	-	*	5 *	2 1%	5 *	15 1%	17 1%	3 *	4 1%	-	31 1%	4 *	15 1%	22 1%	*	-	-	37 1%	-	35 2%z	3 *
Damaged mail	48 1%	38 2%bd	*	43 1%bd	9 *	38 2%bd	1 *	-	*	1 *	*	22 1%	18 1%	7 1%	*	1 1%	39 1%	4 *	26 1%	21 1%	*	-	1	46 1%	1	44 3%z	4 *
Delayed mail	64 1%	49 2%bd	7 *	57 2%bd	15 *	49 2%g	4 2%g	2	7 *	2 1%	3 *	28 1%m	24 1%	2 *	9 1%m	2 1%	52 1%	11 1%m	27 1%	29 1%x	8 1%	-	-	56 1%	-	51 3%z	13 *
Mis-delivered mail	46 1%	29 1%bd	6 *	39 1%bd	15 *	29 1%g	2 *	-	6 *	1 *	1 *	29 1%l	8 *	5 1%	3 1%	1 1%	37 1%	4 *	23 1%	13 1%	8 1%	1	-	36 1%	1	42 3%z	4 *
Mail that has been tampered with	27 *	16 1%b	1 *	22 1%b	8 *	16 1%	1 *	-	1 *	1 *	1 *	17 1%l	7 *	2	*	-	25 1%	*	10	13 1%	3	*	1	22	1	27 2%z	-
Didn't allow sufficient time to answer the door	34 1%	18 1%b	1 *	30 1%b	14 *	18 1%	2 1%	1	1 *	1	1 *	15 1%	10 *	6 1%	3 1%	*	25 1%	3	17 1%	15 1%	-	1	-	33 1%	1	28 2%z	6 *
Other problems	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	172 3%	94 4%bd	46 2%	116 3%bd	68 2%	94 4%g	5 3%	16 2%	46 2%	5 2%	11 1%	59 3%	76 3%	17 2%	15 2%	6 3%	135 3%	21 3%	90 3%t	64 3%	9 1%	4 1%	6 4%	153 3%t	10 2%	66 4%z	106 2%
I don't know	17 *	3 *	8 *	9 *	15 *	3 *	1 *	1 1%	8 *	2 1%j	*	5 *	7 *	1 *	4 1%	*	12 *	4 *	5 *	8 *	2 *	2 1%	*	13 *	2	14 1%	3 *
NET Any problem experienced	160 3%	103 4%bd	14 1%	137 4%bd	47 1%b	103 4%g	7 4%g	4	14 1%	2 1%	6 1%	70 3%	57 2%	16 2%	13 2%	5 2%	127 3%	18 2%	78 3%x	66 3%	10 1%	5 2%	-	144 3%	5 1%	132 8%z	28 1%
Made a complaint about FedEx	146 2%	95 4%bd	10 *	130 4%bd	45 1%b	95 4%g	7 4%g	3	10 *	2 1%	5 *	68 3%l	48 2%	16 2%	9 2%	5 2%	116 3%	14 2%	72 3%x	60 3%	9 1%	4 1%	-	132 3%x	4 1%	129 8%z	17 *

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of FedEx	5716 93%	360 90%	5320 93%	36 88%	1576 92%	3853 93%f	287 89%	5461 94%hij	139 86%j	57 83%j	34 46%	5657 93%hij	25 72%
Used FedEx to send	350 6%	37 9%b	309 5%	5 12%	119 7%e	205 5%	26 8%	319 5%	27 17%gjk	4 6%	* *	350 6%	- -
Used FedEx to receive	1304 21%	97 24%	1195 21%	12 29%	369 22%	840 20%	95 30%de	1220 21%j	49 31%gjk	15 22%j	5 7%	1284 21%j	15 44%
Net used	1570 25%	124 31%b	1430 25%	15 37%	461 27%	994 24%	114 36%de	1458 25%j	72 45%gjk	19 28%j	5 7%	1549 26%j	15 44%
Lost mail	38 1%	6 1%	31 1%	2 4%b	16 1%	21 1%	2 1%	30 1%	8 5%gk	-	-	38 1%	-
Damaged mail	48 1%	9 2%b	38 1%	2 4%b	23 1%	23 1%	3 1%	46 1%	2 1%	-	-	48 1%	-
Delayed mail	64 1%	6 1%	58 1%	-	27 2%	35 1%	2 1%	55 1%	7 4%gk	2 3%	*	64 1%	-
Mis-delivered mail	46 1%	9 2%b	36 1%	* 1%	24 1%e	16 *	5 2%e	34 1%	10 6%gk	2 3%	-	46 1%	-
Mail that has been tampered with	27 *	5 1%	22 *	-	11 1%	14 *	2 *	18 *	9 6%gk	-	-	27 *	-
Didn't allow sufficient time to answer the door	34 1%	3 1%	31 1%	-	17 1%e	13 *	3 1%	28 *	6 4%gk	*	-	34 1%	-
Other problems	- -	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	172 3%	14 3%	156 3%	3 7%	44 3%	118 3%	11 3%	169 3%	3 2%	*	-	172 3%	-
I don't know	17 *	-	17 *	-	2 *	12 *	3 1%	15 *	2 1%	-	-	17 *	-
NET Any problem experienced	160 3%	23 6%b	135 2%	2 5%	73 4%e	75 2%	12 4%	135 2%	22 13%gjk	4 5%	*	160 3%	-
Made a complaint about FedEx	146 2%	18 5%b	124 2%	4 8%b	65 4%e	69 2%	11 4%	122 2%	20 13%gjk	4 5%	*	146 2%	-

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_5. Competitive landscape - FedEx

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of FedEx	5716 93%	1443 93%	1425 92%	1434 93%	1415 92%	493 93%	480 93%	470 94%	487 93%	466 92%	472 93%	462 94%	485 91%	488 93%	495 93%	468 92%	452 91%
Used FedEx to send	350 6%	91 6%	88 6%	79 5%	92 6%	30 6%	33 6%	28 6%	29 5%	30 6%	30 6%	22 4%	31 6%	27 5%	43 8%o	22 4%	27 5%
Used FedEx to receive	1304 21%	283 18%	313 20%	346 22%a	363 24%a	106 20%	84 16%	93 19%	105 20%	105 21%	103 20%	113 23%f	120 23%f	113 21%	96 18%	125 25%fn	142 29%efghijmn
Net used	1570 25%	359 23%	388 25%	394 25%	428 28%a	133 25%	112 22%	114 23%	128 24%	132 26%	128 25%	131 27%	135 25%	127 24%	133 25%	139 27%	156 31%fgm
Lost mail	38 1%	13 1%	4 *	6 *	16 1%b	2 *	5 1%	6 1%hi	-	2 *	2 *	-	-	6 1%	13 2%ehijklop	2 *	2 *
Damaged mail	48 1%	15 1%	4 *	10 1%	19 1%	1 *	8 1%l	6 1%	3 1%	1 *	2 *	1 *	7 1%l	10 2%eijl	4 1%	5 1%	
Delayed mail	64 1%	19 1%	16 1%	8 1%	21 1%	6 1%	4 1%	9 2%l	5 1%	9 2%l	2 *	4 1%	1 *	3 1%	15 3%fjlmo	2 *	4 1%
Mis-delivered mail	46 1%bc	19 1%bc	5 *	6 *	16 1%	8 2%ko	4 *	7 1%o	1 *	3 1%	1 *	*	2 *	4 1%	14 3%hijklop	-	2 *
Mail that has been tampered with	27 *	4 *	5 *	3 *	14 1%c	3 1%	*	-	4 1%	*	1 *	-	1 *	1 *	8 1%fgiko	-	7 1%giko
Didn't allow sufficient time to answer the door	34 1%	4 *	13 1%	8 *	9 1%	-	4 1%	-	8 2%egik	-	5 1%	-	6 1%	*	4 1%	2 *	3 1%
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	172 3%	41 3%	45 3%	47 3%	39 3%	17 3%	15 3%	10 2%	11 2%	18 3%	16 3%	15 3%	20 4%	11 2%	15 3%	9 2%	15 3%
I don't know	17 *	2 *	4 *	6 *	5 *	-	2 *	*	1 *	-	4 1%	2 *	1 *	2 *	-	3 1%	2 *
NET Any problem experienced	160 3%	47 3%	39 3%	27 2%	48 3%	14 3%	15 3%	18 4%k	17 3%k	12 2%	10 2%	4 1%	10 2%	13 3%	28 5%klop	10 2%	10 2%
Made a complaint about FedEx	146 2%	42 3%	36 2%	27 2%	40 3%	15 3%	13 3%	14 3%	17 3%k	9 2%	10 2%	4 1%	8 2%	15 3%	24 5%ijklop	8 2%	8 2%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of Evri	5602 91%	1049 85%	4553 92%a	813 94%d	4788 90%	2699 90%	2889 92%e	736 89%m	809 93%m	1040 93%glm	762 93%m	1043 91%m	680 89%m	531 85%	1545 91%q	1802 93%pq	2254 89%	1211 87%	4753 91%	803 89%
Used Evri to send	1199 19%	236 19%	963 20%	289 34%d	910 17%	476 16%	722 23%e	174 21%klm	223 26%jklm	260 23%klm	164 20%lm	190 17%	101 13%	87 14%	397 23%pq	424 22%pq	378 15%	188 14%	993 19%	187 21%
Used Evri to receive	3544 57%	570 46%	2974 60%a	502 58%	3042 57%	1599 53%	1935 62%e	444 54%	502 58%	662 59%	527 64%ghklm	658 58%	419 55%	332 53%	946 56%	1189 61%npq	1409 56%	751 54%	3064 59%s	450 50%
Net used	4067 66%	652 53%	3415 69%a	662 77%d	3405 64%	1822 60%	2235 71%e	529 64%	615 70%gklm	765 68%klm	592 72%gjklm	740 65%m	461 61%	364 58%	1144 67%pq	1358 70%pq	1565 62%	825 59%	3472 67%s	556 61%
Lost mail	137 2%	15 1%	122 2%a	53 6%d	84 2%	47 2%	90 3%e	36 4%klm	32 4%klm	26 2%klm	29 3%klm	9 1%	5 1%	1 *	68 4%pq	55 3%pq	15 1%	6 *	116 2%	19 2%
Damaged mail	93 2%	9 1%	84 2%	34 4%d	60 1%	47 2%	46 1%	17 2%klm	28 3%klm	20 2%k	17 2%klm	5 *	4 *	3 *	45 3%pq	37 2%pq	11 *	7 *	76 1%	13 1%
Delayed mail	159 3%	17 1%	142 3%a	54 6%d	105 2%	50 2%	109 3%e	39 5%iklm	37 4%iklm	25 2%k	25 3%kl	15 1%	9 1%	10 2%	76 4%opq	49 3%p	33 1%	19 1%	125 2%	31 3%
Mis-delivered mail	64 1%	8 1%	56 1%	20 2%d	44 1%	27 1%	37 1%	15 2%klm	15 2%k	12 1%	11 1%k	3 *	6 1%	2 *	30 2%pq	23 1%p	11 *	8 1%	55 1%	8 1%
Mail that has been tampered with	43 1%	-	43 1%a	24 3%d	19 *	26 1%	17 1%	18 2%iklm	9 1%kl	7 1%k	6 1%k	*	-	2 *	27 2%pq	13 1%	3 *	2 *	29 1%	14 2%r
Didn't allow sufficient time to answer the door	65 1%	4 *	61 1%a	19 2%d	46 1%	32 1%	33 1%	14 2%	19 2%kl	7 1%	10 1%	7 1%	4 1%	4 1%	32 2%opq	18 1%	15 1%	8 1%	52 1%	10 1%
Other problems	23 *	4 *	19 *	3 *	20 *	4 *	19 1%e	2 *	-	4 *	4 *	5 *	4 1%	*	2 *	12 1%	9 *	4 *	20 *	2 *
No - there have been no problems	775 13%	182 15%b	592 12%	147 17%d	628 12%	315 10%	460 15%e	80 10%	136 16%gl	171 15%gl	95 12%	143 13%	79 10%	71 11%	216 13%	266 14%	293 12%	150 11%	650 12%	117 13%
I don't know	39 1%	10 1%	29 1%	7 1%	32 1%	14 1%	25 1%	6 1%	2 *	7 1%	8 1%	13 1%m	3 *	-	8 1%	15 1%	16 1%	3 *	36 1%	3 *
NET Any problem experienced	385 6%	44 4%	341 7%a	135 16%d	250 5%	148 5%	237 8%e	88 11%iklm	85 10%jklm	82 7%klm	61 7%klm	33 3%	19 3%	17 3%	173 10%opq	143 7%p	69 3%	36 3%	307 6%	67 7%
Made a complaint about Evri	297 5%	34 3%	263 5%a	124 14%d	172 3%	128 4%	169 5%	73 9%jklm	69 8%jklm	72 6%klm	40 5%klm	22 2%	12 2%	9 1%	142 8%opq	111 6%pq	43 2%	20 1%	237 5%	56 6%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 365

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
		Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of Evri	5602 91%	1045 91%	1800 93%cd	1254 90%	1501 89%	2845 92%f	2755 90%	3402 92%h	2126 89%	472 84%	658 92%i	1444 92%i	1433 92%i	993 93%i	3536 92%i	486 83%	4756 92%o	1161 90%	4181 91%s	259 86%
Used Evri to send	1199 19%	278 24%d	398 21%d	280 20%d	241 14%	676 22%f	521 17%	809 22%h	378 16%	75 13%	110 15%	285 18%i	325 21%i	268 25%ijkn	719 19%i	76 13%	1053 20%o	222 17%	918 20%	59 20%
Used Evri to receive	3544 57%	670 58%	1149 59%d	805 58%	919 55%	1819 59%	1724 56%	2135 58%	1361 57%	275 49%	396 55%	915 58%i	944 61%ij	672 63%ij	2256 59%i	282 48%	3063 59%o	739 57%s	2658 58%s	147 49%
Net used	4067 66%	801 69%d	1300 67%d	933 67%d	1032 62%	2101 68%f	1965 64%	2505 68%h	1511 63%	307 55%	451 63%i	1056 67%i	1074 69%ij	787 74%ijkn	2581 67%i	314 53%	3529 68%o	849 65%	3042 67%s	176 59%
Lost mail	137 2%	37 3%d	44 2%	26 2%	30 2%	81 3%	56 2%	108 3%h	29 1%	4 1%	13 2%	40 3%i	34 2%	36 3%i	86 2%	4 1%	126 2%o	45 3%r	85 2%	7 2%
Damaged mail	93 2%	29 3%bd	24 1%	22 2%	18 1%	53 2%	40 1%	71 2%h	23 1%	4 1%	10 1%	27 2%	22 1%	18 2%	59 2%	4 1%	79 2%	26 2%	61 1%	7 2%
Delayed mail	159 3%	39 3%d	49 3%	43 3%d	28 2%	88 3%	71 2%	120 3%h	39 2%	12 2%	14 2%	39 2%	48 3%	41 4%	101 3%	12 2%	142 3%	42 3%	113 2%	4 1%
Mis-delivered mail	64 1%	14 1%	28 1%d	13 1%	9 1%	42 1%f	22 1%	46 1%	15 1%	3 1%	2 *	24 2%i	16 1%	13 1%	41 1%	3 1%	56 1%	20 2%	41 1%	4 1%
Mail that has been tampered with	43 1%	17 1%bcd	11 1%	7 1%	7 *	28 1%	15 *	34 1%h	9 *	1 *	4 1%	8 1%	11 1%	11 1%	23 1%	1 *	35 1%	17 1%r	23 1%	3 1%
Didn't allow sufficient time to answer the door	65 1%	20 2%d	22 1%	11 1%	11 1%	42 1%	23 1%	46 1%	16 1%	* *	6 1%	15 1%	21 1%	12 1%	42 1%	2 *	58 1%	13 1%	47 1%	5 2%
Other problems	23 *	4 *	8 *	8 1%	2 *	12 *	10 *	14 *	9 *	* *	3 *	2 *	10 1%	6 1%	14 *	* *	20 *	4 *	15 *	4 1%r
No - there have been no problems	775 13%	164 14%d	269 14%d	177 13%d	163 10%	433 14%f	341 11%	491 13%	278 12%	53 9%	72 10%	172 11%	205 13%	174 16%ijkn	449 12%	53 9%	676 13%o	116 9%	624 14%q	35 12%
I don't know	39 1%	7 1%	19 1%d	9 1%	4 *	25 1%	14 *	27 1%	10 *	4 1%	1 *	8 1%	9 1%	7 1%	19 *	4 1%	32 1%	6 *	29 1%	4 1%
NET Any problem experienced	385 6%	107 9%d	111 6%	93 7%d	74 4%	218 7%f	167 5%	291 8%h	90 4%	19 3%	36 5%	105 7%i	110 7%i	87 8%i	251 7%i	19 3%	345 7%o	100 8%r	265 6%	20 7%
Made a complaint about Evri	297 5%	95 8%bcd	72 4%	69 5%	60 4%	167 5%	129 4%	237 6%h	55 2%	15 3%	33 5%	80 5%	79 5%	70 7%i	192 5%	15 3%	268 5%o	84 7%r	193 4%	20 7%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of Evri	5602 91%	4799 90%	803 93%	167 96%a	4705 91%g	469 91%	278 94%deg	149 87%	229 92%	605 90%	470 92%nq	422 94%ilnq	489 90%	525 91%	708 87%	766 91%	491 93%nq	58 84%	411 92%q
Used Evri to send	1199 19%	1005 19%c	194 22%c	22 13%	1030 20%eg	76 15%	65 22%eg	27 16%	49 20%	172 25%jlnpqr	96 19%	99 22%nqr	91 17%	114 20%	126 15%	190 23%nqr	93 18%	7 10%	69 15%
Used Evri to receive	3544 57%	2976 56%	568 66%a	129 75%ab	2945 57%	321 62%d	176 60%	102 60%	142 57%n	370 55%	287 56%n	280 62%in	314 58%n	343 60%n	396 49%	480 57%n	334 63%iln	36 52%	285 63%iljn
Net used	4067 66%	3413 64%	653 78%a	141 82%a	3392 65%	352 68%	210 71%d	112 66%	163 65%n	437 65%n	337 66%n	312 70%n	356 66%n	394 69%n	454 56%	572 68%n	366 69%n	41 60%	310 69%n
Lost mail	137 2%	111 2%	26 3%	2 1%	120 2%	9 2%	6 2%	3 2%	3 1%	29 4%hjn	6 1%	7 2%	10 2%	14 3%	11 1%	27 3%	12 2%	* *	8 2%
Damaged mail	93 2%	73 1%	21 2%	3 2%	82 2%	6 1%	5 2%	1 *	2 1%	13 2%	7 1%	3 1%	3 1%	13 2%	11 1%	20 2%	8 2%	* *	5 1%
Delayed mail	159 3%	131 2%	28 3%	2 1%	135 3%	10 2%	10 3%	4 2%	8 3%	22 3%	10 2%	7 1%	19 3%	23 4%	15 2%	24 3%	8 2%	1 1%	9 2%
Mis-delivered mail	64 1%	55 1%	10 1%	1 1%	54 1%	4 1%	5 2%g	* *	1 *	14 2%	4 1%	2 *	3 1%	7 1%	8 1%	11 1%	4 1%	-	4 1%
Mail that has been tampered with	43 1%	37 1%	6 1%	1 *	38 1%	1 *	3 1%	* *	-	8 1%	3 1%	2 *	3 1%	5 1%	3 *	13 1%	2 *	* *	1 *
Didn't allow sufficient time to answer the door	65 1%	51 1%	14 2%	1 *	57 1%	3 1%	4 1%	1 1%	1 *	16 2%hln	3 1%	1 *	6 1%	3 *	13 2%	7 1%	-	3 1%
Other problems	23 *	15 *	8 1%a	* *	18 *	4 1%	1 *	* *	2 1%	8 1%	-	1 *	3 1%	-	2 *	2 *	-	* *	4 1%mp
No - there have been no problems	775 13%	655 12%	120 14%	15 8%	669 13%e	45 9%	40 14%e	20 12%	35 14%r	101 15%r	65 13%	79 18%lmnpr	60 11%	67 12%	88 11%	116 14%r	59 11%	6 8%	39 9%
I don't know	39 1%	32 1%	7 1%	* *	32 1%	4 1%	2 1%	1 *	1 1%	4 1%	3 1%	1 *	1 *	2 *	3 *	14 2%	3 1%	* *	3 1%
NET Any problem experienced	385 6%	317 6%	68 8%	7 4%	329 6%g	27 5%	23 8%g	6 4%	13 5%	67 10%hjkinqr	28 6%	19 4%	30 5%	45 8%kn	35 4%	60 7%	31 6%	1 1%	26 6%
Made a complaint about Evri	297 5%	252 5%	44 5%	3 2%	256 5%g	19 4%	18 6%g	4 2%	9 4%	49 7%jko	19 4%	15 3%	27 5%	41 7%jko	35 4%	38 5%	24 4%	* *	19 4%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of Evri	5602 91%	2158 90%	2088 92%ac	3123 90%	3053 92%ac	2158 90%f	152 78%	681 88%f	2088 89%	201 89%	971 91%	1881 91%	2221 91%	726 90%	546 92%	210 88%	4103 91%	756 91%	2355 92%uvx	2171 92%uvx	605 89%	307 87%	135 84%	4526 92%tuvx	441 86%	1486 91%	4116 91%
Used Evri to send	1199 19%	504 21%	440 19%	706 20%	641 19%	504 21%f	24 12%	134 17%	440 19%j	34 15%	164 15%	416 20%m	500 21%m	119 15%	124 21%m	39 17%	917 20%m	163 20%m	584 23%stvx	441 19%t	89 13%	62 17%	21 13%	1025 21%t	83 16%	412 25%z	787 17%
Used Evri to receive	3544 57%	1321 55%	1359 60%ac	1948 56%	1986 60%ac	1321 55%	89 46%	433 56%	1359 60%j	111 49%	640 60%j	1252 61%mo	1391 57%	427 53%	345 58%	118 50%	2643 59%mo	463 56%	1555 61%tuvx	1384 58%uvx	369 54%vx	165 47%	59 37%	2939 60%tuvx	224 44%	861 53%	2683 59%y
Net used	4067 66%	1551 65%	1547 68%a	2259 65%	2254 68%a	1551 65%f	98 51%	490 63%f	1547 68%j	130 58%	701 65%	1429 69%moq	1613 66%mo	480 59%	401 68%mo	133 56%	3042 68%mo	534 64%	1794 70%tuvx	1579 67%tuvx	417 61%vx	192 54%	72 45%	3373 68%tuvx	263 51%	1115 68%z	2952 65%
Lost mail	137 2%	56 2%	54 2%	81 2%	78 2%	56 2%	1 1%	8 1%	54 2%	3 1%	13 1%	58 3%	47 2%	16 2%	14 2%	2 1%	105 2%	16 2%	79 3%s	43 2%	10 1%	6 2%	-	122 2%	6 1%	81 5%z	56 1%
Damaged mail	93 2%	52 2%bd	17 1%	68 2%bd	32 1%	52 2%	*	11 1%	17 1%	3 1%	6 1%	42 2%m	31 1%	5 1%	6 1%	8 4%lmn	73 2%	14 2%	51 2%	32 1%	5 1%	3 1%	2 1%	84 2%	5 1%	65 4%z	28 1%
Delayed mail	159 3%	75 3%	48 2%	100 3%	73 2%	75 3%	4 2%	14 2%	48 2%	7 3%	14 1%	58 3%	61 3%	16 2%	17 3%	7 3%	119 3%	24 3%	85 3%tx	59 2%	10 1%	5 1%	*	144 3%	5 1%	90 6%z	69 2%
Mis-delivered mail	64 1%	32 1%	17 1%	38 1%	23 1%	32 1%	1	7 1%	17 1%	1 1%	5	29 1%	23 1%	8 1%	2 *	3 1%	51 1%	5 1%	35 1%	19 1%	9 1%	2 1%	*	54 1%	2 *	36 2%z	28 1%
Mail that has been tampered with	43 1%	15 1%	11 1%	27 1%	23 1%	15 1%	*	3	11 1%	*	5	14 1%	17 1%	5 1%	6 1%	*	31 1%	7 1%	9 *	23 1%r	4 1%	4 1%	-	32 1%	4 1%	40 2%z	3
Didn't allow sufficient time to answer the door	65 1%	31 1%	21 1%	37 1%	28 1%	31 1%	1	4 1%	21 1%	1 1%	10 1%	30 1%	24 1%	6 1%	3 *	3 1%	53 1%	6 1%	25 1%	33 1%	4 1%	4 1%	-	58 1%	4 1%	30 2%z	35 1%
Other problems	23 *	11 *	9 *	14 *	11 *	11 *	*	8 1%	9 *	-	1 *	8 *	12 1%	1 *	1 *	-	20 *	1 *	13 1%	4 *	2 *	2 1%	*	17 *	3 1%	7 *	16 *
No - there have been no problems	775 13%	304 13%	305 13%	437 13%	438 13%	304 13%	18 9%	91 12%	305 13%	22 10%	123 12%	254 12%	327 13%m	80 10%	90 15%m	24 10%	580 13%	114 14%	368 14%t	286 12%t	56 8%	47 13%t	18 11%	654 13%t	65 13%t	177 11%	598 13%
I don't know	39 1%	13 1%	16 1%	23 1%	26 1%	13 1%	*	4 *	16 1%	2 1%	6 1%	16 1%	19 1%	1 *	1 *	3 1%	35 1%	3 *	19 1%	15 1%	5 1%	-	-	34 1%	-	13 1%	26 1%
NET Any problem experienced	385 6%	188 8%bd	119 5%	246 7%bd	177 5%	188 8%g	6 3%	39 5%	119 5%	10 4%	34 3%	147 7%	154 6%	38 5%	33 6%	13 5%	302 7%	46 5%	197 8%tuvx	140 6%	29 4%	14 4%	3 2%	337 7%x	18 3%	223 14%z	162 4%
Made a complaint about Evri	297 5%	148 6%bd	79 3%	200 6%bd	131 4%	148 6%g	6 3%	28 4%	79 3%j	6 3%	17 2%	112 5%	121 5%	30 4%	26 4%	8 3%	232 5%	34 4%	152 6%x	104 4%	25 4%	11 3%	3 2%	255 5%	15 3%	201 12%z	96 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of Evri	5602 91%	357 89%	5206 91%	38 92%	1549 91%	3768 91%	284 88%	5363 92%hij	126 78%j	53 77%j	34 46%	5541 91%hij	26 74%
Used Evri to send	1199 19%	50 13%	1139 20%a	10 23%	308 18%	826 20%	65 20%	1144 20%j	37 23%j	14 21%j	2 2%	1195 20%j	2 6%
Used Evri to receive	3544 57%	218 54%	3304 58%	22 54%	1006 59%f	2383 58%f	155 48%	3450 59%hij	48 30%j	21 31%	10 14%	3519 58%hij	15 42%
Net used	4067 66%	245 61%	3796 66%	26 63%	1165 68%f	2712 65%	189 59%	3928 67%hij	80 50%j	32 47%j	12 16%	4040 67%hij	15 43%
Lost mail	137 2%	5 1%	131 2%	1 1%	46 3%	80 2%	11 4%	130 2%	7 4%	-	-	137 2%	*
Damaged mail	93 2%	8 2%	85 1%	-	37 2%e	47 1%	10 3%e	80 1%	7 4%gk	6 9%gjk	-	93 2%	-
Delayed mail	159 3%	5 1%	154 3%	-	57 3%e	90 2%	13 4%	144 2%	12 7%gjk	3 5%	-	159 3%	-
Mis-delivered mail	64 1%	5 1%	59 1%	* 1%	26 2%e	30 1%	8 2%e	61 1%	3 2%	-	-	64 1%	-
Mail that has been tampered with	43 1%	* *	43 1%	-	15 1%	19 *	9 3%de	35 1%	8 5%gk	-	-	43 1%	-
Didn't allow sufficient time to answer the door	65 1%	1 *	64 1%	-	18 1%	36 1%	10 3%de	62 1%	3 2%	-	-	65 1%	-
Other problems	23 *	-	23 *	-	6 *	16 *	* *	23 *	-	-	-	23 *	-
No - there have been no problems	775 13%	32 8%	737 13%a	5 13%	167 10%	576 14%d	32 10%	758 13%hij	8 5%	5 7%	2 2%	771 13%hij	2 6%
I don't know	39 1%	4 1%	32 1%	3 8%ab	7 *	30 1%	2 1%	37 1%	2 1%	* 1%	* *	39 1%	* *
NET Any problem experienced	385 6%	14 4%	370 6%	1 2%	134 8%e	221 5%	30 9%e	349 6%	27 17%gjk	9 13%gj	-	385 6%	* *
Made a complaint about Evri	297 5%	14 3%	279 5%	4 10%	114 7%e	155 4%	27 8%e	264 5%	25 16%gjk	7 11%j	-	296 5%	* *

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Table 365

QJ_6. Competitive landscape - Evri

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of Evri	5602 91%	1395 90%	1383 90%	1417 91%	1406 92%	482 91%*g	482 93%*g	431 87%	468 89%	460 90%	456 90%	444 90%	500 94%*gh	473 90%	487 92%*g	464 91%	456 92%*g
Used Evri to send	1199 19%	302 20%	284 18%	309 20%	304 20%	110 21%	91 18%	101 20%	105 20%	87 17%	92 18%	99 20%	86 16%	124 24%*ll	101 19%	103 20%	100 20%
Used Evri to receive	3544 57%	850 55%	847 55%	925 60%*ab	922 60%*ab	302 57%	289 56%	259 52%	292 56%	282 55%	272 54%	271 55%	330 62%*gj	325 62%*gj	317 60%	279 55%	326 66%*efghijko
Net used	4067 66%	990 64%	986 64%	1043 67%	1048 68%*b	353 67%	328 64%	308 62%	342 65%	329 65%	315 62%	323 66%	359 67%	361 69%	359 67%	335 66%	355 72%*fe
Lost mail	137 2%	51 3%*bcd	28 2%	32 2%	27 2%	22 4%*ikn	18 4%*in	10 2%	12 2%	4 1%	11 2%	7 1%	13 3%	12 2%	5 1%	9 2%	13 3%
Damaged mail	93 2%	26 2%	25 2%	20 1%	21 1%	11 2%*k	8 2%	7 1%	3 1%	6 1%	17 3%*hkp	1 *	6 1%	13 2%*k	9 2%	8 2%	5 1%
Delayed mail	159 3%	50 3%	34 2%	29 2%	46 3%	21 4%*ikl	14 3%*l	15 3%*ik	16 3%*ik	3 1%	15 3%*ik	3 1%	7 1%	19 4%*ik	9 2%	21 4%*ikl	17 3%*ik
Mis-delivered mail	64 1%	15 1%	19 1%	15 1%	16 1%	4 1%	4 1%	6 1%	10 2%	6 1%	3 1%	4 1%	7 1%	5 1%	6 1%	2 *	7 1%
Mail that has been tampered with	43 1%	12 1%	12 1%	8 1%	10 1%	5 1%	* *	7 1%	7 1%	2 *	2 *	4 1%	2 *	2 *	1 *	3 1%	6 1%
Didn't allow sufficient time to answer the door	65 1%	14 1%	13 1%	14 1%	24 2%	4 1%	7 1%	3 1%	6 1%	4 1%	3 1%	4 1%	1 *	9 2%*l	6 1%	1 *	16 3%*egjklo
Other problems	23 *	13 1%*d	4 *	3 *	2 *	5 1%	5 1%	3 1%	* *	1 1%	1 *	* -	* *	3 1%	* *	2 *	* *
No - there have been no problems	775 13%	171 11%	186 12%	216 14%	202 13%	56 11%	55 11%	60 12%	65 12%	63 12%	58 11%	72 15%	60 11%	84 16%*e	71 13%	68 13%	63 13%
I don't know	39 1%	10 1%	8 1%	13 1%	8 1%	2 *	2 *	6 1%	2 *	6 1%	* *	6 1%	4 1%	3 1%	3 1%	4 1%	1 *
NET Any problem experienced	385 6%	122 8%*c	90 6%	80 5%	94 6%	53 10%*ikln	34 7%	35 7%	38 7%*l	18 4%	33 7%	21 4%	22 4%	37 7%	27 5%	31 6%	36 7%*l
Made a complaint about Evri	297 5%	106 7%*bcd	58 4%	61 4%	71 5%	40 8%*ijkln	30 6%*l	36 7%*ijkl	28 5%	12 2%	17 3%	15 3%	17 3%	29 6%*l	21 4%	30 6%*l	20 4%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of DPD	5667 92%	1100 89%	4568 93%a	809 94%	4859 92%	2778 92%	2878 92%	721 88%	828 95%glm	1053 94%glm	786 96%glm	1068 94%glm	675 89%	536 86%	1550 91%q	1839 95%npq	2279 90%q	1211 87%	4814 92%s	811 90%
Used DPD to send	563 9%	124 10%	438 9%	169 20%d	393 7%	323 11%f	239 8%	96 12%klm	161 19%gijklm	133 12%klm	70 9%klm	64 6%m	24 3%	14 2%	257 15%opq	203 10%pq	102 4%	38 3%	420 8%	133 15%r
Used DPD to receive	2982 48%	547 44%	2435 49%a	432 50%	2550 48%	1452 48%	1521 48%	389 47%klm	456 52%lm	591 53%lm	450 55%gklm	546 48%lm	307 40%	244 39%	845 50%pq	1041 54%pq	1097 43%	551 40%	2560 49%s	395 44%
Net used	3325 54%	590 48%	2735 55%a	554 64%d	2771 52%	1657 55%	1660 53%	451 55%lm	566 65%gijklm	678 60%gklm	481 59%klm	573 50%lm	327 43%	249 40%	1017 60%pq	1159 60%pq	1149 45%	576 42%	2805 54%	491 54%
Lost mail	39 1%	6 *	34 1%	18 2%d	21 *	22 1%	17 1%	7 1%l	11 1%kl	9 1%	8 1%l	3 *	-	2 *	18 1%pq	17 1%pq	5 *	2 *	35 1%	4 *
Damaged mail	48 1%	3 *	45 1%	27 3%d	21 *	36 1%f	12 *	14 2%kl	8 1%	13 1%	6 1%	3 *	3 *	2 *	21 1%pq	18 1%p	8 *	5 *	35 1%	12 1%
Delayed mail	65 1%	3 *	61 1%a	42 5%d	22 *	45 1%f	20 1%	8 1%k	27 3%gijklm	18 2%km	7 1%k	* *	4 1%	* *	35 2%pq	25 1%p	5 *	4 *	47 1%	17 2%r
Mis-delivered mail	39 *	4 *	35 1%	23 3%d	16 *	28 1%f	11 *	8 1%kl	20 2%ijklm	8 1%k	2 *	* *	* *	* *	29 2%opq	10 1%p	* *	* *	26 1%	12 1%r
Mail that has been tampered with	20 *	3 *	18 1%d	13 1%d	7 *	12 *	9 *	1 *	13 1%gijklm	3 *	3 *	-	-	* *	14 1%pq	6 *p	* *	* *	18 *	2 *
Didn't allow sufficient time to answer the door	34 1%	2 *	32 1%	17 2%d	16 *	20 1%	14 *	5 1%k	9 1%k	11 1%k	5 1%k	* *	4 *	* *	14 1%p	16 1%p	4 *	4 *	32 1%	2 *
Other problems	6 *	4 *	2 *	1 *	5 *	2 *	4 *	-	4 *	-	-	2 *	-	-	4 *	-	2 *	-	6 *	-
No - there have been no problems	386 6%	111 9%b	275 6%	79 9%d	307 6%	217 7%f	169 5%	59 7%lm	106 12%gijklm	83 7%klm	52 6%lm	55 5%lm	20 3%	11 2%	165 10%opq	135 7%pq	86 3%	31 2%	284 5%	92 10%r
I don't know	14 *	3 *	11 *	5 1%	9 *	6 *	8 *	5 1%k	4 1%	4 *	* *	* *	-	-	10 1%pq	4 *	* *	-	14 *	-
NET Any problem experienced	163 3%	10 1%	153 3%a	85 10%d	78 1%	100 3%f	63 2%	31 4%klm	51 6%jklm	46 4%klm	18 2%klm	9 1%	5 1%	2 *	83 5%opq	64 3%pq	16 1%	7 1%	122 2%	40 4%r
Made a complaint about DPD	160 3%	7 1%	153 3%a	86 10%d	74 1%	107 4%f	53 2%	34 4%klm	51 6%jklm	43 4%klm	17 2%lm	9 1%	4 1%	2 *	86 5%opq	59 3%pq	15 1%	6 *	120 2%	40 4%r

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 367

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
		Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of DPD	5667 92%	1062 92%	1791 92%	1302 93%d	1512 90%	2854 92%	2814 92%	3449 94%h	2144 90%	489 87%	651 91%	1460 93%i	1426 92%i	1017 95%ijln	3537 92%i	509 87%	4786 93%o	1192 92%	4212 92%s	264 88%
Used DPD to send	563 9%	157 14%bcd	174 9%d	135 10%d	96 6%	331 11%f	232 8%	454 12%h	104 4%	30 5%	47 7%	144 9%i	169 11%ij	128 12%ij	360 9%i	32 5%	505 10%o	121 9%	413 9%	28 9%
Used DPD to receive	2982 48%	631 55%bcd	937 48%d	676 49%d	738 44%	1568 51%f	1414 46%	1886 51%h	1053 44%	216 39%	296 41%	760 48%ij	796 51%ij	611 57%ijkln	1852 48%ij	225 38%	2589 50%o	609 47%	2244 49%	129 43%
Net used	3325 54%	714 62%bcd	1058 54%d	761 55%d	792 47%	1772 57%f	1554 51%	2157 59%h	1122 47%	237 42%	328 46%	862 55%ij	894 58%ij	682 64%ijkln	2084 54%ij	246 42%	2897 56%o	703 54%	2472 54%	151 50%
Lost mail	39 1%	7 1%	10 1%	12 1%	10 1%	17 1%	22 1%	35 1%h	5 *	2 *	7 1%	16 1%	7 *	6 1%	29 1%	2 *	36 1%	14 1%r	22 1%	3 1%
Damaged mail	48 1%	16 1%d	17 1%	10 1%	5 *	33 1%f	15 *	44 1%h	4 *	1 *	5 1%	14 1%	13 1%	14 1%	32 1%	1 *	46 1%	22 2%r	24 1%	2 1%
Delayed mail	65 1%	21 2%bcd	14 1%	17 1%	12 1%	35 1%	29 1%	57 2%h	7 *	1 *	9 1%	23 1%	19 1%	12 1%	51 1%	1 *	63 1%	31 2%r	32 1%	2 1%
Mis-delivered mail	39 1%	11 1%	14 1%	4 *	10 1%	24 1%	15 *	35 1%h	4 *	1 *	7 1%	12 1%	10 1%	7 1%	28 1%	1 *	35 1%	21 2%r	15 *	2 1%
Mail that has been tampered with	20 1%	8 1%	7 *	4 *	4 *	14 *	6 *	18 *h	2 *	2 *	2 *	8 1%	6 *	2 *	16 *	2 *	18 *	12 1%r	8 *	-
Didn't allow sufficient time to answer the door	34 1%	15 1%bd	6 *	7 1%	6 *	21 1%	13 *	30 1%h	4 *	4 1%	5 1%	9 1%	10 1%	6 *	24 1%	4 1%	30 1%	16 1%r	18 *	-
Other problems	6 *	-	6 *	-	-	6 *	-	6 *	-	-	-	4 *	-	-	4 *	-	4 *	1 *	2 *	2 1%r
No - there have been no problems	386 6%	100 9%d	123 6%d	97 7%d	65 4%	223 7%f	162 5%	296 8%h	85 4%	24 4%	29 4%	86 5%	122 8%ijk	88 8%ijn	237 6%	26 4%	342 7%	60 5%	306 7%q	19 6%
I don't know	14 *	4 *	5 *	4 *	*	9 *	5 *	13 *	1 *	*	-	3 *	3 *	5 *	5 *	*	11 *	*	13 *	1 *
NET Any problem experienced	163 3%	53 5%bcd	46 2%	34 2%	31 2%	98 3%f	65 2%	146 4%h	17 1%	5 1%	18 3%	55 4%i	45 3%i	35 3%i	118 3%i	5 1%	153 3%o	61 5%r	94 2%	9 3%
Made a complaint about DPD	160 3%	50 4%bcd	45 2%	35 3%	30 2%	95 3%	65 2%	146 4%h	14 1%	5 1%	17 2%	56 4%i	48 3%i	31 3%i	121 3%i	5 1%	152 3%o	66 5%r	85 2%	9 3%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of DPD	5667 92%	4857 92%	810 94%	161 93%	4769 92%e	462 89%	282 95%deg	154 91%	225 90%	603 89%	466 92%q	420 94%iq	509 94%iq	539 94%hiq	740 91%q	771 91%q	497 94%iq	57 82%	405 90%
Used DPD to send	563 9%	484 9%	78 9%	15 9%	479 9%g	43 8%	31 11%g	10 6%	20 8%	66 10%	55 11%	33 7%	46 9%	56 10%	81 10%	76 9%	45 8%	4 5%	39 9%
Used DPD to receive	2982 48%	2535 48%	447 52%	99 57%a	2474 48%	279 54%dg	155 52%dg	75 44%	114 45%	319 47%	245 48%	225 50%	263 48%	281 49%	375 46%	379 45%	273 52%	31 45%	248 55%hino
Net used	3325 54%	2835 53%	491 57%	105 61%a	2766 53%g	303 58%dg	175 59%dg	82 48%	130 52%	356 53%	275 54%	244 54%	296 54%	315 55%	428 53%	428 51%	295 56%	34 50%	269 60%hino
Lost mail	39 1%	34 1%	6 1%	* *	36 1%	2 *	2 1%	* *	2 1%	5 1%	4 1%	4 1%	5 1%	2 *	5 1%	2 *	8 1%o	* *	1 *
Damaged mail	48 1%	42 1%	6 1%	3 1%	42 1%	2 *	3 1%	1 1%	2 1%	8 1%	1 *	1 *	4 1%	4 1%	15 2%o	3 *	4 1%	* *	2 *
Delayed mail	65 1%	58 1%	6 1%	3 2%	56 1%	3 1%	3 1%	2 1%	* *	5 1%	5 1%	4 1%	11 2%o	7 1%	15 2%	3 *	7 1%	* *	3 1%
Mis-delivered mail	39 1%	35 1%	4 *	* *	34 1%	2 *	2 1%	* *	3 1%k	6 1%	4 1%	- -	7 1%k	5 1%	7 1%	2 *	1 *	* *	2 *
Mail that has been tampered with	20 *	17 *	3 *	3 2%a	13 *	3 1%	3 1%d	* *	1 *	3 *	- -	- -	3 1%	4 1%	- -	- -	2 *	- -	3 1%no
Didn't allow sufficient time to answer the door	34 1%	27 1%	7 1%	5 3%ab	30 1%	3 *	3 1%	* *	- -	9 1%l	- -	3 1%	3 1%l	1 *	2 *	5 1%	3 1%	- -	1 *
Other problems	6 *	6 *	- -	- -	5 *	1 *	- -	- -	- -	2 *	- -	- -	- -	- -	- -	- -	2 *	- -	1 *
No - there have been no problems	386 6%	326 6%	60 7%	9 5%	325 6%g	32 6%	22 7%g	6 4%	13 5%	41 6%	40 8%	25 6%	28 5%	42 7%	47 6%	61 7%	27 5%	4 5%	28 6%
I don't know	14 *	13 *	* *	* *	10 *	2 *	1 *	* *	1 *	2 *	1 *	2 *	- -	- -	- -	4 *	- -	- -	2 *
NET Any problem experienced	163 3%	145 3%	18 2%	6 4%	143 3%	9 2%	8 3%	3 2%	6 2%	22 3%	13 3%	6 1%	18 3%	15 3%	34 4%ko	11 1%	17 3%	* *	9 2%
Made a complaint about DPD	160 3%	141 3%	19 2%	4 2%	140 3%	10 2%	7 2%	3 1%	6 2%	16 2%	12 2%	5 1%	17 3%	21 4%ko	34 4%ko	10 1%	19 4%ko	* *	10 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of DPD	5667 92%	2243 93%	2079 92%	3212 93%	3048 92%	2243 93%fg	169 87%	702 90%	2079 92%	199 88%	967 90%	1898 92%	2262 93%m	727 90%	546 92%	216 90%	4160 92%m	762 92%	2384 93%uvx	2195 93%uvx	617 91%v	312 88%	131 82%	4579 93%uvx	444 86%	1481 91%	4186 92%
Used DPD to send	563 9%	275 11%bd	143 6%	390 11%bc	258 8%	275 11%fg	10 5%	45 6%	143 5%	11 5%	25 2%	200 10%m	237 10%m	55 7%	50 8%	20 8%	438 10%m	70 8%	270 11%t	221 9%t	34 5%	26 7%	11 7%	491 10%t	36 7%	276 17%z	286 6%
Used DPD to receive	2982 48%	1194 50%	1047 46%	1764 51%b	1617 49%	1194 50%f	74 38%	352 45%	1047 46%i	83 37%	478 45%	1015 49%o	1215 50%oq	379 47%	275 46%	92 39%	2231 50%oq	368 44%	1344 52%stuvx	1147 48%uvx	310 46%vx	138 39%v	39 24%	2491 50%uvx	176 34%	739 45%	2243 49%y
Net used	3325 54%	1357 56%bd	1135 50%	2002 58%bd	1780 54%b	1357 56%fg	80 41%	381 49%	1135 50%j	90 40%	492 46%	1143 55%oq	1352 56%oq	417 51%	303 51%	106 44%	2494 55%oq	409 49%	1508 59%stuvx	1277 54%uvx	337 50%vx	149 42%v	48 30%	2784 56%tuvx	197 38%	942 58%z	2383 52%
Lost mail	39 1%	25 1%bd	7 *	32 1%b	14 *	25 1%	* *	3 *	7 *	2 1%	2 *	11 1%	18 1%	3 *	4 1%	3 1%	30 1%	6 1%	21 1%	11 *	2 *	2 1%	1 1%	32 1%	3 1%	31 2%z	8 *
Damaged mail	48 1%	29 1%bd	10 *	38 1%b	19 1%	29 1%g	- -	2 *	10 1%	1 *	1 *	28 1%lnq	12 *	7 1%q	- -	- -	41 1%q	- -	23 1%	18 1%	5 1%	* *	1 1%	41 1%	2 *	43 3%z	5 *
Delayed mail	65 1%	35 1%bd	16 1%	47 1%	27 1%	35 1%	* *	4 1%	16 1%	* *	2 *	32 2%	21 1%	7 1%	2 *	2 1%	53 1%	4 *	28 1%	26 1%	6 1%	3 1%	1 1%	54 1%	4 1%	57 3%z	8 *
Mis-delivered mail	39 1%	19 1%	6 *	31 1%b	18 1%	19 1%g	- -	- -	6 *	1 *	1 *	18 1%	14 1%	5 1%	* *	2 1%	32 1%	2 *	17 1%	14 1%	4 1%	4 1%	* *	31 1%	4 1%	32 2%z	7 *
Mail that has been tampered with	20 *	14 1%b	1 *	19 1%b	6 *	14 1%	1 *	- -	1 *	1 *	1 *	9 *	9 *	2 *	* *	- -	18 *	* *	7 *	9 *	* *	4 1%t	- -	16 *	4 1%	18 1%z	2 *
Didn't allow sufficient time to answer the door	34 1%	28 1%bd	1 *	32 1%b	5 *	28 1%	2 1%	2 *	1 *	1 *	1 *	16 1%	14 1%	2 *	* *	1 *	30 1%	2 *	21 1%	12 *	- -	- -	1 1%	33 1%	1 *	26 2%z	7 *
Other problems	6 *	4 *	2 *	4 *	2 *	4 *	- -	- -	2 *	- -	- -	- -	- -	*klp	- -	- -	- -	2 *lp	4 *	2 *	- -	- -	- -	6 *	- -	2 *	4 *
No - there have been no problems	386 6%	178 7%bd	107 5%	254 7%bd	183 6%	178 7%g	9 4%	35 5%	107 5%j	9 4%	22 2%	122 6%m	177 7%m	29 4%	43 7%m	14 6%	300 7%m	57 7%m	186 7%t	177 7%t	19 3%	17 5%	9 6%	341 7%t	26 5%	136 8%z	250 6%
I don't know	14 *	6 *	5 *	8 *	7 *	6 *	- -	* *	5 *	- -	* *	5 *	6 *	3 *	- -	- -	11 *	4 *	7 *	4 *	2 *	* *	- -	10 *	1 *	8 *	6 *
NET Any problem experienced	163 3%	91 4%bd	31 1%	128 4%bd	68 2%	91 4%g	3 2%	10 1%	31 1%j	2 1%	2 *	73 4%lnq	54 2%	22 3%	7 1%	6 3%	127 3%	13 2%	77 3%	62 3%	13 2%	7 2%	1 1%	140 3%	9 2%	133 8%z	30 1%
Made a complaint about DPD	160 3%	90 4%bd	26 1%	132 4%bd	68 2%b	90 4%g	3 2%	8 1%	26 1%j	2 1%	2 *	78 4%lnq	47 2%	24 3%	7 1%	4 2%	125 3%	11 1%	72 3%	61 3%	17 2%	7 2%	1 1%	133 3%	9 2%	137 8%z	23 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Table 367

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of DPD	5667 92%	358 89%	5272 92%	38 90%	1539 90%	3839 93%d	290 90%	5396 93%ij	144 90%j	56 82%j	41 56%	5597 92%ij	29 83%
Used DPD to send	563 9%	34 9%	522 9%	6 15%	159 9%	365 9%	38 12%	529 9%	25 16%gjk	8 11%j	1 1%	561 9%j	1 2%
Used DPD to receive	2982 48%	197 49%	2765 48%	20 48%	826 48%	2009 49%	147 46%	2880 49%ij	68 42%j	17 25%	3 3%	2965 49%ij	15 42%
Net used	3325 54%	220 55%	3080 54%	26 62%	931 55%	2220 54%	174 54%	3193 55%ij	90 56%ij	24 36%j	3 4%	3307 55%ij	15 42%
Lost mail	39 1%	3 1%	34 1%	3 7%ab	20 1%e	14 *	5 1%e	30 1%	7 4%gk	2 3%g	-	39 1%	-
Damaged mail	48 1%	7 2%	41 1%	* 1%	17 1%	28 1%	2 1%	40 1%	5 3%gk	3 5%gk	-	48 1%	-
Delayed mail	65 1%	8 2%	56 1%	* 1%	29 2%e	31 1%	4 1%	52 1%	10 6%gk	3 4%g	-	64 1%	1 2%
Mis-delivered mail	39 1%	4 1%	35 1%	-	20 1%e	19 *	-	31 1%	7 5%gk	-	-	39 1%	-
Mail that has been tampered with	20 *	2 1%	18 *	-	8 *	12 *	-	17 *	3 2%gk	-	-	20 *	-
Didn't allow sufficient time to answer the door	34 1%	5 1%	28 *	-	19 1%e	15 *	-	30 1%	1 1%	3 4%gk	-	34 1%	-
Other problems	6 *	-	6 *	-	1 *	5 *	-	6 *	-	-	-	6 *	-
No - there have been no problems	386 6%	21 5%	363 6%	2 4%	82 5%	277 7%d	26 8%	380 7%	3 2%	2 4%	1 1%	385 6%	-
I don't know	14 *	* *	12 *	2 4%ab	3 *	8 *	2 1%	14 *	* *	-	-	14 *	-
NET Any problem experienced	163 3%	13 3%	146 3%	3 8%	74 4%e	79 2%	10 3%	135 2%	22 14%gjk	5 8%gk	* *	162 3%	1 2%
Made a complaint about DPD	160 3%	13 3%	142 2%	5 11%ab	75 4%e	74 2%	11 3%	131 2%	23 14%gjk	5 8%gk	* *	159 3%	1 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Table 367

QJ_8. Competitive landscape - DPD

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of DPD	5667 92%	1420 92%	1410 91%	1425 92%	1412 92%	490 93%	474 92%	456 92%	482 92%	459 90%	469 92%	443 90%	494 93%	488 93%	493 93%	464 91%	456 92%
Used DPD to send	563 9%	132 9%	146 9%	143 9%	141 9%	54 10%	46 9%	33 7%	53 10%	55 11%	38 8%	41 8%	55 10%	47 9%	35 7%	52 10%	54 11%
Used DPD to receive	2982 48%	710 46%	726 47%	763 49%	783 51%a	231 44%	237 46%	242 48%	262 50%	235 46%	230 45%	234 48%	277 52%e	252 48%	257 48%	229 45%	296 60%efghijkmno
Net used	3325 54%	798 52%	818 53%	846 55%	863 56%a	274 52%	262 51%	262 53%	288 55%	275 54%	255 50%	267 54%	309 58%gh	270 51%	284 53%	260 51%	319 64%efghijkmno
Lost mail	39 1%	7 *	7 *	11 1%	14 1%	5 1%	1 *	1 *	* *	5 1%	2 *	1 *	8 1%h	2 *	5 1%	5 1%	4 1%
Damaged mail	48 1%	11 1%	4 *	15 1%b	18 1%b	5 1%	6 1%	-	2 *	2 *	* *	2 *	8 2%gi	5 1%	6 1%	8 2%gi	4 1%
Delayed mail	65 1%	16 1%	13 1%	14 1%	22 1%	4 1%	9 2%	3 1%	5 1%	6 1%	2 *	3 1%	7 1%	3 1%	10 2%	1 *	11 2%o
Mis-delivered mail	39 1%	11 1%	6 *	9 1%	13 1%	3 1%	6 1%i	2 *	4 1%	-	* *	2 *	3 1%	3 *	3 1%	8 1%ic	-	5 1%
Mail that has been tampered with	20 *	7 *	3 *	4 *	6 *	3 1%	2 *	2 *	2 *	* *	1	-	2 *	2 *	2 *	1 *	3 1%
Didn't allow sufficient time to answer the door	34 1%	7 *	7 *	3 *	17 1%c	-	4 1%	3 1%	3 *	3 1%	*	1 *	3 1%	*	8 2%ekm	2 *	6 1%e
Other problems	6 *	-	4	2 *	-	-	-	-	2 *	-	*	*	2	-	-	-	-
No - there have been no problems	386 6%	90 6%	108 7%	99 6%	89 6%	37 7%n	30 6%	23 5%	40 8%n	39 8%n	28 6%	30 6%	33 6%	36 7%n	17 3%	36 7%n	36 7%
I don't know	14 *	2 *	4 *	7 1%	1 *	-	-	2 *	1 *	4 1%	-	4 1%	3 1%	-	*	*	*
NET Any problem experienced	163 3%	40 3%	34 2%	37 2%	52 3%	17 3%	16 3%	8 2%	11 2%	12 2%	10 2%	8 2%	19 4%	10 2%	18 3%	16 3%	17 3%
Made a complaint about DPD	160 3%	41 3%	31 2%	41 3%	46 3%	17 3%	17 3%	7 1%	7 1%	13 2%	12 2%	9 2%	21 4%gh	11 2%	16 3%	16 3%	15 3%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of Parcelforce	5731 93%	1117 91%	4614 93%a	789 92%	4941 93%	2820 94%	2900 92%	628 76%	794 91%g	1055 94%gh	799 97%ghi	1110 97%ghi	745 98%ghim	599 96%gh	1423 84%	1855 95%n	2453 97%no	1343 97%n	4964 95%s	727 80%
Used Parcelforce to send	806 13%	191 15%b	615 12%	175 20%d	631 12%	453 15%f	352 11%	93 11%	120 14%	163 15%l	120 15%l	166 15%l	78 10%	67 11%	213 13%	283 15%q	310 12%	145 10%	683 13%	118 13%
Used Parcelforce to receive	2403 39%	438 36%	1965 40%a	349 41%	2054 39%	1219 40%	1179 38%	240 29%	290 33%	414 37%g	385 47%ghi	504 44%ghi	317 42%gh	252 40%gh	530 31%	799 41%n	1073 42%n	569 41%n	2108 40%	279 31%
Net used	2891 47%	522 42%	2369 48%a	477 55%d	2414 45%	1494 50%f	1390 44%	302 37%	384 44%g	500 45%g	442 54%ghim	602 53%ghi	367 48%g	293 47%g	686 40%	942 48%n	1262 50%n	660 48%n	2517 48%s	354 39%
Lost mail	33 1%	-	33 1%a	21 2%d	12 *	19 1%	14 *	11 1%llm	10 1%llm	2 *	4 1%	6 *	-	-	21 1%opq	6 *	6 *	* *	23 *	10 1%
Damaged mail	52 1%	1 *	50 1%a	28 3%d	24 *	39 1%f	13 *	10 1%l	18 2%klm	12 1%l	7 1%l	4 *	*	1 *	28 2%pq	19 1%pq	5 *	1 *	41 1%	11 1%
Delayed mail	81 1%	7 1%	74 2%a	33 4%d	48 1%	49 2%	32 1%	14 2%l	19 2%kl	23 2%kl	9 1%	9 1%	2 *	6 1%	33 2%pq	32 2%pq	16 1%	8 1%	66 1%	14 2%
Mis-delivered mail	30 *	3 *	27 1%	17 2%d	13 *	18 1%	12 *	6 1%	6 1%	6 1%	3 *	4 1%	4 *	*	12 1%	10 *	9 *	5 *	23 *	8 1%
Mail that has been tampered with	17 *	2 *	15 *	6 1%d	11 *	11 *	6 *	1 *	7 1%	5 *	1 *	2 *	*	2 *	8 *	6 *	4 *	2 *	17 *	*
Didn't allow sufficient time to answer the door	32 1%	-	32 1%a	12 1%d	20 *	18 1%	14 *	5 1%	12 1%klm	3 *	9 1%klm	2 *	2 *	-	16 1%pq	12 1%	4 *	2 *	25 *	8 1%
Other problems	* *	-	*	-	*	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
No - there have been no problems	599 10%	171 14%b	427 9%	98 11%	501 9%	329 11%f	268 9%	53 6%	75 9%	116 10%g	93 11%g	139 12%ghi	65 8%	58 9%	128 8%	209 11%n	261 10%n	122 9%	512 10%	83 9%
I don't know	33 1%	7 1%	26 1%	5 1%	28 1%	18 1%	15 *	4 *	4 *	5 *	4 1%	12 1%m	5 1%	-	7 *	9 *	17 1%	5 *	32 1%	1 *
NET Any problem experienced	174 3%	12 1%	162 3%a	72 8%d	102 2%	105 3%f	69 2%	36 4%klm	41 5%klm	42 4%klm	23 3%	15 1%	8 1%	9 1%	77 5%pq	65 3%pq	32 1%	17 1%	139 3%	34 4%
Made a complaint about Parcelforce	141 2%	6 1%	135 3%a	70 8%d	71 1%	90 3%f	51 2%	30 4%klm	36 4%jklm	41 4%klm	14 2%l	14 1%	2 *	5 1%	66 4%pq	55 3%pq	20 1%	7 *	111 2%	29 3%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of Parcelforce	5731 93%	1066 92%	1805 93%	1301 93%	1560 93%	2870 93%	2861 93%	3429 93%	2229 93%	509 91%	661 92%	1489 95%ij	1446 93%	1012 95%i	3596 94%i	525 89%	4840 94%o	1213 94%s	4250 93%	268 89%
Used Parcelforce to send	806 13%	222 19%bcd	266 14%d	166 12%d	152 9%	488 16%f	318 10%	565 15%h	228 10%	50 9%	70 10%	204 13%i	246 16%i	158 15%ij	520 14%ij	50 9%	706 14%o	156 12%	608 13%	42 14%
Used Parcelforce to receive	2403 39%	495 43%d	751 39%	570 41%d	588 35%	1246 40%	1157 38%	1437 39%	936 39%	170 30%	235 33%	602 38%ij	665 43%ijkn	499 47%ijkn	1503 39%ij	177 30%	2093 40%o	499 38%	1794 39%	111 37%
Net used	2891 47%	625 54%bcd	909 47%d	677 49%d	680 41%	1533 50%f	1357 44%	1789 49%h	1061 44%	206 37%	282 39%	746 47%ij	795 51%ij	589 55%ijkn	1823 47%ij	213 36%	2515 49%o	605 47%	2143 47%	143 48%
Lost mail	33 1%	17 2%bcd	11 1%c	-	5 *	28 1%f	5 *	30 1%h	3 *	2 *	4 1%	11 1%	8 1%	9 1%	22 1%	2 *	31 1%	13 1%	20 *	-
Damaged mail	52 1%	25 2%bcd	14 1%	5 *	8 *	39 1%f	13 *	48 1%h	4 *	3 *	1 *	12 1%	22 1%j	11 1%	35 1%	3 *	46 1%	24 2%r	25 1%	3 1%
Delayed mail	81 1%	29 3%bcd	16 1%	18 1%	17 1%	45 1%	36 1%	64 2%h	16 1%	3 1%	5 1%	31 2%	22 1%	18 2%	57 1%	3 1%	75 1%	34 3%r	42 1%	6 2%
Mis-delivered mail	30 *	11 1%bc	5 *	3 *	11 1%	16 1%	14 *	24 1%	6 *	7 1%k	4 1%	5 *	7 *	7 1%	16 *	7 1%	23 *	12 1%r	17 *	2 1%
Mail that has been tampered with	17 *	9 1%c	4 *	*	4 *	13 *	4 *	15 *	2 *	2 *	5 1%	3 *	3 *	5 *	10 *	2 *	15 *	4 *	14 *	-
Didn't allow sufficient time to answer the door	32 1%	13 1%	8 *	6 *	6 *	20 1%	12 *	27 1%h	5 *	2 *	6 1%	10 1%	8 1%	3 *	25 1%	2 *	28 1%	14 1%r	16 *	3 1%
Other problems	* *	-	*	-	-	*	-	*	-	-	-	*	*	-	*	-	*	-	*	-
No - there have been no problems	599 10%	145 13%d	203 10%d	138 10%d	113 7%	348 11%f	251 8%	401 11%h	189 8%	38 7%	52 7%	145 9%	186 12%ijk	113 11%i	383 10%	38 6%	518 10%o	86 7%	481 11%q	31 10%
I don't know	33 1%	8 1%c	20 1%cd	*	5 *	28 1%f	5 *	18 1%	13 1%	1 *	3 1%	9 1%	5 *	10 1%	16 *	1 *	30 1%	9 1%	25 1%	-
NET Any problem experienced	174 3%	69 6%bcd	43 2%	28 2%	34 2%	112 4%f	62 2%	146 4%h	26 1%	11 2%	15 2%	51 3%	55 4%	36 3%	121 3%	11 2%	157 3%	61 5%r	102 2%	11 3%
Made a complaint about Parcelforce	141 2%	63 6%bcd	31 2%	24 2%	23 1%	94 3%f	47 2%	128 3%h	12 *	7 1%	15 2%	50 3%i	38 2%	31 3%	103 3%	7 1%	133 3%	58 4%r	78 2%	5 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of Parcelforce	5731 93%	4911 93%	820 95%	166 96%	4805 93%	483 93%	283 96%d	161 94%	227 91%	630 93%n	477 94%n	424 94%hn	497 91%	547 95%hinq	716 88%	778 92%	509 96%hinoq	61 89%	421 94%n
Used Parcelforce to send	806 13%	658 12%	147 17%a	32 18%a	681 13%	68 13%	40 13%	17 10%	34 14%	81 12%	52 10%	45 10%	70 13%	88 15%jk	113 14%	134 16%jk	64 12%	10 14%	58 13%
Used Parcelforce to receive	2403 39%	2003 38%	400 46%a	91 53%a	1996 39%	201 39%	133 45%de	73 43%	100 40%	234 35%	199 39%	167 37%	185 34%	245 43%iln	286 35%	356 42%il	226 43%iln	31 45%	170 38%
Net used	2891 47%	2398 45%	493 57%a	110 64%a	2409 46%	243 47%	155 52%d	84 49%	121 48%	290 43%	227 45%	194 43%	229 42%	288 50%l	364 45%	427 51%il	270 51%ilkl	38 55%	205 46%
Lost mail	33 1%	29 1%	4 *	1 1%	28 1%	2 *	2 1%	1 *	1 *	2 *	-	-	8 1%jk	2 *	10 1%	2 *	4 1%	*	2 1%
Damaged mail	52 1%	40 1%	12 1%	1 *	46 1%	3 1%	2 1%	*	2 1%	2 *	-	3 1%	8 1%jp	5 1%	21 3%ijopr	5 1%	-	1 1%jp	3 1%
Delayed mail	81 1%	69 1%	12 1%	3 2%	70 1%	4 1%	6 2%	2 1%	3 1%	6 1%	4 1%	5 1%	9 2%	13 2%	17 2%	8 1%	5 1%	*	4 1%
Mis-delivered mail	30 *	21 *	9 1%a	5 3%a	26 1%	1 *	3 1%	*	-	2 *	1 *	1 *	12 2%hijknor	3 1%	2 *	-	4 1%	-	1 *
Mail that has been tampered with	17 *	12 *	5 1%	1 1%	12 *	3 1%	2 1%	*	-	-	-	3 1%	1 *	2 *	2 *	4 *	-	1 1%jp	2 *
Didn't allow sufficient time to answer the door	32 1%	28 1%	4 *	*	29 1%	2 *	2 1%	-	1 *	4 1%	2 *	-	7 1%k	1 *	3 *	9 1%	2 *	*	2
Other problems	*	-	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	599 10%	487 9%	111 13%a	24 14%a	504 10%	52 10%	29 10%	14 8%	28 11%	61 9%	44 9%	36 8%	39 7%	64 11%	70 9%	110 13%kl	52 10%	7 10%	45 10%
I don't know	33 1%	30 1%	3 *	*	26 1%	5 1%	3 1%	*	2 1%	5 1%	2 *	-	2 *	1 *	7 1%	5 1%	*	2 2%kmp	3 1%
NET Any problem experienced	174 3%	141 3%	33 4%	8 5%	152 3%	11 2%	8 3%	3 2%	5 2%	14 2%	7 1%	9 2%	29 5%hijkopr	23 4%j	36 4%j	19 2%	11 2%	1 2%	10 2%
Made a complaint about Parcelforce	141 2%	118 2%	23 3%	3 2%	121 2%	10 2%	8 3%	2 1%	4 2%	14 2%	5 1%	8 2%	19 4%j	16 3%	33 4%jo	13 2%	10 2%	1 2%	9 2%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of Parcelforce	5731 93%	2241 93%	2150 93%	3206 93%	3115 94%	2241 93%	173 89%	732 94%f	2150 95%	207 91%	1017 95%	1955 95%lmnoq	2259 93%	732 90%	544 92%	220 92%	4214 94%m	764 92%	2417 94%t	2193 93%	611 90%	326 92%	153 95%	4610 93%t	479 93%	1461 90%	4270 94%y
Used Parcelforce to send	806 13%	370 15%bd	243 11%	538 16%bd	411 12%	370 15%f	16 8%	93 12%	243 11%j	18 8%	85 8%	302 15%m	315 13%	89 11%	76 13%	23 10%	618 14%	99 12%	393 15%tux	322 14%t	41 6%	35 10%	15 10%	715 14%tx	50 10%	273 17%z	533 12%
Used Parcelforce to receive	2403 39%	942 39%	902 40%	1388 40%	1348 41%	942 39%f	56 29%	299 38%f	902 40%j	68 30%	443 41%i	882 43%lmnoq	942 39%	305 38%	189 32%	81 34%	1824 41%nc	269 32%	1107 43%stuvx	907 38%vx	232 34%v	128 36%v	29 18%	2014 41%tvx	154 30%v	610 37%	1793 39%
Net used	2891 47%	1167 49%	1060 47%	1699 49%	1593 48%	1167 49%f	69 36%	353 45%f	1060 47%j	81 36%	488 46%i	1055 51%lmnoq	1140 47%	364 45%	237 40%	92 39%	2194 49%noq	329 40%	1329 52%stuvx	1113 47%tvx	257 38%v	147 42%v	41 25%	2442 49%tuvx	188 37%v	820 50%z	2070 46%
Lost mail	33 1%	14 1%	10 *	19 1%	15 *	14 1%	-	1 *	10 *	2 1%	2 *	9 *	18 1%	3 *	3 *	*	27 1%	3 *	14 1%	16 1%	2 *	*	*	31 1%	*	26 2%z	7 *
Damaged mail	52 1%	30 1%	13 1%	39 1%	22 1%	30 1%	*	3 *	13 1%	1 *	1 *	28 1%q	18 1%	4 1%	1 *	1 1%	45 1%	2 *	21 1%	26 1%	3 *	2 1%	2 1%	46 1%	2 *	45 3%z	7 *
Delayed mail	81 2%	41 2%	20 1%	58 2%	38 1%	41 2%	2 1%	7 1%	20 1%	1 *	5 *	28 1%	37 2%	6 1%	8 1%	2 1%	65 1%	10 1%	40 2%	32 1%	6 1%	2 1%	2 1%	72 1%	2 *	55 3%z	26 1%
Mis-delivered mail	30 *	15 1%	5 *	25 1%b	15 *	15 1%	2 1%	1 *	5 *	1 *	1 *	9 *	15 1%	4 1%	2 *	-	24 1%	2 *	10 *	17 1%	2 *	2 *	*	26 1%	2 *	23 1%	7 *
Mail that has been tampered with	17 *	9 *	4 *	13 *	8 *	9 *	1 *	*	4 *	1 *	2 *	5 *	6 *	4 *	2 *	*	11 *	2 *	12 *	5 *	-	*	-	17 *	-	15 1%z	2 *
Didn't allow sufficient time to answer the door	32 1%	14 1%	6 *	27 1%b	13 1%	14 1%	*	1 *	6 *	1 *	4 *	19 1%lq	7 *	6 *	*	1 *	26 1%	*	13 *	18 1%	2 -	2 1%	-	30 1%	2 *	30 2%z	*
Other problems	* *	-	*	-	-	-	-	-	*	-	-	-	-	-	-	*	*	*	-	-	-	-	*	*	*	-	*
No - there have been no problems	599 10%	268 11%b	191 8%	390 11%b	313 9%	268 11%f	11 6%	76 10%	191 8%	16 7%	72 7%	220 11%m	235 10%	59 7%	65 11%	19 8%	455 10%m	84 10%	309 12%stx	223 9%t	26 4%	31 9%t	19 6%	531 11%t	41 8%t	134 8%	464 10%
I don't know	33 1%	17 1%	13 1%	19 1%	13 *	17 1%	1 1%	7 1%	11 *	*	5 *	15 1%	11 *	6 1%	1 *	1 *	26 1%	1 *	10 *	20 1%	2 *	* 1%	1 1%	30 1%	1 *	8 *	25 1%
NET Any problem experienced	174 3%	85 4%b	40 2%	129 4%bd	84 3%	85 4%g	4 2%	10 1%	40 2%	2 1%	8 1%	67 3%	69 3%	24 3%	10 2%	4 2%	137 3%	14 2%	74 3%	80 3%	12 2%	4 1%	4 2%	154 3%	8 2%	131 8%z	43 1%
Made a complaint about Parcelforce	141 2%	72 3%b	34 2%	105 3%bd	67 2%	72 3%g	4 2%	5 1%	34 2%j	2 1%	4 *	59 3%nc	50 2%	22 3%	6 1%	4 2%	109 2%	10 1%	64 2%	59 2%	12 2%	4 1%	3 2%	122 2%	7 1%	118 7%z	24 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of Parcelforce	5731 93%	372 93%c	5325 93%c	34 82%	1590 93%f	3854 93%f	286 89%	5446 93%j	144 90%j	66 96%j	51 69%	5656 93%j	24 68%
Used Parcelforce to send	806 13%	54 13%	745 13%	8 18%	237 14%	528 13%	41 13%	765 13%	26 16%	9 14%	3 5%	800 13%	2 7%
Used Parcelforce to receive	2403 39%	177 44%	2213 39%	13 31%	673 39%f	1628 39%f	102 32%	2298 39%	67 42%	21 30%j	9 13%	2386 39%j	8 22%
Net used	2891 47%	211 53%	2660 46%	20 49%	832 49%f	1926 46%	133 41%	2746 47%	93 58%gjk	29 43%j	13 17%	2868 47%j	10 29%
Lost mail	33 1%	* *	30 1%	2 6%ab	10 1%	21 1%	1 *	27 *	4 2%gk	2 3%gk	-	33 1%	-
Damaged mail	52 1%	4 1%	46 1%	2 6%ab	23 1%e	24 1%	4 1%	46 1%	6 4%gk	-	-	52 1%	-
Delayed mail	81 1%	9 2%	67 1%	6 14%ab	38 2%e	40 1%	4 1%	69 1%	12 7%gk	1 1%	-	81 1%	-
Mis-delivered mail	30 *	* *	29 1%	* 1%	13 1%e	13 *	4 1%e	24 *	5 3%gk	2 2%	-	30 *	-
Mail that has been tampered with	17 *	* *	17 *	- -	10 1%e	7 *	- -	16 *	* *	* *	-	17 *	-
Didn't allow sufficient time to answer the door	32 1%	1 *	31 1%	- -	14 1%	14 *	5 1%e	29 *	4 2%gk	-	-	32 1%	-
Other problems	* *	- -	* *	- -	* *	- -	- -	* *	- -	-	-	* *	-
No - there have been no problems	599 10%	42 10%	555 10%	2 5%	148 9%	427 10%	24 7%	587 10%h	4 3%	4 6%	3 5%	595 10%h	-
I don't know	33 1%	3 1%	30 1%	- -	13 1%	18 *	3 1%	28 *	2 1%	1 2%	-	31 1%	2 7%
NET Any problem experienced	174 3%	9 2%	159 3%	6 14%ab	76 4%e	83 2%	15 5%e	150 3%	20 12%gjk	4 6%	-	174 3%	-
Made a complaint about Parcelforce	141 2%	9 2%	126 2%	6 14%ab	73 4%e	58 1%	10 3%	117 2%	20 12%gjk	4 6%	-	141 2%	-

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of Parcelforce	5731 93%	1448 94%	1419 92%	1435 93%	1428 93%	494 94%	492 95%j	463 93%	488 93%	472 93%	459 90%	457 93%	497 93%	481 91%	503 94%	470 93%	455 92%
Used Parcelforce to send	806 13%	200 13%	186 12%	196 13%	224 15%	56 11%	71 14%	73 15%k	58 11%	66 13%	62 12%	47 10%	65 12%	84 16%ek	75 14%	72 14%	76 15%k
Used Parcelforce to receive	2403 39%	613 40%	602 39%	620 40%	568 37%	221 42%o	196 38%	196 39%	188 36%	218 43%o	196 39%	198 40%	211 40%	212 40%	189 36%	174 34%	205 41%
Net used	2891 47%	752 49%	713 46%	720 46%	706 46%	263 50%	247 48%	242 49%	226 43%	258 51%	229 45%	225 46%	245 46%	250 47%	242 45%	224 44%	240 48%
Lost mail	33 1%	15 1%bc	4 *	4 *	10 1%	5 1%	2 *	8 2%hjkl	*	3 1%	*	1 *	*	3 1%	3 1%	4 1%	3 1%
Damaged mail	52 1%	19 1%c	10 1%	4 *	19 1%c	5 1%	9 2%lk	5 1%	6 1%	*	4 1%	*	3 *	2 *	8 2%lk	3 1%	8 2%lk
Delayed mail	81 1%	29 2%	18 1%	15 1%	20 1%	9 2%lkl	10 2%lkl	10 2%lkl	7 1%l	*	10 2%lkl	*	1 *	14 3%lkl	6 1%	8 1%l	6 1%
Mis-delivered mail	30 *	7 *	5 *	11 1%	6 *	4 1%	1 *	2 *	-	1 *	4 1%	2 *	6 1%	4 1%	5 *	-	2 *
Mail that has been tampered with	17 *	5 *	5 *	2 *	5 *	- -	4 1%	* *	3 1%	-	2 *	*	-	2 *	1 *	*	4 1%
Didn't allow sufficient time to answer the door	32 1%	10 1%	5 *	4 *	14 1%	1 *	7 1%l	2 *	3 1%	*	2 *	1 *	*	2 *	5 1%	1 *	8 2%lil
Other problems	* *	* *	-	-	-	-	* *	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	599 10%	136 9%	145 9%	150 10%	168 11%	36 7%	43 8%	57 11%e	45 8%	59 12%e	41 8%	38 8%	48 9%	64 12%e	50 9%	61 12%e	57 11%e
I don't know	33 1%	8 1%	2 *	13 1%b	10 1%	3 1%	5 1%	1 *	*	2 *	*	5 1%	8 1%hjmo	-	7 1%mo	-	3 1%
NET Any problem experienced	174 3%	56 4%	38 2%	34 2%	46 3%	17 3%lk	23 5%lkl	16 3%lk	14 3%	5 1%	20 4%lk	4 1%	9 2%	21 4%lik	18 3%lk	11 2%	17 3%lk
Made a complaint about Parcelforce	141 2%	44 3%	32 2%	31 2%	34 2%	13 3%	19 4%lk	12 2%	13 3%	5 1%	14 3%	5 1%	8 2%	18 3%lk	12 2%	11 2%	11 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of TNT	4972 81%	932 76%	4040 82%a	710 82%	4262 80%	2538 84%f	2428 77%	501 61%	655 75%g	893 80%g	716 87%ghi	1016 89%ghim	670 88%ghim	521 83%gh	1156 68%	1609 83%n	2207 87%no	1191 86%n	4293 82%s	638 70%
Used TNT to send	208 3%	18 1%	191 4%a	92 11%d	116 2%	135 4%f	73 2%	46 6%jklm	61 7%ijklm	49 4%klm	18 2%m	26 2%lm	6 1%	3 *	107 6%opq	67 3%pq	34 1%	8 1%	154 3%	51 6%r
Used TNT to receive	798 13%	161 13%	637 13%	181 21%d	617 12%	503 17%f	295 9%	101 12%	135 15%lm	162 14%lm	120 15%lm	156 14%lm	72 9%	53 8%	236 14%pq	282 15%pq	280 11%	124 9%	625 12%	168 19%r
Net used	970 16%	174 14%	796 16%	264 31%d	706 13%	614 20%f	356 11%	143 17%lm	186 21%klm	201 18%lm	136 17%lm	172 15%lm	78 10%	55 9%	329 19%pq	336 17%pq	305 12%	133 10%	749 14%	214 24%r
Lost mail	27 *	2 *	25 1%	20 2%d	7 *	20 1%f	7 *	8 1%klm	12 1%klm	4 *	2 *	* *	-	-	21 1%opq	6 *p	* *	-	20 *	7 1%
Damaged mail	26 *	1 *	25 *	15 2%d	11 *	20 1%f	6 *	4 *	11 1%klm	7 1%k	3 *	-	-	1 *	15 1%pq	10 1%p	1 *	1 *	19 *	6 1%
Delayed mail	46 1%	1 *	45 1%a	30 3%d	17 *	34 1%f	12 *	14 2%jklm	16 2%jklm	9 1%	3 *	4 *	-	1 *	30 2%opq	12 1%q	5 *	1 *	41 1%	6 1%
Mis-delivered mail	31 1%	1 *	30 1%	22 3%d	10 *	22 1%f	9 *	9 1%kl	11 1%kl	6 1%	2 *	2 *	-	1 *	20 1%opq	8 *	3 *	1 *	22 *	9 1%
Mail that has been tampered with	18 *	1 *	16 *	13 2%d	5 *	15 *f	3 *	8 1%ikl	6 1%ik	* *	2 *	* *	-	1 *	14 1%opq	3 *	1 *	1 *	10 *	6 1%r
Didn't allow sufficient time to answer the door	28 *	-	28 1%a	15 2%d	13 *	21 1%f	7 *	6 1%	5 1%	5 *	6 1%	5 *	-	1 *	11 1%q	11 1%	6 *	1 *	22 *	5 1%
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	89 1%	14 1%	75 2%	20 2%	69 1%	54 2%	35 1%	12 1%	22 2%lm	20 2%m	8 1%	19 2%m	6 1%	2 *	34 2%q	28 1%	27 1%	8 1%	64 1%	23 3%r
I don't know	5 *	-	5 *	1 *	4 *	* *	5 *	2 *	* *	3 *	-	-	-	-	3 *	3 *	-	-	4 *	1 *
NET Any problem experienced	114 2%	4 *	111 2%a	71 8%d	44 1%	81 3%f	33 1%	32 4%klm	39 4%ijklm	26 2%klm	10 1%	7 1%	-	1 *	71 4%opq	36 2%	7 *	1 *	87 2%	26 3%
Made a complaint about TNT	118 2%	4 *	114 2%a	74 9%d	44 1%	82 3%f	36 1%	32 4%klm	41 5%ijklm	28 3%klm	10 1%lm	7 1%	-	* *	73 4%opq	38 2%pq	7 *	* *	90 2%	26 3%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 369

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (Declared) Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (Combined) Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of TNT	4972 81%	925 80%	1583 81%	1122 81%	1341 80%	2508 81%	2464 80%	2971 81%	1938 81%	434 77%	568 79%	1334 85%ij	1272 82%	881 82%	3174 83%i	446 76%	4231 82%o	1025 79%	3719 81%	228 76%
Used TNT to send	208 3%	71 6%bcd	62 3%	39 3%	36 2%	133 4%f	75 2%	183 5%h	24 1%	14 2%	18 3%	67 4%	60 4%	42 4%	145 4%	14 2%	190 4%	64 5%rs	140 3%	5 2%
Used TNT to receive	798 13%	220 19%bcd	236 12%	167 12%	175 10%	455 15%f	343 11%	551 15%h	236 10%	53 9%	79 11%	230 15%i	229 15%i	162 15%ij	539 14%i	53 9%	716 14%o	188 15%	565 12%	45 15%
Net used	970 16%	277 24%bcd	285 15%	204 15%	204 12%	562 18%f	408 13%	700 19%h	257 11%	63 11%	97 14%	282 18%ij	277 18%ij	198 19%ij	657 17%i	63 11%	873 17%o	240 19%r	680 15%	50 16%
Lost mail	27 *	10 1%d	9 *	6 *	2 *	19 1%	8 *	22 1%	5 *	1 *	2 *	7 *	11 1%	5 *	21 1%	1 *	26 1%	15 1%r	13 *	-
Damaged mail	26 *	9 *	5 *	6 *	6 *	14 *	12 *	19 1%	7 *	5 1%	4 1%	8 *	8 1%	2 *	19 1%	5 1%	21 *	18 1%r	8 *	-
Delayed mail	46 1%	28 2%bcd	5 *	6 *	6 *	34 1%f	13 *	42 1%h	4 *	2 *	5 1%	9 1%	15 1%	15 1%	29 1%	2 *	44 1%	25 2%r	21 *	-
Mis-delivered mail	31 1%	15 1%bcd	5 *	5 *	7 *	20 1%	11 *	30 1%h	2 *	3 *	4 1%	9 1%	12 1%	4 *	25 1%	3 *	29 1%	16 1%r	15 *	-
Mail that has been tampered with	18 *	5 *	4 *	5 *	3 *	10 *	8 *	16 *h	2 *	1 *	2 *	2 *	12 1%k	*	15 *	1 *	16 *	8 1%	10 *	-
Didn't allow sufficient time to answer the door	28 *	10 1%	7 *	4 *	6 *	18 1%	10 *	26 1%h	2 *	2 *	4 1%	7 *	6 *	9 1%	17 *	2 *	26 1%	11 1%r	14 *	3 1%
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	89 1%	21 2%	35 2%	15 1%	18 1%	56 2%	33 1%	72 2%h	15 1%	5 1%	6 1%	31 2%	23 1%	18 2%	59 2%	5 1%	81 2%	10 1%	76 2%	2 1%
I don't know	5 *	*	*	3 *	1 *	1 *	4 *	5 *	-	1 *	-	2 *	-	*	2 *	1 *	2 *	-	5 *	-
NET Any problem experienced	114 2%	50 4%bcd	26 1%	21 2%	17 1%	76 2%f	38 1%	105 3%h	9 *	7 1%	13 2%	34 2%	38 2%	23 2%	84 2%	7 1%	108 2%	53 4%rs	58 1%	3 1%
Made a complaint about TNT	118 2%	53 5%bcd	29 1%	21 2%	16 1%	81 3%f	37 1%	109 3%h	9 *	7 1%	12 2%	32 2%	42 3%	25 2%	86 2%	7 1%	111 2%	52 4%rs	63 1%	3 1%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 369

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of TNT	4972 81%	4269 80%	703 81%	144 83%	4195 81%g	409 79%	239 81%g	129 76%	207 83%	528 78%	415 82%	390 87%inor	444 82%	471 82%	625 77%	662 78%	452 85%inor	57 82%	352 78%
Used TNT to send	208 3%	174 3%	35 4%	7 4%	187 4%e	9 2%	8 3%	4 2%	9 4%	30 4%r	19 4%	12 3%	27 5%r	23 4%	29 4%	20 2%	19 4%	1 1%	8 2%
Used TNT to receive	798 13%	692 13%	106 12%	19 11%	677 13%	66 13%	35 12%	20 12%	22 9%	63 9%	69 14%p	46 10%	67 12%	103 18%hiklpr	137 17%hikp	124 15%hip	46 9%	8 12%	57 13%
Net used	970 16%	834 16%	136 16%	26 15%	830 16%	74 14%	42 14%	24 14%	30 12%	87 13%	85 17%p	58 13%	89 16%p	122 21%hikpr	161 20%hikpr	137 16%p	58 11%	9 14%	64 14%
Lost mail	27 *	25 *	2 *	*	22 *	2 *	2 1%	1 *	2 1%j	2 *	-	1 *	3 1%	5 1%	5 1%	2 *	1 *	-	2 1%
Damaged mail	26 *	21 *	5 1%	*	22 *	1 *	3 1%	*	1 1%o	4 1%	1 *	1 *	8 1%o	4 1%	2 *	-	-	*	1
Delayed mail	46 1%	34 1%	12 1%	*	43 1%	*	3 1%e	*	2 1%	5 1%	2 *	4 1%	10 2%jor	6 1%	10 1%	2 *	2 *	*	*
Mis-delivered mail	31 1%	28 1%	4 *	*	27 1%	2 *	2 1%	1 *	3 1%p	6 1%	5 1%	2 1%	5 1%	1 *	2 *	2 *	-	1 1%p	*
Mail that has been tampered with	18 *	15 *	3 *	2 1%a	*	1 *	1 1%	*	-	-	5 1%in	1 *	5 1%n	1 *	-	2 *	-	*	1
Didn't allow sufficient time to answer the door	28 *	23 *	5 1%	*	25 *	1 *	1 1%	1 *	-	4 1%	2 *	3 1%	5 1%	-	5 1%	2 *	3 1%	-	1
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	89 1%	71 1%	17 2%	4 2%	80 2%	5 1%	3 1%	1 1%	4 2%	13 2%	6 1%	5 1%	8 1%	10 2%	9 1%	13 1%	13 2%	-	5 1%
I don't know	5 *	5 *	*	-	4 *	*	-	1 *	-	-	1 *	-	1 *	-	-	2 *	-	-	*
NET Any problem experienced	114 2%	97 2%	17 2%	3 2%	103 2%	4 1%	5 2%	2 1%	5 2%	17 3%o	12 2%o	7 2%	18 3%opr	13 2%o	20 2%o	5 1%	6 1%	1 1%	3 1%
Made a complaint about TNT	118 2%	101 2%	17 2%	3 2%	106 2%	4 1%	5 2%	3 2%	5 2%	17 3%	12 2%	7 2%	18 3%opr	12 2%	22 3%r	7 1%	6 1%	1 1%	3 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Stamp usage — 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards — Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels — Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability — ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of TNT	4972 / 81%	1972 82%	1859 82%	2801 81%	2688 81%	1972 82%f	139 72%	632 81%f	1859 82%	180 80%	894 83%	1721 83%mnq	1963 81%nc	636 78%	448 75%	187 78%	3684 82%nc	635 76%	2093 81%	1890 80%	556 82%	279 79%	126 79%	3983 81%	406 79%	1272 78%	3700 81%y
Used TNT to send	208 / 3%	111 5%bd	38 2%	169 5%bd	95 3%b	111 5%g	6 3%	10 1%	38 2%j	3 1%	6 1%	67 3%	81 3%	34 4%	20 3%	5 2%	148 3%	26 3%	81 3%	88 4%	23 3%	12 3%	4 2%	168 3%	15 3%	170 10%z	39 1%
Used TNT to receive	798 / 13%	396 16%bd	231 10%	539 16%bd	375 11%	396 16%g	22 12%	85 11%	231 10%	18 8%	99 9%	255 12%q	357 15%mnq	112 14%nq	52 9%	22 9%	612 14%nc	74 9%	302 12%	361 15%rux	86 13%	27 8%	19 12%	663 13%ux	46 9%	325 20%z	472 10%
Net used	970 / 16%	478 20%bd	265 12%	676 20%bd	463 14%	478 20%g	27 14%	94 12%	265 12%	21 9%	105 10%	304 15%	427 18%knq	139 17%nc	72 12%	27 11%	731 16%nc	99 12%	374 15%	426 18%rux	105 15%	39 11%	22 14%	800 16%ux	61 12%	466 29%z	504 11%
Lost mail	27 / *	17 1%b	*	24 1%b	11 *	17 1%	*	2 *	4 *	1 *	1 *	8 *	17 1%	1 *	-	1 *	24 1%	1 *	10 *	13 1%	4 1%	-	-	23 *	-	26 2%z	2 *
Damaged mail	26 / *	19 1%bd	2	24 1%bd	7 *	19 1%	3 2%	5 1%	2 *	2 1%	2 *	9 *	10 *	4 *	2 *	1 *	19 *	3	10 *	10 *	2 *	2 1%	1 *	20 *	3 1%	26 2%z	-
Delayed mail	46 / 1%	34 1%bd	4	42 1%bd	13	34 1%	-	2	4 *	1 *	1	21 1%	14 1%	10 1%nc	-	1 *	35 1%	1 *	21 1%	21 1%	3 *	-	1 *	42 1%	1	44 3%z	2
Mis-delivered mail	31 / 1%	17 1%b	4	27 1%b	15	17 1%	1	-	4 *	1 *	1 *	12 1%	13 1%	3	1	2 1%	26 1%	3	11 *	14 1%	3	3 1%	-	25 1%	3 1%	31 2%z	-
Mail that has been tampered with	18 / *	7 *	5	12 *	11	7 *	-	-	5 *	1 *	1 *	7 *	8 *	1	2 *	-	14 *	2	6 *	8 *	4 *	-	-	13 *	-	18 1%z	-
Didn't allow sufficient time to answer the door	28 / *	16 1%	5	23 1%	12 *	16 1%	1	*	5 *	1 *	1 *	14 1%	8 *	4	2 *	-	22 *	2	11 *	11 *	3	2 1%	*	23 *	2	25 2%z	3
Other problems	- / *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	89 / 1%	39 2%	22 1%	65 2%b	48 1%	39 2%	2 1%	4 1%	22 1%	-	4 *	23 1%	40 2%	11 1%	14 2%	*	64 1%	14 2%	33 1%	37 2%	9 1%	6 2%	2 1%	70 1%	8 2%	59 4%z	30 1%
I don't know	5 / *	1	2	3	4	1	-	-	2	1 1%	-	2	1	1	*	-	4	*	2	3	-	-	-	5	-	3	2
NET Any problem experienced	114 / 2%	71 3%bd	14 1%	101 3%bd	43 1%b	71 3%	4 2%	6 1%	14 1%	2 1%	2 *	42 2%	39 2%	22 3%	6 1%	5 2%	81 2%	11 1%	45 2%	48 2%	14 2%	6 2%	1 1%	93 2%	7 1%	108 7%z	6
Made a complaint about TNT	118 / 2%	75 3%bd	14 1%	104 3%bd	43 1%b	75 3%g	4 2%	6 1%	14 1%	2 1%	2	46 2%	40 2%	21 3%	6 1%	5 2%	86 2%	11 1%	46 2%	50 2%	15 2%	6 2%	1 1%	96 2%	7 1%	112 7%z	*

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of TNT	4972 81%	324 81%	4620 81%	28 68%	1358 80%	3362 81%	251 78%	4736 81%j	121 75%j	51 75%j	38 52%	4907 81%j	26 73%
Used TNT to send	208 3%	17 4%	188 3%	3 8%	77 5%e	115 3%	16 5%	182 3%	24 15%gij	2 2%	*	208 3%	-
Used TNT to receive	798 13%	71 18%b	721 13%	6 15%	256 15%e	497 12%	46 14%	727 12%	43 27%gijk	13 19%j	3 3%	783 13%	12 35%
Net used	970 16%	88 22%b	873 15%	9 22%	316 19%e	595 14%	58 18%	875 15%j	66 41%gijk	14 21%j	3 3%	955 16%j	12 35%
Lost mail	27 *	4 1%	23 *	-	11 1%	15 *	1 *	22 *	5 3%gk	-	-	27 *	-
Damaged mail	26 *	4 1%	22 *	* 1%	12 1%	13 *	1 *	22 *	3 2%gk	*	*	26 *	-
Delayed mail	46 1%	4 1%	43 1%	-	27 2%e	15 *	5 2%e	38 1%	8 5%gk	-	*	46 1%	-
Mis-delivered mail	31 1%	4 1%	28 *	-	17 1%e	12 *	2 1%	28 *	2 1%	2 2%	-	31 1%	-
Mail that has been tampered with	18 *	3 1%	14 *	-	12 1%e	6 *	-	16 *	1 1%	-	-	18 *	-
Didn't allow sufficient time to answer the door	28 *	3 1%	22 *	3 7%ab	18 1%e	10 *	*	23 *	4 3%gk	-	-	28 *	-
Other problems	- -	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	89 1%	7 2%	81 1%	-	21 1%	61 1%	7 2%	85 1%	4 2%	-	-	89 1%	-
I don't know	5 *	-	5 *	-	-	5 *	*	5 *	-	-	-	5 *	-
NET Any problem experienced	114 2%	10 3%	101 2%	3 8%b	57 3%e	49 1%	9 3%e	92 2%	20 13%gjk	2 2%	*	114 2%	-
Made a complaint about TNT	118 2%	10 3%	105 2%	3 8%b	58 3%e	52 1%	8 2%	97 2%	19 12%gijk	2 2%	*	118 2%	-

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_10. Competitive landscape - TNT

Base : All participants

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of TNT	4972 81%	1279 83%b	1215 79%	1258 81%	1219 79%	424 80%	432 84%p	423 85%jn	419 80%	403 79%	393 78%	394 80%	441 83%p	423 80%	438 82%p	410 81%	371 75%
Used TNT to send	208 3%	60 4%	61 4%	37 2%	51 3%	26 5%gl	24 5%	9 2%	24 5%	18 3%	19 4%	15 3%	10 2%	13 2%	17 3%	20 4%	13 3%
Used TNT to receive	798 13%	224 15%b	161 10%	200 13%	213 14%b	73 14%h	74 14%h	78 16%hj	46 9%	67 13%	48 9%	62 13%	74 14%h	64 12%	83 16%h	68 13%	62 13%
Net used	970 16%	275 18%b	212 14%	233 15%	250 16%	99 19%h	89 17%	87 17%	66 13%	82 16%	64 13%	75 15%	83 16%	76 14%	94 18%	85 17%	70 14%
Lost mail	27 *	12 1%	6 *	5 *	5 *	4 1%	8 1%gikl	3 -	5 1%	-	1 *	-	-	5 1%	2 *	1 *	2 *
Damaged mail	26 *	8 *	6 *	4 *	9 1%	2 *	3 1%	3 1%	3 *	1 *	2 *	1 *	*	2 *	5 1%	1 *	3 1%
Delayed mail	46 1%	15 1%	8 *	11 1%	12 1%	2 *	9 2%	4 1%	4 1%	2 *	1 *	3 1%	4 1%	5 1%	7 1%	4 1%	1 *
Mis-delivered mail	31 1%	14 1%c	8 1%	2 *	7 *	6 1%	6 1%l	2 *	1 *	1 *	6 1%	1 *	-	1 *	3 1%	2 *	1 *
Mail that has been tampered with	18 *	2 *	8 1%	4 *	4 *	2 *	-	-	2 *	2 *	4 1%	1 *	-	4 1%	1 *	1 *	1 *
Didn't allow sufficient time to answer the door	28 *	7 *	7 *	4 *	11 1%	1 *	5 1%	*	2 *	*	5 1%	2 *	2 *	*	7 1%im	3 1%	*
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	89 1%	19 1%	33 2%c	11 1%	26 2%	12 2%gm	7 1%	*	13 3%glm	13 2%glm	7 1%	7 1%	3 1%	1 *	4 1%	13 3%glm	9 2%gm
I don't know	5 *	*	-	4 *	*	*	*	-	-	-	-	3 1%	1 *	-	-	-	*
NET Any problem experienced	114 2%	40 3%	28 2%	22 1%	24 2%	15 3%p	17 3%kp	9 2%	11 2%	5 1%	12 2%	5 1%	6 1%	11 2%	13 3%	8 2%	3 1%
Made a complaint about TNT	118 2%	43 3%c	30 2%	21 1%	24 2%	15 3%p	20 4%iklp	9 2%	12 2%	5 1%	12 2%	4 1%	6 1%	10 2%	13 3%	8 2%	3 1%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 371

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of UPS	5553 90%	1008 82%	4545 92%a	807 94%d	4746 89%	2770 92%f	2770 88%	731 89%m	802 92%m	1016 91%m	767 93%glm	1040 91%m	679 89%m	518 83%	1533 90%q	1783 92%pq	2237 88%	1197 86%	4714 90%	795 88%
Used UPS to send	355 6%	53 4%	302 6%	153 18%d	202 4%	209 7%f	145 5%	86 10%jklm	90 10%jklm	86 8%jklm	32 4%	33 3%	16 2%	13 2%	175 10%opq	118 6%pq	62 2%	29 2%	269 5%	79 9%r
Used UPS to receive	1429 23%	216 18%	1213 25%a	274 32%d	1155 22%	752 25%f	670 21%	228 28%klm	241 28%klm	306 27%klm	196 24%lm	243 21%m	131 17%	84 13%	469 28%pq	502 26%pq	458 18%	216 16%	1203 23%	211 23%
Net used	1683 27%	247 20%	1436 29%a	390 45%d	1293 24%	905 30%f	771 25%	289 35%jklm	310 36%jklm	370 33%jklm	218 26%lm	264 23%lm	139 18%	93 15%	599 35%opq	587 30%pq	497 20%	232 17%	1394 27%	269 30%
Lost mail	34 1%	3 *	30 1%	18 2%d	16 *	21 1%	13 *	10 1%km	9 1%km	9 1%k	3 *	*	2 *	*	19 1%pq	13 1%p	2 *	2 *	29 1%	4 *
Damaged mail	37 1%	3 *	33 1%	27 3%d	9 *	25 1%	11 *	12 1%km	6 1%	6 *	6 1%	2 *	4 1%	*	18 1%pq	12 1%	7 *	4 *	29 1%	8 1%
Delayed mail	45 1%	3 *	42 1%	28 3%d	17 *	35 1%f	10 *	9 1%m	16 2%jklm	6 1%	8 1%	4 *	3 *	*	25 1%pq	14 1%	7 *	3 *	34 1%	11 1%
Mis-delivered mail	49 1%	2 *	47 1%a	40 5%d	9 *	34 1%f	15 *	10 1%k	17 2%jklm	13 1%k	3 *	-	3 *	2 *	27 2%pq	17 1%p	5 *	5 *	37 1%	13 1%
Mail that has been tampered with	26 *	1 *	25 1%	19 2%d	7 *	18 1%	8 *	9 1%klm	10 1%jklm	4 *	*	2 *	-	*	20 1%opq	4 *	2 *	*	22 *	4 *
Didn't allow sufficient time to answer the door	29 *	1 *	27 1%	23 3%d	6 *	22 1%f	7 *	5 1%	15 2%jklm	2 *	1 *	2 *	3 *	-	20 1%opq	3 *	5 *	3 *	26 1%	3 *
Other problems	2 *	-	2 *	-	2 *	-	2 *	-	-	-	1 *	-	*	-	-	1 *	*	*	2 *	-
No - there have been no problems	185 3%	40 3%	144 3%	59 7%d	126 2%	109 4%f	76 2%	37 5%jklm	37 4%jlm	50 4%klm	14 2%	28 2%	8 1%	11 2%	74 4%pq	64 3%pq	47 2%	18 1%	141 3%	37 4%
I don't know	31 1%	4 *	27 1%	1 *	30 1%	7 *	24 1%e	15 2%jklm	6 1%k	5 *	4 *	-	*	-	21 1%opq	* *p	1 *	1 *	21 *	10 1%
NET Any problem experienced	139 1%	8 1%	131 3%a	92 11%d	47 1%	93 3%f	46 1%	34 4%klm	46 6%jklm	31 3%klm	14 2%k	5 *	7 1%	2 *	80 5%opq	45 2%pq	14 1%	9 1%	106 2%	32 4%r
Made a complaint about UPS	143 2%	6 *	137 3%a	93 11%d	50 1%	96 3%f	47 1%	34 4%jklm	50 6%jklm	35 3%klm	13 2%k	5 *	5 1%	2 *	84 5%opq	48 2%pq	12 *	7 1%	109 2%	34 4%r

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of UPS	5553 90%	1063 92%d	1797 92%cd	1253 90%d	1440 86%	2860 92%f	2693 88%	3392 92%h	2093 87%	470 84%	628 87%	1449 92%ij	1429 92%ij	1004 94%ijn	3506 91%ij	484 82%	4722 91%o	1164 90%s	4134 90%s	255 85%
Used UPS to send	355 6%	123 11%bcd	95 5%	78 6%d	59 4%	218 7%f	137 4%	296 8%h	53 2%	22 4%	40 6%	91 6%	111 7%i	76 7%i	242 6%	22 4%	323 6%	103 8%rs	240 5%	12 4%
Used UPS to receive	1429 23%	367 32%bcd	432 22%	310 22%	320 19%	799 26%f	630 21%	972 26%h	438 18%	89 16%	112 16%	362 23%ij	419 27%ijkn	314 29%ijkn	893 23%ij	90 15%	1246 24%o	307 24%	1044 23%	78 26%
Net used	1683 27%	464 40%bcd	491 25%d	376 27%d	352 21%	955 31%f	728 24%	1192 32%h	469 20%	99 18%	140 19%	438 28%ij	492 32%ijn	370 35%ijkn	1070 28%ij	101 17%	1484 29%o	392 30%rs	1203 26%	88 29%
Lost mail	34 1%	12 1%d	12 1%	5 *	5 *	24 1%	10 *	28 1%h	4 *	3 1%	4 1%	13 1%	10 1%	3 *	27 1%	3 1%	30 1%	17 1%r	14 *	2 1%
Damaged mail	37 1%	16 1%bd	4 *	10 1%	7 *	19 1%	17 1%	33 1%h	4 *	1 *	5 1%	12 1%	10 1%	7 1%	27 1%	1 *	35 1%	21 2%r	13 *	2 1%
Delayed mail	45 1%	22 2%bcd	10 1%	10 1%	3 *	32 1%f	13 *	41 1%h	4 *	1 *	6 1%	8 1%	21 1%	10 1%	35 1%	1 *	44 1%	24 2%r	20 *	1
Mis-delivered mail	49 1%	25 2%bcd	6 *	10 1%	7 *	31 1%	18 1%	48 1%h	1 *	1 *	5 1%	20 1%	9 1%	15 1%	33 1%	1 *	48 1%	28 2%rs	22 *	-
Mail that has been tampered with	26 *	15 1%bcd	6 *	3 *	3 *	21 1%f	6 *	24 1%h	2 *	2 *	5 1%	6 *	10 1%	3 *	21 1%	2 *	24 *	13 1%r	13 *	*
Didn't allow sufficient time to answer the door	29 *	12 1%bd	6 *	9 1%	2 *	18 1%	11 *	26 1%h	3 *	2 *	4 1%	11 1%	7 *	4 *	22 1%	2 *	26 1%	17 1%r	10 *	1
Other problems	2 *	* *	1 *	- -	- -	2 *	- -	2 *	- -	- -	- -	- -	1 *	- -	1 *	- -	2 *	- -	2 *	- -
No - there have been no problems	185 3%	49 4%d	60 3%	41 3%	35 2%	109 4%	76 2%	145 4%h	38 2%	13 2%	17 3%	46 3%	56 4%	40 4%	118 3%	13 2%	163 3%	31 2%	148 3%	6 2%
I don't know	31 1%	11 1%	8 *	4 *	8 *	19 1%	12 *	22 1%	6 *	3 1%	6 1%	7 *	9 1%	5 *	23 1%	3 1%	28 1%	8 1%	20 *	2 1%
NET Any problem experienced	139 2%	63 5%d	27 1%	32 2%d	17 1%	90 3%f	49 2%	128 3%h	9 *	6 1%	17 2%	38 2%	46 3%i	31 3%	101 3%	6 1%	132 3%	64 5%rs	71 2%	4 1%
Made a complaint about UPS	143 2%	71 6%bcd	21 1%	33 2%bd	18 1%	91 3%f	51 2%	133 4%h	8 *	7 1%	17 2%	46 3%	42 3%	31 3%	105 3%	7 1%	136 3%	71 5%rs	71 2%	1 *

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of UPS	5553 90%	4761 90%	792 92%	157 91%	4679 90%	459 89%	264 90%	150 88%	215 86%	607 90%	451 89%	417 93%hp	497 91%h	527 92%h	730 90%	766 91%h	469 89%	59 86%	400 89%
Used UPS to send	355 6%	284 5%	70 8%a	8 5%	310 6%	21 4%	17 6%	7 4%	12 5%	39 6%	27 5%	19 4%	35 6%	45 8%kpr	51 6%	60 7%	21 4%	2 3%	20 4%
Used UPS to receive	1429 23%	1222 23%	207 24%	41 24%	1181 23%	135 26%	77 26%	36 21%	46 19%	146 22%	105 21%	83 19%	106 20%	158 28%hjklp	222 27%hjklp	207 25%	107 20%	14 20%	121 27%hjklp
Net used	1683 27%	1418 27%	265 31%	49 28%	1401 27%	149 29%	91 31%g	43 25%	55 22%	170 25%	124 24%	101 23%	134 25%	190 33%hijklp	255 31%hjklp	244 29%h	127 24%	15 22%	134 30%hk
Lost mail	34 1%	32 1%	1 *	* *	27 1%	3 1%	3 1%g	* *	1 *	6 1%	2 *	1 *	1 *	4 1%	7 1%	4 1%	- -	1 2%p	2 *
Damaged mail	37 1%	30 1%	6 1%	2 1%	32 1%	3 1%	1 *	* *	1 *	4 1%	1 *	- -	7 1%k	4 1%	10 1%	2 *	2 *	* *	3 1%
Delayed mail	45 1%	35 1%	10 1%	3 1%	39 1%	2 *	4 1%	* *	2 1%j	4 1%	- -	2 *	14 3%hijknor	5 1%	2 *	5 1%	5 1%	* *	2 *
Mis-delivered mail	49 1%	38 1%	11 1%	3 2%	44 1%	2 *	3 1%	* *	1 *	4 1%	7 1%	1 *	6 1%	5 1%	11 1%	6 1%	2 *	* *	2 *
Mail that has been tampered with	26 *	17 *	9 1%a	* *	23 *	1 *	2 1%	* *	1 *	- -	1 *	1 *	3 1%	7 1%ip	3 *	6 1%	- -	* *	1 *
Didn't allow sufficient time to answer the door	29 *	21 *	8 1%	* *	24 *	2 *	2 1%	2 1%	- -	2 *	2 *	2 1%	4 1%	1 *	2 *	10 1%	- -	- -	2 *
Other problems	2 *	1 *	* *	* *	1 *	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	* *
No - there have been no problems	185 3%	150 3%	35 4%	5 3%	159 3%	11 2%	10 3%	4 3%	9 4%	16 2%	12 3%	11 3%	15 3%	23 4%	23 3%	34 4%	15 3%	1 1%	11 2%
I don't know	31 1%	21 *	10 1%a	* *	30 1%	1 *	* *	* *	- -	10 2%p	1 *	2 1%	1 *	2 *	6 1%	7 1%	- -	- -	1 *
NET Any problem experienced	139 2%	114 2%	25 3%	3 2%	121 2%	9 2%	6 2%	2 1%	3 1%	12 2%	14 3%	5 1%	18 3%	20 4%kp	22 3%	19 2%	6 1%	1 2%	8 2%
Made a complaint about UPS	143 2%	114 2%	28 3%	3 2%	124 2%	9 2%	7 2%	2 1%	3 1%	19 3%	14 3%	7 1%	20 4%kp	20 3%p	20 2%	17 2%	5 1%	1 2%	8 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of UPS	5553 90%	2188 91%	2051 91%	3119 90%	2982 90%	2188 91%fg	155 80%	680 87%f	2051 91%	195 86%	959 90%	1869 91%n	2203 90%n	726 90%	516 87%	218 92%	4072 91%n	734 88%	2349 91%tuvx	2147 91%tvx	590 87%	305 86%	130 81%	4496 91%tuvx	436 85%	1459 90%	4094 90%
Used UPS to send	355 6%	174 7%bd	85 4%	256 7%bd	168 5%	174 7%g	6 3%	20 3%	85 4%	8 4%	13 1%	134 7%	144 6%	38 5%	26 4%	12 5%	278 6%	38 5%	177 7%t	123 5%	29 4%	15 4%	9 6%	300 6%	24 5%	212 13%z	143 3%
Used UPS to receive	1429 23%	602 25%b	482 21%	868 25%b	748 23%	602 25%fg	24 12%	160 21%f	482 21%j	29 13%	183 17%	434 21%	599 25%k	219 27%knp	124 21%	51 21%	1033 23%	175 21%	595 23%	596 25%tux	139 20%	64 18%	33 21%	1191 24%ux	97 19%	471 29%z	958 21%
Net used	1683 27%	724 30%bd	547 24%	1050 30%bd	873 26%	724 30%fg	26 13%	166 21%f	547 24%j	33 15%	192 18%	530 26%	704 29%nq	252 31%knq	136 23%	58 24%	1234 27%	194 23%	723 28%ux	681 29%tux	163 24%	73 21%	39 24%	1404 28%ux	112 22%	637 39%z	1046 23%
Lost mail	34 1%	18 1%	6 *	28 1%b	15 *	18 1%	* *	2 *	6 *	1 *	1 *	12 1%	15 1%	4 1%	* *	2 1%	27 1%	2 *	14 1%	14 1%	4 1%	-	1 1%	28 1%	1 *	29 2%z	5 *
Damaged mail	37 1%	22 1%	7 *	29 1%	15 *	22 1%	*	*	7 *	1 *	1 *	20 1%nq	12 1%	5 1%	*	-	32 1%	*	12 *	22 1%	2 *	1 *	-	33 1%	1 *	33 2%z	3 *
Delayed mail	45 1%	37 2%bd	3 *	39 1%bd	5 *	37 2%g	-	1 *	3 *	1 *	2 *	26 1%m	15 1%	1 *	3 1%	1 *	41 1%	4 *	22 1%	20 1%	2 *	1 *	-	42 1%	1 *	38 2%z	7 *
Mis-delivered mail	49 1%	33 1%bd	8 *	41 1%bd	16 *	33 1%g	-	-	8 *	1 *	1 *	23 1%	17 1%	7 1%	*	1 *	41 1%	2 *	21 1%	21 1%	5 1%	1 *	1 1%	42 1%	3 1%	49 3%z	-
Mail that has been tampered with	26 *	8 *	4 *	23 1%b	19 1%	8 *	1 1%	1 *	4 *	*	1 *	10 1%	11 *	5 1%	*	-	21 *	*	15 1%	5 *	4 1%	*	1 1%	20 *	2 *	25 2%z	2 *
Didn't allow sufficient time to answer the door	29 *	20 1%bd	3 *	26 1%bd	8 *	20 1%g	1 *	*	3 *	1 *	2 *	14 1%	8 *	6 1%	*	-	22 *	*	19 1%	8 *	*	2 *	-	26 1%	2 *	28 2%z	1 *
Other problems	2 *	-	2 *	-	2 *	-	-	-	2 *	-	-	1 *	*	-	-	-	2 *	-	1 *	-	-	-	-	1 *	-	* *	1 *
No - there have been no problems	185 3%	78 3%	55 2%	122 4%	99 3%	78 3%	4 2%	14 2%	55 2%j	5 2%	9 1%	68 3%	77 3%	15 2%	17 3%	7 3%	145 3%	25 3%	101 4%st	59 2%	8 1%	8 2%	8 5%t	160 3%t	16 3%	67 4%z	118 3%
I don't know	31 1%	10 *	9 *	19 1%	19 1%	10 *	-	2 *	9 *	2 1%	2 *	7 *	15 1%	3 *	5 1%	1 *	22 1%	5 1%	12 *	8 *	7 1%	2 1%	*	20 *	2 *	23 1%z	8 *
NET Any problem experienced	139 2%	86 4%bd	21 1%	115 3%bd	50 2%	86 4%g	2 1%	4 1%	21 1%	1 *	2 *	59 3%nq	52 2%	20 3%n	4 1%	4 2%	111 2%nq	8 1%	64 2%	56 2%	14 2%	4 1%	1 1%	120 2%	5 1%	122 7%z	17 *
Made a complaint about UPS	143 2%	89 4%bd	17 1%	125 4%bd	54 2%b	89 4%g	2 1%	2 *	17 1%	1 *	3 *	64 3%nq	51 2%nq	22 3%nq	2 *	4 1%	114 3%nq	6 1%	63 2%	59 2%	15 2%	4 1%	1 1%	121 2%	5 1%	133 8%z	9 *

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of UPS	5553 90%	354 88%	5163 90%	36 86%	1526 89%	3742 90%	284 88%	5314 91%hij	130 81%j	53 78%j	30 40%	5497 91%hij	26 74%
Used UPS to send	355 6%	34 8%	319 6%	2 4%	121 7%e	212 5%	22 7%	326 6%	23 15%gijk	3 4%	* *	352 6%	2 7%
Used UPS to receive	1429 23%	106 26%	1308 23%	15 37%	407 24%	935 23%	87 27%	1352 23%j	51 32%j	12 18%	4 5%	1415 23%j	10 29%
Net used	1683 27%	132 33%b	1536 27%	15 37%	499 29%	1082 26%	103 32%	1580 27%j	71 44%gijk	15 22%j	4 5%	1667 28%j	13 36%
Lost mail	34 1%	9 2%b	25 *	- -	19 1%e	13 *	1 *	30 1%	4 2%gk	- -	- -	34 1%	- -
Damaged mail	37 1%	4 1%	31 1%	2 4%b	13 1%	20 *	3 1%	32 1%	4 3%gk	- -	* *	37 1%	- -
Delayed mail	45 1%	7 2%b	38 1%	- -	22 1%e	23 1%	* *	38 1%	4 3%gk	3 4%gk	* *	45 1%	- -
Mis-delivered mail	49 1%	9 2%b	38 1%	2 4%b	24 1%e	21 *	5 1%	41 1%	5 3%gk	3 4%gk	- -	49 1%	- -
Mail that has been tampered with	26 *	7 2%b	20 *	- -	14 1%e	11 *	2 1%	24 *	3 2%	- -	- -	26 *	- -
Didn't allow sufficient time to answer the door	29 *	9 2%b	20 *	- -	20 1%e	7 *	2 *	22 *	4 3%gk	3 4%gk	* *	29 *	- -
Other problems	2 *	- -	2 *	- -	- -	2 *	- -	2 *	- -	- -	- -	2 *	- -
No - there have been no problems	185 3%	9 2%	176 3%	- -	49 3%	125 3%	11 3%	184 3%	1 1%	* *	- -	185 3%	- -
I don't know	31 1%	2 1%	29 *	- -	11 1%	18 *	2 1%	25 *	4 2%gk	- -	- -	29 *	2 7%
NET Any problem experienced	139 2%	23 6%b	115 2%	2 4%	61 4%e	68 2%	10 3%	118 2%	18 11%gijk	3 4%	* *	139 2%	- -
Made a complaint about UPS	143 2%	23 6%b	118 2%	2 4%	66 4%e	66 2%	11 3%	117 2%	23 14%gijk	3 4%	* *	143 2%	- -

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_12. Competitive landscape - UPS

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of UPS	5553 90%	1407 91%	1392 90%	1390 90%	1364 89%	490 93%p	465 90%	451 91%	474 90%	454 89%	464 92%	435 89%	480 90%	475 90%	476 90%	453 89%	435 88%
Used UPS to send	355 6%	111 7%	80 5%	81 5%	83 5%	45 9%gl	43 8%gl	22 4%	28 5%	25 5%	27 5%	24 5%	33 6%	26 5%	27 5%	27 5%	29 6%
Used UPS to receive	1429 23%	364 24%	331 21%	360 23%	375 24%	136 26%	117 23%	111 22%	107 20%	122 24%	101 20%	120 24%	132 25%	109 21%	116 22%	124 24%	134 27%j
Net used	1683 27%	443 29%	382 25%	412 27%	446 29%b	170 32%hjm	145 28%	128 26%	126 24%	138 27%	118 23%	139 28%	146 27%	126 24%	139 26%	147 29%	159 32%hjm
Lost mail	34 1%	10 1%	10 1%	5 *	8 1%	1 *	4 1%	5 1%	-	2 *	8 2%ehk	-	1 *	4 1%	5 1%	2 *	2 *
Damaged mail	37 1%	11 1%	4 *	8 1%	13 1%	6 1%	3 1%	2 *	3 1%	*	1 *	4 1%	2 *	3 1%	10 2%ijo	-	3 1%
Delayed mail	45 1%	15 1%	5 *	10 1%	15 1%	4 1%	5 1%	7 1%jo	3 1%	2 *	*	2 *	4 1%	4 1%	8 1%jo	-	7 1%jo
Mis-delivered mail	49 1%	16 1%	8 *	12 1%	14 1%	5 1%	7 1%	4 1%	4 1%	2 *	1 *	2 *	3 1%	7 1%	9 2%	*	5 1%
Mail that has been tampered with	26 *	9 1%	6 *	2 *	9 1%	3 1%	7 1%ghlo	*	-	1 *	5 1%	1 *	-	1 *	7 1%ghlo	-	2 *
Didn't allow sufficient time to answer the door	29 *	14 1%b	3 *	4 *	8 1%	4 1%	6 1%	5 1%	2 *	-	1 *	1 *	-	2 *	2 *	*	6 1%
Other problems	2 *	-	-	1 *	*	-	-	-	-	-	-	-	-	-	-	-	*
No - there have been no problems	185 3%	48 3%	42 3%	46 3%	49 3%	23 4%gn	20 4%g	6 1%	17 3%	16 3%	9 2%	15 3%	15 3%	16 3%	8 2%	22 4%gn	18 4%g
I don't know	31 1%	10 1%	10 1%	6 1%	5 *	2 *	6 1%n	2 *	3 1%	3 1%	4 1%	-	1 *	5 1%	-	3 1%	2 *
NET Any problem experienced	139 2%	53 3%bcd	28 2%	29 2%	29 2%	21 4%io	17 3%io	14 3%io	9 2%	5 1%	14 3%io	9 2%	8 2%	12 2%o	18 3%io	*	9 2%
Made a complaint about UPS	143 2%	47 3%	29 2%	35 2%	32 2%	21 4%iko	16 3%	10 2%	10 2%	5 1%	14 3%	7 1%	10 2%	18 3%io	18 3%io	5 1%	9 2%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 372

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of UK Mail	4228 69%	715 58%	3513 71%a	675 78%d	3553 67%	2182 72%f	2037 65%	549 67%	586 67%	819 73%ghlm	599 73%glm	781 68%	495 65%	398 64%	1136 67%	1418 73%npq	1674 66%	893 64%	3521 68%	669 74%r
Used UK Mail to send	422 7%	50 4%	372 8%a	133 15%d	289 5%	210 7%	213 7%	101 12%ijklm	88 10%klm	79 7%lm	41 5%	64 6%	24 3%	24 4%	189 11%opq	121 6%q	112 4%	49 4%	306 6%	110 12%r
Used UK Mail to receive	1050 17%	140 11%	910 18%a	201 23%d	848 16%	604 20%f	445 14%	161 20%lm	180 21%klm	204 18%lm	136 17%	182 16%	104 14%	83 13%	341 20%pq	340 17%pq	369 15%	187 14%	834 16%	207 23%r
Net used	1364 22%	174 14%	1191 24%a	311 36%d	1054 20%	759 25%f	604 19%	245 30%ijklm	255 29%ijklm	262 23%klm	166 20%	217 19%	118 16%	101 16%	500 29%opq	428 22%pq	437 17%	219 16%	1050 20%	302 33%r
Lost mail	39 1%	3 *	36 1%	24 3%d	16 *	28 1%f	12 *	9 1%lm	12 1%lm	6 1%	8 1%l	5 *	-	-	21 1%pq	14 1%pq	5 *	-	27 1%	11 1%
Damaged mail	34 1%	2 *	32 1%	15 2%d	19 *	23 1%	11 *	5 1%	12 1%kl	8 1%	3 *	3 *	-	2 *	17 1%pq	12 1%	5 *	2 *	24 *	9 1%
Delayed mail	65 1%	5 *	60 1%	37 4%d	29 1%	42 1%	24 1%	26 3%ijklm	18 2%jklm	10 1%	5 1%	3 *	1 *	2 *	44 3%opq	15 1%	6 *	3 *	41 1%	24 3%r
Mis-delivered mail	44 1%	1 *	43 1%a	32 4%d	12 *	33 1%f	11 *	18 2%klm	10 1%lm	9 1%	2 *	6 1%	-	*	28 2%opq	11 1%q	6 *	*	33 1%	12 1%
Mail that has been tampered with	26 *	1 *	25 1%	14 2%d	12 *	18 1%	8 *	7 1%l	7 1%	6 1%	3 *	4 *	-	-	13 1%pq	9 *	4 *	-	18 *	8 1%
Didn't allow sufficient time to answer the door	24 *	1 *	23 *	10 1%d	14 *	9 *	15 *	6 1%	8 1%l	2 *	3 *	4 *	-	2 *	13 1%pq	5 *	6 *	2 *	21 *	2 *
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	249 4%	40 3%	209 4%	47 6%	202 4%	111 4%	138 4%	44 5%	45 5%	46 4%	25 3%	46 4%	23 3%	21 3%	89 5%pq	71 4%	90 4%	44 3%	186 4%	59 7%r
I don't know	19 *	-	19 *	2 *	17 *	5 *	15 *	7 1%il	2 *	-	4 *	7 1%l	-	-	9 1%q	4 *	7 *	-	11 *	8 1%r
NET Any problem experienced	154 2%	10 1%	144 3%a	83 10%d	70 1%	94 3%f	60 2%	49 6%ijklm	42 5%jklm	33 3%klm	13 2%l	11 1%	1 *	3 1%	91 5%opq	46 2%pq	16 1%	5 *	109 2%	44 5%r
Made a complaint about UK Mail	152 2%	8 1%	144 3%a	83 10%d	69 1%	98 3%f	55 2%	55 7%ijklm	40 5%jklm	31 3%klm	14 2%lm	10 1%l	-	2 *	95 6%opq	45 2%pq	12 *	2 *	107 2%	44 5%r

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (Declared) Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (Combined) Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of UK Mail	4228 69%	795 69%	1321 68%	1015 73%bcd	1098 65%	2115 68%	2113 69%	2645 72%h	1529 64%	366 65%	489 68%	1141 73%i	1080 70%	758 71%	2710 71%i	371 63%	3611 70%o	881 68%	3144 69%	203 67%
Used UK Mail to send	422 7%	112 10%bcd	127 7%	95 7%	88 5%	239 8%f	183 6%	312 8%h	106 4%	32 6%	49 7%	133 8%	109 7%	70 7%	291 8%	32 5%	372 7%	108 8%r	289 6%	25 8%
Used UK Mail to receive	1050 17%	255 22%bcd	316 16%	225 16%	253 15%	572 18%f	478 16%	692 19%h	346 14%	78 14%	121 17%	284 18%	309 20%i	196 18%	714 19%i	82 14%	932 18%o	224 17%	781 17%	44 15%
Net used	1364 22%	342 30%bcd	410 21%	292 21%	320 19%	752 24%f	613 20%	931 25%h	418 17%	102 18%	164 23%	383 24%i	360 23%	249 23%	927 24%i	106 18%	1207 23%o	311 24%	984 22%	70 23%
Lost mail	39 1%	22 2%bcd	8 *	4 *	6 *	30 1%f	9 *	37 1%h	2 *	3 1%	7 1%	15 1%	8 *	7 1%	30 1%	3 1%	36 1%	21 2%r	17 *	1 *
Damaged mail	34 1%	16 1%bcd	8 *	5 *	5 *	24 1%	10 *	28 1%h	6 *	3 1%	2 *	12 1%	7 *	10 1%	21 1%	3 *	31 1%	13 1%r	20 *	-
Delayed mail	65 1%	25 2%bcd	17 1%	15 1%	9 1%	42 1%	24 1%	52 1%h	14 1%	3 1%	8 1%	23 1%	23 1%	6 1%	54 1%	3 1%	61 1%	29 2%r	33 1%	3 1%
Mis-delivered mail	44 1%	24 2%bcd	11 1%	6 *	3 *	36 1%f	9 *	41 1%h	4 *	4 1%	2 *	15 1%	19 1%	3 *	37 1%	4 1%	40 1%	26 2%r	18 *	* *
Mail that has been tampered with	26 *	12 1%b	2 *	6 *	6 *	14 *	12 *	21 1%	5 *	2 *	4 1%	9 1%	8 1%	3 *	21 1%	2 *	24 *	13 1%r	11 *	3 1%
Didn't allow sufficient time to answer the door	24 *	7 1%	7 *	5 *	5 *	13 *	10 *	18 *	6 *	1 *	2 *	7 *	7 *	5 *	16 *	1 *	23 *	10 1%r	10 *	4 1%r
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	249 4%	48 4%	80 4%	64 5%	57 3%	129 4%	120 4%	168 5%	79 3%	18 3%	25 4%	77 5%	58 4%	46 4%	160 4%	18 3%	215 4%	39 3%	194 4%	16 5%
I don't know	19 *	3 *	9 *	* *	7 *	12 *	7 *	13 *	5 *	3 1%	4 1%	6 *	4 *	1 *	14 *	3 1%	16 *	6 *	14 *	* *
NET Any problem experienced	154 2%	60 5%bcd	38 2%	32 2%	24 1%	98 3%f	56 2%	131 4%h	22 1%	10 2%	20 3%	50 3%	47 3%	23 2%	117 3%	10 2%	142 3%	63 5%r	82 2%	9 3%
Made a complaint about UK Mail	152 2%	59 5%bcd	36 2%	34 2%	23 1%	95 3%f	57 2%	135 4%h	17 1%	10 2%	22 3%	52 3%	45 3%	23 2%	119 3%	10 2%	142 3%	64 5%r	80 2%	8 3%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of UK Mail	4228 69%	3650 69%c	578 67%	105 61%	3581 69%e	331 64%	201 68%	115 67%	172 69%	442 65%	328 64%	355 79%hijlnopqr	385 71%	425 74%ijopqr	587 72%ijor	539 64%	348 66%	42 61%	289 64%
Used UK Mail to send	422 7%	355 7%	68 8%	11 6%	372 7%e	24 5%	17 6%	8 5%	13 5%	48 7%	34 7%	27 6%	40 7%	47 8%	83 10%hkpr	57 7%	25 5%	2 3%	22 5%
Used UK Mail to receive	1050 17%	897 17%	153 18%	26 15%	896 17%g	83 16%	49 17%	23 13%	42 17%	106 16%	81 16%	79 18%	101 18%	122 21%o	160 20%o	120 14%	86 16%	12 17%	71 16%
Net used	1364 22%	1168 22%	197 23%	35 20%	1174 23%g	100 19%	61 21%	29 17%	51 20%	145 21%	110 22%	99 22%	128 24%	146 28%or	233 29%hijkopr	158 19%	104 20%	13 19%	87 19%
Lost mail	39 1%	36 1%	3 *	1 *	33 1%	2 *	4 1%	* *	1 *	2 *	- -	1 *	3 1%	4 1%	19 2%ijopr	2 *	- -	* *	2 *
Damaged mail	34 1%	24 *	9 1%	1 *	28 1%	3 1%	2 1%	1 *	2 1%	4 1%	- -	1 *	3 1%	3 1%	7 1%	8 1%	- -	- -	3 1%
Delayed mail	65 1%	58 1%	8 1%	2 1%	60 1%	1 *	3 1%	1 1%	1 *	- -	8 1%i	1 *	14 3%hikor	5 1%	21 3%hikor	4 *	7 1%i	* *	1 *
Mis-delivered mail	44 1%	37 1%	7 1%	1 *	37 1%	1 *	4 1%e	2 1%	2 1%	3 *	3 1%	2 1%	5 1%	3 *	10 1%	9 1%	- -	- -	1 *
Mail that has been tampered with	26 *	22 *	4 1%	2 1%	23 *	1 *	2 1%	* *	2 1%o	8 1%o	1 *	3 1%	5 1%o	2 *	2 *	- -	- -	- -	1 *
Didn't allow sufficient time to answer the door	24 *	21 *	3 *	* *	20 *	2 *	2 1%	* *	- -	1 *	2 *	1 *	5 1%	4 1%	3 *	2 *	2 *	- -	2 *
Other problems	- *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - there have been no problems	249 4%	207 4%	42 5%	6 4%	218 4%	16 3%	9 3%	5 3%	8 3%	32 5%	20 4%	18 4%	21 4%	26 4%	37 5%	39 5%	17 3%	2 3%	14 3%
I don't know	19 *	15 *	4 *	* *	17 *	2 *	* *	* *	- -	2 *	3 1%	* *	3 1%	2 *	4 *	2 *	- -	- -	2 *
NET Any problem experienced	154 2%	132 2%	21 2%	5 3%	137 3%	7 1%	8 3%	3 2%	5 2%	14 2%	11 2%	7 2%	16 3%	19 3%	42 5%hijkopr	16 2%	7 1%	* *	6 1%
Made a complaint about UK Mail	152 2%	131 2%	21 2%	5 3%	135 3%	7 1%	8 3%	3 2%	4 2%	15 2%	14 3%	8 2%	14 3%	17 3%	40 5%hkopr	19 2%	6 1%	* *	6 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 372

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of UK Mail	4228 69%	1733 72%bd	1488 66%	2470 71%bd	2225 67%	1733 72%g	128 66%	508 65%	1488 66%	137 61%	679 63%	1369 66%	1748 72%koq	551 68%	396 67%	148 62%	3117 69%	543 65%	1723 67%	1705 72%rtvx	453 66%	237 67%	93 58%	3428 69%v	329 64%	1253 77%z	2974 66%
Used UK Mail to send	422 7%	217 9%bd	107 5%	306 9%bd	196 6%	217 9%g	15 8%	39 5%	107 5%	11 5%	48 4%	159 8%mnq	185 8%mnq	40 5%	27 5%	9 4%	344 8%mnq	36 4%	199 8%tux	171 7%ux	32 5%	11 3%	9 6%	370 7%tux	20 4%	252 15%z	170 4%
Used UK Mail to receive	1050 17%	477 20%bd	314 14%	679 20%bd	517 16%	477 20%fg	21 11%	107 14%	314 14%	34 15%	171 16%	294 14%	454 19%k	174 21%knopq	93 16%	33 14%	748 17%	126 15%	421 16%	444 19%uvx	119 17%x	45 13%	17 10%	865 18%x	62 12%	415 25%z	635 14%
Net used	1364 22%	638 27%bd	390 17%	913 26%bd	665 20%b	638 27%fg	34 18%	139 18%	390 17%	42 19%	197 18%	409 20%	592 24%knq	204 25%knq	113 19%	42 18%	1002 22%	155 19%	567 22%ux	568 24%ux	145 21%x	54 15%	26 16%	1135 23%ux	80 15%	624 38%z	740 16%
Lost mail	39 1%	23 1%	9 *	31 1%	16 *	23 1%g	2 1%g	* *	9 *	1 *	1 *	17 1%	17 1%	* *	4 1%	* *	35 1%	4 1%	18 1%	17 1%	3 *	-	1 1%	35 1%	1 *	37 2%z	3 *
Damaged mail	34 1%bd	23 1%	6 *	27 1%d	11 *	23 1%	2 1%	3 *	6 *	1 *	2 *	18 1%q	12 1%	2 *	* *	* *	30 1%	* *	19 1%	10 *	3 *	-	2 1%	28 1%	3 *	29 2%z	5 *
Delayed mail	65 1%	31 1%	17 1%	48 1%	34 1%	31 1%	2 1%	3 *	17 1%	1 *	8 1%	25 1%	21 1%	10 1%	7 1%	1 1%	46 1%	9 1%	19 1%	40 2%rx	6 *	-	1 1%	58 1%	1 *	59 4%z	7 *
Mis-delivered mail	44 1%	25 1%	7 *	37 1%	19 1%	25 1%	3 2%g	1 *	7 *	1 *	2 *	21 1%	16 1%	4 *	1 *	2 1%	37 1%	3 *	23 1%	15 1%	5 1%	-	2 1%	37 1%	2 *	42 3%z	3 *
Mail that has been tampered with	26 *	14 1%	6 *	20 1%	13 *	14 1%	-	1 *	6 *	2 1%	2 *	13 1%	10 *	3 *	* *	-	23 1%	* *	11 *	10 *	4 1%	-	1 1%	21 *	1 *	25 2%z	1 *
Didn't allow sufficient time to answer the door	24 *	13 1%b	2 *	19 1%b	8 *	13 1%	-	2 *	2 *	* *	2 *	12 1%	10 *	1 *	-	-	22 *	-	15 1%	7 *	2 *	-	-	22 *	-	15 1%z	9 *
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
No - there have been no problems	249 4%	122 5%bd	75 3%	167 5%b	121 4%	122 5%	4 2%	28 4%	75 3%	10 4%	37 3%	92 4%q	116 5%mnq	22 3%	14 2%	5 2%	208 5%mnq	19 2%	124 5%tx	101 4%x	15 2%	7 2%	2 1%	225 5%tx	9 2%	103 6%z	146 3%
I don't know	19 *	11 *	3 *	16 *	8 *	11 *	-	4 1%	3 *	-	1 *	5 *	11 *	2 *	2 *	* *	15 *	3 *	9 *	5 *	1 *	4 1%s	-	14 *	4 1%	13 1%z	7 *
NET Any problem experienced	154 2%	84 3%bd	29 1%	122 4%bd	67 2%	84 3%g	9 8%g	7 1%	29 1%	2 1%	10 1%	63 3%	58 2%	17 2%	11 2%	4 2%	120 3%	15 2%	67 3%u	64 3%u	15 2%	1 *	7 4%u	131 3%u	7 1%	136 8%z	18 *
Made a complaint about UK Mail	152 2%	88 4%bd	27 1%	123 4%bd	61 2%	88 4%g	7 4%g	7 1%	27 1%	2 1%	7 1%	65 3%nq	58 2%	18 2%	7 1%	4 2%	123 3%	11 1%	66 3%u	64 3%u	17 3%u	1 *	5 3%u	130 3%u	6 1%	140 9%z	13 *

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of UK Mail	4228 69%	268 67%	3935 69%	25 61%	1150 67%	2842 69%	236 73%	4010 69%j	125 78%j	56 82%j	19 26%	4190 69%j	18 52%
Used UK Mail to send	422 7%	29 7%	383 7%	10 24%ab	128 7%	261 6%	34 10%e	386 7%	26 16%gjk	9 13%	1 2%	421 7%	* *
Used UK Mail to receive	1050 17%	70 18%	976 17%	3 8%	306 18%	671 16%	72 22%e	975 17%j	48 30%gjk	16 23%j	4 5%	1039 17%j	7 19%
Net used	1364 22%	92 23%	1259 22%	13 32%	400 23%	863 21%	101 31%de	1256 22%j	73 46%gjk	24 35%gjk	4 6%	1354 22%j	7 19%
Lost mail	39 1%	7 2%b	30 1%	3 7%b	17 1%	20 *	2 1%	30 1%	7 5%gk	2 3%g	-	39 1%	-
Damaged mail	34 1%	6 2%b	25 1%	2 6%b	15 1%	15 *	3 1%	27 *	6 4%gk	* 1%	*	34 1%	-
Delayed mail	65 1%	3 1%	60 1%	2 6%ab	18 1%	43 1%	4 1%	56 1%	6 4%gk	2 3%	1 2%	64 1%	-
Mis-delivered mail	44 1%	9 2%b	35 1%	-	24 1%e	20 *	* *	37 1%	4 3%gk	2 3%gk	1 2%	43 1%	-
Mail that has been tampered with	26 *	6 1%b	21 *	-	17 1%e	* *	5 2%e	23 *	3 2%	-	-	26 *	-
Didn't allow sufficient time to answer the door	24 *	2 1%	19 *	3 7%ab	12 1%e	8 *	4 1%e	19 *	3 2%gk	-	1 2%	22 *	-
Other problems	* *	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	249 4%	11 3%	234 4%	4 10%a	55 3%	179 4%	15 5%	243 4%	4 2%	2 3%	-	249 4%	* *
I don't know	19 *	* *	19 *	-	9 1%	9 *	2 1%	19 *	-	-	*	19 *	-
NET Any problem experienced	154 2%	18 4%b	130 2%	6 14%ab	65 4%e	73 2%	16 5%e	123 2%	23 14%gjk	7 10%gk	1 2%	152 3%	-
Made a complaint about UK Mail	152 2%	17 4%	130 2%	6 14%ab	70 4%e	66 2%	16 5%e	123 2%	23 14%gjk	7 10%gk	*	152 3%	* *

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_13. Competitive landscape - UK Mail

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	335	323	324	327	317	305	314	310	320	303	300
Aware of UK Mail	4228 69%	1093 71%	1042 68%	1035 67%	1058 69%	362 69%	382 74%jkl	349 70%	357 68%	350 69%	335 66%	327 67%	354 66%	354 67%	365 69%	348 69%	345 70%
Used UK Mail to send	422 7%	115 7%	108 7%	90 6%	110 7%	40 8%k	34 6%	41 8%k	47 9%jk	37 7%	25 5%	19 4%	35 7%	36 7%	38 7%	46 9%jk	26 5%
Used UK Mail to receive	1050 17%	296 19%	250 16%	257 17%	247 16%	97 18%o	98 19%o	101 20%jko	94 18%	84 16%	72 14%	70 14%	84 16%	103 20%o	107 20%jo	64 13%	76 15%
Net used	1364 22%	392 25%bc	327 21%	313 20%	332 22%	128 24%jk	128 25%jk	136 27%jklop	125 24%k	112 22%	90 18%	85 17%	108 20%	120 23%	136 26%jk	101 20%	95 19%
Lost mail	39 1%	13 1%b	3 *	9 1%	14 1%b	7 1%h	1 *	5 1%	*	2 *	1 *	2 *	1 *	5 1%	7 1%	3 1%	5 1%
Damaged mail	34 1%	12 1%	5 *	8 1%	9 1%	5 1%	4 1%	4 1%	*	3 1%	2 *	*	3 *	5 1%	4 1%	2 *	2 *
Delayed mail	65 1%	12 1%	14 1%	13 1%	26 2%	7 1%	4 1%	2 *	7 1%	6 1%	1 *	1 *	4 1%	8 2%	9 2%	10 2%	7 1%
Mis-delivered mail	44 1%	14 1%c	9 1%	4 *	15 1%c	5 1%	5 1%	4 1%	4 1%	*	5 1%	1 *	1 *	2 *	11 2%jklm	5 1%	2 *
Mail that has been tampered with	26 *	10 1%	3 *	3 *	9 1%	7 1%iko	1 *	3 1%	1 *	-	2 *	-	1 *	2 *	6 1%	-	3 1%
Didn't allow sufficient time to answer the door	24 *	9 1%b	-	5 *	10 1%b	2 *	7 1%ghijm	*	-	-	-	1 *	4 1%	*	2 *	4 1%	4 1%
Other problems	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - there have been no problems	249 4%	64 4%	72 5%	57 4%	56 4%	18 3%	18 4%	28 6%p	35 7%jknp	22 4%	16 3%	15 3%	24 5%	18 3%	17 3%	26 5%	12 2%
I don't know	19 *	4 *	8 1%c	*	7 *	-	1 *	2 *	1 *	5 1%	2 *	-	-	*	-	4 1%	3 1%
NET Any problem experienced	154 2%	47 3%	28 2%	32 2%	47 3%	22 4%jk	14 3%	11 2%	10 2%	11 2%	7 1%	4 1%	11 2%	18 3%k	21 4%k	16 3%k	11 2%
Made a complaint about UK Mail	152 2%	44 3%	29 2%	29 2%	51 3%b	21 4%jk	12 2%k	11 2%	12 2%k	9 2%	7 1%	2 *	11 2%	16 3%k	24 4%jk	16 3%k	11 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of Yodel	5480 89%	1004 81%	4476 91%a	785 91%	4695 88%	2691 89%	2780 88%	646 78%	762 87%g	1035 92%ghm	763 93%ghm	1047 92%ghm	695 91%ghm	532 85%g	1407 83%	1798 92%npq	2275 90%n	1228 89%n	4726 91%s	713 79%
Used Yodel to send	513 8%	83 7%	430 9%	176 20%d	336 6%	246 8%	267 8%	96 12%klm	105 12%klm	139 12%klm	76 9%klm	51 4%	29 4%	16 3%	202 12%pq	215 11%pq	96 4%	45 3%	417 8%	86 10%
Used Yodel to receive	2340 38%	318 26%	2023 41%a	393 46%d	1948 37%	1084 36%	1249 40%e	232 28%	353 40%gm	471 42%glm	347 42%glm	468 41%gm	272 36%g	198 32%	585 34%	818 42%npq	938 37%	470 34%	2077 40%s	249 27%
Net used	2667 43%	369 30%	2298 47%a	519 60%d	2149 40%	1255 42%	1405 45%	304 37%	422 48%glm	559 50%gklm	384 47%glm	500 44%glm	289 38%	209 33%	726 43%q	943 49%npq	998 39%	498 36%	2334 45%s	313 35%
Lost mail	33 1%	3 *	30 1%	19 2%d	14 *	19 1%	15 *	2 *	16 2%gjklm	10 1%kl	4 *	1 *	* *	* *	18 1%pq	14 1%pq	1 *	* *	28 1%	5 1%
Damaged mail	42 1%	3 *	39 1%	25 3%d	17 *	29 1%f	12 *	10 1%klm	10 1%klm	11 1%k	11 1%klm	-	* *	* *	20 1%pq	22 1%pq	1 *	1 *	33 1%	9 1%
Delayed mail	73 1%	6 *	67 1%a	37 4%d	36 1%	42 1%	31 1%	12 1%klm	24 3%klm	15 1%klm	18 2%klm	3 *	-	-	36 2%pq	33 2%pq	3 *	* *	63 1%	10 1%
Mis-delivered mail	44 1%	7 1%	37 1%	25 3%d	19 *	28 1%	16 1%	7 1%l	16 2%klm	9 1%	6 1%	4 *	-	2 *	23 1%pq	15 1%pq	6 *	2 *	36 1%	7 1%
Mail that has been tampered with	22 *	3 *	19 *	15 2%d	7 *	16 1%	6 *	6 1%k	7 1%k	3 *	5 1%k	-	-	-	13 1%pq	9 *p	-	-	20 *	1 *
Didn't allow sufficient time to answer the door	27 *	1 *	26 1%	13 2%d	14 *	13 *	14 *	12 1%iklm	10 1%klm	1 *	4 *	* *	-	-	22 1%opq	5 *	* *	-	22 *	6 1%
Other problems	3 *	-	3 *	* *	2 *	-	3 *	-	1 *	* *	* *	2 *	-	-	1 *	* *	2 *	-	1 *	2 *
No - there have been no problems	344 6%	68 6%	276 6%	92 11%d	252 5%	143 5%	201 6%e	64 8%klm	56 6%klm	98 9%jklm	44 5%m	39 3%	28 4%	14 2%	121 7%pq	142 7%pq	81 3%	42 3%	284 5%	52 6%
I don't know	11 *	2 *	8 *	3 *	7 *	9 *	2 *	2 *	2 *	3 *	* *	3 *	1 *	-	4 *	3 *	3 *	1 *	9 *	2 *
NET Any problem experienced	158 3%	12 1%	146 3%a	81 9%d	77 1%	94 3%f	64 2%	30 4%klm	47 5%klm	37 3%klm	32 4%klm	9 1%	1 *	2 *	77 5%pq	69 4%pq	12 *	3 *	124 2%	32 4%
Made a complaint about Yodel	141 2%	11 1%	130 3%a	77 9%d	64 1%	89 3%f	52 2%	30 4%klm	44 5%klm	35 3%klm	23 3%klm	7 1%	* *	2 *	74 4%pq	58 3%pq	9 *	2 *	106 2%	34 4%r

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of Yodel	5480 89%	1009 87%	1762 91%ad	1236 89%	1473 88%	2771 89%	2709 88%	3318 90%h	2099 88%	465 83%	640 89%i	1442 92%i	1425 92%i	973 91%i	3507 91%i	474 81%	4675 90%o	1154 89%s	4079 89%s	247 82%
Used Yodel to send	513 8%	144 13%bcd	172 9%d	108 8%d	89 5%	316 10%f	197 6%	401 11%h	108 5%	29 5%	46 6%	136 9%i	137 9%i	130 12%ijkln	318 8%i	30 5%	457 9%o	116 9%	376 8%	21 7%
Used Yodel to receive	2340 38%	470 41%	735 38%	519 37%	616 37%	1205 39%	1135 37%	1458 40%h	845 35%	185 33%	262 36%	624 40%i	629 40%i	464 43%lj	1514 39%i	186 32%	2038 39%o	537 41%rs	1706 37%	98 33%
Net used	2667 43%	575 50%bcd	834 43%	590 42%	669 40%	1409 45%f	1259 41%	1709 46%h	919 38%	203 36%	294 41%	711 45%i	703 45%i	555 52%ijkln	1708 44%i	204 35%	2332 45%o	620 48%rs	1934 42%	113 38%
Lost mail	33 1%	12 1%d	13 1%	5 *	4 *	25 1%f	9 *	31 1%h	3 *	3 1%	8 1%	10 1%	5 *	8 1%	22 1%	3 1%	30 1%	19 1%r	14 *	- -
Damaged mail	42 1%	20 2%bcd	10 1%	9 1%	3 *	30 1%f	12 *	38 1%h	4 *	1 *	4 1%	10 1%	12 1%	11 1%	25 1%	1 *	36 1%	21 2%r	18 *	3 1%
Delayed mail	73 1%	27 2%cd	28 1%c	7 *	11 1%	56 2%f	17 1%	67 2%h	6 *	3 *	10 1%	21 1%	17 1%	19 2%	49 1%	3 *	67 1%	29 2%r	39 1%	4 1%
Mis-delivered mail	44 1%	20 2%cd	11 1%	4 *	9 1%	31 1%f	13 *	41 1%h	3 *	2 *	6 1%	8 *	16 1%	13 1%	29 1%	2 *	42 1%	16 1%	28 1%	- -
Mail that has been tampered with	22 *	8 1%	6 *	5 *	3 *	13 *	9 *	19 1%	3 *	1 *	2 *	6 *	10 1%	3 *	18 *	1 *	21 *	10 1%r	11 *	1 *
Didn't allow sufficient time to answer the door	27 *	13 1%cd	8 *	1 *	5 *	21 1%f	6 *	23 1%h	3 *	3 1%	2 *	8 *	5 *	10 1%	14 *	3 1%	24 *	11 1%	17 *	- -
Other problems	3 *	* *	2 *	* *	- -	2 *	* *	1 *	2 *	- -	2 *	* *	* *	* *	2 *	- -	3 *	2 *	1 *	- -
No - there have been no problems	344 6%	82 7%d	113 6%d	83 6%d	66 4%	194 6%	150 5%	252 7%h	90 4%	22 4%	26 4%	89 6%	93 6%	86 8%ijlt	209 5%	22 4%	303 6%	56 4%	276 6%	12 4%
I don't know	11 *	2 *	7 *	2 *	* *	9 *	2 *	6 *	4 *	- -	* *	4 *	1 *	5 *	5 *	* *	11 *	* *	10 *	1 *
NET Any problem experienced	158 3%	61 5%bcd	52 3%d	23 2%	22 1%	113 4%f	45 1%	142 4%h	14 1%	7 1%	19 3%	43 3%	42 3%	39 4%i	104 3%	7 1%	143 3%	59 5%r	90 2%	8 3%
Made a complaint about Yodel	141 2%	56 5%bcd	40 2%	25 2%	20 1%	96 3%f	45 1%	125 3%h	14 1%	6 1%	17 2%	42 3%	35 2%	37 3%i	94 2%	6 1%	130 3%	60 5%r	75 2%	5 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 374

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of Yodel	5480 89%	4689 88%	791 92%a	164 95%a	4589 88%	464 90%	275 93%dg	152 89%	226 90%n	597 88%n	473 93%inoq	414 92%no	487 90%n	523 91%n	659 81%	731 87%	478 90%n	59 86%	405 90%n
Used Yodel to send	513 8%	447 8%	66 8%	11 6%	441 8%	31 6%	29 10%e	12 7%	26 10%pr	67 10%pr	35 7%	38 9%	42 8%	48 8%	86 11%pr	71 8%	27 5%	6 8%	25 6%
Used Yodel to receive	2340 38%	1969 37%	372 43%a	92 53%ab	1900 37%	239 46%d	129 44%d	73 43%d	102 41%n	229 34%	209 41%in	173 38%n	195 36%	226 39%n	250 31%	316 37%	202 38%n	31 45%n	208 46%iknop
Net used	2667 43%	2243 42%	424 49%a	100 58%ab	2179 42%	260 50%d	148 50%d	80 47%d	117 47%n	281 42%	232 46%n	194 43%	226 42%	261 45%n	261 32%	300 37%	219 41%	35 51%n	255 50%iinop
Lost mail	33 1%	29 1%	4 *	1 *	25 *	3 *	5 2%deg	*	1 1%	5 1%	-	1 *	3 1%	6 1%	5 1%	2 *	1 *	*	2 *
Damaged mail	42 1%	35 1%	7 1%	*	37 1%	1 *	3 1%	*	*	9 1%p	3 1%	1 *	8 2%p	5 1%	7 1%	3 *	-	*	1 *
Delayed mail	73 1%	59 1%	14 2%	3 2%	62 1%g	5 1%	6 2%g	*	1 *	8 1%	10 2%k	1 *	13 2%hkop	6 1%	17 2%k	5 1%	2 *	1 1%	5 1%
Mis-delivered mail	44 1%	40 1%	4 *	1 *	38 1%	2 *	4 1%	*	1 *	7 1%o	1 *	1 *	5 *	6 1%o	13 2%o	-	3 1%	*	2 *
Mail that has been tampered with	22 *	19 *	3 *	2 1%	18 *	2 *	2 1%	-	2 1%o	6 1%	-	3 1%	3 1%	3 1%	2 *	-	-	*	2 *
Didn't allow sufficient time to answer the door	27 *	27 1%	1 *	*	25 *	2 *	1 *	*	2 1%jp	3 *	-	1 *	3 1%	1 *	11 1%jp	2 *	-	-	2 *
Other problems	3 *	2 *	*	-	2 *	*	-	1 *d	-	-	-	-	-	-	2 *	-	-	-	*
No - there have been no problems	344 6%	301 6%	43 5%	5 3%	295 6%	20 4%	19 6%	10 6%	20 8%lpr	43 6%	23 4%	32 7%r	22 4%	29 5%	47 6%	59 7%r	20 4%	5 7%	15 3%
I don't know	11 *	10 *	1 *	*	9 *	1 *	1 *	*	1 *	2 *	2 *	-	-	-	2 *	2 *	-	*	1 *
NET Any problem experienced	158 3%	137 3%	21 2%	5 3%	137 3%g	9 2%	10 3%g	2 1%	6 2%	21 3%	11 2%	6 1%	20 4%op	19 3%o	37 5%kop	10 1%	6 1%	1 1%	9 2%
Made a complaint about Yodel	141 2%	124 2%	17 2%	5 3%	121 2%	8 2%	10 3%g	2 1%	5 2%	19 3%jo	3 1%	5 1%	20 4%jkop	18 3%jo	37 5%jkopr	7 1%	6 1%	* 1%	8 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 374

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Stamp usage: 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage: Use 1st class all/most of the time (e)	Use 1st class all/most HH income <£11.5 (f)	Use 1st class all/most Not Working (g)	2nd class usage: Use 2nd class all/most of the time (h)	Use 2nd class all/most HH income <£11.5 (i)	Use 2nd class all/most Not Working (j)	Reliance letters/cards: Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels: Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability: ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of Yodel	5480 89%	2156 90%	2068 91%c	3059 88%	2971 90%	2156 90%f	146 75%	678 87%f	2068 91%i	196 86%	976 91%	1874 91%lm	2151 88%	691 85%	527 89%	219 92%m	4025 89%m	746 90%m	2323 90%tvx	2108 89%vx	588 86%v	311 88%v	125 78%	4431 90%tvx	436 85%	1439 88%	4041 89%
Used Yodel to send	513 8%	238 10%bd	168 7%	328 9%b	258 8%	238 10%g	11 6%	36 5%	168 7%j	12 5%	44 4%	181 9%	199 8%	60 7%	52 9%	21 9%	380 8%	73 9%	228 9%t	210 9%t	39 6%	24 7%	12 8%	437 9%t	36 7%	243 15%z	270 6%
Used Yodel to receive	2340 38%	902 38%	874 39%	1318 38%	1291 39%	902 38%f	50 26%	260 33%	874 39%	74 33%	403 38%	804 39%	935 38%	303 37%	218 37%	77 32%	1739 39%	294 35%	1036 40%vx	902 38%vx	250 37%vx	122 34%v	25 16%	1937 39%vx	147 29%v	645 40%	1695 37%
Net used	2667 43%	1052 44%	987 44%	1525 44%	1460 44%	1052 44%fg	57 30%	283 36%	987 44%	82 36%	434 41%	912 44%	1058 43%	350 43%	252 42%	91 38%	1971 44%	343 41%	1164 45%vx	1046 44%vx	280 41%vx	138 39%v	33 21%	2210 45%vx	171 33%v	828 51%z	1839 41%
Lost mail	33 1%	27 1%bd	*	32 1%bd	6 *	27 1%g	2 1%	1 *	1 *	1 1%	1 *	18 1%	10 *	3 *	3 *	*	28 1%	3 *	12 *	17 1%	3 *	1 *	*	29 1%	1 *	28 2%z	5 *
Damaged mail	42 1%	26 1%bd	2 *	39 1%bd	16 *	26 1%	-	3 *	2 *	1 *	1 *	23 1%	12 1%	3 *	1 *	1 1%	36 1%	3 *	14 1%	26 1%t	*	-	1 1%	40 1%	1 *	40 2%z	2 *
Delayed mail	73 2%	38 2%	20 1%	53 2%	34 1%	38 2%	*	5 1%	20 1%j	1 *	1 *	28 1%	25 1%	13 2%	2 *	5 2%m	53 1%	7 1%	35 1%	27 1%	9 1%	1 *	1 1%	62 1%	2 *	54 3%z	19 *
Mis-delivered mail	44 1%	34 1%	7 *	37 1%g	10 *	34 1%g	1 *	*	7 *	1 *	1 *	18 1%	17 1%	8 1%q	1 *	*	35 1%	1 *	24 1%	15 1%	4 1%	1 *	*	39 1%	1 *	40 2%z	4 *
Mail that has been tampered with	22 1%	18 1%bd	1 *	21 1%bd	4 *	18 1%g	-	-	1 *	1 *	1 *	9 *	8 *	5 1%	*	*	17 *	*	10 *	11 *	1 *	-	-	21 *	-	21 1%z	1 *
Didn't allow sufficient time to answer the door	27 *	14 1%	4 *	24 1%b	14 *	14 1%	-	-	4 *	1 *	1 *	8 *	15 1%	4 1%	-	*	23 1%	*	12 *	12 1%	2 *	1 *	-	24 *	1 *	23 1%z	5 *
Other problems	3 *	2 *	*	2 *	*	2 *	-	2 *	*	-	*	*	2 *	-	-	-	3 *	*	1 *	2 *	*	-	-	2 *	-	2 *	1 *
No - there have been no problems	344 6%	132 5%	146 6%	182 5%	196 6%	132 5%g	8 4%	25 3%	146 6%j	10 5%	43 4%	109 5%	142 6%	33 4%	45 8%m	15 6%	251 6%	60 7%m	157 6%t	132 6%	22 3%	23 6%	11 7%	289 6%t	33 6%t	110 7%	234 5%
I don't know	11 *	7 *	1 *	9 *	3 *	7 *	-	2 *	1 *	1 *	2 *	2 *	5 *	2 *	2 *	-	7 *	2 *	2 *	8 *	*	-	-	10 *	-	4 *	7 *
NET Any problem experienced	158 3%	99 4%bd	21 1%	137 4%bd	59 2%b	99 4%g	2 1%	9 1%	21 1%j	1 1%	2 *	69 3%nq	53 2%	25 3%m	5 1%	6 2%	122 3%m	11 1%	69 3%ux	70 3%ux	17 2%	1 *	1 1%	139 3%ux	3 1%	129 8%z	29 1%
Made a complaint about Yodel	141 2%	94 4%bd	14 1%	127 4%bd	47 1%b	94 4%g	2 1%	8 1%	14 1%	1 1%	2 *	65 3%lnq	46 2%	23 3%q	5 1%	2 1%	111 2%q	7 1%	60 2%x	66 3%ux	13 2%	1 *	1 1%	125 3%x	3 1%	120 7%z	21 *

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of Yodel	5480 89%	335 84%	5109 89%a	36 87%	1506 88%	3703 89%f	271 84%	5249 90%hij	127 79%j	50 72%j	29 38%	5426 90%hij	26 74%
Used Yodel to send	513 8%	18 5%	487 8%a	8 19%ab	148 9%	331 8%	34 10%	483 8%j	26 16%gij	3 4%	- -	513 8%j	* *
Used Yodel to receive	2340 38%	167 42%	2158 38%	15 36%	691 41%	1539 37%	111 34%	2254 39%hij	46 29%j	12 17%	5 7%	2321 38%ij	14 40%
Net used	2667 43%	182 45%	2466 43%	20 48%	784 46%e	1751 42%	132 41%	2561 44%ij	72 45%ij	15 22%j	5 7%	2648 44%ij	14 41%
Lost mail	33 1%	4 1%	29 1%	- -	20 1%e	12 *	1 *	28 *	5 3%gk	- -	- -	33 1%	- -
Damaged mail	42 1%	3 1%	38 1%	* 1%	20 1%e	10 *	11 3%de	35 1%	6 4%gk	1 1%	- -	42 1%	- -
Delayed mail	73 1%	3 1%	65 1%	5 13%ab	29 2%e	35 1%	9 3%e	60 1%	13 8%gjk	* *	- -	73 1%	- -
Mis-delivered mail	44 1%	1 *	39 1%	4 9%ab	24 1%e	19 *	1 *	37 1%	7 4%gk	- -	- -	44 1%	- -
Mail that has been tampered with	22 *	4 1%	19 *	- -	11 1%e	9 *	3 1%	17 *	5 3%gk	- -	- -	22 *	- -
Didn't allow sufficient time to answer the door	27 *	1 *	24 *	2 6%ab	8 *	16 *	4 1%	25 *	2 2%	- -	- -	27 *	- -
Other problems	3 *	- -	3 *	- -	2 *	1 *	- -	3 *	- -	- -	- -	3 *	- -
No - there have been no problems	344 6%	8 2%	335 6%a	* 1%	77 5%	257 6%d	11 3%	339 6%	3 2%	2 3%	- -	344 6%	* *
I don't know	11 *	* *	11 *	- -	* *	9 *	1 *	9 *	2 1%g	- -	- -	11 *	1 1%
NET Any problem experienced	158 3%	10 2%	141 2%	7 17%ab	70 4%e	66 2%	22 7%e	135 2%	22 14%gijk	1 1%	- -	158 3%	- -
Made a complaint about Yodel	141 2%	10 2%	124 2%	7 17%ab	68 4%e	55 1%	19 6%e	118 2%	22 14%gijk	1 1%	- -	141 2%	- -

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_15. Competitive landscape - Yodel

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of Yodel	5480 89%	1384 90%	1354 88%	1379 89%	1363 89%	478 91%	463 90%	443 89%	470 90%	437 86%	447 88%	424 86%	479 90%	476 90%	483 91%	447 88%	433 87%
Used Yodel to send	513 8%	127 8%	112 7%	129 8%	144 9%	50 9%	50 10%g	27 5%	34 6%	38 7%	40 8%	33 7%	48 9%	49 9%	52 10%g	58 11%ghkp	34 7%
Used Yodel to receive	2340 38%	594 38%	578 38%	579 37%	590 38%	203 38%	203 39%	188 38%	188 36%	199 39%	192 38%	179 36%	202 38%	197 37%	207 39%	187 37%	196 40%
Net used	2667 43%	679 44%	649 42%	661 43%	678 44%	241 46%	231 45%	207 42%	208 40%	224 44%	216 43%	202 41%	234 44%	225 43%	241 45%	225 44%	212 43%
Lost mail	33 1%	13 1%	5 *	7 *	9 1%	6 1%	3 1%	3 1%	3 *	2 *	-	*	4 1%	3 1%	5 1%	2 *	2 *
Damaged mail	42 1%	14 1%	4 *	7 *	17 1%b	6 1%	6 1%	1 *	2 *	2 *	1 *	1 *	4 1%	1 *	6 1%	6 1%	5 1%
Delayed mail	73 1%	17 1%	8 1%	22 1%	26 2%b	6 1%	7 1%j	4 1%	4 1%	4 1%	*	4 1%	8 1%j	10 2%j	12 2%j	9 2%j	5 1%
Mis-delivered mail	44 1%	18 1%b	3 *	15 1%b	8 1%	5 1%	10 2%hi	2 *	*	-	3 1%	2 *	6 1%	7 1%i	3 1%	3 1%	2 *
Mail that has been tampered with	22 *	8 1%	4 *	6 *	4 *	3 1%	3 1%	2 *	4 1%	-	-	-	3 1%	2 *	2 *	-	2 *
Didn't allow sufficient time to answer the door	27 *	9 1%	5 *	6 *	7 *	3 1%	6 1%i	-	3 1%	-	2 *	-	4 1%	2 *	3 1%	3 1%	*
Other problems	3 *	-	*	*	2 *	-	-	*	-	*	-	-	-	*	-	2 *	-
No - there have been no problems	344 5%	71 5%	88 6%	84 5%	100 7%	29 5%	25 5%	18 4%	22 4%	32 6%	34 7%	26 5%	31 6%	27 5%	32 6%	43 9%ghl	25 5%
I don't know	11 *	4 *	1 *	6 *	*	2 *	2 *	*	1 *	*	*	-	4 1%	2 *	*	-	-
NET Any problem experienced	158 3%	52 3%b	23 1%	39 3%	44 3%b	20 4%j	23 4%ijkp	9 2%	11 2%	6 1%	6 1%	6 1%	13 2%	20 4%j	21 4%ijk	15 3%	8 2%
Made a complaint about Yodel	141 2%	49 3%b	20 1%	35 2%	36 2%	20 4%ijkp	20 4%ijkp	9 2%	11 2%	6 1%	4 1%	4 1%	15 3%	16 3%jkp	17 3%jkp	15 3%j	4 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of Amazon Delivery Service/ Logistics	5806 94%	1173 95%	4632 94%	828 96%d	4977 94%	2832 94%	2960 94%	780 95%	819 94%	1060 95%	788 96%m	1084 95%l	699 92%	577 92%	1598 94%	1848 95%q	2359 93%	1276 92%	4897 94%	863 95%
Used Amazon Delivery Service/ Logistics to send	864 14%	289 23%b	574 12%	185 21%d	679 13%	402 13%	462 15%	171 21%ijklm	184 21%ijklm	178 16%klm	110 13%klm	106 9%	64 8%	51 8%	355 21%opq	288 15%pq	221 9%	115 8%	672 13%	177 20%r
Used Amazon Delivery Service/ Logistics to receive	3867 63%	828 67%b	3039 62%	525 61%	3342 63%	1866 62%	1993 63%	511 62%	511 59%	746 66%hm	540 66%hm	724 63%	473 62%	362 58%	1022 60%	1286 66%npq	1559 62%	836 60%	3279 63%	563 62%
Net used	4350 71%	929 75%b	3421 69%	664 77%d	3687 69%	2113 70%	2221 71%	620 75%klm	641 73%klm	836 75%klm	600 73%lm	774 68%m	495 65%	383 61%	1261 74%pq	1437 74%pq	1652 65%	878 63%	3619 69%	696 77%r
Lost mail	51 1%	7 1%	45 1%	19 2%d	33 1%	29 1%	22 1%	12 1%klm	16 2%klm	10 1%k	9 1%k	1 *	3 *	1 *	28 2%pq	18 1%p	5 *	3 *	46 1%	5 1%
Damaged mail	73 1%	14 1%	59 1%	27 3%d	46 1%	33 1%	40 1%	15 2%kl	25 3%ikl	11 1%k	12 1%k	2 *	3 *	7 1%k	40 2%opq	22 1%p	11 *	10 1%	54 1%	16 2%
Delayed mail	75 1%	12 1%	62 1%	28 3%d	47 1%	38 1%	36 1%	19 2%klm	21 2%ikl	9 1%	16 2%klm	7 1%	* *	2 *	41 2%opq	25 1%p	10 *	2 *	53 1%	21 2%
Mis-delivered mail	44 1%	4 *	40 1%	28 3%d	16 *	20 1%	24 1%	17 2%ijklm	12 1%klm	5 *	5 1%	4 *	1 *	- -	29 2%opq	10 1%	5 *	1 *	36 1%	8 1%
Mail that has been tampered with	28 *	7 1%	21 *	17 2%d	10 *	15 1%	12 *	7 1%	10 1%ikl	2 *	4 *	2 *	1 *	1 *	17 1%opq	6 *	4 *	2 *	23 *	3 *
Didn't allow sufficient time to answer the door	55 1%	5 *	49 1%	18 2%d	36 1%	18 1%	37 1%	13 2%ik	18 2%ijk	5 *	3 *	5 *	6 1%	5 1%	31 2%op	8 *	16 1%	11 1%	47 1%	7 1%
Other problems	6 *	3 *	3 *	- -	6 *	* *	6 *	1 *	- -	1 *	2 *	2 *	- -	- -	1 *	3 *	2 *	- -	4 *	- -
No - there have been no problems	609 10%	258 21%b	351 7%	85 10%	524 10%	282 9%	327 10%	107 13%jklm	107 12%klm	141 13%klm	74 9%	85 7%	52 7%	41 7%	215 13%pq	216 11%pq	178 7%	93 7%	472 9%	126 14%r
I don't know	23 *	5 *	18 *	5 1%	18 *	4 *	18 1%e	8 1%j	2 *	3 *	* *	7 1%	3 *	- -	9 1%	3 *	10 *	3 *	21 *	2 *
NET Any problem experienced	232 4%	26 2%	206 4%a	95 11%d	137 3%	115 4%	116 4%	56 7%iklm	75 9%ijklm	33 3%k	35 4%klm	13 1%	10 1%	10 2%	131 8%opq	69 4%pq	33 1%	19 1%	179 3%	48 5%r
Made a complaint about Amazon Delivery Service/ Logistics	217 4%	28 2%	189 4%a	97 11%d	120 2%	113 4%	104 3%	49 6%iklm	76 9%ijklm	35 3%klm	32 4%klm	12 1%	7 1%	5 1%	125 7%opq	67 3%pq	25 1%	13 1%	162 3%	51 6%r

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 (i)	£11,500-£17,499 (j)	£17,500-£29,999 (k)	£30,000-£49,999 (l)	£50,000+ (m)	£11,500-£49,999 (n)	Income Combined Under £11,500 (o)	Over £11,500 (p)	State benefits Receive (q)	Don't receive (r)	Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of Amazon Delivery Service/ Logistics	5806 94%	1092 95%	1849 95%	1299 93%	1564 93%	2942 95%f	2863 93%	3512 95%h	2217 93%	515 92%	671 93%	1488 95%	1456 94%	1026 96%i	3614 94%	541 92%	4885 94%	1216 94%	4309 94%	280 93%
Used Amazon Delivery Service/ Logistics to send	864 14%	230 20%bcd	258 13%	178 13%	197 12%	488 16%f	374 12%	634 17%h	222 9%	55 10%	92 13%	199 13%	226 15%i	167 16%i	517 13%	57 10%	734 14%o	193 15%	627 14%	43 14%
Used Amazon Delivery Service/ Logistics to receive	3867 63%	764 66%d	1264 65%d	862 62%	975 58%	2028 66%f	1837 60%	2383 65%h	1431 60%	287 51%	416 58%	953 61%i	1034 67%ijkn	737 69%ijkn	2403 63%i	301 51%	3323 64%o	779 60%	2920 64%qs	168 56%
Net used	4350 71%	898 78%bcd	1406 72%d	971 70%d	1073 64%	2305 74%f	2044 67%	2755 75%h	1539 64%	319 57%	475 66%i	1075 68%i	1163 75%ijkn	829 78%ijkn	2714 71%i	333 57%	3744 72%o	895 69%	3259 71%	196 65%
Lost mail	51 1%	14 1%	10 1%	6 *	21 1%	24 1%	28 1%	39 1%h	11 *	5 1%	6 1%	23 1%	9 1%	7 1%	38 1%	5 1%	47 1%	27 2%r	23 1%	1 *
Damaged mail	73 1%	21 2%b	14 1%	16 1%	23 1%	34 1%	39 1%	58 2%h	15 1%	5 1%	9 1%	15 1%	19 1%	18 2%	43 1%	5 1%	61 1%	23 2%	50 1%	1 *
Delayed mail	75 1%	20 2%d	25 1%	18 1%	11 1%	45 1%	30 1%	65 2%h	10 *	3 1%	8 1%	21 1%	28 2%	10 1%	57 1%	3 1%	68 1%	29 2%r	41 1%	4 1%
Mis-delivered mail	44 1%	17 1%cd	14 1%	6 *	7 *	31 1%f	13 *	35 1%h	8 *	8 1%	5 1%	16 1%	7 *	7 1%	28 1%	8 1%	34 1%	24 2%r	19 *	1 *
Mail that has been tampered with	28 *	12 1%b	3 *	6 *	7 *	15 *	13 *	24 1%h	4 *	1 *	3 *	7 *	7 *	7 1%	17 *	1 *	24 *	13 1%r	14 *	1 *
Didn't allow sufficient time to answer the door	55 1%	23 2%b	9 *	12 1%	11 1%	32 1%	23 1%	37 1%	18 1%	3 1%	5 1%	19 1%	16 1%	5 1%	39 1%	3 1%	48 1%	14 1%	40 1%	1 *
Other problems	6 *	* *	4 *	-	2 *	4 *	2 *	4 *	2 *	-	1 *	-	1 *	2 *	2 *	-	4 *	2 *	4 *	-
No - there have been no problems	609 10%	148 13%cd	203 10%d	123 9%	135 8%	350 11%f	257 8%	432 12%h	173 7%	35 6%	64 9%	128 8%	157 10%i	122 11%i	349 9%	36 6%	513 10%o	111 9%	464 10%	34 11%
I don't know	23 *	7 1%	9 *	4 *	2 *	17 1%	6 *	18 *	3 *	2 *	* *	4 *	3 *	6 1%	8 *	2 *	16 *	2 *	18 *	3 1%
NET Any problem experienced	232 4%	75 7%bcd	46 2%	51 4%	60 4%	121 4%	111 4%	184 5%h	46 2%	19 3%	28 4%	66 4%	66 4%	39 4%	161 4%	19 3%	204 4%	80 6%rs	145 3%	7 2%
Made a complaint about Amazon Delivery Service/ Logistics	217 4%	74 6%bcd	45 2%	43 3%	55 3%	119 4%	98 3%	175 5%h	41 2%	18 3%	27 4%	59 4%	60 4%	38 4%	146 4%	18 3%	187 4%	79 6%rs	134 3%	4 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 375

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of Amazon Delivery Service/ Logistics	5806 94%	4988 94%	818 95%	161 93%	4886 94%	485 94%	273 93%	161 94%	236 94%	611 90%	485 95%i	431 96%i	520 96%i	547 95%i	780 96%i	783 93%	493 93%	64 93%	421 94%
Used Amazon Delivery Service/ Logistics to send	864 14%	757 14%c	107 12%	16 9%	734 14%	64 12%	42 14%	23 14%	34 13%	93 14%	73 14%	74 17%p	81 15%	86 15%	118 15%	122 14%	55 10%	7 9%	58 13%
Used Amazon Delivery Service/ Logistics to receive	3867 63%	3322 63%	545 63%	107 62%	3227 62%	350 68%df	176 60%	114 67%df	149 59%	399 59%	308 61%	296 66%	329 60%	358 62%	504 62%	528 63%	357 67%hi	39 56%	311 69%hijlmnc
Net used	4350 71%	3742 71%	608 70%	115 67%	3646 70%	376 73%	202 68%	127 74%f	170 68%	451 67%	346 68%	338 75%hij	376 69%	397 69%	584 72%	604 72%	382 72%	44 65%	331 74%
Lost mail	51 1%	40 1%	12 1%	3 1%	44 1%	3 1%	4 1%g	*	1 *	-	-	5 1%i	5 1%	7 1%ij	10 1%i	6 1%	11 2%ij	*	3 1%
Damaged mail	73 1%	68 1%	5 1%	1 *	68 1%eg	1 *	4 1%eg	*	1 *	2 *	1 *	5 1%r	14 3%hijr	8 1%r	16 2%ir	14 2%r	7 1%r	2 2%r	*
Delayed mail	75 1%	71 1%	4 *	3 2%b	63 1%	6 1%	4 1%	1 1%	3 1%i	*	4 1%	5 1%	18 3%ijop	11 2%io	14 2%io	2 *	5 1%	*	6 1%
Mis-delivered mail	44 1%	33 1%	11 1%	3 2%a	38 1%	3 1%	2 1%	2 1%	3 1%i	-	3 1%	3 1%	11 2%i	4 1%	11 1%i	*	*	1 1%	1 *
Mail that has been tampered with	28 *	25 *	3 *	3 2%a	23 *	1 *	3 1%	1 1%	1 *	3 1%	6 1%op	1 *	4 1%	2 *	5 *	-	-	*	*
Didn't allow sufficient time to answer the door	55 1%	54 1%b	1 *	*	48 1%	3 *	2 1%	1 1%	3 1%	2 *	8 1%	4 1%	11 2%im	2 *	9 1%	7 1%	4 1%	-	3 1%
Other problems	6 *	6 *	*	*	6 *	-	-	*	-	-	-	-	-	1	-	2	-	2	-	-
No - there have been no problems	609 10%	527 10%c	82 10%c	8 5%	514 10%	46 9%	31 11%	18 10%	27 11%p	82 12%p	54 11%p	57 13%p	46 9%	60 11%p	70 9%	90 11%p	27 5%	3 5%	43 9%p
I don't know	23 *	22 *	1 *	*	16 *	6 1%d	*	*	-	4 1%	-	-	1 *	-	2 *	7 1%	3 *	2 2%hjklmn	4 1%m
NET Any problem experienced	232 4%	208 4%	23 3%	7 4%	204 4%	13 2%	11 4%	5 3%	7 3%	7 1%	19 4%i	17 4%i	34 6%hior	25 4%i	45 6%i	25 3%	25 5%i	2 2%	11 2%
Made a complaint about Amazon Delivery Service/ Logistics	217 4%	192 4%	25 3%	7 4%	192 4%	10 2%	11 4%	4 2%	6 2%	9 1%	17 3%	15 3%	34 6%hior	22 4%i	41 5%ir	25 3%	23 4%i	2 2%	9 2%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of Amazon Delivery Service/ Logistics	5806 94%	2278 95%	2114 94%	3284 95%	3120 94%	2278 95%fg	169 87%	710 91%	2114 94%	211 93%	996 93%	1940 94%	2297 94%	760 94%	563 95%	226 95%	4237 94%	789 95%	2445 95%tvx	2236 94%vx	626 92%	330 93%	140 87%	4682 95%tvx	470 91%	1526 94%	4280 94%
Used Amazon Delivery Service/ Logistics to send	864 14%	436 18%bd	215 10%	605 18%bd	384 12%	436 18%g	22 11%	89 11%	215 10%	15 7%	78 7%	285 14%	365 15%	95 12%	89 15%	30 13%	650 14%	119 14%	409 16%tvx	342 14%t	57 8%	41 11%	13 8%	751 15%tx	54 10%	358 22%z	505 11%
Used Amazon Delivery Service/ Logistics to receive	3867 63%	1553 68%bd	1371 61%	2212 64%b	2030 61%	1553 68%f	80 41%	474 61%f	1371 61%	119 52%	627 59%	1293 63%	1559 64%	486 60%	375 63%	139 58%	2853 63%	514 62%	1669 65%tuvx	1533 65%tuvx	384 56%v	193 54%	72 45%	3202 65%tuvx	264 51%	916 56%	2951 65%y
Net used	4350 71%	1795 75%bd	1494 66%	2551 74%bd	2250 68%	1795 75%fg	100 52%	520 67%f	1494 66%ij	124 55%	661 62%	1438 70%	1773 73%m	538 66%	430 72%	156 65%	3212 71%m	586 70%	1902 74%tuvx	1717 73%tuvx	420 62%v	213 60%	80 50%	3619 73%tuvx	293 57%	1177 72%	3173 70%
Lost mail	51 1%	29 1%b	8	41 1%b	20 1%	29 1%	2 1%	4 1%	8	1	5	27 1%	18 1%	3	3 1%	1	44 1%	4	24 1%	24 1%	3	-	-	48 1%	-	35 2%z	16
Damaged mail	73 1%	41 2%b	17 1%	57 2%b	33 1%	41 2%	1 1%	7 1%	17 1%	3 1%	8 1%	34 2%nq	25 1%	12 2%q	2	1	59 1%	2	45 2%st	22 1%	*	4 1%t	-	67 1%t	4 1%	51 3%z	22
Delayed mail	75 1%	45 2%bd	8	63 2%bd	26 1%	45 2%	2 1%	5 1%	8	1	2	32 2%	31 1%	6 1%	4 1%	2 1%	63 1%	6	34 1%	34 1%	3	3 1%	-	68 1%	3	51 3%z	24 1%
Mis-delivered mail	44 1%	27 1%bd	5	39 1%bd	17 1%	27 1%	4 2%	4 *	5 *	1 1%	3 *	20 1%	18 1%	5 1%	1	-	38 1%	1	20 1%	18 1%	3 *	2 1%	-	39 1%	2 *	40 2%z	4 *
Mail that has been tampered with	28 *	19 1%bd	5	23 1%	9 *	19 1%	*	1	5 *	*	2	8 *	14 1%	4	2 *	-	22	2	11 *	14 1%	2 *	1	-	25 *	1	22 1%z	6 *
Didn't allow sufficient time to answer the door	55 1%	28 1%	17 1%	38 1%	27 1%	28 1%	2 1%	5 1%	17 1%	1	6 1%	26 1%	22 1%	2	3 1%	*	49 1%	4	23 1%	27 1%	2 *	2 1%	-	50 1%	2	29 2%z	26 1%
Other problems	6 *	2	2	4	4	2	-	*	2	-	2	*	3	*	*	-	6	-	1	*	-	2 1%rw	-	4	2	-	-
No - there have been no problems	609 10%	296 12%bd	166 7%	407 12%bd	277 8%	296 12%fg	11 6%	67 9%	166 7%	11 5%	62 6%	187 9%	254 10%	67 8%	74 13%m	26 11%	441 10%	100 12%m	284 11%t	240 10%t	42 6%	29 8%	13 8%	524 11%t	42 8%	189 12%z	419 9%
I don't know	23 *	8	6	15	13	8	*	3	6	-	*	7	14 1%	1	*	-	21	*	11	10	2	-	-	21	-	11	12
NET Any problem experienced	232 4%	132 5%bd	43 2%	183 5%bd	94 3%	132 5%g	11 5%	19 2%	43 2%	4 2%	16 1%	91 4%q	97 4%	26 3%	15 2%	4 2%	188 4%q	18 2%	113 4%tv	92 4%	14 2%	11 3%	-	205 4%tv	11 2%	158 10%z	73 2%
Made a complaint about Amazon Delivery Service/ Logistics	217 4%	130 5%bd	36 2%	177 5%bd	83 3%	130 5%g	12 6%g	20 3%	36 2%	1 1%	12 1%	81 4%	90 4%	27 3%	16 3%	3 1%	171 4%	19 2%	108 4%tv	85 4%t	11 2%	11 3%	-	193 4%tv	11 2%	158 10%z	59 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of Amazon Delivery Service/ Logistics	5806 94%	378 94%	5391 94%	37 89%	1604 94%f	3914 95%f	288 89%	5518 95%hij	142 88%	57 84%	62 83%	5717 94%hij	27 77%
Used Amazon Delivery Service/ Logistics to send	864 14%	61 15%	795 14%	7 18%	216 13%	596 14%	51 16%	826 14%j	30 19%j	5 7%	*	861 14%	2 7%
Used Amazon Delivery Service/ Logistics to receive	3867 63%	243 61%	3601 63%	23 55%	1059 62%f	2636 64%f	172 53%	3757 64%hij	68 42%	16 24%	10 13%	3840 63%hij	17 47%
Net used	4350 71%	278 69%	4046 71%	27 64%	1174 69%	2975 72%f	201 62%	4209 72%hij	93 58%hij	21 30%	10 13%	4323 71%hij	17 49%
Lost mail	51 1%	5 1%	46 1%	-	23 1%	29 1%	*	48 1%	4 2%	-	-	51 1%	-
Damaged mail	73 1%	4 1%	68 1%	2 4%	28 2%e	38 1%	8 2%e	66 1%	7 4%gk	* 1%	-	73 1%	-
Delayed mail	75 1%	2 1%	71 1%	1 3%	19 1%	49 1%	7 2%	70 1%	4 3%	-	-	75 1%	-
Mis-delivered mail	44 1%	10 3%b	32 1%	2 4%b	16 1%e	17 *	11 3%de	44 1%	*	*	-	44 1%	-
Mail that has been tampered with	28 *	2 1%	23 *	2 6%ab	13 1%	13 *	2 *	25 *	3 2%g	-	-	28 *	-
Didn't allow sufficient time to answer the door	55 1%	1 *	51 1%	2 6%ab	18 1%	33 1%	3 1%	49 1%	6 4%gk	-	-	55 1%	-
Other problems	6 *	-	6 *	-	1 *	3 *	2 1%de	6 *	-	-	-	6 *	-
No - there have been no problems	609 10%	43 11%	564 10%	2 5%	129 8%	454 11%d	26 8%	595 10%	9 6%	4 6%	-	608 10%	1 2%
I don't know	23 *	1 *	22 *	-	3 *	17 *	2 1%	21 *	-	-	*	21 *	2 5%
NET Any problem experienced	232 4%	18 4%	209 4%	5 13%ab	84 5%e	126 3%	23 7%e	210 4%	21 13%gijk	* 1%	-	232 4%	-
Made a complaint about Amazon Delivery Service/ Logistics	217 4%	17 4%	195 3%	5 13%ab	72 4%e	120 3%	25 8%de	194 3%	22 14%gijk	1 1%	-	217 4%	-

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of Amazon Delivery Service/ Logistics	5806 94%	1460 95%	1434 93%	1447 93%	1465 96%b	501 95%i	490 95%	468 94%	495 95%	463 91%	476 94%	453 92%	502 94%	493 94%	500 94%	484 95%i	480 97%ikm
Used Amazon Delivery Service/ Logistics to send	864 14%	198 13%	211 14%	225 14%	229 15%	78 15%	65 13%	55 11%	72 14%	80 16%	60 12%	83 17%g	69 13%	72 14%	79 15%	77 15%	73 15%
Used Amazon Delivery Service/ Logistics to receive	3867 63%	931 60%	948 61%	977 63%	1012 66%ab	334 63%	291 56%	305 61%	346 66%f	298 59%	304 60%	298 61%	341 64%f	338 64%f	350 66%f	323 64%	339 68%fik
Net used	4350 71%	1057 69%	1076 70%	1086 70%	1131 74%ca	387 73%f	336 65%	335 67%	382 73%f	351 69%	342 67%	341 69%	380 71%	365 69%	397 75%fgj	365 72%	370 75%fgj
Lost mail	51 1%	19 1%c	9 1%	6 *	18 1%	7 1%	5 1%	7 1%	1 *	4 1%	3 1%	2 *	1 *	3 1%	10 2%hi	3 1%	4 1%
Damaged mail	73 1%	14 1%	15 1%	24 2%	20 1%	5 1%	9 2%g	-	6 1%	4 1%	5 1%	9 2%g	7 1%g	8 2%g	14 3%gop	3 1%	3 1%
Delayed mail	75 1%	14 1%	19 1%	21 1%	21 1%	2 *	6 1%	5 1%	8 1%	8 2%	4 1%	10 2%	6 1%	5 1%	6 1%	8 2%	6 1%
Mis-delivered mail	44 1%	11 1%	6 *	13 1%	15 1%	3 1%	4 1%	4 1%	2 *	*	3 1%	4 1%	5 1%	4 1%	8 1%i	4 1%	3 1%
Mail that has been tampered with	28 *	6 *	7 *	5 *	9 1%	5 1%	*	*	4 1%	2 *	2 *	1 *	1 *	2 *	4 1%	3 1%	2 *
Didn't allow sufficient time to answer the door	55 1%	13 1%	11 1%	13 1%	18 1%	6 1%	6 1%	1 *	5 1%	1 *	5 1%	5 1%	7 1%	1 *	6 1%	4 1%	7 2%m
Other problems	6 *	1 *	3 *	2 *	-	1 *	-	-	2 *	1 *	-	1 *	-	*	-	-	-
No - there have been no problems	609 10%	133 9%	155 10%	159 10%	162 11%	54 10%	43 8%	36 7%	53 10%	61 12%g	41 8%	58 12%	45 9%	56 11%	46 9%	58 11%	58 12%
I don't know	23 *	7 *	2 *	7 *	7 *	-	*	6 1%e	*	*	*	5 1%	*	1 *	4 1%	2 *	*
NET Any problem experienced	232 4%	58 4%	54 3%	59 4%	61 4%	24 5%	20 4%	13 3%	18 3%	17 3%	19 4%	20 4%	24 4%	15 3%	29 6%	16 3%	15 3%
Made a complaint about Amazon Delivery Service/ Logistics	217 4%	57 4%	50 3%	51 3%	60 4%	22 4%	21 4%	14 3%	16 3%	17 3%	16 3%	17 3%	21 4%	14 3%	30 6%	16 3%	13 3%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Aware of Other Postal Service	2926 47%	410 33%	2516 51%a	536 62%d	2390 45%	1501 50%f	1416 45%	410 50%lm	466 53%lm	611 54%klm	406 49%lm	545 48%lm	289 38%	198 32%	876 52%pq	1017 52%pq	1032 41%q	487 35%	2450 47%	453 50%
Used Other Postal Service to send	194 3%	2 *	192 4%a	103 12%d	90 2%	106 4%	88 3%	38 5%jklm	57 7%jklm	52 5%jklm	19 2%m	16 1%	7 1%	4 1%	96 6%opq	71 4%pq	27 1%	11 1%	153 3%	41 4%
Used Other Postal Service to receive	518 8%	14 1%	504 10%a	176 20%d	342 6%	296 10%f	219 7%	113 14%ijklm	124 14%ijklm	101 9%klm	63 8%m	62 5%m	37 5%	17 3%	237 14%opq	164 8%pq	117 5%	55 4%	417 8%	98 11%r
Net used	670 11%	16 1%	655 13%a	257 30%d	413 8%	385 13%f	282 9%	140 17%ijklm	172 20%ijklm	140 12%klm	80 10%klm	73 6%m	44 6%	21 3%	313 18%opq	220 11%pq	138 5%	65 5%	532 10%	135 16%r
Lost mail	34 1%	-	34 1%a	22 3%d	12 *	17 1%	17 1%	5 1%	11 1%k	6 1%	6 1%	1 *	3 1%	2 *	16 1%p	11 1%	6 *	5 *	29 1%	4 1%
Damaged mail	33 1%	1 *	31 1%	26 3%d	7 *	21 1%	12 *	7 1%	14 2%jkm	6 1%	2 *	1 *	3 *	-	20 1%opq	8 *	4 *	3 *	26 *	7 1%
Delayed mail	44 1%	1 *	43 1%a	26 3%d	18 *	25 1%	19 1%	6 1%	12 1%k	9 1%	7 1%	4 *	3 *	2 *	19 1%p	16 1%	9 *	5 *	40 1%	4 *
Mis-delivered mail	14 *	-	14 *	10 1%d	4 *	6 *	8 *	4 *	6 1%k	3 *	2 *	-	-	-	9 1%pq	5 *	*	-	13 *	1 *
Mail that has been tampered with	8 *	-	8 *	4 1%d	4 *	5 *	3 *	-	3 *	3 *	2 *	*	-	-	3 *	5 *	*	-	6 *	2 *
Didn't allow sufficient time to answer the door	17 *	-	17 *	13 1%d	5 *	13 *	5 *	4 *	9 1%km	2 *	2 *	-	-	-	13 1%opq	4 *	-	-	15 *	2 *
Other problems	1 *	-	1 *	1 *	-	-	1 *	1 *	-	-	-	-	-	-	1 *	-	-	-	-	1 *
No - there have been no problems	80 1%	*	80 2%a	35 4%d	45 1%	38 1%	42 1%	17 2%jlm	21 2%jklm	23 2%jlm	*	10 1%	3 *	2 *	39 2%pq	27 1%pq	14 1%	5 *	61 1%	20 2%
I don't know	10 *	-	10 *	2 *	8 *	6 *	4 *	2 *	3 *	1 *	2 *	1 *	1 *	-	5 *	3 *	2 *	1 *	10 *	*
NET Any problem experienced	103 2%	1 *	102 2%a	66 8%d	37 1%	62 2%	41 1%	19 2%klm	33 4%jklm	27 2%klm	14 2%kl	5 *	3 *	2 *	51 3%pq	41 2%pq	10 *	5 *	83 2%	21 2%
Made a complaint about Other Postal Service	106 2%	2 *	104 2%a	66 8%d	40 1%	66 2%f	40 1%	20 2%klm	32 4%jklm	30 3%klm	13 2%	5 *	3 *	2 *	53 3%pq	43 2%pq	10 *	5 *	84 2%	21 2%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Aware of Other Postal Service	2926 47%	587 51%b	883 45%	678 49%	778 46%	1470 47%	1456 47%	1914 52%h	967 40%	259 46%	347 48%	782 50%	754 49%	527 49%	1883 49%	263 45%	2490 48%	665 51%r	2120 46%	141 47%
Used Other Postal Service to send	194 3%	62 5%bd	36 2%	50 4%b	45 3%	99 3%	95 3%	160 4%h	32 1%	20 4%	22 3%	50 3%	53 3%	44 4%	125 3%	20 3%	169 3%	67 5%r	120 3%	7 2%
Used Other Postal Service to receive	518 8%	151 13%bcd	139 7%	128 9%d	99 6%	290 9%f	228 7%	388 11%h	124 5%	32 6%	52 7%	152 10%i	137 9%	122 11%lj	342 9%l	32 6%	468 9%o	120 9%	362 8%	36 12%r
Net used	670 11%	204 18%bcd	166 9%	168 12%bd	133 8%	370 12%f	301 10%	514 14%h	149 6%	46 8%	69 10%	191 12%i	182 12%	158 15%jn	442 11%	46 8%	604 12%o	176 14%r	453 10%	41 14%
Lost mail	34 1%	7 1%	7 *	12 1%	8 *	14 *	20 1%	29 1%h	5 *	4 1%	4 1%	9 1%	8 1%	8 1%	21 1%	4 1%	29 1%	17 1%	17 *	-
Damaged mail	33 1%	7 1%	10 *	9 1%	7 *	17 1%	16 1%	28 1%h	5 *	3 1%	4 1%	7 *	12 1%	6 1%	23 1%	3 1%	29 1%	21 2%r	12 *	-
Delayed mail	44 1%	15 1%d	11 1%	11 1%	7 *	26 1%	18 1%	39 1%h	5 *	4 1%	9 1%	13 1%	8 *	10 1%	29 1%	4 1%	40 1%	26 2%r	15 *	3 1%
Mis-delivered mail	14 *	8 1%b	1 *	2 *	3 *	9 *	5 *	11 *	3 *	1 *	4 1%	2 *	2 *	5 1%	7 *	1 *	13 *	12 1%r	1 *	-
Mail that has been tampered with	8 *	3 *	1 *	1 *	3 *	3 *	5 *	5 *	3 *	2 *	2 *	*	4 *	*	6 *	2 *	6 *	5 *r	3 *	-
Didn't allow sufficient time to answer the door	17 *	9 1%b	3 *	2 *	4 *	12 *	6 *	15 *	2 *	1 *	4 1%	1 *	7 *	4 *	12 *	1 *	16 *	8 1%r	9 *	-
Other problems	1 *	-	-	-	1 *	-	1 *	1 *	-	1 *	-	-	-	-	-	1 *	-	-	1 *	-
No - there have been no problems	80 1%	24 2%b	14 1%	20 1%	22 1%	38 1%	42 1%	59 2%h	20 1%	11 2%	6 1%	22 1%	19 1%	18 2%	47 1%	11 2%	65 1%	16 1%	60 1%	4 1%
I don't know	10 *	1 *	-	6 *b	3 *	1 *	9 *e	9 *	1 *	-	2 *	5 *	3 *	1 *	9 *	-	10 *	2 *	9 *	-
NET Any problem experienced	103 2%	37 3%d	22 1%	23 2%	20 1%	60 2%	44 1%	92 3%h	11 *	10 2%	15 2%	24 2%	31 2%	24 2%	69 2%	10 2%	94 2%	50 4%rs	51 1%	3 1%
Made a complaint about Other Postal Service	106 2%	36 3%bd	22 1%	25 2%	23 1%	58 2%	48 2%	95 3%h	11 *	10 2%	16 2%	30 2%	30 2%	20 2%	76 2%	10 2%	95 2%	55 4%rs	48 1%	3 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 376

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Aware of Other Postal Service	2926 47%	2496 47%	429 50%	84 49%	2472 48%	229 44%	139 47%	86 50%	121 48%	286 42%	237 47%	248 55%ijopqr	264 49%	293 51%i	403 50%i	378 45%	241 46%	26 38%	203 45%
Used Other Postal Service to send	194 3%	156 3%	38 4%	10 6%a	165 3%	17 3%	7 2%	4 3%	4 2%	23 3%	11 2%	11 2%	25 5%h	23 4%	30 4%	20 2%	19 4%	2 2%	15 3%
Used Other Postal Service to receive	518 8%	433 8%	84 10%	14 8%	441 9%	39 7%	28 9%g	10 6%	18 7%p	51 7%p	40 6%p	38 8%p	54 10%p	66 12%p	87 11%p	66 8%p	21 4%	3 4%	36 8%p
Net used	670 11%	552 10%	118 14%a	23 13%	569 11%	53 10%	34 11%	14 8%	23 9%	68 10%	45 9%	48 11%	72 13%p	81 14%hjpq	112 14%jp	82 10%	38 7%	3 5%	50 11%
Lost mail	34 1%	32 1%	1 *	* *	31 1%	1 *	1 *	* *	1 *	2 *	- -	3 1%	1 *	2 *	9 1%	7 1%	7 1%j	- -	1 *
Damaged mail	33 1%	25 *	8 1%	2 1%	30 1%	2 *	1 *	-	2 1%	2 *	2 *	1 *	7 1%p	3 1%	8 1%	5 1%	- -	- -	2 *
Delayed mail	44 1%	36 1%	9 1%	3 1%	38 1%	2 *	3 1%	1 *	2 1%	7 1%	2 *	1 *	8 1%	3 1%	5 1%	3 *	7 1%	- -	2 *
Mis-delivered mail	14 *	11 *	2 *	* *	11 *	1 *	2 1%	* *	- -	4 1%	- -	1 *	3 1%	- -	3 *	- -	- -	- -	1 *
Mail that has been tampered with	8 *	8 *	1 *	* *	6 *	1 *	1 *	* *	- -	4 1%	- -	1 *	1 *	- -	- -	- -	- -	- -	1 *
Didn't allow sufficient time to answer the door	17 *	13 *	4 *	* *	15 *	2 *	* *	* *	1 *	- -	- -	1 *	5 1%	- -	3 *	4 *	2 *	- -	2 *
Other problems	1 *	1 *	- -	-	- -	1 *d	- -	-	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *
No - there have been no problems	80 1%	64 1%	16 2%	5 3%	66 1%	9 2%	2 1%	3 2%	1 1%	10 2%	5 1%	6 1%	8 1%	13 2%	10 1%	9 1%	4 1%	2 2%	7 2%
I don't know	10 *	10 *	- -	-	9 *	1 *	* *	-	- -	- -	3 1%	2 *	2 *	2 *	- -	- -	1 *	- -	1 *
NET Any problem experienced	103 2%	82 2%	21 2%	5 3%	91 2%	7 1%	4 1%	2 1%	3 1%	12 2%	4 1%	4 1%	16 3%l	8 1%	20 2%	10 1%	13 3%	- -	7 2%
Made a complaint about Other Postal Service	106 2%	85 2%	21 2%	5 3%	94 2%	6 1%	5 2%	1 1%	3 1%	14 2%	4 1%	4 1%	15 3%j	10 2%	20 2%	13 2%	12 2%	-	6 1%

Questions restructured from Q3 2022
Questions focuse on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 376

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Aware of Other Postal Service	2926 47%	1234 51%bd	952 42%	1779 51%bd	1498 45%	1234 51%g	83 43%	344 44%	952 42%j	103 45%j	388 36%	937 45%	1190 49%nq	445 55%klnpq	236 40%	113 48%	2127 47%nq	350 42%	1183 46%	1160 49%x	351 52%rvx	156 44%	65 40%	2343 47%	220 43%	963 59%z	1962 43%
Used Other Postal Service to send	194 3%	94 4%b	41 2%	147 4%bd	93 3%	94 4%g	7 4%g	5 1%	41 2%	6 3%	18 2%	86 4%l	54 2%	35 4%l	16 3%	3 1%	140 3%	19 2%	93 4%	69 3%	20 3%	8 2%	2 1%	163 3%	11 2%	138 8%z	55 1%
Used Other Postal Service to receive	518 8%	236 10%bd	154 7%	343 10%bd	261 8%	236 10%g	9 5%	47 6%	154 7%	14 6%	53 5%	170 8%nq	229 9%nq	81 10%noq	28 5%	10 4%	399 9%noq	38 5%	199 8%	221 9%x	68 10%ux	19 5%	10 6%	421 9%	29 6%	282 17%z	236 5%
Net used	670 11%	319 13%bd	181 8%	466 13%bd	328 10%	319 13%g	15 8%	51 7%	181 8%	19 8%	67 6%	237 11%noq	275 11%noq	107 13%noq	41 7%	10 4%	512 11%noq	51 6%	268 10%	280 12%ux	86 13%ux	23 7%	12 7%	548 11%ux	35 7%	397 24%z	273 6%
Lost mail	34 1%	16 1%	5 *	27 1%b	15 *	16 1%	* *	- -	5 *	2 1%	5 *	25 1%lmnq	7 *	2 *	- -	- -	32 1%	- -	20 1%	12 *	2 *	- -	- -	32 1%	- -	29 2%z	4 *
Damaged mail	33 1%	19 1%b	2 *	28 1%bd	12 *	19 1%	1 1%	2 *	2 *	2 1%h	* *	19 1%l	5 *	6 1%	2 *	- -	24 1%	2 *	17 1%	10 *	4 1%	2 1%	- -	26 1%	2 *	33 2%z	- -
Delayed mail	44 1%	29 1%bd	7 *	37 1%bd	15 *	29 1%g	2 1%g	* *	7 *	2 1%	5 *	27 1%l	10 *	3 *	2 *	2 1%	38 1%	4 *	24 1%	18 1%	2 *	- -	- -	42 1%	* *	38 2%z	6 *
Mis-delivered mail	14 *	9 *	1 *	13 *	5 *	9 *	- -	- -	1 *	1 *	1 *	8 *	4 *	1 *	* *	- -	13 *	* *	3 *	9 *	2 *	- -	- -	12 *	- -	14 1%	- -
Mail that has been tampered with	8 *	2 *	1 *	7 *	7 *	2 *	1 *	- -	1 *	1 *	1 *	3 *	5 *	* *	* *	- -	8 *	* *	3 *	5 *	- -	- -	- -	8 *	- -	8 1%z	- -
Didn't allow sufficient time to answer the door	17 *	9 *	1 *	16 *	8 *b	9 *	* *	* *	1 *	1 *	1 *	10 *	3 *	4 *	1 *	* *	13 *	1 *	6 *	10 *	1 *	- -	- -	16 *	- -	17 1%z	- -
Other problems	1 *	- -	1 *	- -	1 *	- -	- -	- -	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *
No - there have been no problems	80 1%	26 1%	31 1%	44 1%	49 1%	26 1%	3 2%	2 *	31 1%	2 1%	11 1%	21 1%	30 1%	17 2%	11 2%	1 1%	51 1%	12 1%	38 1%	25 1%	9 1%	6 2%	2 1%	63 1%	8 2%	40 2%z	40 1%
I don't know	10 *	6 *	- -	10 *b	4 *	6 *	- -	- -	- -	- -	- -	6 *	3 *	2 *	- -	- -	9 *	* *	6 *	3 *	2 *	- -	- -	9 *	- -	4 *	7 *
NET Any problem experienced	103 2%	61 3%bd	9 *	92 3%bd	40 1%b	61 3%g	4 2%g	2 *	9 *	4 2%h	6 1%	59 3%lnpq	21 1%	16 2%l	5 1%	2 1%	80 2%l	7 1%	49 2%	42 2%	10 1%	2 1%	* *	91 2%	3 1%	94 6%z	9 *
Made a complaint about Other Postal Service	106 2%	63 3%bd	7 *	97 3%bd	41 1%b	63 3%g	6 3%g	2 *	7 *	4 2%h	6 1%	59 3%lnpq	23 1%	17 2%l	5 1%	2 1%	82 2%l	7 1%	50 2%	44 2%	10 1%	2 1%	* *	93 2%	3 1%	96 6%z	10 *

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Aware of Other Postal Service	2926 47%	202 50%	2699 47%	25 60%	831 49%	1916 46%	178 55%e	2749 47%j	97 60%gjk	46 68%gjk	16 21%	2892 48%j	17 49%
Used Other Postal Service to send	194 3%	19 5%	169 3%	5 12%b	91 5%e	83 2%	19 6%e	176 3%	12 8%gk	5 7%	*	193 3%	1 2%
Used Other Postal Service to receive	518 8%	48 12%b	466 8%	4 11%	174 10%e	312 8%	33 10%	453 8%	46 29%gjk	12 18%gjk	*	512 8%j	6 16%
Net used	670 11%	61 15%b	600 10%	9 22%b	249 15%e	377 9%	45 14%e	590 10%j	56 35%gjk	17 28%gjk	*	664 11%j	6 18%
Lost mail	34 1%	6 2%b	28 *	-	22 1%e	8 *	4 1%e	29 *	2 1%	3 4%gk	-	34 1%	-
Damaged mail	33 1%	7 2%b	26 *	-	19 1%e	12 *	2 1%	27 *	1 1%	4 6%gk	-	33 1%	-
Delayed mail	44 1%	5 1%	37 1%	3 7%ab	26 2%e	18 *	-	36 1%	5 3%gk	3 5%gk	*	44 1%	-
Mis-delivered mail	14 *	*	13 *	* 1%	11 1%e	2 *	1 *	13 *	*	-	-	14 *	-
Mail that has been tampered with	8 *	*	8 *	-	4 *	2 *	2 1%e	8 *	*	-	-	8 *	-
Didn't allow sufficient time to answer the door	17 *	*	17 *	-	10 1%e	7 *	-	16 *	1 *	-	-	17 *	-
Other problems	1 *	-	1 *	-	-	1 *	-	1 *	-	-	-	1 *	-
No - there have been no problems	80 1%	9 2%	72 1%	-	30 2%	42 1%	8 2%	79 1%	1 1%	-	-	80 1%	-
I don't know	10 *	1 *	7 *	2 4%ab	3 *	4 *	4 1%de	8 *	2 1%g	-	-	10 *	1 2%
NET Any problem experienced	103 2%	10 2%	90 2%	3 8%b	58 3%e	37 1%	8 2%e	89 2%	10 6%gk	5 7%gk	*	103 2%	-
Made a complaint about Other Postal Service	106 2%	10 2%	93 2%	3 8%b	60 4%e	34 1%	12 4%e	90 2%	11 7%gk	5 7%gk	*	106 2%	-

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ_97. Competitive landscape - Other Postal Service

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Aware of Other Postal Service	2926 47%	755 49%	714 46%	729 47%	728 47%	252 48%	291 56%eghijlmnp	212 42%	249 47%	236 46%	229 45%	244 50%	239 45%	246 47%	239 45%	250 49%	238 48%
Used Other Postal Service to send	194 3%	52 3%	36 2%	51 3%	55 4%	22 4%	21 4%	9 2%	13 2%	14 3%	9 2%	11 2%	22 4%	19 4%	16 3%	23 5%g	16 3%
Used Other Postal Service to receive	518 8%	143 9%	118 8%	120 8%	136 9%	47 9%	59 11%im	38 8%	39 7%	36 7%	43 8%	45 9%	44 8%	32 6%	47 9%	51 10%	38 8%
Net used	670 11%	189 12%	146 9%	152 10%	184 12%	67 13%	76 15%ghim	46 9%	49 9%	46 9%	50 10%	50 11%	56 11%	43 8%	62 12%	72 14%im	50 10%
Lost mail	34 1%	10 1%	4 *	7 *	13 1%	6 1%	3 1%	*	3 1%	-	1 *	2 *	3 1%	2 *	1 *	6 1%	6 1%i
Damaged mail	33 1%	10 1%	5 *	3 *	15 1%c	2 *	8 2%gijkl	-	2 *	3 1%	-	*	-	3 1%	5 1%	6 1%	4 1%
Delayed mail	44 1%	10 1%	5 *	6 *	22 1%bc	5 1%	3 1%	3 1%	2 *	1 *	2 *	2 *	1 *	3 1%	7 1%	7 1%	9 2%
Mis-delivered mail	14 *	3 *	-	3 *	8 1%b	-	1 *	2 1%	-	-	-	*	2 *	*	2 *	4 1%	2 *
Mail that has been tampered with	8 *	2 *	1 *	2 *	4 *	2 *	*	-	-	-	1 *	-	2 *	*	*	1 *	2 *
Didn't allow sufficient time to answer the door	17 *	4 *	3 *	4 *	7 *	-	4 1%	-	2 *	-	*	-	1 *	3 1%	2 *	3 1%	3 1%
Other problems	1 *	-	-	1 *	-	-	-	-	-	-	-	-	1 *	-	-	-	-
No - there have been no problems	80 1%	15 1%	20 1%	28 2%	17 1%	7 1%	4 1%	4 1%	7 1%	8 2%	5 1%	5 1%	14 3%np	8 2%	3 1%	10 2%	3 1%
I don't know	10 *	2 *	2 *	3 *	3 *	-	2 *	-	1 *	2 *	-	2 *	-	2 *	-	1 *	2 *
NET Any problem experienced	103 2%	35 2%b	13 1%	20 1%	36 2%b	14 3%	15 3%k	5 1%	5 1%	4 1%	4 1%	4 1%	7 1%	9 2%	13 2%	12 2%	11 2%
Made a complaint about Other Postal Service	106 2%	31 2%b	13 1%	25 2%	36 2%b	13 2%	13 3%	5 1%	5 1%	4 1%	4 1%	3 1%	10 2%	12 2%	13 2%	12 2%	11 2%

Questions restructured from Q3 2022
Questions focus on packets and parcels SENT since Q3 2022
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	459	34	425	183	276	222	236	110	99	85	71	54	29	11	209	156	94	40	383	71
Weighted Base	525	43**	482	211	314	259	264	140*	121*	91*	69*	60*	31**	13**	261	159*	105*	44**	412	107*
Effective Base	305	29	276	118	188	146	159	80	69	55	40	36	18	7	149	95	61	25	242	59
Didn't need this information	60 12%	8 19%	52 11%	18 8%	43 14%	28 11%	32 12%	18 13%	13 10%	11 12%	11 16%	2 3%	3 10%	3 24%	31 12%	22 14%	8 8%	6 14%	46 11%	13 13%
On Royal Mail's website	317 60%	27 63%	290 60%	141 67%	176 56%	158 61%	157 60%	102 73%h	46 38%	58 63%h	44 65%h	47 78%h	18 58%	3 22%	147 56%	102 64%	68 65%	21 48%	245 60%	67 62%
Speaking to someone who works for Royal Mail over the phone	120 23%	3 6%	118 24%	43 20%	78 25%	74 28%f	47 18%	26 19%	53 44%gijk	16 18%	11 16%	11 18%	4 11%	-	79 30%op	27 17%	14 14%	4 8%	86 21%	35 33%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	96 18%	1 3%	94 20%	48 23%	48 15%	54 21%	41 16%	21 15%	32 26%	16 18%	9 13%	8 12%	6 19%	4 32%	53 20%	25 16%	18 17%	10 23%	78 19%	18 17%
Another way (please specify)	4 1%	-	4 1%	3 1%	1 *	-	4 1%	-	-	-	-	-	1 3%	3 21%	-	-	4 4%n	4 9%	4 1%	-
I don't know	9 2%	3 8%	5 1%	2 1%	7 2%	2 1%	7 3%	3 2%	2 2%	1 1%	2 2%	-	2 5%	-	5 2%	3 2%	2 2%	2 4%	9 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	459	153	132	87	87	285	174	343	113	43	43	124	140	91	307	43	400	125	316	18
Weighted Base	525	154*	160*	120*	91*	314	211	424	98*	41**	50**	156*	165*	94*	371	41**	466	130*	372	23**
Effective Base	305	87	92	69	57	180	126	238	67	25	28	90	98	53	216	25	270	79	215	12
Didn't need this information	60 12%	12 8%	23 14%	15 12%	11 12%	35 11%	25 12%	39 9%	19 20%g	9 23%	2 4%	21 13%	17 10%	11 12%	40 11%	9 23%	51 11%	18 14%	35 9%	7 32%
On Royal Mail's website	317 60%	103 67%c	97 61%	61 51%	56 62%	200 64%	117 56%	258 61%	59 60%	26 64%	26 52%	85 55%	105 64%	58 62%	216 58%	26 64%	276 59%	69 53%	238 64%	10 44%
Speaking to someone who works for Royal Mail over the phone	120 23%	27 18%	39 24%	38 31%	16 18%	66 21%	54 26%	109 26%h	10 10%	6 15%	11 22%	41 26%	43 26%	17 19%	95 26%	6 15%	112 24%	44 34%r	69 19%	7 29%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	96 18%	33 22%	19 12%	31 26%b	13 14%	52 17%	44 21%	81 19%	15 15%	1 4%	13 26%	28 18%	27 16%	24 25%	68 18%	1 4%	91 20%	40 31%r	53 14%	3 12%
Another way (please specify)	4 1%	-	-	1 1%	3 3%	-	4 2%	-	4 4%g	-	3 5%	1 1%	-	-	4 1%	-	4 1%	1 1%	3 1%	-
I don't know	9 2%	* *	4 2%	3 3%	2 2%	4 1%	5 2%	8 2%	1 1%	2 4%	-	1 1%	6 4%	* *	7 2%	2 4%	7 2%	1 1%	8 2%	* *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	459	328	131	69	276	71	59	53	19	36	31	23	35	40	40	25	27	8	63
Weighted Base	525	451	74*	16**	463	33*	19*	10*	15**	65*	47**	30**	55*	59*	89*	58**	45**	3**	30*
Effective Base	305	269	37	9	249	40	34	34	18	35	30	22	31	37	39	24	26	4	36
Didn't need this information	60 12%	57 13%	4 5%	1 7%	54 12%	4 13%	2 9%	1 8%	* 3%	10 15%	10 22%	4 12%	4 7%	5 9%	12 14%	4 7%	4 9%	* 3%	4 14%
On Royal Mail's website	317 60%	264 59%	54 72%	14 84%	280 61%	20 61%	12 62%	5 48%	9 58%	36 55%	23 48%	22 73%	33 60%	44 74%	52 58%	35 60%	28 62%	2 73%	18 60%
Speaking to someone who works for Royal Mail over the phone	120 23%	103 23%	17 23%	3 20%	106 23%	9 26%	2 12%	3 35%f	2 11%	14 22%	10 21%	4 13%	21 39%	11 19%	21 24%	15 25%	9 19%	1 25%	8 26%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	96 18%	88 19%	8 11%	1 8%	82 18%	5 16%	6 33%d	2 21%	5 32%	8 12%	6 12%	6 21%	13 23%	5 8%	19 22%	13 23%	8 17%	-	5 17%
Another way (please specify)	4 1%	1 *	3 4%a	-	4 1%	-	-	-	1 7%	-	-	-	-	-	-	-	3 6%	-	-
I don't know	9 2%	9 2%	* *	-	8 2%	1 2%	* *	* 5%	-	4 6%	-	2 6%	1 2%	1 2%	-	-	-	-	1 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	459	218	140	308	230	218	19	42	140	15	48	164	179	63	34	18	343	52	223	177	33	15	10	400	25	283	176
Weighted Base	525	241	147*	362	268	241	15**	35**	147*	15**	38**	191	217	74*	32**	11**	408	43**	260	203	40**	14**	5**	464	20**	332	193
Effective Base	305	141	91	205	154	141	10	26	91	11	29	106	127	45	20	9	233	28	149	117	24	10	5	266	15	189	116
Didn't need this information	60 12%	36 15%d	14 9%	43 12%	20 7%	36 15%	6 39%	9 25%	14 9%	3 22%	6 16%	17 9%	26 12%	11 15%	3 10%	4 33%	43 10%	7 16%	24 9%	23 11%	10 25%	1 10%	2 43%	46 10%	4 19%	38 12%	22 12%
On Royal Mail's website	317 60%	133 55%	101 69%a	209 58%	178 66%a	133 55%	8 55%	22 64%	101 69%	8 56%	24 63%	130 68%m	131 60%	35 48%	18 56%	3 30%	261 64%m	21 49%	170 65%	116 57%	22 55%	6 46%	3 51%	286 62%	9 47%	186 56%	131 68%y
Speaking to someone who works for Royal Mail over the phone	120 23%	60 25%	21 14%	95 26%b	56 21%	60 25%	1 5%	5 13%	21 14%	3 18%	3 7%	47 25%	33 15%	26 35%lp	9 30%	5 48%	80 20%	15 34%	56 21%	49 24%	4 11%	9 66%	1 26%	105 23%	11 55%	90 27%z	31 16%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	96 18%	53 22%b	12 8%	83 23%b	41 15%	53 22%	-	-	12 8%	1 8%	7 19%	43 23%	40 18%	9 12%	4 11%	* 1%	83 20%	4 9%	45 17%	43 21%	5 12%	1 8%	* 3%	88 19%	1 6%	73 22%z	23 12%
Another way (please specify)	4 1%	-	4 3%c	-	4 1%	-	-	-	4 3%	-	4 10%	1 1%	3 1%	-	-	-	4 1%	-	4 1%	-	-	-	-	4 1%	-	-	4 2%
I don't know	9 2%	5 2%	4 3%	5 1%	4 1%	5 2%	* 1%	1 3%	4 3%	2 12%	* *	-	3 1%	2 3%	4 12%	-	3 1%	4 9%	2 1%	5 3%	2 5%	-	-	7 2%	-	7 2%	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	459	43	408	8	163	259	37	419	28	6	4	453	2
Weighted Base	525	43**	470	12**	176*	311	39**	477	35**	8**	4**	520	2**
Effective Base	305	24	275	6	97	182	27	278	19	4	3	301	1
Didn't need this information	60 12%	5 12%	55 12%	1 4%	19 11%	38 12%	4 10%	59 12%	2 4%	-	-	60 12%	-
On Royal Mail's website	317 60%	25 59%	286 61%	6 54%	108 62%	183 59%	26 68%	295 62%	16 47%	1 19%	3 67%	313 60%	2 100%
Speaking to someone who works for Royal Mail over the phone	120 23%	10 23%	107 23%	3 29%	43 25%	71 23%	6 16%	104 22%	14 40%	2 21%	1 33%	119 23%	-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	96 18%	5 12%	89 19%	2 18%	38 22%	50 16%	8 20%	80 17%	11 31%	5 60%	-	96 18%	-
Another way (please specify)	4 1%	-	4 1%	-	3 2%	1 *	-	4 1%	-	-	-	4 1%	-
I don't know	9 2%	*	9 2%	-	1 *	8 3%	*	9 2%	-	-	-	9 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	459	115	106	121	117	53	34	28	39	40	27	31	41	49	43	35	39
Weighted Base	525	143*	116*	134*	132*	66*	47**	30**	45**	46**	26**	33**	56**	45*	42**	43**	47**
Effective Base	305	82	72	79	72	39	26	18	27	29	15	22	29	30	24	21	28
Didn't need this information	60 *12%*	12 *8%*	14 *12%*	11 *8%*	23 *18%*	5 *7%*	5 *11%*	3 *8%*	4 *10%*	7 *14%*	3 *13%*	* *1%*	8 *14%*	2 *5%*	5 *11%*	11 *25%*	8 *18%*
On Royal Mail's website	317 *60%*	84 *59%*	65 *56%*	93 *69%*	75 *57%*	41 *62%*	23 *49%*	20 *67%*	27 *60%*	27 *58%*	12 *47%*	23 *71%*	36 *64%*	33 *74%*	30 *71%*	22 *51%*	23 *50%*
Speaking to someone who works for Royal Mail over the phone	120 *23%*	36 *25%*	21 *18%*	28 *21%*	35 *27%*	16 *24%*	18 *39%*	2 *6%*	7 *16%*	5 *10%*	9 *36%*	8 *24%*	8 *14%*	12 *28%*	11 *27%*	10 *23%*	14 *30%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	96 *18%*	22 *15%*	21 *18%*	26 *19%*	27 *21%*	10 *15%*	6 *13%*	6 *19%*	11 *24%*	8 *17%*	2 *8%*	9 *27%*	14 *25%*	3 *6%*	11 *26%*	6 *14%*	11 *23%*
Another way (please specify)	4 *1%*	-	-	1 *1%*	3 *2%*	-	-	-	-	-	-	-	1 *2%*	-	3 *7%*	-	-
I don't know	9 *2%*	2 *1%*	2 *2%*	3 *2%*	2 *2%*	* ***	-	2 *6%*	* ***	2 *4%*	-	-	-	3 *6%*	2 *4%*	1 *1%*	* ***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	136	5	131	85	51	90	46	43	40	23	16	9	5	-	83	39	14	5	115	20
Weighted Base	149*	6**	143*	91*	58*	103*	46*	51**	48**	29**	13**	6**	3**	-**	99*	42**	9**	3**	122*	27**
Effective Base	88	4	84	52	36	57	31	29	28	16	9	4	2	-	57	25	7	2	73	15
Didn't need this information	17 11%	4 66%	13 9%	13 14%	4 6%	10 10%	6 14%	7 13%	5 10%	4 13%	-	* 5%	1 43%	-	11 12%	4 9%	1 17%	1 43%	14 11%	3 11%
On Collect +'s website	62 41%	2 34%	60 42%	32 35%	30 51%	38 37%	23 50%	20 39%	20 43%	10 33%	8 61%	2 36%	1 54%	-	41 41%	17 41%	4 41%	1 54%	51 41%	11 40%
Speaking to someone who works for Collect + over the phone	49 33%	-	49 34%	34 38%	15 26%	36 35%	13 28%	19 37%	16 33%	8 29%	6 50%	* 2%	-	-	34 35%	15 35%	* 1%	-	40 33%	9 34%
Asking someone who works for Collect + in person (e.g. the postman/woman)	49 33%	-	49 34%	37 40%	12 21%	40 39%	9 19%	17 32%	19 40%	7 25%	6 43%	* 7%	* 3%	-	36 36%	13 31%	1 6%	* 3%	40 33%	9 34%
Another way (please specify)	2 1%	-	2 1%	2 2%	-	-	2 3%	-	-	-	-	2 26%	-	-	-	-	2 18%	-	2 1%	-
I don't know	4 3%	-	4 3%	1 2%	2 4%	4 4%	-	1 2%	2 3%	-	-	1 25%	-	-	2 2%	-	1 17%	-	4 3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	136	54	35	25	22	89	47	111	25	11	20	35	39	26	94	11	120	60	73	3
Weighted Base	149*	58*	39**	29**	23**	98*	52*	134*	15**	10**	20**	37**	43**	35**	100*	10**	135*	69*	78*	3**
Effective Base	88	33	22	18	15	55	33	75	15	8	12	22	25	18	60	8	77	39	47	3
Didn't need this information	17 11%	7 13%	3 8%	5 18%	1 4%	11 11%	6 12%	12 9%	5 32%	1 7%	1 2%	5 13%	6 13%	4 10%	11 11%	1 7%	15 11%	6 9%	9 12%	1 55%
On Collect +'s website	62 41%	20 35%	15 39%	10 35%	16 67%	36 37%	26 50%	55 41%	6 42%	6 56%	10 48%	13 34%	15 36%	17 47%	38 38%	6 56%	54 40%	23 34%	37 48%	1 45%
Speaking to someone who works for Collect + over the phone	49 33%	20 34%	16 41%	8 29%	5 21%	36 37%	13 25%	45 33%	5 30%	4 34%	3 17%	13 36%	18 41%	11 32%	34 34%	4 34%	46 34%	27 40%	22 28%	- -
Asking someone who works for Collect + in person (e.g. the postman/woman)	49 33%	20 35%	13 32%	7 25%	9 39%	33 34%	16 31%	45 33%	5 30%	1 11%	8 41%	14 38%	13 30%	12 34%	35 35%	1 11%	47 35%	32 47%r	16 20%	1 45%
Another way (please specify)	2 1%	2 3%	-	-	-	2 2%	-	2 1%	-	-	-	-	-	2 4%	-	-	2 1%	2 2%	-	-
I don't know	4 3%	1 1%	1 4%	2 6%	-	2 2%	2 3%	4 3%	-	1 14%	-	2 7%	-	-	2 2%	1 14%	2 2%	2 3%	2 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

| | Total | Rurality | | | Nation | | | | Region | | | | | | | | | | | |
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	136	97	39	16	76	24	23	13	8	8	7	6	10	10	17	1	9	4	20
Weighted Base	149*	130*	20**	3**	129*	10**	8**	3**	7**	16**	11**	8**	16**	14**	39**	2**	15**	2**	8**
Effective Base	88	76	12	3	69	12	16	8	8	8	7	6	10	9	17	1	9	1	11
Didn't need this information	17 11%	16 12%	1 4%	1 15%	13 10%	3 30%	* 5%	* 5%	- -	4 25%	6 55%	- -	- -	3 21%	- -	- -	- -	* 11%	3 34%
On Collect +'s website	62 41%	55 43%	6 32%	* 6%	52 41%	4 44%	4 45%	1 51%	3 39%	2 11%	3 24%	2 29%	10 59%	7 51%	16 40%	- -	10 70%	- -	4 54%
Speaking to someone who works for Collect + over the phone	49 33%	41 31%	9 44%	3 73%	44 34%	* 2%	4 47%	1 38%	3 41%	6 37%	2 21%	1 16%	8 50%	2 11%	16 42%	2 100%	3 23%	- -	* 3%
Asking someone who works for Collect + in person (e.g. the postman/woman)	49 33%	42 32%	7 38%	3 75%	41 32%	2 21%	4 53%	1 47%	1 8%	4 26%	- -	1 17%	8 47%	4 25%	19 49%	- -	5 32%	* 4%	2 25%
Another way (please specify)	2 1%	2 1%	-	-	-	2 16%	-	-	-	-	-	-	-	-	-	-	-	2 85%	-
I don't know	4 3%	4 3%	-	-	4 3%	-	-	-	1 12%	-	-	3 38%	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	136	74	26	108	60	74	6	9	26	3	6	53	56	17	7	3	109	10	48	65	13	7	2	113	9	112	24
Weighted Base	149*	77*	32**	116*	71*	77*	4**	6**	32**	4**	3**	61*	55*	24**	6**	4**	116*	9**	55*	70*	13**	8**	***	126*	9**	130*	20**
Effective Base	88	45	18	69	42	45	3	5	18	3	4	33	36	13	4	2	69	7	34	40	8	5	1	73	6	75	13
Didn't need this information	17 / 11%	7 / 9%	6 / 20%	9 / 8%	8 / 11%	7 / 9%	1 / 17%	2 / 31%	6 / 20%	-	* / 2%	8 / 13%	7 / 12%	* / *	-	2 / 52%	15 / 13%	2 / 21%	12 / 22%s	4 / 6%	* / 3%	* / 1%	-	16 / 13%	* / 1%	12 / 9%	5 / 23%
On Collect +'s website	62 / 41%	30 / 39%	11 / 34%	51 / 44%	32 / 45%	30 / 39%	2 / 54%	3 / 47%	11 / 34%	2 / 61%	2 / 73%	32 / 52%	20 / 37%	6 / 24%	4 / 66%	-	52 / 45%	4 / 39%	23 / 42%	27 / 39%	8 / 57%	2 / 24%	* / 9%	50 / 40%	2 / 23%	54 / 42%	7 / 36%
Speaking to someone who works for Collect + over the phone	49 / 33%	30 / 38%	6 / 19%	43 / 37%	20 / 28%	30 / 38%	1 / 29%	1 / 21%	6 / 19%	1 / 30%	1 / 42%	17 / 27%	21 / 37%	10 / 41%	2 / 32%	* / 9%	37 / 32%	2 / 23%	16 / 28%	31 / 44%	1 / 4%	2 / 20%	* / 91%	47 / 37%	2 / 23%	45 / 34%	5 / 24%
Asking someone who works for Collect + in person (e.g. the postman/woman)	49 / 33%	30 / 39%	10 / 30%	39 / 34%	19 / 27%	30 / 39%	-	2 / 27%	10 / 30%	1 / 30%	3 / 85%	23 / 39%	14 / 25%	10 / 42%	2 / 29%	-	37 / 32%	2 / 17%	19 / 35%	20 / 28%	3 / 24%	5 / 61%	-	39 / 31%	5 / 58%	49 / 37%	* / *
Another way (please specify)	2 / 1%	2 / 2%	-	2 / 1%	-	2 / 2%	-	-	-	-	-	-	2 / 3%	-	-	-	2 / 1%	-	-	2 / 2%	-	-	-	2 / 1%	-	-	2 / 8%
I don't know	4 / 3%	2 / 2%	2 / 7%	2 / 1%	2 / 3%	2 / 2%	-	-	2 / 7%	1 / 39%	-	2 / 3%	-	1 / 3%	-	1 / 38%	2 / 1%	1 / 15%	1 / 3%	-	2 / 12%	1 / 9%	-	1 / 1%	1 / 9%	2 / 2%	2 / 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	136	18	115	3	65	63	8	114	16	4	1	134	1
Weighted Base	149*	10**	135*	5**	61*	77*	12**	127*	18**	4**	***	149*	***
Effective Base	88	9	78	2	38	44	7	75	10	2	1	88	1
Didn't need this information	17 11%	3 31%	14 10%	-	9 14%	7 9%	2 13%	16 13%	* 2%	-	-	17 11%	* 100%
On Collect +'s website	62 41%	3 26%	59 43%	* 11%	24 40%	34 45%	3 25%	57 45%	5 26%	-	* 100%	62 41%	-
Speaking to someone who works for Collect + over the phone	49 33%	2 16%	45 33%	2 53%	16 26%	31 41%	2 17%	42 33%	7 39%	* 1%	-	49 33%	-
Asking someone who works for Collect + in person (e.g. the postman/woman)	49 33%	4 37%	45 34%	-	23 37%	18 24%	8 73%	35 28%	9 51%	4 99%	* 100%	49 33%	-
Another way (please specify)	2 1%	-	2 1%	-	2 3%	-	-	2 1%	-	-	-	2 1%	-
I don't know	4 3%	-	2 2%	2 36%	2 3%	2 3%	-	4 3%	-	-	-	4 3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	136	39	22	37	38	15	14	10	6	9	7	12	11	14	18	10	10
Weighted Base	149*	49**	28**	35**	37**	21**	16**	12**	11**	8**	10**	11**	12**	11**	18**	10**	10**
Effective Base	88	27	16	23	22	12	9	6	6	5	6	7	8	8	10	5	7
Didn't need this information	17 / 11%	6 / 12%	4 / 14%	4 / 12%	3 / 7%	6 / 27%	* / 2%	-	-	1 / 19%	3 / 26%	-	1 / 9%	3 / 27%	2 / 9%	1 / 6%	* / 4%
On Collect +'s website	62 / 41%	19 / 40%	10 / 34%	13 / 39%	19 / 51%	5 / 24%	10 / 59%	5 / 40%	3 / 28%	5 / 72%	1 / 11%	7 / 63%	2 / 17%	4 / 39%	8 / 43%	7 / 67%	5 / 47%
Speaking to someone who works for Collect + over the phone	49 / 33%	10 / 20%	10 / 37%	12 / 33%	18 / 47%	3 / 16%	2 / 14%	4 / 35%	7 / 66%	-	3 / 31%	* / 4%	5 / 43%	6 / 51%	8 / 46%	6 / 59%	3 / 35%
Asking someone who works for Collect + in person (e.g. the postman/woman)	49 / 33%	19 / 39%	8 / 29%	9 / 27%	12 / 33%	6 / 29%	10 / 59%	3 / 29%	4 / 38%	1 / 13%	3 / 31%	1 / 5%	7 / 59%	1 / 12%	9 / 52%	-	3 / 34%
Another way (please specify)	2 / 1%	-	-	2 / 4%	-	-	-	-	-	-	-	2 / 14%	-	-	-	-	-
I don't know	4 / 3%	1 / 2%	-	2 / 5%	1 / 4%	1 / 4%	-	-	-	-	-	2 / 15%	-	-	-	-	1 / 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	132	7	125	72	60	76	56	39	35	29	15	10	1	3	74	44	14	4	103	28
Weighted Base	150*	8**	142*	82*	68*	86*	64*	44**	44**	36**	12**	12**	2**	***	88*	48**	14**	2**	111*	38**
Effective Base	80	6	75	43	37	42	39	26	21	19	8	6	1	3	46	27	7	1	59	21
Didn't need this information	14 9%	2 30%	11 8%	8 9%	6 9%	7 8%	7 11%	3 7%	5 11%	3 9%	* 1%	2 18%	- -	- -	8 9%	4 7%	2 15%	- -	10 9%	3 8%
On DHL's website	69 46%	4 53%	64 45%	36 43%	33 49%	44 51%	25 39%	21 47%	21 48%	12 34%	3 25%	9 79%	2 100%	* 100%	42 48%	15 32%	11 82%	2 100%	55 50%	13 36%
Speaking to someone who works for DHL over the phone	59 39%	- -	59 41%	29 35%	30 44%	29 33%	30 47%	17 39%	16 37%	13 36%	8 63%	5 42%	- -	* 23%	33 38%	21 43%	5 36%	* 3%	41 37%	18 47%
Asking someone who works for DHL in person (e.g. the postman/woman)	57 38%	1 17%	56 39%	36 44%	21 32%	38 45%	19 30%	14 33%	15 35%	17 46%	6 53%	5 39%	- -	* 23%	30 34%	23 47%	5 33%	* 3%	40 36%	16 41%
Another way (please specify)	* *	- -	* *	- -	* *	- -	* *	- -	- -	* *	- -	- -	- -	- -	- -	* *	- -	- -	* *	- -
I don't know	2 1%	- -	2 1%	- -	2 3%	- -	2 3%	2 4%	- -	- -	- -	- -	- -	- -	2 2%	- -	- -	- -	2 2%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	132	64	30	14	24	94	38	108	24	12	14	27	42	36	83	12	119	50	77	5
Weighted Base	150*	72*	33**	23**	22**	105*	45**	139*	11**	7**	15**	39**	45*	43**	98*	7**	141*	52**	90*	7**
Effective Base	80	37	17	12	14	55	26	72	11	6	7	18	30	21	53	6	74	27	51	3
Didn't need this information	14 9%	5 6%	5 14%	2 7%	3 13%	9 9%	4 10%	9 7%	4 39%	* 1%	2 11%	6 15%	4 9%	2 4%	12 12%	* 1%	13 10%	8 15%	3 4%	3 36%
On DHL's website	69 46%	34 48%	19 58%	7 31%	8 37%	53 51%	15 34%	65 47%	4 36%	5 71%	8 57%	11 29%	20 44%	23 53%	39 40%	5 71%	62 44%	18 35%	48 53%	3 38%
Speaking to someone who works for DHL over the phone	59 39%	22 30%	11 35%	13 60%	12 54%	33 32%	25 57%	56 41%	2 22%	3 46%	2 15%	16 40%	24 53%	14 31%	42 42%	3 46%	55 39%	25 48%	32 35%	2 26%
Asking someone who works for DHL in person (e.g. the postman/woman)	57 38%	30 41%	10 30%	13 56%	5 23%	40 38%	18 40%	55 39%	3 23%	4 57%	2 17%	10 26%	25 55%	16 36%	37 38%	4 57%	53 38%	26 50%	31 35%	- -
Another way (please specify)	* *	- -	- -	- -	* *	- -	* *	- -	* 1%	- -	* *	- -	- -	- -	* *	- -	* *	* *	- -	- -
I don't know	2 1%	- -	2 6%	- -	- -	2 2%	- -	2 1%	- -	- -	- -	- -	- -	2 4%	- -	- -	2 1%	- -	2 2%	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	132	89	43	16	71	26	22	13	4	8	8	4	12	11	13	7	4	3	23
Weighted Base	150*	117*	33**	3**	129*	11**	7**	3**	3**	16**	12**	5**	20**	17**	31**	19**	7**	1**	10**
Effective Base	80	68	14	2	63	17	12	9	4	8	8	4	11	9	13	7	4	2	15
Didn't need this information	14 9%	13 11%	1 2%	* 10%	11 8%	1 11%	2 24%	* 5%	-	2 10%	3 24%	-	-	1 7%	5 16%	-	-	-	1 12%
On DHL's website	69 46%	47 41%	21 65%	1 20%	58 45%	6 53%	4 52%	1 31%	1 32%	8 51%	1 12%	1 27%	11 57%	9 53%	13 42%	11 60%	2 25%	1 100%	5 47%
Speaking to someone who works for DHL over the phone	59 39%	52 44%	7 21%	2 67%	52 40%	3 24%	3 45%	1 55%	2 74%	6 35%	4 38%	2 45%	10 53%	1 7%	13 41%	8 40%	5 75%	* 23%	2 24%
Asking someone who works for DHL in person (e.g. the postman/woman)	57 38%	46 39%	12 36%	2 75%	50 39%	4 36%	2 33%	1 33%	2 58%	10 62%	6 51%	1 27%	14 70%	4 23%	12 38%	-	2 30%	* 23%	4 37%
Another way (please specify)	* *	-	* *	* 2%	-	* 1%	-	-	-	-	-	-	-	-	-	-	-	-	* 1%
I don't know	2 1%	-	2 6%	-	2 1%	-	-	-	-	-	-	-	-	2 11%	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	132	86	11	119	44	86	7	15	11	1	4	48	53	20	7	3	101	10	60	48	19	2	3	108	5	113	19
Weighted Base	150*	95*	12**	134*	51**	95*	3**	8**	12**	1**	2**	64*	56*	23**	5**	1**	120*	7**	71*	56*	21**	1**	1**	127*	2**	127*	22**
Effective Base	80	52	6	72	26	52	3	7	6	1	2	30	35	12	4	1	63	5	36	33	11	2	1	68	3	69	12
Didn't need this information	14 9%	9 10%	1 6%	13 10%	4 8%	9 10%	* 2%	3 39%	1 6%	- -	* 27%	5 8%	7 12%	2 8%	- -	* 10%	12 10%	* 2%	5 7%	4 8%	4 21%	- -	* 9%	9 7%	* *	12 9%	2 9%
On DHL's website	69 46%	39 41%	6 49%	59 44%	25 50%	39 41%	2 76%	2 27%	6 49%	1 100%	1 73%	28 43%	22 40%	15 66%	4 67%	* *	50 42%	4 53%	32 46%	22 40%	13 63%	1 100%	* *	55 43%	1 40%	58 46%	10 47%
Speaking to someone who works for DHL over the phone	59 39%	42 44%	6 54%	50 37%	14 29%	42 44%	2 73%	1 17%	6 54%	1 100%	1 63%	31 48%	19 35%	4 19%	4 76%	* 5%	50 42%	4 61%	23 33%	33 59%r	2 8%	1 58%	- -	57 45%	1 22%	48 38%	10 46%
Asking someone who works for DHL in person (e.g. the postman/woman)	57 38%	40 42%	5 42%	50 37%	15 29%	40 42%	2 56%	1 18%	5 42%	1 100%	1 63%	23 36%	21 39%	9 40%	2 43%	1 85%	45 37%	4 52%	22 32%	28 50%	5 25%	1 58%	1 89%	50 40%	2 77%	53 42%	4 19%
Another way (please specify)	* *	- -	- -	* *	* *	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	* *	* *	- -	- -	- -	- -	- -	* *
I don't know	2 1%	- -	- -	2 1%	2 4%	- -	- -	- -	- -	- -	- -	- -	2 3%	- -	- -	- -	2 2%	- -	2 3%	- -	- -	- -	- -	2 1%	- -	- -	2 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	132	17	112	3	54	60	18	113	17	-	2	130	-
Weighted Base	150*	13**	132*	5**	64*	65*	20**	130*	19**	-**	***	150*	-**
Effective Base	80	7	72	2	30	38	13	69	11	-	2	80	-
Didn't need this information	14 9%	3 26%	10 8%	- -	8 13%	3 5%	2 8%	11 9%	2 11%	- -	* 100%	13 9%	- -
On DHL's website	69 46%	5 41%	60 46%	3 66%	30 46%	32 48%	7 36%	59 45%	10 49%	- -	- -	69 46%	- -
Speaking to someone who works for DHL over the phone	59 39%	2 18%	55 42%	2 34%	22 35%	28 43%	8 41%	53 41%	5 27%	- -	- -	59 39%	- -
Asking someone who works for DHL in person (e.g. the postman/woman)	57 38%	4 31%	52 39%	2 34%	21 34%	26 39%	10 50%	52 40%	5 27%	- -	- -	57 38%	- -
Another way (please specify)	* *	* 1%	- -	- -	* *	- -	- -	* *	- -	- -	- -	* *	- -
I don't know	2 1%	- -	2 1%	- -	2 3%	- -	- -	2 1%	- -	- -	- -	2 1%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	132	39	23	36	34	14	13	12	9	5	9	9	13	14	19	9	6
Weighted Base	150*	51**	22**	41**	36**	12**	22**	17**	13**	3**	5**	4**	20**	17**	18**	13**	5**
Effective Base	80	25	15	22	19	8	10	8	8	2	6	3	8	11	10	6	5
Didn't need this information	14 / 9%	3 / 7%	4 / 19%	2 / 5%	4 / 11%	2 / 17%	1 / 6%	*	2 / 18%	2 / 48%	* / 3%	* / 5%	-	2 / 11%	1 / 4%	3 / 20%	* / 8%
On DHL's website	69 / 46%	25 / 50%	9 / 43%	20 / 49%	14 / 38%	2 / 19%	13 / 59%	10 / 60%	8 / 56%	* / 3%	2 / 33%	* / 11%	10 / 49%	10 / 58%	5 / 27%	7 / 52%	2 / 42%
Speaking to someone who works for DHL over the phone	59 / 39%	14 / 28%	8 / 38%	18 / 44%	18 / 50%	3 / 23%	7 / 30%	5 / 29%	6 / 42%	* / 9%	2 / 49%	3 / 72%	11 / 56%	4 / 24%	10 / 57%	4 / 31%	4 / 70%
Asking someone who works for DHL in person (e.g. the postman/woman)	57 / 38%	22 / 44%	9 / 39%	10 / 24%	17 / 46%	5 / 43%	10 / 43%	8 / 47%	6 / 46%	2 / 49%	1 / 15%	2 / 59%	4 / 21%	3 / 18%	12 / 64%	1 / 4%	5 / 84%
Another way (please specify)	*	-	-	*	-	-	-	-	-	-	-	* / 2%	-	-	-	-	-
I don't know	2 / 1%	2 / 4%	-	-	-	2 / 16%	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	126	3	123	73	53	79	46	32	45	31	13	3	1	1	77	44	5	2	98	27
Weighted Base	146*	4**	142*	82*	64*	95*	50*	40**	56**	35**	8**	3**	2**	2**	96*	43**	7**	4**	109*	37**
Effective Base	81	3	78	44	38	47	35	22	29	21	6	2	1	1	51	26	4	2	62	19
Didn't need this information	27 18%	3 73%	24 17%	12 14%	15 23%	15 16%	12 24%	12 29%	8 15%	5 14%	-	* 4%	-	2 100%	20 21%	5 11%	2 28%	2 49%	20 18%	7 18%
On FedEx's website	74 51%	1 27%	73 51%	39 48%	35 54%	57 60%f	16 32%	22 54%	23 41%	18 50%	7 82%	3 96%	2 100%	-	45 47%	24 56%	5 72%	2 51%	52 48%	21 59%
Speaking to someone who works for FedEx over the phone	42 29%	-	42 30%	26 31%	16 25%	30 31%	12 25%	5 13%	21 37%	12 33%	5 59%	-	-	-	26 27%	16 38%	-	-	28 26%	14 38%
Asking someone who works for FedEx in person (e.g. the postman/woman)	48 33%	-	48 34%	36 44%d	11 17%	31 33%	16 32%	9 23%	23 40%	11 30%	4 47%	1 42%	-	-	32 33%	14 33%	1 19%	-	36 33%	11 30%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	2 1%	-	2 1%	-	2 3%	-	2 4%	-	2 3%	-	-	-	-	-	2 2%	-	-	-	2 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	126	57	31	16	22	88	38	110	16	13	16	29	36	30	81	13	112	53	71	2
Weighted Base	146*	57*	39**	25**	25**	96*	50**	136*	10**	11**	24**	34**	43**	31**	101*	11**	134*	59*	85*	2**
Effective Base	81	31	21	13	16	52	29	74	8	9	12	18	26	18	54	9	73	32	48	1
Didn't need this information	27 / 18%	10 / 17%	11 / 28%	3 / 11%	4 / 14%	20 / 21%	6 / 13%	25 / 18%	2 / 19%	4 / 36%	3 / 15%	4 / 13%	10 / 23%	5 / 16%	17 / 17%	4 / 36%	23 / 17%	10 / 18%	14 / 17%	2 / 89%
On FedEx's website	74 / 51%	30 / 53%	18 / 47%	14 / 54%	12 / 48%	48 / 50%	26 / 51%	68 / 50%	6 / 62%	4 / 38%	12 / 50%	17 / 50%	24 / 54%	15 / 47%	52 / 52%	4 / 38%	70 / 52%	27 / 46%	47 / 55%	- / -
Speaking to someone who works for FedEx over the phone	42 / 29%	15 / 26%	8 / 21%	10 / 41%	9 / 35%	23 / 24%	19 / 38%	39 / 29%	3 / 30%	1 / 12%	8 / 34%	13 / 39%	11 / 26%	8 / 26%	33 / 32%	1 / 12%	41 / 30%	20 / 34%	22 / 26%	* / 11%
Asking someone who works for FedEx in person (e.g. the postman/woman)	48 / 33%	22 / 38%	8 / 20%	10 / 39%	8 / 34%	29 / 31%	18 / 36%	46 / 34%	2 / 16%	4 / 36%	10 / 43%	11 / 33%	11 / 25%	11 / 35%	32 / 32%	4 / 36%	43 / 32%	26 / 44%	22 / 25%	- / -
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	2 / 1%	-	2 / 5%	-	-	2 / 2%	-	2 / 1%	-	-	-	-	2 / 4%	-	2 / 2%	-	2 / 1%	-	2 / 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	126	90	36	12	73	17	25	11	4	7	7	5	13	10	10	8	9	2	15
Weighted Base	146*	120*	26**	3**	129*	6**	8**	3**	3**	13**	10**	7**	22**	15**	22**	22**	14**	1**	5**
Effective Base	81	70	12	2	66	10	16	7	4	7	7	5	13	9	10	8	9	1	9
Didn't need this information	27 18%	24 20%	3 10%	* 7%	24 19%	2 34%	* 2%	-	-	2 15%	-	3 43%	3 12%	7 46%	4 18%	4 19%	1 11%	-	2 42%
On FedEx's website	74 51%	59 49%	15 59%	2 77%	65 50%	3 49%	5 62%	1 44%	3 100%	10 71%	3 31%	1 17%	10 47%	4 27%	7 33%	18 81%	8 58%	1 100%	2 38%
Speaking to someone who works for FedEx over the phone	42 29%	35 30%	7 26%	3 81%	36 27%	1 8%	4 53%	2 69%	1 29%	-	4 42%	2 37%	8 36%	1 8%	4 18%	9 43%	5 37%	* 13%	* 7%
Asking someone who works for FedEx in person (e.g. the postman/woman)	48 33%	33 28%	14 54%	3 81%	44 34%	1 20%	2 24%	1 25%	1 29%	-	4 40%	1 20%	12 56%	3 20%	13 60%	4 16%	5 34%	* 13%	1 22%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	2 1%	2 2%	-	-	2 1%	-	-	-	-	2 14%	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	126	80	12	111	43	80	8	6	12	3	6	53	45	13	11	4	98	15	59	52	11	3	-	111	3	114	12
Weighted Base	146*	95*	10**	130*	45**	95*	7**	3**	10**	2**	5**	68*	48*	16**	9**	5**	116*	14**	72*	60*	9**	4**	-**	132*	4**	129*	17**
Effective Base	81	52	8	71	26	52	5	2	8	2	4	33	31	9	7	3	63	10	35	37	6	3	-	72	3	73	8
Didn't need this information	27 / 18%	22 / 23%	* / 1%	27 / 20%	5 / 10%	22 / 23%	4 / 61%	2 / 68%	* / 1%	-	-	8 / 11%	14 / 29%	1 / 3%	4 / 47%	* / 3%	22 / 19%	5 / 32%	12 / 17%	11 / 19%	3 / 35%	-	-	24 / 18%	-	24 / 19%	2 / 13%
On FedEx's website	74 / 51%	42 / 44%	4 / 42%	64 / 49%	27 / 59%	42 / 44%	3 / 39%	1 / 24%	4 / 42%	2 / 89%	4 / 73%	40 / 59%	18 / 38%	12 / 76%	2 / 17%	2 / 41%	58 / 50%	4 / 25%	41 / 58%	28 / 47%	4 / 51%	-	-	70 / 53%	-	66 / 51%	8 / 49%
Speaking to someone who works for FedEx over the phone	42 / 29%	32 / 33%	5 / 50%	37 / 28%	10 / 23%	32 / 33%	-	* / 8%	5 / 50%	1 / 70%	2 / 50%	19 / 27%	14 / 29%	5 / 33%	2 / 19%	3 / 56%	32 / 28%	5 / 32%	20 / 27%	17 / 29%	1 / 13%	3 / 66%	-	37 / 28%	3 / 66%	35 / 27%	7 / 41%
Asking someone who works for FedEx in person (e.g. the postman/woman)	48 / 33%	33 / 35%	3 / 34%	44 / 34%	14 / 32%	33 / 35%	-	* / 3%	3 / 34%	1 / 70%	1 / 29%	29 / 43%	12 / 24%	4 / 23%	2 / 16%	1 / 29%	41 / 35%	3 / 21%	20 / 28%	22 / 37%	3 / 31%	3 / 68%	-	42 / 32%	3 / 68%	43 / 34%	4 / 25%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	2 / 1%	2 / 2%	-	2 / 1%	-	2 / 2%	-	-	-	-	-	-	2 / 4%	-	-	-	2 / 2%	-	2 / 3%	-	-	-	-	2 / 1%	-	2 / 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	126	15	108	3	52	62	12	102	19	4	1	125	-
Weighted Base	146*	18**	124*	4**	65*	69*	11**	122*	20**	4**	***	146*	-**
Effective Base	81	9	69	3	32	42	9	67	12	3	1	81	-
Didn't need this information	27 18%	3 14%	24 19%	- -	10 16%	15 22%	1 11%	24 19%	1 7%	2 48%	- -	27 18%	- -
On FedEx's website	74 51%	9 47%	64 51%	2 54%	31 48%	38 55%	4 37%	64 53%	10 47%	- -	* 100%	74 51%	- -
Speaking to someone who works for FedEx over the phone	42 29%	2 9%	39 31%	2 46%	19 29%	20 28%	3 27%	35 29%	5 26%	2 52%	- -	42 29%	- -
Asking someone who works for FedEx in person (e.g. the postman/woman)	48 33%	8 42%	37 30%	3 86%	24 36%	18 26%	6 52%	39 32%	8 41%	- -	* 100%	47 33%	- -
Another way (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	2 1%	2 10%	- -	- -	2 3%	- -	- -	2 1%	- -	- -	- -	2 1%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	126	33	28	23	42	11	13	9	11	9	8	6	6	11	25	8	9
Weighted Base	146*	42**	36**	27**	40**	15**	13**	14**	17**	9**	10**	4**	8**	15**	24**	8**	8**
Effective Base	81	21	21	16	24	9	6	6	9	6	3	5	8	13	6	5	
Didn't need this information	27 18%	9 21%	12 33%	3 11%	3 7%	3 21%	2 19%	3 23%	5 31%	4 41%	3 30%	-	-	3 21%	1 3%	2 22%	-
On FedEx's website	74 51%	22 53%	14 38%	15 57%	23 56%	9 60%	5 40%	8 56%	7 43%	1 15%	5 49%	2 56%	5 54%	9 59%	13 55%	3 41%	6 77%
Speaking to someone who works for FedEx over the phone	42 29%	10 24%	7 19%	12 44%	13 32%	1 9%	8 64%	* 3%	2 12%	2 24%	3 26%	2 44%	5 62%	5 33%	9 38%	2 21%	2 24%
Asking someone who works for FedEx in person (e.g. the postman/woman)	48 33%	14 33%	9 24%	10 38%	15 37%	3 19%	5 38%	6 43%	6 35%	2 20%	1 8%	3 79%	4 44%	3 22%	11 47%	* 1%	3 41%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	2 1%	-	-	-	2 5%	-	-	-	-	-	-	-	-	-	-	2 22%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	273	27	246	121	152	115	158	65	59	67	37	21	15	9	124	104	45	24	236	35
Weighted Base	297	34**	263	124*	172	128*	169	73*	69*	72*	40**	22**	12**	9**	142*	111*	43**	20**	237	56*
Effective Base	177	23	154	73	105	71	106	45	41	43	22	12	9	6	86	65	27	15	145	31
Didn't need this information	27 9%	2 6%	25 10%	16 12%	12 7%	11 9%	16 9%	10 13%	8 12%	4 5%	3 7%	2 10%	* 1%	- -	18 13%	7 6%	2 5%	* *	24 10%	3 6%
On Evri's website	176 59%	24 73%	151 58%	61 49%	115 67%c	69 54%	106 63%	38 52%	36 53%	37 51%	31 76%	20 90%	8 64%	7 77%	75 52%	67 60%	34 80%	14 69%	142 60%	32 57%
Speaking to someone who works for Evri over the phone	63 21%	3 10%	60 23%	28 23%	35 20%	39 31%f	24 14%	19 25%	26 38%i	11 15%	7 18%	- -	- -	* 1%	45 32%o	18 16%	* *	* *	39 17%	23 41%r
Asking someone who works for Evri in person (e.g. the postman/woman)	44 15%	1 4%	42 16%	31 25%d	12 7%	27 21%f	17 10%	15 21%	15 22%	9 12%	4 10%	- -	* 1%	* 1%	31 22%	13 11%	* *	* 1%	36 15%	7 13%
Another way (please specify)	13 4%	3 8%	11 4%	- -	13 8%c	3 2%	10 6%	1 1%	- -	6 8%	3 7%	- -	3 25%	1 9%	1 1%	9 8%n	4 9%	4 18%	9 4%	4 6%
I don't know	13 4%	- -	13 5%	7 6%	6 3%	6 4%	7 4%	2 2%	* *	8 12%h	* *	- -	1 10%	1 14%	2 1%	9 8%	2 6%	2 12%	13 5%	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	273	100	66	53	54	166	107	201	68	18	32	65	76	64	173	19	244	87	171	15
Weighted Base	297	95*	72*	69*	60*	167*	129*	237	55*	15**	33**	80*	79*	70*	192	15**	268	84*	193	20**
Effective Base	177	56	41	41	39	97	81	135	42	12	20	45	50	40	115	13	159	51	115	11
Didn't need this information	27 9%	6 7%	9 12%	5 7%	7 11%	15 9%	12 9%	20 8%	7 13%	2 12%	4 13%	8 10%	2 3%	11 15%l	15 8%	2 12%	25 9%	12 14%	12 6%	3 16%
On Evri's website	176 59%	62 66%	41 56%	39 56%	34 57%	103 62%	73 56%	146 62%	27 50%	8 52%	15 45%	43 54%	50 63%	45 65%	108 56%	8 52%	158 59%	40 47%	125 65%q	11 55%
Speaking to someone who works for Evri over the phone	63 21%	19 20%	19 26%	14 21%	12 19%	37 22%	26 20%	53 22%	9 17%	5 30%	6 19%	17 22%	25 32%m	8 12%	49 25%	5 30%	57 21%	22 26%	41 21%	-
Asking someone who works for Evri in person (e.g. the postman/woman)	44 15%	23 24%	6 9%	9 12%	6 10%	29 17%	15 11%	38 16%	5 9%	3 21%	4 11%	13 17%	13 16%	10 15%	30 16%	3 21%	40 15%	25 29%r	18 10%	1 3%
Another way (please specify)	13 4%	1 1%	4 5%	4 6%	4 6%	5 3%	8 6%	6 3%	7 13%g	-	1 4%	2 2%	4 5%	5 7%	7 3%	-	12 5%	3 4%	7 4%	2 11%
I don't know	13 4%	3 3%	* *	6 8%	5 8%	3 2%	10 8%e	7 3%	5 9%	2 11%	4 11%	6 8%	* *	* *	10 5%	2 11%	10 4%	4 5%	6 3%	3 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	273	191	82	31	156	42	53	22	13	26	13	12	17	27	16	16	16	3	39
Weighted Base	297	252	44**	3**	256	19**	18*	4**	9**	49**	19**	15**	27**	41**	35**	38**	24**	***	19**
Effective Base	177	155	23	28	140	22	31	13	13	25	12	12	16	26	16	15	15	3	22
Didn't need this information	27 9%	24 9%	3 8%	* 15%	23 9%	2 9%	2 10%	1 14%	2 18%	3 6%	3 14%	1 8%	- -	4 10%	2 7%	6 17%	2 7%	- -	2 9%
On Evri's website	176 59%	143 57%	33 75%	2 53%	151 59%	13 67%	10 54%	2 59%	4 45%	25 52%	11 61%	12 80%	17 64%	23 56%	15 44%	25 66%	18 75%	* 79%	13 67%
Speaking to someone who works for Evri over the phone	63 21%	59 23%	5 10%	1 16%	56 22%	3 14%	4 22%	1 20%	2 18%	14 29%	5 25%	3 17%	6 23%	11 27%	11 32%	2 5%	3 12%	* 39%	3 14%
Asking someone who works for Evri in person (e.g. the postman/woman)	44 15%	37 15%	7 16%	1 28%	36 14%	2 10%	4 25%	1 25%	* 5%	10 20%	- -	1 9%	1 24%	3 6%	9 24%	6 16%	1 6%	* 39%	2 10%
Another way (please specify)	13 4%	10 4%	3 7%	* 4%	11 4%	1 7%	1 5%	- -	1 13%	3 6%	- -	1 5%	1 6%	2 6%	2 6%	- -	- -	* 21%	1 7%
I don't know	13 4%	11 4%	2 5%	- -	11 4%	* 1%	1 8%	* 5%	- -	- -	- -	- -	2 6%	3 8%	4 12%	2 6%	- -	- -	* 1%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 381

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	273	147	72	190	115	147	9	35	72	6	22	98	118	25	23	8	216	31	132	99	25	12	4	231	16	170	103
Weighted Base	297	148*	79*	200	131*	148*	6**	28**	79*	6**	17**	112*	121*	30**	26**	8**	232	34**	152*	104*	25**	11**	3**	255	15**	201	96*
Effective Base	177	91	50	119	77	91	5	21	50	5	14	60	79	18	17	5	138	21	87	63	17	8	2	150	9	115	63
Didn't need this information	27 / 9%	19 / 13%bc	2 / 3%	22 / 11%	5 / 4%	19 / 13%	2 / 31%	5 / 19%	2 / 3%	-	* / 1%	10 / 9%	8 / 7%	2 / 5%	7 / 26%	1 / 8%	18 / 8%	7 / 22%	14 / 9%	9 / 9%	2 / 9%	1 / 12%	* / 4%	23 / 9%	1 / 10%	17 / 9%	10 / 10%
On Evri's website	176 / 59%	74 / 50%	59 / 74%ac	108 / 54%	93 / 71%ac	74 / 50%	1 / 21%	10 / 37%	59 / 74%	4 / 71%	12 / 72%	77 / 69%l	63 / 52%	23 / 76%	13 / 51%	* / 1%	140 / 60%	13 / 39%	103 / 68%s	52 / 50%	13 / 54%	8 / 69%	-	155 / 61%	8 / 53%	107 / 54%	68 / 71%y
Speaking to someone who works for Evri over the phone	63 / 21%	38 / 25%	14 / 18%	48 / 24%	24 / 19%	38 / 25%	2 / 41%	5 / 17%	14 / 18%	1 / 19%	3 / 18%	23 / 20%	28 / 23%	4 / 13%	4 / 14%	5 / 64%	50 / 22%	9 / 26%	25 / 17%	27 / 26%	7 / 29%	2 / 16%	* / -	52 / 21%	2 / 13%	57 / 28%z	6 / 6%
Asking someone who works for Evri in person (e.g. the postman/woman)	44 / 15%	30 / 20%	8 / 10%	35 / 18%	13 / 10%	30 / 20%	2 / 35%	2 / 8%	8 / 10%	1 / 19%	1 / 9%	23 / 20%	17 / 14%	4 / 12%	-	* / 1%	40 / 17%	*	12 / 8%	25 / 24%r	4 / 18%	2 / 19%	-	37 / 14%	2 / 15%	41 / 21%z	2 / 2%
Another way (please specify)	13 / 4%	5 / 4%	7 / 9%	5 / 3%	7 / 6%	5 / 4%	-	4 / 14%	7 / 9%	-	3 / 18%	3 / 3%	5 / 4%	3 / 11%	2 / 8%	-	8 / 3%	2 / 6%	9 / 6%	3 / 3%	* / 2%	-	1 / 22%	12 / 5%	1 / 5%	6 / 3%	7 / 8%
I don't know	13 / 4%	2 / 2%	4 / 5%	5 / 2%	7 / 5%	2 / 2%	-	2 / 7%	4 / 5%	2 / 29%	1 / 7%	2 / 2%	8 / 7%	* / -	-	2 / 29%	11 / 5%	2 / 7%	4 / 3%	5 / 5%	2 / 7%	-	2 / 72%	9 / 3%	2 / 16%	4 / 4%	5 / 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	273	17	252	4	110	136	27	243	24	5	-	272	1
Weighted Base	297	14**	279	4**	114*	155*	27**	264	25**	7**	-**	296	***
Effective Base	177	8	167	2	65	96	16	159	14	4	-	177	1
Didn't need this information	27 9%	3 20%	24 9%	-	10 9%	14 9%	3 11%	21 8%	4 16%	2 24%	-	27 9%	-
On Evri's website	176 59%	9 63%	164 59%	4 88%	63 55%	98 63%	15 57%	168 64%	8 31%	-	-	176 59%	-
Speaking to someone who works for Evri over the phone	63 21%	2 17%	61 22%	-	26 23%	34 22%	4 13%	51 19%	12 49%	-	-	63 21%	-
Asking someone who works for Evri in person (e.g. the postman/woman)	44 15%	4 28%	39 14%	* 12%	25 22%e	14 9%	5 19%	36 14%	5 19%	3 44%	-	44 15%	* 100%
Another way (please specify)	13 4%	1 4%	13 5%	-	6 5%	7 5%	* 1%	13 5%	-	-	-	13 4%	-
I don't know	13 4%	-	13 5%	-	8 7%	4 3%	1 4%	11 4%	-	2 32%	-	13 4%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	273	77	57	66	73	34	20	23	21	16	20	15	20	31	29	24	20
Weighted Base	297	106*	58*	61*	71*	40**	30**	36**	28**	12**	17**	15**	17**	29**	21**	30**	20**
Effective Base	177	57	36	43	43	24	15	18	17	8	12	9	14	20	14	17	12
Didn't need this information	27 9%	17 16%.b	*	3 4%	8 11%	10 24%	-	7 19%	-	* 1%	* 1%	1 9%	1 6%	* 1%	1 7%	4 15%	2 9%
On Evri's website	176 59%	59 56%	30 51%	42 69%	45 63%	17 43%	20 68%	22 60%	16 55%	6 46%	8 48%	9 61%	9 55%	24 81%	12 56%	19 64%	14 70%
Speaking to someone who works for Evri over the phone	63 21%	14 13%	19 33%.a	16 27%	14 20%	9 21%	3 11%	2 5%	10 35%	4 35%	5 28%	4 30%	6 36%	6 20%	4 17%	7 22%	4 19%
Asking someone who works for Evri in person (e.g. the postman/woman)	44 15%	17 16%	13 23%	5 9%	8 11%	6 15%	1 4%	10 26%	10 36%	2 19%	1 5%	2 14%	2 11%	1 5%	5 22%	1 2%	2 12%
Another way (please specify)	13 4%	8 8%	2 4%	1 2%	2 2%	2 5%	3 10%	3 8%	* 1%	-	2 12%	-	-	1 3%	1 4%	1 2%	-
I don't know	13 4%	8 8%	1 2%	*	3 5%	1 3%	7 23%	-	-	* 1%	1 7%	-	* 1%	-	2 8%	-	2 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	140	6	134	76	64	92	48	31	43	33	18	7	2	6	74	51	15	8	113	26
Weighted Base	160*	7**	153*	86*	74*	107*	53*	34**	51*	43**	17**	9**	4**	2**	86*	59*	15**	6**	120*	40**
Effective Base	91	5	86	49	41	57	34	19	32	23	10	4	2	1	50	33	7	3	70	21
Didn't need this information	19 12%	1 7%	18 12%	8 9%	11 15%	9 8%	10 18%	6 18%	7 13%	3 6%	-	2 21%	1 31%	-	13 15%	3 5%	3 20%	1 19%	13 11%	5 13%
On DPD's website	51 32%	4 50%	47 31%	34 39%	17 24%	36 33%	15 29%	14 41%	12 23%	15 35%	5 30%	2 28%	3 69%	* 11%	26 30%	20 34%	5 36%	3 48%	34 28%	17 43%
Speaking to someone who works for DPD over the phone	57 36%	3 43%	54 35%	33 39%	24 32%	41 39%	16 29%	6 17%	26 51%	14 33%	7 44%	1 16%	-	2 97%	32 37%	21 36%	4 25%	2 36%	42 35%	15 38%
Asking someone who works for DPD in person (e.g. the postman/woman)	59 37%	-	59 39%	36 41%	24 32%	43 40%	16 31%	10 30%	18 36%	18 42%	10 59%	3 33%	-	* 2%	29 33%	28 47%	3 20%	* 1%	49 41%	11 27%
Another way (please specify)	*	*	*	-	*	*	-	-	-	-	-	2%	-	-	-	-	1%	-	*	-
I don't know	5 3%	-	5 3%	-	5 7%	4 4%	* 1%	2 7%	3 5%	-	-	-	-	-	5 6%	-	-	-	4 3%	1 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	140	56	36	21	27	92	48	118	22	8	16	40	41	31	97	8	128	59	76	5
Weighted Base	160*	50**	45**	35**	30**	95*	65*	146*	14**	5**	17**	56**	48**	31**	121*	5**	152*	66*	85*	9**
Effective Base	91	27	25	18	21	52	38	80	13	5	11	30	28	16	68	5	85	38	48	4
Didn't need this information	19 12%	9 18%	1 1%	1 3%	8 27%	9 10%	9 14%	17 11%	2 14%	1 24%	2 15%	11 19%	4 8%	1 2%	17 14%	1 24%	17 11%	6 9%	10 12%	3 29%
On DPD's website	51 32%	10 19%	21 47%	13 36%	8 25%	31 33%	20 31%	44 30%	7 48%	3 61%	4 25%	22 39%	14 28%	6 19%	40 33%	3 61%	46 30%	26 39%	24 28%	1 14%
Speaking to someone who works for DPD over the phone	57 36%	14 28%	18 40%	17 48%	8 27%	32 34%	25 38%	53 37%	4 26%	1 23%	5 32%	16 28%	24 49%	11 34%	45 37%	1 23%	55 36%	23 35%	31 37%	2 26%
Asking someone who works for DPD in person (e.g. the postman/woman)	59 37%	23 46%	14 31%	12 33%	11 37%	37 39%	23 35%	57 39%	3 19%	2 36%	8 49%	19 34%	15 32%	15 47%	43 35%	2 36%	58 38%	29 43%	28 33%	3 30%
Another way (please specify)	*	-	*	-	-	*	-	-	* 1%	-	-	-	*	-	*	-	*	-	*	-
I don't know	5 3%	1 1%	3 6%	1 4%	-	3 4%	1 2%	3 2%	1 10%	-	-	* 1%	2 5%	2 7%	3 2%	-	5 3%	3 5%	2 2%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	140	100	40	22	80	26	19	15	7	8	8	4	10	13	14	4	12	2	24
Weighted Base	160*	141*	19**	4**	140*	10**	7**	3**	6**	16**	12**	5**	17**	21**	34**	10**	19**	***	10**
Effective Base	91	80	11	4	73	14	13	9	7	8	8	4	10	12	14	4	12	2	13
Didn't need this information	19 / 12%	17 / 12%	2 / 9%	* / 2%	17 / 12%	1 / 13%	1 / 7%	* / 4%	-	1 / 8%	1 / 12%	1 / 25%	1 / 8%	3 / 16%	5 / 15%	-	3 / 15%	-	1 / 14%
On DPD's website	51 / 32%	47 / 33%	5 / 23%	1 / 22%	44 / 31%	3 / 35%	3 / 36%	1 / 47%	1 / 25%	4 / 28%	5 / 42%	3 / 49%	8 / 49%	4 / 21%	8 / 23%	8 / 82%	2 / 8%	* / 100%	3 / 33%
Speaking to someone who works for DPD over the phone	57 / 36%	50 / 36%	7 / 34%	3 / 70%	48 / 34%	4 / 39%	4 / 58%	1 / 31%	3 / 48%	4 / 25%	4 / 33%	1 / 24%	8 / 49%	10 / 47%	5 / 13%	3 / 31%	10 / 54%	* / 67%	4 / 39%
Asking someone who works for DPD in person (e.g. the postman/woman)	59 / 37%	51 / 36%	8 / 43%	3 / 71%	54 / 38%	2 / 16%	4 / 52%	* / 19%	4 / 60%	6 / 40%	1 / 12%	-	9 / 51%	4 / 21%	19 / 56%	2 / 18%	8 / 42%	* / 67%	2 / 15%
Another way (please specify)	*	-	* / 1%	* / 3%	-	* / 1%	-	-	-	-	-	-	-	-	-	-	-	-	* / 1%
I don't know	5 / 3%	3 / 2%	2 / 12%	-	4 / 3%	1 / 7%	-	* / 18%	-	-	-	1 / 26%	-	2 / 11%	-	-	-	-	1 / 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	140	78	23	114	59	78	5	11	23	2	6	64	42	22	8	4	106	12	60	58	12	7	2	118	9	116	24
Weighted Base	160*	90*	26**	132*	68*	90*	3**	8**	26**	2**	2**	78*	47**	24**	7**	4**	125*	11**	72*	61*	17**	7**	1**	133*	9**	137*	23**
Effective Base	91	50	15	74	39	50	3	7	15	2	3	41	29	14	5	3	69	7	39	37	8	5	1	76	6	78	13
Didn't need this information	19 / 12%	9 / 10%	3 / 11%	15 / 12%	9 / 14%	9 / 10%	1 / 40%	1 / 15%	3 / 11%	-	-	9 / 12%	6 / 13%	3 / 13%	-	1 / 13%	15 / 12%	1 / 5%	9 / 13%	6 / 9%	4 / 24%	-	-	15 / 11%	-	15 / 11%	3 / 14%
On DPD's website	51 / 32%	33 / 36%	8 / 32%	42 / 31%	17 / 25%	33 / 36%	1 / 34%	3 / 33%	8 / 32%	2 / 100%	2 / 96%	28 / 36%	9 / 19%	9 / 37%	2 / 25%	3 / 83%	37 / 30%	5 / 46%	28 / 39%	14 / 24%	2 / 13%	5 / 66%	1 / 100%	43 / 32%	6 / 71%	41 / 30%	10 / 45%
Speaking to someone who works for DPD over the phone	57 / 36%	37 / 42%	6 / 24%	51 / 38%	19 / 29%	37 / 42%	* / 2%	1 / 15%	6 / 24%	1 / 66%	1 / 69%	24 / 31%	22 / 47%	6 / 26%	5 / 68%	* / 4%	46 / 37%	5 / 45%	22 / 31%	25 / 41%	3 / 21%	5 / 71%	1 / 96%	47 / 35%	6 / 75%	48 / 35%	9 / 41%
Asking someone who works for DPD in person (e.g. the postman/woman)	59 / 37%	30 / 33%	13 / 49%	47 / 35%	30 / 44%	30 / 33%	1 / 24%	2 / 19%	13 / 49%	1 / 66%	1 / 55%	33 / 42%	19 / 41%	5 / 23%	2 / 23%	-	52 / 42%	2 / 15%	22 / 31%	28 / 45%	8 / 46%	1 / 7%	* / 4%	50 / 37%	1 / 7%	56 / 41%	3 / 15%
Another way (please specify)	* / *	* / *	-	* / *	-	* / *	-	* / 2%	-	-	-	-	* / *	-	-	-	* / *	-	-	* / *	-	-	-	* / *	-	-	* / 1%
I don't know	5 / 3%	2 / 2%	* / 2%	4 / 3%	3 / 4%	2 / 2%	-	1 / 17%	* / 2%	-	-	1 / 1%	2 / 5%	1 / 6%	* / 6%	-	3 / 2%	* / 4%	3 / 4%	2 / 3%	-	-	-	5 / 4%	-	3 / 3%	1 / 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

| | Total | Housebound | | | Disability | | | Internet access | | | | | |
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	140	20	117	3	65	67	3	117	18	3	1	138	1
Weighted Base	160*	13**	142*	5**	75*	74*	11**	131*	23**	5**	***	159*	1**
Effective Base	91	10	79	2	41	43	7	75	13	2	1	90	1
Didn't need this information	19 12%	1 9%	17 12%	-	11 14%	7 9%	1 12%	14 11%	4 17%	-	-	18 11%	1 100%
On DPD's website	51 32%	8 60%	43 30%	-	22 29%	27 37%	2 17%	42 32%	6 25%	3 59%	* 100%	51 32%	-
Speaking to someone who works for DPD over the phone	57 36%	5 41%	50 35%	2 41%	21 29%	32 43%	4 36%	51 39%	6 28%	-	-	57 36%	-
Asking someone who works for DPD in person (e.g. the postman/woman)	59 37%	2 16%	54 38%	3 69%	31 42%	25 33%	4 35%	50 38%	7 32%	2 41%	-	59 37%	-
Another way (please specify)	* *	-	* *	-	* *	-	-	* *	-	-	-	* *	-
I don't know	5 3%	-	5 3%	-	-	4 6%	* 4%	5 4%	-	-	-	5 3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	140	33	27	38	42	15	12	6	7	10	10	10	16	12	20	10	12
Weighted Base	160*	41**	31**	41**	46**	17**	17**	7**	7**	13**	12**	9**	21**	11**	16**	16**	15**
Effective Base	91	22	19	24	25	10	9	4	4	8	7	6	11	6	10	7	9
Didn't need this information	19 12%	7 17%	3 10%	1 2%	8 17%	3 19%	1 7%	2 36%	-	3 25%	-	-	-	1 7%	-	4 28%	3 24%
On DPD's website	51 32%	7 16%	13 41%	12 30%	19 41%	2 10%	3 15%	2 34%	3 50%	3 22%	7 56%	1 11%	6 30%	5 43%	6 36%	7 45%	6 43%
Speaking to someone who works for DPD over the phone	57 36%	20 48%	7 22%	18 44%	12 26%	6 37%	11 68%	2 27%	3 41%	2 16%	2 18%	4 51%	9 41%	5 46%	6 39%	-	6 40%
Asking someone who works for DPD in person (e.g. the postman/woman)	59 37%	14 33%	9 28%	18 43%	19 42%	8 47%	3 20%	2 29%	4 64%	4 32%	1 6%	3 39%	10 46%	5 40%	12 73%	4 27%	3 23%
Another way (please specify)	* *	-	* *	-	-	-	-	-	-	-	* 1%	-	-	-	-	-	-
I don't know	5 3%	-	3 10%	1 3%	* 1%	-	-	-	-	1 6%	2 19%	-	1 7%	-	-	-	* 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	133	5	128	72	61	86	47	28	29	38	19	11	3	5	57	57	19	8	114	18
Weighted Base	141*	6**	135*	70*	71*	90*	51*	30**	36**	41**	14**	14**	2**	5**	66*	55*	20**	7**	111*	29**
Effective Base	80	4	76	39	40	48	32	18	19	22	9	7	2	4	37	31	12	5	66	14
Didn't need this information	12 8%	2 30%	10 7%	3 5%	9 12%	6 7%	6 11%	* *	4 12%	3 9%	* 1%	- -	1 79%	3 55%	4 6%	4 7%	4 20%	4 61%	12 11%	- -
On Parcelforce's website	68 48%	4 70%	64 47%	31 44%	37 52%	46 51%	22 43%	12 41%	13 37%	23 56%	11 78%	8 59%	* 21%	* 1%	26 39%	34 62%	8 42%	* 6%	50 45%	17 58%
Speaking to someone who works for Parcelforce over the phone	33 23%	- -	33 24%	20 28%	13 18%	22 24%	11 22%	7 24%	15 41%	5 12%	4 29%	1 11%	- -	* 1%	22 33%	9 17%	2 7%	* 1%	23 21%	10 33%
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	52 37%	- -	52 38%	30 42%	22 31%	37 41%	15 29%	13 43%	16 43%	17 41%	3 21%	2 17%	- -	1 23%	29 43%	20 36%	3 17%	1 17%	41 37%	11 37%
Another way (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	3 2%	- -	3 2%	2 3%	1 2%	1 1%	2 4%	* 1%	- -	- -	- -	2 13%	- -	1 22%	* 1%	- -	3 14%	1 17%	3 3%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (Declared) Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (Combined) Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	133	59	33	19	22	92	41	112	20	12	11	43	37	28	91	12	119	63	67	3
Weighted Base	141*	63*	31**	24**	23**	94*	47*	128*	12**	7**	15**	50**	38**	31**	103*	7**	133*	58*	78*	5**
Effective Base	80	32	19	15	16	50	30	69	12	7	7	29	22	16	58	7	73	34	43	3
Didn't need this information	12 8%	3 4%	2 6%	4 17%	3 14%	5 5%	7 16%	8 6%	2 20%	-	-	1 3%	8 21%	1 5%	9 9%	-	11 8%	4 6%	8 11%	-
On Parcelforce's website	68 48%	36 57%	16 53%	12 48%	4 19%	52 56%	16 34%	66 51%	2 20%	4 52%	8 52%	24 49%	14 38%	18 59%	46 45%	4 52%	64 48%	25 44%	39 49%	4 77%
Speaking to someone who works for Parcelforce over the phone	33 23%	13 20%	10 34%	4 16%	6 24%	23 25%	10 20%	29 23%	3 27%	3 36%	7 45%	12 24%	8 22%	4 12%	27 26%	3 36%	30 23%	19 33%	13 17%	-
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	52 37%	25 39%	6 21%	10 40%	11 48%	31 33%	21 44%	45 35%	6 55%	3 40%	6 40%	20 41%	12 33%	10 34%	39 38%	3 40%	49 37%	25 43%	26 33%	1 23%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3 2%	-	* -	1 1%	2 5%	* -	3 6%	2 2%	1 10%	* 5%	-	3 6%	-	-	3 3%	* 5%	3 2%	* 1%	3 4%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	133	85	48	18	70	23	27	13	5	7	3	6	11	11	14	5	8	2	21
Weighted Base	141*	118*	23**	3**	121*	10**	8**	2**	4**	14**	5**	8**	19**	16**	33**	13**	10**	1**	9**
Effective Base	80	67	13	6	62	11	18	9	5	7	3	6	11	11	14	5	8		
Didn't need this information	12 / 8%	11 / 10%	1 / 3%	* / 13%	11 / 9%	* / 2%	* / 6%	-	-	-	-	-	2 / 10%	5 / 30%	-	4 / 29%	1 / 9%	-	* / 3%
On Parcelforce's website	68 / 48%	51 / 43%	17 / 74%	1 / 38%	59 / 48%	4 / 40%	4 / 53%	1 / 63%	2 / 48%	3 / 20%	2 / 42%	4 / 46%	9 / 47%	7 / 44%	22 / 65%	7 / 52%	4 / 44%	1 / 100%	3 / 34%
Speaking to someone who works for Parcelforce over the phone	33 / 23%	26 / 22%	7 / 30%	* / 9%	27 / 22%	3 / 28%	3 / 34%	* / 10%	2 / 57%	-	1 / 26%	4 / 51%	4 / 23%	2 / 15%	5 / 15%	7 / 52%	1 / 11%	* / 15%	3 / 29%
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	52 / 37%	46 / 39%	6 / 26%	2 / 57%	42 / 34%	4 / 44%	4 / 57%	1 / 50%	2 / 38%	10 / 72%	1 / 32%	1 / 16%	6 / 34%	3 / 18%	9 / 27%	6 / 43%	4 / 36%	1 / 100%	4 / 38%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3 / 2%	3 / 3%	-	-	3 / 2%	-	* / 5%	-	-	1 / 8%	-	-	2 / 9%	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	133	68	32	98	62	68	7	8	32	2	7	55	48	17	7	5	103	12	59	57	8	5	4	116	9	107	26
Weighted Base	141*	72*	34**	105*	67*	72*	4**	5**	34**	2**	4**	59*	50*	22**	6**	4**	109*	10**	64*	59*	12**	4**	3**	122*	7**	118*	24**
Effective Base	80	39	21	57	40	39	4	5	21	2	4	30	33	12	4	2	62	7	35	34	6	3	2	69	5	66	14
Didn't need this information	12 8%	9 13%	3 8%	9 9%	3 4%	9 13%	-	2 45%	3 8%	-	-	5 9%	4 7%	1 4%	2 26%	* 12%	9 8%	2 20%	5 7%	7 12%	-	-	-	12 10%	-	8 7%	4 17%
On Parcelforce's website	68 48%	35 49%	15 44%	53 51%	33 49%	35 49%	1 26%	1 10%	15 44%	1 66%	2 45%	32 54%	26 52%	8 35%	* 5%	2 54%	58 53%	2 24%	35 56%	23 40%	7 58%	2 51%	* 9%	59 48%	2 36%	57 48%	11 48%
Speaking to someone who works for Parcelforce over the phone	33 23%	16 22%	9 26%	24 23%	17 25%	16 22%	1 19%	1 23%	9 26%	2 100%	2 55%	11 18%	10 20%	9 41%	1 24%	1 34%	21 19%	3 28%	14 22%	16 28%	1 8%	* 3%	1 47%	30 25%	1 20%	27 23%	6 24%
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	52 37%	25 35%	10 28%	40 38%	24 36%	25 35%	2 46%	2 45%	10 28%	1 66%	1 39%	22 37%	18 37%	9 38%	2 27%	1 34%	40 37%	3 29%	23 36%	21 36%	4 35%	2 49%	1 52%	44 36%	3 50%	45 38%	6 27%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3 2%	* 1%	3 8%	* *	3 4%	* 1%	- 10%	-	3 8%	-	1 31%	* 1%	2 3%	-	1 18%	-	2 2%	1 12%	2 3%	-	-	-	1 43%	2 2%	1 16%	* *	3 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	11	119	3	64	60	9	111	18	4	-	133	-
Weighted Base	141*	9**	126*	6**	73*	58*	10**	117*	20**	4**	-**	141*	-**
Effective Base	80	6	72	2	38	36	7	65	12	3	-	80	-
Didn't need this information	12 8%	1 16%	11 8%	-	9 12%	3 6%	-	12 10%	* *	-	-	12 8%	-
On Parcelforce's website	68 48%	2 23%	60 48%	6 100%	33 45%	33 58%	2 20%	57 48%	8 38%	4 90%	-	68 48%	-
Speaking to someone who works for Parcelforce over the phone	33 23%	1 12%	32 25%	-	18 25%	12 21%	2 24%	29 25%	4 19%	-	-	33 23%	-
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	52 37%	6 61%	44 35%	2 43%	27 37%	19 33%	6 56%	39 34%	12 61%	* 10%	-	52 37%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3 2%	-	3 3%	-	1 2%	2 4%	-	3 3%	-	-	-	3 2%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	36	29	31	37	10	15	11	10	5	14	6	10	15	19	8	10
Weighted Base	141*	44**	32**	31**	34**	13**	19**	12**	13**	5**	14**	5**	8**	18**	12**	11**	11**
Effective Base	80	22	20	19	19	7	9	7	8	3	9	4	5	11	8	5	7
Didn't need this information	12 8%	2 5%	4 14%	3 10%	2 6%	* 1%	2 12%	-	3 26%	1 21%	-	-	* 1%	3 18%	* 3%	-	2 14%
On Parcelforce's website	68 48%	22 49%	10 31%	17 54%	20 59%	9 65%	9 49%	3 29%	4 29%	2 36%	5 32%	2 42%	4 50%	11 59%	8 62%	6 55%	7 59%
Speaking to someone who works for Parcelforce over the phone	33 23%	7 16%	6 18%	10 33%	10 29%	-	5 28%	2 16%	2 18%	* 3%	3 22%	1 27%	5 62%	4 20%	3 25%	3 24%	4 37%
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	52 37%	23 52%	10 32%	9 30%	9 26%	7 53%	9 48%	7 59%	4 27%	* 6%	7 46%	1 33%	5 56%	3 18%	5 39%	2 21%	2 17%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3 2%	-	3 9%	* 1%	-	-	-	-	-	2 37%	1 8%	-	* 4%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 384

QJ4_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	106	4	102	69	37	75	31	28	35	23	15	4	-	1	63	38	5	1	86	18
Weighted Base	118*	4**	114*	74*	44**	82*	36**	32**	41**	28**	10**	7**	-**	***	73*	38**	7**	***	90*	26**
Effective Base	68	4	65	42	26	46	22	19	24	14	8	3	-	1	43	22	3	1	52	15
Didn't need this information	15 / 13%	-	15 / 13%	14 / 19%	1 / 2%	10 / 12%	5 / 14%	7 / 21%	7 / 18%	1 / 4%	-	-	-	-	14 / 19%	1 / 3%	-	-	7 / 8%	8 / 30%
On TNT's website	49 / 42%	3 / 73%	46 / 41%	30 / 41%	20 / 44%	38 / 46%	12 / 33%	11 / 35%	14 / 35%	13 / 46%	7 / 74%	4 / 58%	-	* / 100%	25 / 35%	20 / 53%	4 / 59%	* / 100%	44 / 49%	4 / 16%
Speaking to someone who works for TNT over the phone	42 / 36%	-	42 / 37%	28 / 38%	14 / 32%	28 / 34%	14 / 39%	14 / 44%	15 / 37%	3 / 11%	4 / 41%	5 / 75%	-	* / 100%	29 / 40%	7 / 19%	5 / 75%	* / 100%	31 / 35%	11 / 41%
Asking someone who works for TNT in person (e.g. the postman/woman)	37 / 32%	-	37 / 33%	24 / 32%	14 / 30%	29 / 35%	8 / 23%	7 / 23%	17 / 41%	10 / 36%	3 / 27%	* / 2%	-	* / 100%	24 / 33%	13 / 34%	* / 3%	* / 100%	29 / 33%	8 / 30%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 / 1%	1 / 27%	-	-	1 / 3%	-	1 / 3%	-	-	1 / 4%	-	-	-	-	-	1 / 3%	-	-	1 / 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	106	55	25	13	13	80	26	94	12	8	11	27	36	23	74	8	97	53	52	1
Weighted Base	118*	53**	29**	21**	16**	81*	37**	109*	9**	7**	12**	32**	42**	25**	86*	7**	111*	52*	63*	3**
Effective Base	68	29	17	12	10	46	22	62	6	6	7	20	24	12	51	6	63	31	36	1
Didn't need this information	15 13%	8 14%	1 5%	3 13%	3 22%	9 11%	6 17%	14 13%	1 12%	3 41%	4 33%	3 10%	2 6%	3 11%	10 11%	3 41%	12 11%	8 16%	7 11%	-
On TNT's website	49 42%	24 45%	7 25%	12 59%	6 39%	31 38%	19 51%	46 42%	3 39%	3 50%	2 21%	14 43%	12 29%	18 72%	28 33%	3 50%	46 41%	20 38%	30 47%	-
Speaking to someone who works for TNT over the phone	42 36%	16 30%	15 52%	6 28%	5 34%	31 38%	11 31%	36 33%	6 65%	1 16%	2 14%	13 39%	19 46%	7 29%	34 39%	1 16%	41 37%	23 45%	16 25%	3 100%
Asking someone who works for TNT in person (e.g. the postman/woman)	37 32%	16 30%	9 32%	7 36%	5 29%	25 31%	12 33%	34 31%	3 36%	2 25%	6 52%	10 30%	16 37%	4 16%	32 37%	2 25%	36 32%	19 36%	18 29%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 1%	1 2%	-	-	-	1 1%	-	1 1%	-	-	-	-	1 3%	-	1 1%	-	1 1%	-	1 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	106	71	35	14	62	14	19	11	6	8	7	5	11	9	9	3	4	2	12
Weighted Base	118*	101*	17**	3**	106*	4**	5**	3**	5**	17**	12**	7**	18**	12**	22**	7**	6**	1**	3**
Effective Base	68	58	10	3	56	8	10	7	6	8	7	5	10	9	9	3	4	1	6
Didn't need this information	15 / 13%	14 / 13%	2 / 9%	* / 5%	15 / 14%	* / 2%	* / 4%	-	1 / 19%	-	1 / 12%	1 / 20%	1 / 8%	1 / 8%	5 / 22%	2 / 34%	1 / 25%	-	* / 2%
On TNT's website	49 / 42%	40 / 40%	9 / 54%	* / 13%	45 / 43%	2 / 35%	2 / 42%	* / 14%	1 / 21%	3 / 17%	7 / 60%	4 / 59%	9 / 49%	8 / 71%	7 / 34%	2 / 34%	3 / 53%	* / 15%	1 / 41%
Speaking to someone who works for TNT over the phone	42 / 36%	37 / 36%	5 / 31%	1 / 23%	35 / 33%	3 / 68%	4 / 65%	1 / 24%	1 / 16%	4 / 23%	2 / 13%	2 / 37%	9 / 51%	3 / 22%	12 / 54%	2 / 34%	-	1 / 100%	2 / 59%
Asking someone who works for TNT in person (e.g. the postman/woman)	37 / 32%	31 / 31%	6 / 36%	2 / 74%	32 / 30%	1 / 14%	3 / 57%	2 / 70%	3 / 65%	10 / 61%	5 / 41%	1 / 19%	9 / 47%	-	-	2 / 32%	1 / 23%	* / 15%	* / 13%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 / 1%	1 / 1%	-	-	1 / 1%	-	-	-	-	-	-	-	-	-	1 / 10%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	106	67	11	95	39	67	5	9	11	2	2	41	35	16	8	5	76	13	41	46	12	4	3	87	7	103	3
Weighted Base	118*	75*	14**	104*	43**	75*	4**	6**	14**	2**	2**	46**	40**	21**	6**	5**	86*	11**	46**	50**	15**	6**	1**	96*	7**	112*	6**
Effective Base	68	41	8	60	27	41	3	4	8	2	2	24	26	12	4	3	49	8	27	28	8	4	1	55	5	65	3
Didn't need this information	15 13%	10 14%	2 18%	13 12%	5 11%	10 14%	1 38%	1 18%	2 18%	-	-	7 16%	6 16%	1 7%	-	* 3%	14 16%	* 1%	10 21%	* *	2 17%	3 50%	-	10 10%	3 40%	15 14%	-
On TNT's website	49 42%	32 43%	7 53%	42 41%	17 40%	32 43%	2 61%	2 40%	7 53%	1 66%	1 66%	17 36%	18 46%	9 44%	3 54%	2 41%	35 41%	5 48%	20 42%	22 44%	8 52%	-	* 11%	42 43%	* 2%	48 43%	2 24%
Speaking to someone who works for TNT over the phone	42 36%	28 37%	4 30%	38 36%	14 33%	28 37%	-	5 80%	4 30%	1 66%	1 66%	18 40%	14 35%	8 36%	* 8%	1 28%	33 38%	2 17%	14 29%	26 53%	1 6%	-	1 89%	40 41%	1 17%	37 33%	5 76%
Asking someone who works for TNT in person (e.g. the postman/woman)	37 32%	19 26%	2 16%	35 34%	18 41%	19 26%	* 1%	* 2%	2 16%	2 100%	2 100%	15 32%	13 32%	6 29%	2 38%	1 28%	27 32%	4 33%	10 22%	20 41%	4 28%	3 50%	-	30 31%	3 40%	37 33%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 1%	1 2%	-	1 1%	-	1 2%	-	-	-	-	-	-	1 3%	-	-	-	1 1%	-	1 2%	-	-	-	-	1 1%	-	1 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	106	17	87	2	52	45	2	87	16	2	1	105	-
Weighted Base	118*	10**	105*	3**	58*	52*	8**	97*	19**	2**	***	118*	-**
Effective Base	68	7	60	1	31	31	6	55	11	1	1	68	-
Didn't need this information	15 / 13%	3 / 34%	12 / 11%	-	9 / 16%	5 / 9%	1 / 17%	11 / 12%	2 / 13%	2 / 100%	-	15 / 13%	-
On TNT's website	49 / 42%	3 / 25%	46 / 44%	*	19 / 33%	28 / 54%	2 / 30%	42 / 43%	8 / 40%	-	-	49 / 42%	-
Speaking to someone who works for TNT over the phone	42 / 36%	1 / 15%	38 / 36%	3 / 85%	19 / 32%	20 / 38%	3 / 41%	36 / 37%	6 / 29%	-	* / 100%	42 / 35%	-
Asking someone who works for TNT in person (e.g. the postman/woman)	37 / 32%	4 / 40%	33 / 31%	* / 15%	22 / 37%	13 / 25%	3 / 35%	32 / 33%	6 / 29%	-	-	37 / 32%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 / 1%	-	1 / 1%	-	-	1 / 2%	-	1 / 1%	-	-	-	1 / 1%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	106	30	25	22	29	13	11	6	9	6	10	5	6	11	19	7	3
Weighted Base	118*	43**	30**	21**	24**	15**	20**	9**	12**	5**	12**	4**	6**	10**	13**	8**	3**
Effective Base	68	23	18	12	14	10	9	5	7	3	7	3	4	6	9	4	2
Didn't need this information	15 13%	8 18%	6 21%	1 5%	* 1%	3 20%	2 13%	2 27%	2 18%	1 27%	2 20%	* 1%	1 15%	- -	* 1%	* 1%	- -
On TNT's website	49 42%	14 34%	12 42%	14 69%	8 35%	5 35%	9 48%	- -	5 40%	2 34%	6 47%	1 35%	5 84%	7 72%	6 45%	1 17%	1 34%
Speaking to someone who works for TNT over the phone	42 36%	14 31%	12 40%	4 18%	13 53%	2 11%	10 52%	2 20%	7 54%	- -	5 41%	2 50%	* 1%	2 16%	6 41%	6 82%	1 34%
Asking someone who works for TNT in person (e.g. the postman/woman)	37 32%	18 42%	4 15%	4 18%	11 46%	8 54%	5 27%	5 53%	2 17%	2 40%	* 1%	1 14%	1 8%	3 26%	7 49%	1 17%	3 100%
Another way (please specify)	- *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	1 1%	- -	- -	1 6%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 385

QJ4_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	121	5	116	79	42	80	41	25	40	32	14	5	3	2	65	46	10	5	97	23
Weighted Base	143*	6**	137*	93*	50**	96*	47*	34**	50**	35**	13**	5**	5**	2**	84*	48**	12**	7**	109*	34**
Effective Base	79	4	75	49	30	49	31	19	27	19	8	3	2	1	46	27	6	3	60	19
Didn't need this information	17 12%	-	17 12%	12 13%	4 9%	13 14%	4 8%	3 10%	6 13%	2 5%	-	3 62%	3 54%	-	9 11%	2 4%	5 48%	3 39%	13 12%	3 10%
On UPS's website	49 34%	3 50%	46 34%	34 36%	15 30%	37 39%	12 25%	14 40%	16 32%	11 31%	5 36%	2 38%	2 40%	* 3%	30 35%	16 33%	4 33%	2 29%	35 32%	14 41%
Speaking to someone who works for UPS over the phone	55 39%	3 50%	52 38%	27 29%	28 57%	34 36%	21 45%	16 49%	18 36%	9 25%	9 75%	-	* 7%	2 100%	34 41%	18 39%	2 20%	2 33%	37 34%	18 53%
Asking someone who works for UPS in person (e.g. the postman/woman)	58 41%	-	58 42%	51 55%	7 14%	43 45%	15 32%	10 29%	25 51%	17 48%	6 46%	-	-	* 3%	35 42%	23 48%	* *	* 1%	47 44%	10 31%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	8 5%	-	8 6%	-	8 16%	2 2%	6 13%e	2 6%	1 3%	3 8%	2 13%	-	-	-	3 4%	4 9%	-	-	8 7%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per ye (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	Income (per year) - Declared £11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	121	67	19	20	15	86	35	107	13	9	12	31	38	29	81	9	111	61	58	2
Weighted Base	143*	71*	21**	33**	18**	91*	51**	133*	8**	7**	17**	46**	42**	31**	105*	7**	136*	71*	71**	1**
Effective Base	79	38	13	17	11	51	28	72	8	6	8	23	25	18	56	6	74	37	41	1
Didn't need this information	17 12%	9 13%	1 6%	5 14%	2 9%	10 11%	6 12%	14 11%	2 28%	-	4 24%	4 9%	4 10%	4 14%	12 12%	-	17 12%	12 17%	4 5%	1 84%
On UPS's website	49 34%	32 45%	6 31%	5 15%	6 31%	38 42%	11 21%	45 34%	4 48%	3 47%	6 36%	21 46%	8 19%	10 34%	35 33%	3 47%	45 34%	22 32%	26 37%	* 16%
Speaking to someone who works for UPS over the phone	55 39%	21 30%	14 66%	15 45%	5 30%	35 38%	20 39%	51 38%	2 31%	3 50%	8 50%	17 36%	21 49%	6 18%	46 44%	3 50%	52 38%	25 35%	30 43%	-
Asking someone who works for UPS in person (e.g. the postman/woman)	58 41%	27 38%	12 57%	12 36%	7 38%	39 43%	19 37%	56 42%	2 25%	2 35%	6 34%	20 45%	16 37%	14 45%	42 40%	2 35%	55 41%	37 53%r	20 29%	* 16%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	8 5%	5 7%	-	2 5%	1 8%	5 5%	3 6%	8 6%	-	-	-	2 4%	3 7%	3 9%	5 5%	-	8 6%	-	8 11%q	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	121	85	36	12	70	18	21	12	4	9	8	5	12	14	9	6	3	2	16
Weighted Base	143*	114*	28**	3**	124*	9**	7**	2**	3**	19**	14**	7**	20**	20**	20**	17**	5**	1**	8**
Effective Base	79	68	12	2	63	13	13	7	4	9	8	5	11	13	9	6	3	-	11
Didn't need this information	17 12%	14 12%	3 9%	* 4%	14 11%	2 18%	1 9%	* 18%	-	-	2 11%	-	5 25%	3 13%	2 12%	3 15%	-	-	2 20%
On UPS's website	49 34%	36 31%	13 47%	2 69%	41 33%	4 48%	2 28%	1 53%	1 30%	2 11%	3 25%	1 15%	3 16%	8 40%	5 22%	15 85%	4 70%	1 100%	3 40%
Speaking to someone who works for UPS over the phone	55 39%	43 37%	13 44%	3 90%	47 38%	2 27%	5 66%	1 34%	2 72%	8 42%	4 27%	-	7 38%	12 58%	6 28%	7 38%	2 41%	* 13%	2 29%
Asking someone who works for UPS in person (e.g. the postman/woman)	58 41%	48 42%	10 35%	2 76%	51 41%	3 33%	4 55%	* 10%	2 58%	10 54%	8 57%	4 60%	8 43%	1 6%	12 58%	4 21%	2 41%	* 13%	3 35%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	8 5%	3 3%	4 16%	-	8 6%	-	-	-	-	5 25%	-	2 25%	-	-	-	-	1 30%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	121	78	11	110	43	78	5	6	11	1	3	51	48	14	5	3	99	8	48	52	13	4	2	100	6	113	8
Weighted Base	143*	89*	17**	125*	54**	89*	2**	2**	17**	1**	3**	64*	51*	22**	2**	4**	114*	6**	63*	59*	15**	4**	1**	121*	5**	133*	9**
Effective Base	79	49	9	70	29	49	3	2	9	1	3	32	33	11	3	2	64	4	31	35	9	3	1	65	5	74	5
Didn't need this information	17 12%	15 17%	2 11%	15 12%	2 4%	15 17%	-	1 43%	2 11%	-	1 35%	9 14%	5 9%	3 12%	-	* 4%	14 12%	* 2%	9 14%	5 8%	1 10%	1 31%	-	14 12%	1 23%	17 12%	-
On UPS's website	49 34%	29 33%	5 32%	43 35%	20 37%	29 33%	2 81%	1 51%	5 32%	1 100%	1 33%	29 45%	9 18%	9 41%	-	2 56%	38 33%	2 34%	26 41%	19 33%	3 23%	* 9%	* 8%	45 37%	* 9%	44 33%	5 56%
Speaking to someone who works for UPS over the phone	55 39%	29 32%	8 48%	47 37%	26 49%	29 32%	* 19%	* 4%	8 48%	1 100%	2 65%	17 27%	20 40%	15 65%	2 69%	1 40%	37 33%	3 51%	19 31%	27 46%	5 36%	2 60%	-	46 38%	2 44%	49 36%	6 70%
Asking someone who works for UPS in person (e.g. the postman/woman)	58 41%	40 45%	4 22%	54 43%	18 34%	40 45%	-	* 2%	4 22%	1 100%	1 33%	27 43%	24 47%	5 21%	1 31%	1 40%	51 45%	2 36%	24 38%	25 42%	6 39%	2 60%	1 92%	49 40%	4 68%	57 43%	1 9%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	8 5%	6 7%	-	8 6%	2 4%	6 7%	-	-	-	-	-	4 7%	4 7%	-	-	-	8 7%	-	4 7%	4 6%	-	-	-	8 6%	-	8 6%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	121	19	101	1	54	57	10	102	17	1	1	120	-
Weighted Base	143*	23**	118*	2**	66*	66*	11**	117*	23**	3**	***	143*	-**
Effective Base	79	11	67	1	32	41	7	65	13	1	1	79	-
Didn't need this information	17 12%	3 12%	14 12%	-	11 16%	3 5%	3 29%	10 9%	4 16%	3 100%	-	17 12%	-
On UPS's website	49 34%	12 51%	37 31%	-	27 41%	19 29%	3 25%	45 38%	4 17%	-	-	49 34%	-
Speaking to someone who works for UPS over the phone	55 39%	4 17%	50 42%	2 100%	19 29%	33 50%	3 26%	47 40%	8 36%	-	* 100%	55 39%	-
Asking someone who works for UPS in person (e.g. the postman/woman)	58 41%	13 57%	43 36%	2 100%	27 41%	26 39%	5 48%	51 43%	7 31%	-	-	58 41%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	8 5%	-	8 7%	-	3 4%	5 8%	-	5 4%	3 12%	-	-	8 5%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	121	35	21	31	34	15	12	8	6	5	10	9	6	16	21	5	8
Weighted Base	143*	47**	29**	35**	32**	21**	16**	10**	10**	5**	14**	7**	10**	18**	18**	5**	9**
Effective Base	79	23	17	20	19	12	8	4	6	4	7	5	4	11	10	4	5
Didn't need this information	17 12%	4 9%	2 7%	3 7%	8 24%	2 7%	-	3 29%	-	2 42%	-	-	3 26%	-	3 14%	-	5 57%
On UPS's website	49 34%	18 39%	7 23%	14 40%	10 32%	4 19%	10 65%	4 38%	-	1 21%	6 40%	4 55%	4 36%	7 36%	8 45%	1 20%	1 13%
Speaking to someone who works for UPS over the phone	55 39%	20 42%	10 33%	15 44%	10 33%	9 44%	10 59%	1 10%	4 36%	-	6 44%	3 44%	3 31%	9 50%	5 25%	2 41%	4 43%
Asking someone who works for UPS in person (e.g. the postman/woman)	58 41%	21 45%	9 32%	11 30%	17 53%	6 31%	9 54%	6 59%	5 50%	2 37%	2 17%	1 14%	4 38%	6 32%	13 70%	1 19%	4 40%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	8 5%	2 3%	1 5%	3 8%	2 6%	2 8%	-	-	1 14%	-	-	-	-	3 15%	-	2 39%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	130	7	123	77	53	84	46	38	36	29	18	7	-	2	74	47	9	2	103	25
Weighted Base	152*	8**	144*	83*	69*	98*	55*	55**	40**	31**	14**	10**	-**	2**	95*	45**	12**	2**	107*	44**
Effective Base	82	6	76	45	37	50	32	29	22	16	8	5	-	1	51	24	6	1	60	21
Didn't need this information	17 11%	-	17 12%	6 7%	11 16%	7 7%	10 18%	9 16%	5 12%	3 10%	* 2%	-	-	-	14 14%	3 8%	-	-	13 12%	4 10%
On UK Mail's website	62 41%	5 58%	58 40%	39 47%	23 34%	46 47%	16 30%	29 52%	11 27%	10 32%	6 41%	5 53%	-	2 100%	39 41%	16 35%	7 61%	2 100%	39 36%	24 54%
Speaking to someone who works for UK Mail over the phone	60 39%	3 30%	57 40%	27 32%	33 47%	38 39%	22 40%	20 36%	16 40%	12 38%	6 40%	6 64%	-	* 3%	36 38%	17 39%	7 54%	* 3%	39 37%	19 43%
Asking someone who works for UK Mail in person (e.g. the postman/woman)	45 30%	1 11%	44 31%	36 43%d	10 14%	31 32%	14 26%	10 18%	19 48%	9 29%	5 34%	3 27%	-	* 3%	29 30%	14 31%	3 23%	* 3%	42 39%	4 8%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 1%	-	1 1%	-	1 1%	1 1%	-	-	1 2%	-	-	-	-	-	1 1%	-	-	-	-	1 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	130	55	33	21	21	88	42	109	20	10	17	39	42	20	98	10	118	63	60	7
Weighted Base	152*	59**	36**	34**	23**	95*	57*	135*	17**	10**	22**	52**	45**	23**	119*	10**	142*	64*	80*	8**
Effective Base	82	29	21	18	14	50	32	70	14	6	12	25	26	12	64	6	76	35	42	4
Didn't need this information	17 11%	11 19%	2 5%	2 5%	2 10%	13 14%	4 7%	15 11%	2 11%	2 18%	6 29%	* *	6 13%	3 14%	12 10%	2 18%	15 11%	5 8%	10 12%	2 31%
On UK Mail's website	62 41%	31 52%	15 41%	10 29%	7 30%	46 48%	17 30%	58 43%	5 27%	6 57%	6 29%	21 40%	20 45%	9 39%	48 40%	6 57%	57 40%	26 40%	35 44%	1 17%
Speaking to someone who works for UK Mail over the phone	60 39%	15 25%	16 43%	19 57%	10 43%	30 32%	29 51%	53 39%	7 37%	4 36%	4 18%	27 52%	18 40%	7 31%	49 41%	4 36%	56 40%	34 53%r	23 29%	3 35%
Asking someone who works for UK Mail in person (e.g. the postman/woman)	45 30%	20 33%	14 38%	6 16%	7 29%	33 35%	12 21%	38 28%	8 45%	3 28%	7 32%	18 34%	11 25%	7 29%	36 30%	3 28%	43 30%	21 33%	23 29%	1 17%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 1%	-	1 3%	-	-	1 1%	-	1 1%	-	-	-	1 2%	-	-	1 1%	-	1 1%	-	1 1%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	130	91	39	22	75	17	25	13	5	8	8	6	9	11	17	7	4	1	16
Weighted Base	152*	131*	21**	5**	135*	7**	8**	3**	4**	15**	14**	8**	14**	17**	40**	19**	6**	***	6**
Effective Base	82	72	10	5	67	10	15	8	5	8	8	6	8	10	17	7	4	1	9
Didn't need this information	17 11%	11 8%	6 29%	1 13%	15 11%	* 2%	1 17%	* 6%	-	3 18%	-	-	-	4 25%	7 17%	2 10%	-	* 100%	-
On UK Mail's website	62 41%	54 41%	8 39%	2 35%	56 41%	3 46%	2 33%	1 31%	1 14%	3 22%	3 23%	5 68%	8 59%	6 35%	21 52%	9 49%	-	-	3 47%
Speaking to someone who works for UK Mail over the phone	60 39%	51 39%	9 42%	2 48%	52 39%	3 40%	4 54%	1 29%	2 38%	5 33%	9 63%	1 14%	10 72%	8 48%	11 28%	6 31%	1 19%	-	3 41%
Asking someone who works for UK Mail in person (e.g. the postman/woman)	45 30%	38 29%	7 34%	1 12%	39 29%	2 38%	3 42%	1 38%	1 24%	7 46%	2 15%	3 34%	4 31%	-	9 22%	8 45%	5 81%	-	2 38%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 1%	1 1%	-	-	1 1%	-	-	-	1 24%	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	130	79	20	109	50	79	7	10	20	2	6	47	55	14	9	5	102	14	50	58	17	1	4	108	5	120	10
Weighted Base	152*	88*	27**	123*	61*	88*	7**	7**	27**	2**	7**	65**	58*	18**	7**	4**	123*	11**	66*	64*	17**	1**	5**	130*	6**	140*	13**
Effective Base	82	46	15	66	35	46	4	5	15	2	5	29	37	11	6	2	64	8	32	36	12	1	3	67	4	76	6
Didn't need this information	17 / 11%	10 / 11%	5 / 18%	10 / 8%	5 / 8%	10 / 11%	2 / 26%	2 / 26%	5 / 18%	-	-	12 / 19%	2 / 4%	2 / 9%	1 / 7%	* / 7%	15 / 12%	1 / 7%	8 / 13%	6 / 10%	2 / 14%	-	-	15 / 11%	-	14 / 10%	3 / 22%
On UK Mail's website	62 / 41%	39 / 44%	10 / 39%	52 / 42%	24 / 39%	39 / 44%	3 / 38%	1 / 19%	10 / 39%	2 / 100%	2 / 26%	32 / 50%	22 / 38%	8 / 46%	-	-	54 / 44%	-	29 / 44%	30 / 46%	3 / 17%	-	1 / 27%	58 / 45%	1 / 23%	61 / 44%	1 / 10%
Speaking to someone who works for UK Mail over the phone	60 / 39%	33 / 37%	8 / 31%	52 / 42%	27 / 44%	33 / 37%	2 / 35%	3 / 39%	8 / 31%	1 / 66%	4 / 58%	22 / 34%	26 / 44%	10 / 52%	2 / 31%	* / 3%	48 / 39%	2 / 21%	28 / 42%	24 / 38%	6 / 36%	1 / 100%	1 / 22%	52 / 40%	2 / 33%	53 / 38%	7 / 53%
Asking someone who works for UK Mail in person (e.g. the postman/woman)	45 / 30%	28 / 31%	8 / 31%	37 / 30%	18 / 29%	28 / 31%	2 / 25%	2 / 33%	8 / 31%	1 / 66%	3 / 51%	18 / 27%	19 / 33%	1 / 3%	5 / 62%	4 / 90%	37 / 30%	8 / 72%	18 / 27%	19 / 29%	5 / 32%	-	4 / 78%	36 / 28%	4 / 67%	44 / 32%	1 / 8%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 / 1%	1 / 1%	-	1 / 1%	-	1 / 1%	-	-	-	-	-	-	1 / 2%	-	-	-	1 / 1%	-	-	-	1 / 6%	-	-	-	-	-	1 / 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	130	20	107	3	61	55	5	107	15	5	2	127	1
Weighted Base	152*	17**	130*	6**	70*	66*	16**	123*	23**	7**	***	152*	***
Effective Base	82	8	72	2	36	35	11	67	12	3	2	82	1
Didn't need this information	17 *11%*	* *1%*	16 *13%*	1 *9%*	11 *16%*	4 *6%*	2 *13%*	10 *8%*	5 *23%*	2 *27%*	-	17 *11%*	-
On UK Mail's website	62 *41%*	9 *55%*	51 *39%*	2 *43%*	25 *35%*	33 *49%*	5 *31%*	57 *47%*	5 *22%*	* *1%*	* *55%*	62 *41%*	* *100%*
Speaking to someone who works for UK Mail over the phone	60 *39%*	5 *33%*	52 *40%*	3 *48%*	24 *35%*	26 *40%*	9 *57%*	50 *41%*	10 *43%*	-	* -	60 *39%*	-
Asking someone who works for UK Mail in person (e.g. the postman/woman)	45 *30%*	9 *54%*	34 *26%*	2 *43%*	22 *31%*	20 *30%*	3 *21%*	34 *28%*	6 *28%*	5 *72%*	-	45 *30%*	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1 *1%*	-	1 *1%*	-	1 *1%*	-	-	1 *1%*	-	-	-	1 *1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	130	31	23	28	48	12	11	8	9	7	7	5	8	15	27	11	10
Weighted Base	152*	44**	29**	29**	51**	21**	12**	11**	12**	9**	7**	2**	11**	16**	24**	16**	11**
Effective Base	82	21	19	17	26	10	7	4	7	6	6	3	6	9	12	7	7
Didn't need this information	17 11%	5 11%	2 6%	7 24%	3 6%	2 12%	-	3 24%	-	2 19%	-	-	4 37%	3 18%	* 2%	2 11%	1 9%
On UK Mail's website	62 41%	15 33%	6 21%	10 33%	32 63%	5 22%	5 37%	5 51%	3 24%	-	3 45%	1 25%	1 8%	8 52%	15 62%	11 66%	7 62%
Speaking to someone who works for UK Mail over the phone	60 39%	15 35%	17 58%	9 30%	19 38%	10 49%	5 38%	1 5%	7 60%	5 57%	4 55%	-	3 27%	6 37%	11 46%	4 24%	4 39%
Asking someone who works for UK Mail in person (e.g. the postman/woman)	45 30%	19 42%	6 21%	5 18%	16 31%	6 31%	6 50%	6 54%	4 30%	2 24%	* 2%	2 75%	3 24%	1 6%	12 51%	1 7%	2 23%
Another way (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I don't know	1 1%	- -	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	- -	1 8%	- -	- -	- -	- -

Table 387

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	133	9	124	79	54	80	53	28	36	34	25	7	1	2	64	59	10	3	111	21
Weighted Base	141*	11**	130*	77*	64*	89*	52*	30**	44**	35**	23**	7**	***	2**	74*	58*	9**	2**	106*	34**
Effective Base	82	7	75	46	37	49	34	20	24	20	14	4	1	1	44	34	5	1	63	19
Didn't need this information	9 / 6%	2 / 17%	7 / 6%	7 / 9%	2 / 3%	6 / 7%	3 / 5%	3 / 9%	4 / 9%	2 / 7%	* / 1%	-	-	-	7 / 9%	2 / 4%	-	-	7 / 7%	2 / 6%
On Yodel's website	66 / 46%	9 / 83%	57 / 43%	29 / 38%	36 / 57%	40 / 45%	26 / 49%	9 / 30%	23 / 54%	21 / 60%	7 / 32%	2 / 35%	* / 100%	2 / 100%	33 / 44%	28 / 49%	5 / 51%	2 / 100%	50 / 47%	14 / 43%
Speaking to someone who works for Yodel over the phone	47 / 34%	-	47 / 36%	29 / 38%	18 / 28%	30 / 33%	18 / 34%	10 / 33%	12 / 27%	11 / 31%	11 / 46%	4 / 58%	-	* / 3%	22 / 30%	21 / 37%	4 / 45%	* / 3%	33 / 31%	14 / 42%
Asking someone who works for Yodel in person (e.g. the postman/woman)	44 / 31%	-	44 / 34%	31 / 40%	13 / 20%	34 / 39%	10 / 19%	13 / 44%	12 / 27%	9 / 25%	10 / 43%	* / 5%	-	* / 3%	25 / 34%	19 / 32%	* / 4%	* / 3%	39 / 37%	5 / 16%
Another way (please specify)	*	*	*	*	*	-	*	-	*	-	-	* / 1%	-	-	*	-	* / 1%	-	*	-
I don't know	2 / 1%	-	2 / 1%	-	2 / 3%	2 / 2%	-	-	-	-	2 / 8%	-	-	-	-	2 / 3%	-	-	-	2 / 5%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	133	62	36	18	17	98	35	112	20	7	15	35	37	36	87	7	123	60	70	3
Weighted Base	141*	56*	40**	25**	20**	96*	45**	125*	14**	6**	17**	42**	35**	37**	94*	6**	130*	60*	75*	5**
Effective Base	82	32	23	15	13	55	28	71	12	4	10	24	24	19	57	4	76	35	45	3
Didn't need this information	9 6%	5 9%	2 6%	- -	2 8%	8 8%	2 3%	9 7%	* 1%	- -	* *	2 5%	3 10%	3 9%	6 6%	- -	9 7%	3 6%	6 7%	- -
On Yodel's website	66 46%	26 46%	17 44%	11 43%	11 57%	43 45%	22 49%	58 46%	6 43%	6 99%	12 70%	17 40%	10 30%	18 49%	39 41%	6 99%	57 44%	28 46%	38 50%	- -
Speaking to someone who works for Yodel over the phone	47 34%	14 24%	14 35%	16 64%	3 17%	28 29%	20 43%	44 35%	4 26%	1 20%	3 17%	20 48%	13 37%	10 27%	36 39%	1 20%	46 35%	23 38%	22 29%	3 51%
Asking someone who works for Yodel in person (e.g. the postman/woman)	44 31%	20 36%	8 21%	8 30%	8 40%	29 30%	15 34%	37 29%	7 54%	1 21%	3 16%	12 27%	15 43%	14 37%	29 31%	1 21%	43 33%	26 44%r	15 20%	3 49%
Another way (please specify)	* *	* *	* *	- -	- -	* *	- -	- -	* 1%	- -	* *	- -	* *	- -	* *	- -	* *	* *	- -	- -
I don't know	2 1%	- -	2 4%	- -	- -	2 2%	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	133	88	45	16	71	22	32	8	7	11	2	4	12	12	16	3	4	3	19
Weighted Base	141*	124*	17**	5**	121*	8**	10**	2**	5**	19**	3**	5**	20**	18**	37**	7**	6**	***	8**
Effective Base	82	71	12	4	64	9	19	5	7	11	2	4	12	12	16	3	4	3	8
Didn't need this information	9 6%	8 7%	1 4%	1 11%	8 7%	* 2%	1 10%	-	-	2 10%	-	-	2 10%	-	3 7%	-	2 24%	-	* 3%
On Yodel's website	66 46%	57 46%	8 48%	1 10%	58 48%	3 34%	4 40%	* 14%	1 27%	5 25%	1 51%	3 50%	13 66%	13 75%	18 50%	3 42%	-	* 100%	2 31%
Speaking to someone who works for Yodel over the phone	47 34%	42 34%	5 30%	3 52%	37 31%	4 53%	5 52%	* 25%	2 42%	1 6%	1 49%	-	6 29%	3 15%	12 32%	7 100%	5 76%	* 60%	4 52%
Asking someone who works for Yodel in person (e.g. the postman/woman)	44 31%	36 29%	8 50%	4 73%	35 29%	3 32%	6 57%	1 68%	2 30%	11 59%	1 51%	5 100%	5 24%	1 7%	7 18%	-	2 32%	* 60%	2 31%
Another way (please specify)	* *	-	* 1%	* 2%	-	-	* 1%	* 5%	-	-	-	-	-	-	-	-	-	-	-
I don't know	2 1%	2 1%	-	-	2 1%	-	-	-	-	-	-	-	-	-	2 10%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	133	85	15	117	47	85	4	12	15	2	4	54	47	20	8	4	101	12	54	62	11	3	3	116	6	112	21
Weighted Base	141*	94*	14**	127*	47**	94*	2**	8**	14**	1**	2**	65*	46*	23**	5**	2**	111*	7**	60*	66*	13**	1**	1**	125*	3**	120*	21**
Effective Base	82	54	8	74	29	54	2	7	8	1	2	33	31	14	4	2	63	6	34	39	7	2	1	73	3	72	11
Didn't need this information	9 / 6%	7 / 7%	2 / 14%	7 / 6%	2 / 4%	7 / 7%	- / -	- / -	2 / 14%	- / -	* / 8%	3 / 4%	4 / 9%	2 / 7%	- / -	* / 25%	7 / 6%	* / 6%	* / *	9 / 13%r	* / 1%	- / -	- / -	9 / 7%	- / -	9 / 7%	* / 1%
On Yodel's website	66 / 46%	42 / 45%	11 / 80%	54 / 43%	23 / 50%	42 / 45%	2 / 98%	4 / 51%	11 / 80%	1 / 100%	1 / 79%	31 / 47%	17 / 37%	13 / 59%	4 / 80%	- / -	48 / 43%	4 / 62%	29 / 48%	30 / 46%	7 / 52%	- / -	- / -	59 / 47%	- / -	52 / 44%	13 / 62%
Speaking to someone who works for Yodel over the phone	47 / 34%	33 / 36%	5 / 32%	43 / 34%	14 / 29%	33 / 36%	- / -	2 / 30%	5 / 32%	- / -	1 / 68%	21 / 33%	19 / 41%	6 / 25%	* / 3%	1 / 75%	40 / 36%	1 / 20%	24 / 41%	16 / 24%	5 / 41%	1 / 48%	1 / 92%	40 / 32%	2 / 69%	39 / 33%	8 / 37%
Asking someone who works for Yodel in person (e.g. the postman/woman)	44 / 31%	29 / 31%	1 / 9%	43 / 34%	15 / 32%	29 / 31%	* / 2%	3 / 32%	1 / 9%	1 / 86%	1 / 81%	22 / 33%	11 / 24%	8 / 35%	2 / 40%	1 / 75%	33 / 29%	3 / 48%	15 / 24%	23 / 34%	4 / 34%	1 / 86%	1 / 96%	37 / 30%	3 / 91%	41 / 34%	3 / 14%
Another way (please specify)	* / *	* / *	- / -	* / *	- / -	* / *	- / -	* / 2%	- / -	- / -	- / -	* / *	* / *	- / -	- / -	- / -	* / *	- / -	* / *	- / -	- / -	- / -	- / -	* / *	- / -	* / *	- / -
I don't know	2 / 1%	2 / 2%	- / -	2 / 1%	- / -	2 / 2%	- / -	- / -	- / -	- / -	- / -	2 / 3%	- / -	- / -	- / -	- / -	2 / 2%	- / -	- / -	2 / 3%	- / -	- / -	- / -	2 / 1%	- / -	2 / 1%	- / -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	13	116	4	64	54	15	111	19	3	-	133	-
Weighted Base	141*	10**	124*	7**	68*	55*	19**	118*	22**	1**	-**	141*	-**
Effective Base	82	7	73	3	38	33	11	68	14	2	-	82	-
Didn't need this information	9 6%	* 1%	9 7%	-	5 7%	4 8%	-	9 7%	-	* 71%	-	9 6%	-
On Yodel's website	66 46%	3 32%	60 48%	2 35%	30 44%	28 51%	8 41%	51 43%	14 64%	-	-	66 46%	-
Speaking to someone who works for Yodel over the phone	47 34%	5 46%	39 31%	4 58%	23 34%	22 41%	2 11%	41 35%	6 27%	-	-	47 34%	-
Asking someone who works for Yodel in person (e.g. the postman/woman)	44 31%	4 44%	39 32%	* 7%	24 35%	13 23%	8 42%	37 31%	7 31%	* 29%	-	44 31%	-
Another way (please specify)	*	-	*	-	*	-	-	*	-	-	-	*	-
I don't know	2 1%	-	2 1%	-	-	-	2 9%	2 1%	-	-	-	2 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	39	18	30	46	15	18	6	10	3	5	7	11	12	27	13	6
Weighted Base	141*	49**	20**	35**	36**	20**	20**	9**	11**	6**	4**	4**	15**	16**	17**	15**	4**
Effective Base	82	27	13	20	23	12	11	5	7	3	3	4	7	9	12	7	4
Didn't need this information	9 6%	2 4%	-	2 6%	5 14%	2 8%	* 2%	-	-	-	-	-	-	2 12%	* 2%	5 32%	-
On Yodel's website	66 46%	19 38%	9 43%	23 67%	15 40%	8 41%	7 34%	4 41%	4 39%	2 33%	3 70%	2 50%	8 57%	13 80%	8 45%	6 38%	1 27%
Speaking to someone who works for Yodel over the phone	47 34%	15 30%	10 48%	10 29%	12 34%	7 36%	7 33%	1 14%	7 65%	2 35%	1 18%	1 35%	8 55%	1 3%	5 30%	4 30%	3 66%
Asking someone who works for Yodel in person (e.g. the postman/woman)	44 31%	20 41%	4 18%	6 17%	14 39%	5 26%	9 47%	6 60%	3 29%	-	* 12%	1 14%	4 27%	1 8%	10 58%	1 4%	4 89%
Another way (please specify)	* *	-	-	* *	* *	-	-	-	-	-	-	* 2%	-	-	-	-	* 2%
I don't know	2 1%	-	2 9%	-	-	-	-	-	-	2 32%	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	195	23	172	89	106	104	91	44	58	39	26	15	8	5	102	65	28	13	158	34
Weighted Base	217	28**	189	97*	120*	113*	104*	49**	76*	35**	32**	12**	7**	5**	125*	67*	25**	13**	162*	51**
Effective Base	127	20	108	53	75	62	66	30	41	23	18	9	4	3	71	41	16	7	97	28
Didn't need this information	16 7%	-	16 8%	3 4%	12 10%	6 6%	10 9%	3 7%	6 7%	2 5%	-	2 16%	3 38%	* 4%	9 7%	2 3%	5 20%	3 24%	12 8%	4 7%
On Amazon Delivery Service/ Logistics's website	115 53%	22 78%	93 49%	49 51%	66 55%	64 56%	51 50%	31 64%	38 49%	18 50%	16 51%	3 28%	4 52%	5 96%	69 55%	34 51%	12 50%	9 70%	89 55%	26 52%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	53 25%	3 10%	51 27%	27 28%	26 22%	28 24%	25 25%	12 25%	19 25%	7 21%	12 38%	2 17%	1 7%	-	31 25%	19 29%	3 10%	1 4%	35 22%	16 32%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	53 24%	-	53 28%	35 36%d	18 15%	31 27%	22 21%	10 21%	26 34%	10 28%	5 15%	2 16%	-	* 1%	36 29%	15 22%	2 8%	* *	47 29%	6 13%
Another way (please specify)	5 2%	2 7%	3 1%	-	5 4%	* *	4 4%	2 3%	* *	* 1%	1 2%	1 12%	* 2%	-	2 2%	1 2%	2 7%	* 1%	5 3%	-
I don't know	5 2%	1 5%	4 2%	-	5 4%	-	5 5%	-	2 2%	-	2 7%	1 11%	-	-	2 1%	2 3%	1 5%	-	3 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 388

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	195	72	44	34	45	116	79	146	47	15	24	48	55	40	127	15	171	77	112	6
Weighted Base	217	74*	45*	43**	55*	119*	98*	175*	41*	18**	27**	59*	60*	38**	146*	18**	187	79*	134*	4**
Effective Base	127	40	30	26	33	69	58	98	30	11	15	32	37	23	84	11	109	45	79	4
Didn't need this information	16 7%	4 5%	2 4%	3 7%	7 13%	6 5%	10 10%	7 4%	9 21%g	* *	4 14%	7 12%	1 2%	3 8%	13 9%	* *	16 8%	8 10%	8 6%	- -
On Amazon Delivery Service/ Logistics's website	115 53%	42 57%	29 64%	23 53%	21 39%	71 60%	44 45%	91 52%	23 56%	8 46%	10 37%	35 59%	30 50%	21 55%	75 51%	8 46%	97 52%	37 47%	75 56%	3 64%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	53 25%	22 29%	10 22%	12 28%	9 17%	32 27%	22 22%	46 26%	5 13%	5 27%	2 6%	15 26%	20 33%	11 30%	37 25%	5 27%	48 26%	22 28%	29 22%	1 32%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	53 24%	15 21%	13 28%	9 20%	16 29%	28 24%	25 25%	49 28%	4 10%	9 49%	11 40%	12 19%	16 27%	6 15%	38 26%	9 49%	44 24%	27 34%	26 20%	- -
Another way (please specify)	5 2%	- -	4 9%a	- -	1 1%	4 3%	1 1%	4 2%	1 2%	- -	1 3%	- -	* *	2 4%	1 1%	- -	3 2%	1 1%	4 3%	* 4%
I don't know	5 2%	- -	2 5%	- -	3 5%	2 2%	3 3%	4 2%	1 3%	- -	- -	2 3%	- -	2 6%	2 1%	- -	5 3%	3 4%	2 2%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	195	142	53	28	116	23	37	19	8	5	11	11	23	15	19	9	15	5	18
Weighted Base	217	192	25**	7**	192	10**	11**	4**	6**	9**	17**	15**	34**	22**	41**	25**	23**	2**	9**
Effective Base	127	116	12	6	104	15	21	11	8	5	11	11	22	14	18	9	14	3	13
Didn't need this information	16 / 7%	13 / 7%	3 / 10%	1 / 8%	13 / 7%	1 / 14%	1 / 9%	* / 6%	2 / 25%	-	-	1 / 9%	5 / 15%	1 / 4%	-	-	4 / 19%	1 / 57%	1 / 6%
On Amazon Delivery Service/ Logistics's website	115 / 53%	99 / 51%	16 / 65%	3 / 44%	104 / 54%	5 / 50%	5 / 48%	* / 11%	2 / 39%	2 / 24%	10 / 55%	8 / 56%	18 / 52%	15 / 65%	18 / 44%	23 / 91%	9 / 40%	1 / 43%	5 / 52%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	53 / 25%	50 / 26%	3 / 13%	3 / 42%	48 / 25%	2 / 16%	2 / 21%	2 / 46%	1 / 24%	3 / 36%	3 / 17%	1 / 8%	8 / 23%	4 / 20%	19 / 46%	-	8 / 34%	* / 8%	2 / 18%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	53 / 24%	49 / 26%	3 / 14%	1 / 14%	44 / 23%	2 / 23%	5 / 42%	2 / 53%	2 / 27%	3 / 41%	6 / 36%	4 / 26%	8 / 22%	3 / 12%	14 / 35%	2 / 9%	2 / 8%	* / 8%	2 / 26%
Another way (please specify)	5 / 2%	4 / 2%	* / 1%	-	4 / 2%	-	1 / 7%	* / 4%	1 / 12%	-	-	-	1 / 4%	2 / 7%	-	-	-	-	-
I don't know	5 / 2%	5 / 3%	-	-	5 / 3%	-	-	-	-	-	-	-	-	3 / 13%	2 / 6%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Unweighted Base	195	115	31	158	74	115	10	24	31	2	12	60	85	28	15	7	145	22	93	80	11	10	-	173	10	141	54
Weighted Base	217	130*	36**	177	83*	130*	12**	20**	36**	1**	12**	81*	90*	27**	16**	3**	171*	19**	108*	85*	11**	11**	-**	193	11**	158*	59*
Effective Base	127	75	22	102	49	75	7	17	22	1	8	41	59	16	11	3	98	13	59	53	8	7	-	112	7	92	36
Didn't need this information	16 7%	9 7%	5 13%	11 6%	7 8%	9 7%	* *	5 24%	5 13%	- -	3 26%	8 9%	3 3%	3 12%	2 10%	1 21%	10 6%	2 12%	8 7%	4 5%	- -	3 25%	- -	12 6%	3 25%	12 7%	4 7%
On Amazon Delivery Service/ Logistics's website	115 53%	64 49%	23 63%	89 51%	49 59%	64 49%	4 31%	8 43%	23 63%	1 100%	9 73%	45 56%	46 51%	15 57%	6 41%	3 79%	91 53%	9 48%	66 61%	41 49%	5 47%	3 27%	- -	107 55%	3 27%	78 49%	37 64%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	53 25%	32 25%	5 14%	48 27%	21 25%	32 25%	2 16%	2 12%	5 14%	1 84%	1 10%	17 21%	25 28%	5 19%	5 35%	- -	43 25%	5 29%	21 19%	29 34%	4 36%	- -	- -	49 25%	- -	45 28%	8 14%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	53 24%	35 27%	8 21%	45 26%	18 21%	35 27%	6 53%	2 12%	8 21%	1 84%	1 10%	24 30%	25 28%	2 7%	2 14%	- -	49 29%	2 11%	23 21%	25 30%	2 18%	3 28%	- -	48 25%	3 28%	50 32%/z	3 5%
Another way (please specify)	5 2%	2 2%	2 6%	2 1%	2 3%	2 2%	- -	* 2%	2 6%	- -	- -	1 1%	4 4%	* *	- -	- -	5 3%	- -	1 1%	4 4%	- -	- -	- -	5 2%	- -	* *	4 8%/y
I don't know	5 2%	3 2%	- -	5 3%	2 3%	3 2%	- -	1 7%	- -	- -	- -	2 3%	2 2%	1 5%	- -	- -	4 2%	- -	2 1%	1 2%	- -	2 20%	- -	3 1%	2 20%	2 1%	4 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	195	18	174	3	73	102	20	174	19	2	-	195	-
Weighted Base	217	17**	195	5**	72*	120*	25**	194	22**	1**	-**	217	-**
Effective Base	127	9	116	3	40	72	16	114	13	2	-	127	-
Didn't need this information	16 7%	1 8%	15 7%	- -	8 11%	5 4%	3 12%	14 7%	2 7%	- -	- -	16 7%	- -
On Amazon Delivery Service/ Logistics's website	115 53%	9 52%	104 53%	2 45%	35 49%	73 60%	8 30%	106 55%	9 40%	* 32%	- -	115 53%	- -
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	53 25%	2 10%	49 25%	3 55%	13 19%	32 27%	8 31%	47 24%	6 26%	- -	- -	53 25%	- -
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	53 24%	6 38%	44 23%	2 45%	24 33%	26 21%	4 15%	42 22%	11 47%	* 68%	- -	53 24%	- -
Another way (please specify)	5 2%	- -	5 2%	- -	2 2%	3 2%	* 2%	5 2%	- -	- -	- -	5 2%	- -
I don't know	5 2%	- -	5 3%	- -	1 2%	2 1%	2 9%	5 3%	- -	- -	- -	5 2%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	195	43	38	58	56	16	16	11	12	12	14	18	22	18	26	17	13
Weighted Base	217	57**	50*	51*	60*	22**	21**	14**	16**	17**	16**	17**	21**	14**	30**	16**	13**
Effective Base	127	29	30	37	33	13	11	6	10	10	10	10	16	11	15	10	10
Didn't need this information	16 7%	3 5%	4 8%	6 13%	2 4%	3 11%	-	1 4%	1 8%	1 6%	2 11%	2 13%	4 20%	* 1%	1 2%	2 10%	-
On Amazon Delivery Service/ Logistics's website	115 53%	33 58%	25 50%	22 42%	36 61%	13 58%	10 49%	10 71%	8 51%	8 45%	8 52%	7 42%	6 29%	9 63%	17 58%	12 70%	7 54%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	53 25%	9 16%	10 19%	18 35%	17 28%	6 26%	1 6%	2 14%	3 16%	2 12%	5 32%	5 32%	9 42%	4 30%	6 21%	5 32%	5 38%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	53 24%	18 32%	12 25%	4 8%	18 31%c	3 14%	12 57%	3 21%	5 34%	5 30%	2 10%	1 4%	2 12%	1 8%	11 38%	1 3%	6 48%
Another way (please specify)	5 2%	1 1%	-	2 4%	2 3%	1 3%	-	-	-	-	-	2 10%	* 2%	-	2 6%	-	-
I don't know	5 2%	-	5 10%	-	-	-	-	-	2 14%	2 9%	1 8%	-	-	-	-	-	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	459	34	425	183	276	222	236	110	99	85	71	54	29	11	209	156	94	40	383	71
Weighted Base	525	43**	482	211	314	259	264	140*	121*	91*	69*	60*	31**	13**	261	159*	105*	44**	412	107*
Effective Base	305	29	276	118	188	146	159	80	69	55	40	36	18	7	149	95	61	25	242	59
Very difficult (1)	24 5%	* 1%	24 5%	5 2%	19 6%	10 4%	14 5%	5 3%	7 6%	5 6%	4 6%	3 5%	- -	1 7%	11 4%	9 6%	4 4%	1 2%	14 3%	9 9%
Fairly difficult (2)	56 11%	2 5%	54 11%	24 11%	33 10%	37 14%	20 8%	13 10%	9 7%	7 8%	11 16%	12 19%	3 11%	1 10%	22 8%	18 11%	16 16%	5 11%	48 12%	8 8%
Neither easy nor difficult (3)	74 14%	6 14%	68 14%	36 17%	38 12%	34 13%	40 15%	20 14%	20 16%	8 9%	10 15%	7 12%	5 16%	4 34%	39 15%	18 11%	16 16%	9 21%	55 13%	19 18%
Fairly easy (4)	217 41%	24 56%	194 40%	82 39%	135 43%	97 38%	119 45%	52 37%	52 43%	54 59%glk	26 38%	20 33%	8 27%	5 38%	104 40%	80 50%p	33 32%	13 30%	176 43%	37 35%
Very easy (5)	146 28%	10 22%	137 28%	64 30%	82 26%	80 31%	66 25%	48 34%i	34 28%	15 16%	15 22%	19 31%	14 43%	2 12%	82 31%o	30 19%	34 32%	15 34%	115 28%	29 27%
I don't know	7 1%	1 2%	6 1%	- -	7 2%	1 *	6 2%	2 2%	- -	2 2%	2 3%	- -	1 3%	- -	2 1%	4 2%	1 1%	1 2%	3 1%	4 4%
NET Very/fairly easy	364 69%	33 78%	330 68%	147 70%	217 69%	178 69%	185 70%	100 72%	86 71%	69 76%	42 61%	39 64%	22 70%	6 50%	186 71%	110 69%	67 64%	28 64%	291 71%	66 62%
NET Very/fairly difficult	80 15%	2 6%	78 16%	28 13%	52 17%	47 18%	34 13%	18 13%	15 13%	12 13%	15 22%	15 24%	3 11%	2 17%	33 13%	27 17%	20 19%	6 12%	63 15%	18 17%
Mean	3.78	3.97	3.77	3.84	3.74	3.78	3.79	3.91	3.81	3.75	3.57	3.66	4.06	3.38	3.87	3.67	3.75	3.86	3.80	3.66
Std Dev.	1.11	0.81	1.13	1.05	1.15	1.15	1.08	1.08	1.10	1.02	1.18	1.24	1.04	1.08	1.09	1.09	1.18	1.09	1.08	1.23
Std Error	0.05	0.14	0.06	0.08	0.07	0.08	0.07	0.11	0.11	0.11	0.14	0.17	0.20	0.33	0.08	0.09	0.12	0.17	0.06	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 389

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	459	153	132	87	87	285	174	343	113	43	43	124	140	91	307	43	400	125	316	18
Weighted Base	525	154*	160*	120*	91*	314	211	424	98*	41**	50**	156*	165*	94*	371	41**	466	130*	372	23**
Effective Base	305	87	92	69	57	180	126	238	67	25	28	90	98	53	216	25	270	79	215	12
Very difficult (1)	24 / 5%	4 / 3%	12 / 7%	4 / 3%	4 / 4%	16 / 5%	7 / 4%	19 / 5%	4 / 4%	*	3 / 6%	4 / 3%	13 / 8%	3 / 3%	21 / 6%	*	24 / 5%	4 / 3%	20 / 5%	*
Fairly difficult (2)	56 / 11%	19 / 12%	22 / 14%	8 / 7%	7 / 8%	41 / 13%	16 / 7%	47 / 11%	9 / 9%	1 / 2%	3 / 6%	19 / 12%	17 / 10%	9 / 10%	39 / 11%	1 / 2%	48 / 10%	11 / 9%	43 / 12%	2 / 8%
Neither easy nor difficult (3)	74 / 14%	14 / 9%	16 / 10%	28 / 24%ab	16 / 17%	30 / 9%	44 / 21%e	45 / 11%	27 / 26%g	5 / 12%	14 / 28%	15 / 10%	26 / 16%	12 / 13%	55 / 15%	5 / 12%	67 / 14%	15 / 11%	52 / 14%	8 / 33%
Fairly easy (4)	217 / 41%	58 / 38%	75 / 47%	50 / 42%	35 / 38%	133 / 42%	85 / 40%	184 / 43%	33 / 33%	18 / 43%	12 / 25%	69 / 44%	79 / 48%	35 / 37%	160 / 43%	18 / 43%	196 / 42%	53 / 41%	159 / 43%	5 / 24%
Very easy (5)	146 / 28%	57 / 37%b	33 / 21%	29 / 24%	26 / 29%	91 / 29%	55 / 26%	123 / 29%	23 / 24%	15 / 36%	18 / 35%	46 / 30%	30 / 18%	35 / 37%l	94 / 25%	15 / 36%	128 / 28%	46 / 35%	95 / 25%	6 / 25%
I don't know	7 / 1%	1 / 1%	2 / 1%	-	4 / 4%	4 / 1%	4 / 2%	6 / 1%	1 / 1%	3 / 7%	-	2 / 1%	*	-	2 / 1%	3 / 7%	2 / *	1 / 1%	4 / 1%	2 / 9%
NET Very/fairly easy	364 / 69%	115 / 75%	108 / 67%	80 / 66%	61 / 67%	224 / 71%	140 / 66%	306 / 72%h	56 / 57%	32 / 79%	30 / 60%	115 / 74%	110 / 66%	69 / 74%	254 / 68%	32 / 79%	325 / 70%	99 / 76%	253 / 68%	11 / 49%
NET Very/fairly difficult	80 / 15%	23 / 15%	34 / 21%	12 / 10%	11 / 12%	57 / 18%	23 / 11%	67 / 16%	13 / 14%	1 / 3%	6 / 12%	24 / 15%	30 / 18%	12 / 13%	60 / 16%	1 / 3%	72 / 15%	15 / 11%	64 / 17%	2 / 8%
Mean	3.78	3.95b	3.61	3.77	3.83	3.78	3.80	3.82	3.64	4.20	3.77	3.86	3.58	3.95	3.72	4.20	3.77	3.98	3.72	3.73
Std Dev.	1.11	1.11	1.18	1.00	1.08	1.16	1.03	1.12	1.09	0.77	1.18	1.07	1.14	1.09	1.12	0.77	1.12	1.04	1.13	0.99
Std Error	0.05	0.09	0.10	0.11	0.12	0.07	0.08	0.06	0.10	0.12	0.18	0.10	0.10	0.11	0.06	0.12	0.06	0.09	0.06	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Rurality: Urban (a)	Rurality: Rural including Remote (b)	Rurality: Remote Rural (c)	Nation: England (d)	Nation: Scotland (e)	Nation: Wales (f)	Nation: NI (g)	Region: North East (h)	Region: North West (i)	Region: Yorkshire/Humberside (j)	Region: East Midlands (k)	Region: West Midlands (l)	Region: East Anglia/East of England (m)	Region: London/Greater London (n)	Region: South East (o)	Region: South West (p)	Region: Highlands & Islands of Scotland (q)	Region: Rest of Scotland (r)
Unweighted Base	459	328	131	69	276	71	59	53	19	36	31	23	35	40	40	25	27	8	63
Weighted Base	525	451	74*	16**	463	33*	19*	10*	15**	65*	47**	30**	55*	59*	89*	58**	45**	3**	30*
Effective Base	305	269	37	9	249	40	34	34	18	35	30		31	37	39	24	26	4	36
Very difficult (1)	24 / 5%	19 / 4%	5 / 7%	* / 3%	21 / 5%	2 / 5%	1 / 5%	* / 1%	1 / 4%	4 / 6%	3 / 6%	-	2 / 3%	3 / 5%	4 / 5%	3 / 5%	2 / 4%	1 / 27%	1 / 3%
Fairly difficult (2)	56 / 11%	46 / 10%	11 / 14%	5 / 30%	47 / 10%	4 / 11%	4 / **23%d**	1 / 11%	-	13 / **20%i**	5 / 12%	3 / 10%	-	6 / 11%	7 / 8%	8 / 14%	4 / 8%	* / 3%	4 / **12%l**
Neither easy nor difficult (3)	74 / 14%	63 / 14%	11 / 15%	1 / 4%	66 / 14%	4 / 12%	3 / 15%	2 / 18%	1 / 5%	11 / 17%	8 / 18%	6 / 19%	7 / 12%	4 / 7%	14 / 16%	10 / 16%	6 / 13%	-	4 / 13%
Fairly easy (4)	217 / 41%	194 / 43%	23 / 31%	2 / 14%	193 / **42%f**	16 / **48%f**	4 / 23%	4 / 41%	9 / 58%	34 / 52%	19 / 41%	14 / 46%	32 / 58%	30 / 51%	32 / 36%	6 / 11%	18 / 39%	1 / 31%	15 / 50%
Very easy (5)	146 / 28%	124 / 27%	23 / 30%	8 / 49%	130 / 28%	8 / 23%	6 / 33%	3 / 26%	5 / 34%	3 / 5%	10 / 22%	7 / 25%	14 / **26%i**	13 / **22%i**	29 / **33%i**	31 / 54%	17 / 37%	1 / 39%	6 / **21%i**
I don't know	7 / 1%	5 / 1%	2 / 3%	* / *	6 / 1%	1 / 2%	* / *	* / *	-	-	1 / 2%	-	-	3 / 5%	2 / 2%	-	-	-	1 / 2%
NET Very/fairly easy	364 / 69%	318 / 71%	46 / 62%	10 / 63%	323 / 70%	24 / 71%	11 / 56%	7 / 67%	14 / 91%	37 / 57%	29 / 62%	21 / 71%	46 / **85%i**	43 / 72%	61 / 69%	38 / 65%	34 / 75%	2 / 70%	21 / 71%
NET Very/fairly difficult	80 / 15%	65 / 14%	16 / 21%	5 / 32%	68 / 15%	5 / 16%	5 / **28%d**	1 / 12%	1 / 4%	17 / **27%i**	8 / 18%	3 / 10%	2 / 3%	10 / 16%	12 / 13%	11 / 19%	5 / 12%	1 / 30%	4 / 14%
Mean	3.78	3.80	3.66	3.77	3.79	3.75	3.56	3.83	4.17	3.28	3.62	3.86	**4.04i**	3.76	**3.86i**	3.95	3.96	3.51	3.77
Std Dev.	1.11	1.08	1.26	1.43	1.10	1.10	1.34	1.04	0.87	1.05	1.14	0.92	0.83	1.10	1.12	1.32	1.08	2.02	1.02
Std Error	0.05	0.06	0.11	0.17	0.07	0.13	0.18	0.15	0.20	0.17	0.21	0.19	0.14	0.18	0.18	0.26	0.21	0.71	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	459	218	140	308	230	218	19	42	140	15	48	164	179	63	34	18	343	52	223	177	33	15	10	400	25	283	176
Weighted Base	525	241	147*	362	268	241	15**	35**	147*	15**	38**	191	217	74*	32**	11**	408	43**	260	203	40**	14**	5**	464	20**	332	193
Effective Base	305	141	91	205	154	141	10	26	91	11	29	106	127	45	20	9	233	28	149	117	24	10	5	266	15	189	116
Very difficult (1)	24 / 5%	7 / 3%	7 / 5%	16 / 4%	16 / 6%	7 / 3%	*	1 / 4%	7 / 5%	-	1 / 1%	10 / 5%	2 / 1%	5 / 6%	5 / 14%	2 / 17%	13 / 3%	6 / 15%	7 / 3%	10 / 5%	4 / 11%	2 / 16%	* / 5%	17 / 4%	2 / 13%	16 / 5%	7 / 4%
Fairly difficult (2)	56 / 11%	23 / 9%	25 / 17%c	30 / 8%	32 / 12%	23 / 9%	*	3 / 10%	25 / 17%	1 / 5%	4 / 11%	25 / 13%	22 / 10%	7 / 10%	1 / 5%	* / 4%	47 / 12%	2 / 5%	20 / 8%	32 / 16%r	4 / 9%	1 / 8%	* / 5%	52 / 11%	1 / 7%	27 / 8%	30 / 15%y
Neither easy nor difficult (3)	74 / 14%	32 / 13%	19 / 13%	53 / 15%	39 / 15%	32 / 13%	4 / 21%	11 / 33%	19 / 13%	-	12 / 30%	18 / 9%	33 / 15%	18 / 26%kp	4 / 14%	* / 2%	51 / 13%	4 / 11%	29 / 11%	32 / 16%	8 / 19%	5 / 37%	* / 4%	61 / 13%	5 / 28%	45 / 13%	29 / 15%
Fairly easy (4)	217 / 41%	93 / 39%	70 / 48%	141 / 39%	117 / 44%	93 / 39%	4 / 29%	11 / 32%	70 / 48%	11 / 74%	13 / 33%	59 / 31%	104 / 48%k	31 / 42%	17 / 52%	7 / 68%	163 / 40%	24 / 56%	119 / 46%	73 / 36%	16 / 40%	6 / 40%	3 / 47%	192 / 41%	8 / 42%	137 / 41%	81 / 42%
Very easy (5)	146 / 28%	82 / 34%bd	24 / 16%	118 / 33%bd	60 / 22%	82 / 34%	5 / 36%	8 / 22%	24 / 16%	2 / 14%	8 / 22%	73 / 38%lm	56 / 26%	11 / 15%	5 / 14%	1 / 9%	130 / 32%m	6 / 13%	82 / 32%	53 / 26%	9 / 21%	-	2 / 39%	135 / 29%	2 / 11%	102 / 31%	44 / 23%
I don't know	7 / 1%	4 / 2%	2 / 1%	6 / 2%	3 / 1%	4 / 2%	2 / 12%	-	2 / 1%	1 / 7%	1 / 3%	5 / 3%	*	2 / 3%	*	-	5 / 1%	*	3 / 1%	4 / 2%	-	-	-	7 / 2%	-	5 / 2%	2 / 1%
NET Very/fairly easy	364 / 69%	175 / 73%	94 / 64%	259 / 71%	178 / 66%	175 / 73%	10 / 66%	19 / 54%	94 / 64%	13 / 88%	21 / 55%	133 / 69%	160 / 73%m	42 / 57%	21 / 67%	9 / 77%	292 / 72%m	30 / 69%	201 / 77%s	126 / 62%	25 / 61%	6 / 40%	5 / 86%	327 / 71%	10 / 53%	239 / 72%	125 / 65%
NET Very/fairly difficult	80 / 15%	30 / 12%	33 / 22%c	46 / 13%	48 / 18%	30 / 12%	*	5 / 14%	33 / 22%	1 / 5%	5 / 12%	35 / 19%	25 / 11%	12 / 16%	6 / 19%	2 / 21%	60 / 15%	8 / 20%	27 / 10%	42 / 20%r	8 / 20%	3 / 23%	1 / 10%	68 / 15%	4 / 20%	43 / 13%	37 / 19%
Mean	3.78	3.93bd	3.54	3.88b	3.66	3.93	4.13	3.57	3.54	4.04	3.64	3.86	3.87m	3.50	3.48	3.49	3.87m	3.48	3.97s	3.64	3.52	3.01	4.10	3.83	3.31	3.86	3.65
Std Dev.	1.11	1.07	1.11	1.10	1.13	1.07	0.89	1.07	1.11	0.63	1.01	1.23	0.95	1.08	1.25	1.30	1.09	1.25	1.00	1.18	1.24	1.09	1.15	1.09	1.18	1.10	1.11
Std Error	0.05	0.07	0.09	0.06	0.08	0.07	0.21	0.17	0.09	0.17	0.15	0.10	0.07	0.14	0.22	0.31	0.06	0.17	0.07	0.09	0.22	0.28	0.36	0.06	0.24	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	459	43	408	8	163	259	37	419	28	6	4	453	2
Weighted Base	525	43**	470	12**	176*	311	39**	477	35**	8**	4**	520	2**
Effective Base	305	24	275	6	97	182	27	278	19	4	3	301	1
Very difficult (1)	24 5%	5 11%	19 4%	-	10 6%	14 4%	-	22 5%	2 6%	-	* 1%	24 5%	-
Fairly difficult (2)	56 11%	3 8%	53 11%	-	22 12%	30 10%	4 11%	54 11%	2 7%	* 2%	-	56 11%	-
Neither easy nor difficult (3)	74 14%	4 10%	67 14%	3 22%	25 14%	38 12%	12 30%	64 13%	7 19%	3 42%	-	74 14%	-
Fairly easy (4)	217 41%	16 38%	194 41%	7 62%	75 43%	127 41%	16 40%	194 41%	17 48%	2 22%	4 99%	212 41%	2 97%
Very easy (5)	146 28%	13 30%	131 28%	2 16%	43 25%	99 32%	4 10%	137 29%	7 20%	3 35%	-	146 28%	-
I don't know	7 1%	1 2%	6 1%	-	2 1%	2 1%	3 9%	7 1%	-	-	-	7 1%	* 3%
NET Very/fairly easy	364 69%	30 69%	325 69%	9 78%	118 67%	226 73%	19 50%	331 69%	24 68%	4 56%	4 99%	358 69%	2 97%
NET Very/fairly difficult	80 15%	8 19%	72 15%	-	32 18%	44 14%	4 11%	76 16%	4 13%	*	* 2%	80 15%	-
Mean	3.78	3.71	3.79	3.94	3.68	3.87	3.54	3.79	3.69	3.90	3.96	3.78	4.00
Std Dev.	1.11	1.32	1.10	0.65	1.14	1.11	0.86	1.12	1.07	0.97	0.39	1.11	-
Std Error	0.05	0.20	0.05	0.23	0.09	0.07	0.15	0.06	0.20	0.40	0.20	0.05	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	459	115	106	121	117	53	34	28	39	40	27	31	41	49	43	35	39
Weighted Base	525	143*	116*	134*	132*	66*	47**	30**	45**	46**	26**	33**	56**	45*	42**	43**	47**
Effective Base	305	82	72	79	72	39	26	18	27	29	15	22	29	30	24	21	28
Very difficult (1)	24 5%	5 4%	6 5%	1 1%	12 9%c d	2 4%	2 5%	1 2%	5 12%	* 1%	-	-	-	1 2%	4 10%	4 9%	4 9%
Fairly difficult (2)	56 11%	12 8%	13 11%	24 18%d	8 6%	9 14%	-	3 8%	4 9%	9 19%	* 1%	9 27%	11 20%	4 9%	* -	7 15%	1 2%
Neither easy nor difficult (3)	74 14%	19 13%	23 20%	14 11%	17 13%	6 9%	7 14%	6 21%	9 20%	11 24%	4 14%	5 15%	8 15%	1 3%	6 13%	3 7%	9 18%
Fairly easy (4)	217 41%	69 48%	47 41%	54 40%	47 36%	38 57%	16 34%	15 51%	15 34%	18 39%	14 55%	13 41%	18 27%	26 57%	13 31%	14 32%	20 43%
Very easy (5)	146 28%	36 25%	27 24%	38 29%	44 34%	10 16%	21 44%	5 18%	11 25%	8 18%	8 30%	4 11%	21 38%	13 30%	19 45%	13 31%	12 25%
I don't know	7 1%	2 1%	-	2 2%	3 3%	* 1%	1 3%	-	-	-	-	2 6%	-	-	* -	2 5%	1 2%
NET Very/fairly easy	364 69%	105 74%	75 64%	93 69%	91 69%	48 73%	37 78%	20 68%	27 60%	26 57%	22 85%	17 52%	37 65%	39 86%	32 76%	27 64%	32 68%
NET Very/fairly difficult	80 15%	17 12%	18 16%	25 19%	20 15%	12 18%	2 5%	3 11%	9 20%	9 20%	* 1%	9 27%	11 20%	5 11%	4 10%	10 24%	5 11%
Mean	3.78	3.84	3.67	3.80	3.81	3.67	4.17	3.73	3.53	3.55	4.13	3.39	3.84	4.03	4.01	3.65	3.75
Std Dev.	1.11	1.02	1.10	1.07	1.24	1.03	1.01	0.94	1.29	1.03	0.70	1.04	1.15	0.93	1.24	1.34	1.15
Std Error	0.05	0.10	0.11	0.10	0.12	0.14	0.18	0.18	0.21	0.16	0.14	0.19	0.18	0.13	0.19	0.23	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	136	5	131	85	51	90	46	43	40	23	16	9	5	-	83	39	14	5	115	20
Weighted Base	149*	6**	143*	91*	58*	103*	46*	51**	48**	29**	13**	6**	3**	-**	99*	42	9**	3**	122*	27**
Effective Base	88	4	84	52	36	57	31	29	28	16	9	4	2	-	57	25	7	2	73	15
Very difficult (1)	*	-	*	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-
	*	-	*	*	-	*	-	-	-	-	-	2%	-	-	-	-	1%	-	*	-
Fairly difficult (2)	16	-	16	9	7	8	8	8	7	*	-	-	*	-	15	*	*	*	14	2
	11%	-	11%	9%	13%	8%	16%	17%	15%	1%	-	-	8%	-	16%	1%	2%	8%	11%	9%
Neither easy nor difficult (3)	25	-	25	15	10	20	5	10	6	6	*	2	2	-	15	6	4	2	16	9
	17%	-	17%	17%	16%	19%	11%	19%	12%	21%	1%	35%	57%	-	15%	15%	42%	57%	13%	32%
Fairly easy (4)	69	5	64	46	24	45	25	23	21	17	6	3	-	-	44	22	3	-	58	11
	46%	77%	45%	50%	40%	43%	53%	44%	44%	59%	43%	51%	-	-	44%	54%	35%	-	48%	41%
Very easy (5)	37	1	36	21	16	29	9	10	13	6	7	1	1	-	23	13	2	1	32	5
	25%	23%	25%	23%	28%	28%	19%	20%	26%	19%	56%	12%	35%	-	23%	30%	20%	35%	26%	18%
I don't know	2	-	2	*	2	2	*	-	2	*	-	-	-	-	2	*	-	-	2	-
	1%	-	1%	*	3%	2%	*	-	3%	*	-	-	-	-	2%	*	-	-	1%	-
NET Very/fairly easy	107	6	100	67	40	73	34	33	33	23	13	4	1	-	67	35	5	1	90	16
	71%	100%	70%	73%	68%	71%	73%	65%	70%	78%	99%	63%	35%	-	67%	84%	55%	35%	74%	59%
NET Very/fairly difficult	16	-	16	9	7	9	8	8	7	*	-	-	*	-	15	*	*	*	14	2
	11%	-	11%	10%	13%	8%	16%	17%	15%	1%	-	-	8%	-	16%	1%	4%	8%	11%	9%
Mean	3.86	4.23	3.85	3.87	3.86	3.91	3.75	3.69	3.85	3.96	4.55	3.73	3.63	-	3.76	4.14	3.70	3.63	3.90	3.69
Std Dev.	0.92	0.46	0.93	0.88	0.99	0.91	0.96	0.99	1.00	0.69	0.54	0.81	1.33	-	0.99	0.70	0.90	1.33	0.93	0.89
Std Error	0.08	0.21	0.08	0.10	0.14	0.10	0.14	0.15	0.16	0.15	0.13	0.27	0.59	-	0.11	0.11	0.24	0.59	0.09	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	136	54	35	25	22	89	47	111	25	11	20	35	39	26	94	11	120	60	73	3
Weighted Base	149*	58*	39**	29**	23**	98*	52*	134*	15**	10**	20**	37**	43**	35**	100*	10**	135*	69*	78*	3**
Effective Base	88	33	22	18	15	55	33	75	15	8	12	22	25	18	60	8	77	39	47	3
Very difficult (1)	*	-	*	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	*	-
Fairly difficult (2)	16	2	5	5	4	7	9	16	*	-	4	6	6	1	15	-	16	11	5	-
	11%	4%	13%	19%	15%	7%	17%	12%	*	-	18%	16%	13%	3%	15%	-	12%	16%	6%	-
Neither easy nor difficult (3)	25	5	12	3	5	17	8	22	3	2	4	8	11	*	23	2	23	1	24	-
	17%	9%	29%	11%	21%	17%	15%	16%	21%	16%	19%	21%	26%	*	23%	16%	17%	1%	31%q	-
Fairly easy (4)	69	31	21	10	7	52	17	60	9	4	8	15	14	26	37	4	63	37	31	2
	46%	54%	53%	37%	28%	54%	33%	45%	59%	38%	39%	41%	33%	73%	37%	38%	47%	53%	40%	65%
Very easy (5)	37	19	2	8	8	21	16	34	3	5	5	6	12	8	23	5	32	20	17	1
	25%	33%	4%	28%	36%	22%	31%	26%	20%	46%	25%	17%	28%	23%	23%	46%	23%	29%	21%	35%
I don't know	2	-	-	2	*	-	2	2	-	-	-	2	-	-	2	-	2	-	2	-
	1%	-	-	6%	*	-	3%	1%	-	-	-	5%	-	-	2%	-	1%	-	2%	-
NET Very/fairly easy	107	50	23	18	15	73	33	95	12	9	13	22	27	34	61	9	95	56	47	3
	71%	87%	58%	65%	63%	75%	64%	70%	79%	84%	63%	58%	61%	96%	61%	84%	70%	82%r	61%	100%
NET Very/fairly difficult	16	2	5	5	4	7	9	16	*	-	4	6	6	1	15	-	16	11	5	-
	11%	4%	13%	19%	15%	7%	17%	12%	*	-	18%	16%	13%	3%	15%	-	12%	16%	6%	-
Mean	3.86	4.17	3.49	3.78	3.84	3.89	3.81	3.85	3.98	4.30	3.70	3.62	3.76	4.16	3.70	4.30	3.82	3.94	3.77	4.35
Std Dev.	0.92	0.75	0.79	1.10	1.10	0.83	1.09	0.95	0.67	0.77	1.06	0.98	1.01	0.60	1.00	0.77	0.93	0.99	0.87	0.61
Std Error	0.08	0.10	0.13	0.22	0.24	0.09	0.16	0.09	0.13	0.23	0.24	0.17	0.16	0.12	0.10	0.23	0.09	0.13	0.10	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	136	97	39	16	76	24	23	13	8	8	7	6	10	10	17	1	9	4	20
Weighted Base	149*	130*	20**	3**	129*	10**	8**	3**	7**	16**	11**	8**	16**	14**	39**	2**	15**	2**	8**
Effective Base	88	76	12	3	69	12	16	8	8	8	7	6	10	9	17	1	9	1	11
Very difficult (1)	* / *	- / -	* / *	- / 3%	- / -	- / -	- / -	* / 3%	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -
Fairly difficult (2)	16 / 11%	16 / 12%	* / 2%	* / 8%	15 / 12%	* / 4%	* / 5%	- / -	1 / 12%	4 / 25%	- / -	1 / 12%	- / -	- / -	7 / 18%	- / -	2 / 16%	* / 11%	* / 2%
Neither easy nor difficult (3)	25 / 17%	23 / 17%	2 / 13%	* / 13%	21 / 16%	2 / 18%	2 / 24%	1 / 25%	1 / 22%	4 / 28%	5 / 41%	- / -	2 / 12%	6 / 44%	- / -	- / -	2 / 12%	* / 4%	2 / 22%
Fairly easy (4)	69 / 46%	59 / 45%	11 / 53%	2 / 65%	60 / 47%	5 / 51%	2 / 31%	1 / 48%	2 / 24%	6 / 34%	3 / 24%	3 / 34%	8 / 50%	7 / 49%	25 / 63%	2 / 100%	5 / 37%	2 / 85%	3 / 44%
Very easy (5)	37 / 25%	31 / 24%	6 / 31%	* / 7%	31 / 24%	3 / 26%	3 / 39%	1 / 23%	3 / 42%	2 / 13%	4 / 34%	3 / 38%	6 / 38%	1 / 7%	8 / 19%	- / -	5 / 35%	- / -	3 / 33%
I don't know	2 / 1%	2 / 1%	* / *	* / 3%	2 / 1%	- / -	* / 1%	- / -	- / -	- / -	- / -	2 / 20%	- / -	- / -	- / -	- / -	- / -	- / -	- / -
NET Very/fairly easy	107 / 71%	90 / 69%	17 / 85%	2 / 73%	91 / 71%	8 / 78%	6 / 70%	2 / 72%	4 / 66%	8 / 47%	7 / 59%	5 / 67%	14 / 88%	8 / 56%	32 / 82%	2 / 100%	11 / 72%	2 / 85%	6 / 76%
NET Very/fairly difficult	16 / 11%	16 / 12%	* / 2%	* / 11%	15 / 12%	* / 4%	* / 5%	* / 3%	1 / 12%	4 / 25%	- / -	1 / 12%	- / -	- / -	7 / 18%	- / -	2 / 16%	* / 11%	* / 2%
Mean	3.86	3.82	4.14	3.68	3.84	4.01	4.05	3.89	3.95	3.36	3.93	4.11	4.26	3.62	3.83	4.00	3.90	3.73	4.07
Std Dev.	0.92	0.94	0.75	1.01	0.93	0.82	0.98	1.08	1.15	1.03	0.91	1.10	0.68	0.63	0.95	0.00	1.09	-	0.84
Std Error	0.08	0.10	0.12	0.26	0.11	0.17	0.21	0.30	0.41	0.36	0.34	0.49	0.21	0.20	0.23	0.00	0.36	-	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Stamp usage 1st class all/most of the time (a)	2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	136	74	26	108	60	74	6	9	26	3	6	53	56	17	7	3	109	10	48	65	13	7	2	113	9	112	24
Weighted Base	149*	77*	32**	116*	71*	77*	4**	6**	32**	4**	3**	61*	55*	24**	6**	4**	116*	9**	55*	70*	13**	8**	***	126*	9**	130*	20**
Effective Base	88	45	18	69	42	45	3	5	18	3	4	33	36	13	4	2	69	7	34	40	8	5	1	73	6	75	13
Very difficult (1)	* / *	*	-	*	-	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-	*
Fairly difficult (2)	16 / 11%	10 / 13%	4 / 14%	12 / 10%	6 / 8%	10 / 13%	-	-	4 / 14%	-	-	5 / 8%	4 / 7%	6 / 26%	1 / 24%	-	8 / 7%	1 / 14%	2 / 4%	10 / 15%	* / 1%	3 / 39%	-	13 / 10%	3 / 37%	15 / 11%	1 / 7%
Neither easy nor difficult (3)	25 / 17%	7 / 9%	4 / 12%	20 / 17%	16 / 23%	7 / 9%	2 / 42%	* / 1%	4 / 12%	-	1 / 22%	5 / 9%	12 / 21%	5 / 22%	2 / 39%	* / 9%	17 / 15%	3 / 27%	8 / 14%	13 / 18%	2 / 16%	2 / 20%	* / 100%	21 / 17%	2 / 23%	22 / 17%	3 / 15%
Fairly easy (4)	69 / 46%	33 / 43%	18 / 57%	51 / 44%	36 / 51%	33 / 43%	-	5 / 81%	18 / 57%	3 / 70%	1 / 45%	24 / 39%	30 / 54%	10 / 42%	2 / 37%	3 / 91%	54 / 46%	6 / 58%	26 / 46%	33 / 46%	6 / 44%	3 / 41%	-	58 / 46%	3 / 40%	56 / 43%	13 / 67%
Very easy (5)	37 / 25%	25 / 32%	6 / 17%	32 / 28%	13 / 18%	25 / 32%	2 / 58%	1 / 18%	6 / 17%	1 / 30%	1 / 33%	25 / 41%l	10 / 18%	2 / 10%	-	-	35 / 30%	-	19 / 35%	14 / 21%	4 / 27%	-	-	34 / 27%	-	37 / 28%	* / 2%
I don't know	2 / 1%	2 / 2%	* / *	2 / 1%	* / *	2 / 2%	-	-	* / *	-	-	2 / 3%	* / *	-	-	-	2 / 2%	-	-	* / *	2 / 12%	-	-	* / *	-	* / *	2 / 8%
NET Very/fairly easy	107 / 71%	58 / 75%	24 / 74%	83 / 71%	49 / 69%	58 / 75%	2 / 58%	6 / 99%	24 / 74%	4 / 100%	3 / 78%	49 / 80%	40 / 72%	13 / 52%	2 / 37%	3 / 91%	88 / 76%	6 / 58%	45 / 81%	47 / 67%	10 / 71%	3 / 41%	-	92 / 73%	3 / 40%	93 / 72%	14 / 69%
NET Very/fairly difficult	16 / 11%	10 / 13%	4 / 14%	12 / 10%	6 / 8%	10 / 13%	-	-	4 / 14%	-	-	5 / 8%	4 / 7%	6 / 26%	1 / 24%	-	9 / 7%	1 / 14%	2 / 4%	10 / 15%	* / *	3 / 39%	-	13 / 10%	3 / 37%	15 / 11%	1 / 7%
Mean	3.86	3.96	3.78	3.90	3.79	3.96	4.16	4.16	3.78	4.30	4.11	4.17	3.83	3.36	3.12	3.91	4.01	3.44	4.12	3.73	4.10	3.02	3.00	3.90	3.02	3.89	3.70
Std Dev.	0.92	0.99	0.90	0.93	0.84	0.99	1.14	0.44	0.90	0.53	0.88	0.91	0.81	1.00	0.85	0.34	0.87	0.77	0.81	0.96	0.76	0.96	-	0.92	0.93	0.95	0.68
Std Error	0.08	0.12	0.18	0.09	0.11	0.12	0.47	0.15	0.18	0.31	0.36	0.13	0.11	0.24	0.32	0.20	0.08	0.24	0.12	0.12	0.22	0.36	-	0.09	0.31	0.09	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	136	18	115	3	65	63	8	114	16	4	1	134	1
Weighted Base	149*	10**	135*	5**	61*	77*	12**	127*	18**	4**	***	149*	***
Effective Base	88	9	78	2	38	44	7	75	10	2	1	88	1
Very difficult (1)	*	-	*	-	*	-	-	*	-	-	-	*	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Fairly difficult (2)	16	2	14	-	10	4	2	10	3	3	-	16	-
	11%	24%	10%	-	16%	5%	21%	8%	19%	64%	-	11%	-
Neither easy nor difficult (3)	25	1	24	-	9	12	4	19	6	-	-	25	*
	17%	10%	18%	-	14%	16%	36%	15%	31%	-	-	17%	100%
Fairly easy (4)	69	4	62	3	23	41	5	62	6	1	-	69	-
	46%	38%	46%	64%	38%	53%	44%	49%	34%	34%	-	46%	-
Very easy (5)	37	3	35	-	18	20	-	34	3	*	*	37	-
	25%	27%	26%	-	29%	26%	-	27%	16%	1%	100%	25%	-
I don't know	2	-	*	2	2	*	-	2	-	-	-	2	-
	1%	-	*	36%	3%	*	-	1%	-	-	-	1%	-
NET Very/fairly easy	107	6	97	3	41	61	5	96	9	2	*	106	-
	71%	65%	72%	64%	67%	79%	44%	76%	50%	36%	100%	71%	-
NET Very/fairly difficult	16	2	14	-	10	4	2	10	3	3	-	16	-
	11%	24%	10%	-	16%	5%	21%	8%	19%	64%	-	11%	-
Mean	3.86	3.67	3.88	4.00	3.81	4.00	3.23	3.96	3.48	2.73	5.00	3.86	3.00
Std Dev.	0.92	1.18	0.91	0.00	1.05	0.79	0.80	0.87	1.00	1.12	-	0.92	-
Std Error	0.08	0.28	0.09	0.00	0.13	0.10	0.28	0.08	0.25	0.56	-	0.08	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	136	39	22	37	38	15	14	10	6	9	7	12	11	14	18	10	10
Weighted Base	149*	49**	28**	35**	37**	21**	16**	12**	11**	8**	10**	11**	12**	11**	18**	10**	10**
Effective Base	88	27	16	23	22	12	9	6	6	5	6	7	8	8	10	5	7
Very difficult (1)	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	* 1%	-
Fairly difficult (2)	16 11%	8 16%	2 9%	4 10%	2 5%	3 15%	5 30%	-	2 22%	* 1%	-	-	3 20%	1 10%	-	-	2 20%
Neither easy nor difficult (3)	25 17%	11 22%	7 25%	5 14%	2 7%	5 25%	3 21%	2 16%	3 29%	2 28%	2 19%	2 17%	-	3 25%	-	2 19%	1 6%
Fairly easy (4)	69 46%	19 38%	11 38%	19 55%	21 56%	9 42%	4 24%	6 51%	-	4 47%	7 74%	7 67%	7 58%	4 39%	11 63%	6 55%	4 44%
Very easy (5)	37 25%	12 24%	8 28%	6 16%	12 32%	4 17%	4 26%	4 32%	5 49%	2 24%	1 7%	* 1%	3 22%	3 25%	7 37%	3 26%	3 30%
I don't know	2 1%	-	-	2 5%	-	-	-	-	-	-	-	2 15%	-	* 1%	-	-	-
NET Very/fairly easy	107 71%	30 62%	19 66%	25 71%	33 88%	12 60%	8 49%	10 84%	5 49%	5 71%	8 81%	7 68%	10 80%	7 64%	18 100%	8 81%	7 74%
NET Very/fairly difficult	16 11%	8 16%	2 9%	4 10%	2 5%	3 15%	5 30%	-	2 22%	* 1%	-	-	3 20%	1 10%	-	* 1%	2 20%
Mean	3.86	3.69	3.85	3.81	4.15	3.62	3.45	4.16	3.77	3.94	3.88	3.81	3.81	3.81	4.37	4.05	3.85
Std Dev.	0.92	1.02	0.95	0.86	0.78	0.96	1.20	0.71	1.32	0.80	0.53	0.45	1.04	0.97	0.50	0.76	1.13
Std Error	0.08	0.16	0.20	0.15	0.13	0.25	0.32	0.22	0.54	0.27	0.20	0.14	0.31	0.27	0.12	0.24	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	132	7	125	72	60	76	56	39	35	29	15	10	1	3	74	44	14	4	103	28
Weighted Base	150*	8**	142*	82*	68*	86*	64*	44**	44**	36**	12**	12**	2**	***	88*	48**	14**	2**	111*	38**
Effective Base	80	6	75	43	37	42	39	26	21	19	8	6	1	3	46	27	7	1	59	21
Very difficult (1)	5 3%	1 8%	5 3%	3 4%	2 3%	3 3%	2 4%	1 3%	2 5%	1 1%	-	1 7%	-	* 77%	4 4%	1 1%	1 7%	* 9%	5 5%	-
Fairly difficult (2)	16 10%	-	16 11%	6 7%	10 15%	9 10%	7 11%	8 18%	5 11%	*	-	3 24%	-	-	13 15%	*	3 20%	-	13 12%	3 7%
Neither easy nor difficult (3)	22 14%	-	22 15%	13 16%	9 13%	15 17%	7 11%	10 23%	3 7%	6 15%	3 27%	-	-	-	13 15%	9 18%	-	-	14 13%	7 20%
Fairly easy (4)	63 42%	6 71%	57 40%	34 42%	29 43%	31 36%	32 51%	12 28%	21 47%	20 54%	4 34%	4 38%	2 100%	-	33 38%	24 49%	6 45%	2 88%	46 42%	16 42%
Very easy (5)	43 28%	2 22%	41 29%	26 32%	16 24%	29 34%	13 21%	10 24%	13 30%	11 29%	5 40%	4 31%	-	* 23%	24 27%	15 32%	4 27%	* 3%	30 27%	12 32%
I don't know	2 1%	-	2 1%	-	2 3%	-	2 3%	2 4%	-	-	-	-	-	-	2 2%	-	-	-	2 2%	-
NET Very/fairly easy	106 71%	7 92%	98 69%	61 74%	45 66%	60 70%	46 72%	23 52%	34 77%	30 83%	9 73%	8 69%	2 100%	* 23%	57 65%	39 81%	10 72%	2 91%	76 69%	28 74%
NET Very/fairly difficult	21 14%	1 8%	20 14%	8 10%	12 18%	12 14%	9 14%	9 21%	7 17%	1 2%	-	4 31%	-	* 77%	16 19%	1 1%	4 28%	* 9%	18 16%	3 7%
Mean	3.83	3.99	3.82	3.92	3.71	3.87	3.77	3.55	3.85	4.09	4.13	3.62	4.00	1.93	3.70	4.10	3.64	3.75	3.77	3.99
Std Dev.	1.07	1.01	1.08	1.04	1.11	1.10	1.04	1.16	1.14	0.76	0.84	1.39	-	-	1.15	0.77	1.32	-	1.13	0.90
Std Error	0.09	0.38	0.10	0.12	0.14	0.13	0.14	0.19	0.19	0.14	0.22	0.44	-	-	0.13	0.12	0.35	-	0.11	0.17

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	132	64	30	14	24	94	38	108	24	12	14	27	42	36	83	12	119	50	77	5
Weighted Base	150*	72*	33**	23**	22**	105*	45**	139*	11**	7**	15**	39**	45*	43**	98*	7**	141*	52**	90*	7**
Effective Base	80	37	17	12	14	55	26	72	11	6	7	18	30	21	53	6	74	27	51	3
Very difficult (1)	5 3%	1 2%	3 10%	-	1 3%	5 4%	1 1%	4 3%	1 7%	-	1 4%	4 10%	1 1%	* 1%	5 5%	-	5 4%	4 7%	2 2%	-
Fairly difficult (2)	16 10%	4 5%	6 20%	2 10%	3 14%	10 10%	5 12%	15 11%	1 5%	-	2 12%	1 4%	6 14%	6 15%	9 9%	-	16 11%	1 2%	14 16%	-
Neither easy nor difficult (3)	22 14%	8 11%	5 16%	3 15%	5 22%	13 13%	8 19%	21 15%	1 6%	1 8%	2 11%	6 14%	8 17%	6 14%	15 15%	1 8%	21 15%	2 5%	19 21%	* 1%
Fairly easy (4)	63 42%	33 46%	11 34%	10 44%	9 38%	45 42%	19 41%	59 43%	4 34%	3 46%	8 54%	17 44%	19 43%	16 36%	44 45%	3 46%	60 42%	19 37%	39 44%	5 63%
Very easy (5)	43 28%	26 36%	5 15%	7 30%	5 22%	31 29%	12 26%	37 27%	5 48%	3 45%	3 19%	11 29%	11 25%	13 30%	25 25%	3 45%	38 27%	26 50%	14 15%	3 36%
I don't know	2 1%	-	2 6%	-	-	2 2%	-	2 1%	-	-	-	-	-	2 4%	-	-	2 1%	-	2 2%	-
NET Very/fairly easy	106 71%	59 82%	16 50%	17 75%	13 61%	75 72%	30 68%	97 70%	9 81%	7 92%	11 73%	28 72%	30 68%	29 66%	69 70%	7 92%	98 69%	45 86%	53 59%	7 99%
NET Very/fairly difficult	21 14%	5 7%	10 29%	2 10%	4 17%	15 14%	6 13%	19 14%	1 13%	-	2 16%	5 13%	7 15%	7 15%	14 14%	-	21 15%	5 9%	16 18%	-
Mean	3.83	4.08	3.28	3.95	3.64	3.84	3.80	3.81	4.09	4.37	3.72	3.78	3.77	3.84	3.77	4.37	3.79	4.20	3.56	4.36
Std Dev.	1.07	0.93	1.27	0.95	1.09	1.10	1.02	1.06	1.25	0.68	1.07	1.19	1.02	1.08	1.09	0.68	1.08	1.11	1.01	0.53
Std Error	0.09	0.12	0.24	0.25	0.22	0.11	0.17	0.10	0.25	0.20	0.28	0.23	0.16	0.18	0.12	0.20	0.10	0.16	0.12	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	132	89	43	16	71	26	22	13	4	8	8	4	12	11	13	7	4	3	23
Weighted Base	150*	117*	33**	3**	129*	11**	7**	3**	3**	16**	12**	5**	20**	17**	31**	19**	7**	1**	10**
Effective Base	80	68	14	2	63	17	12	9	4	8	8	4	11	9	13	7	4	2	15
Very difficult (1)	5 3%	5 4%	* 1%	* 6%	4 3%	* 4%	1 16%	- -	- -	- -	- -	- -	- -	1 7%	2 8%	- -	- -	- -	* 4%
Fairly difficult (2)	16 10%	10 9%	6 17%	- -	15 11%	- -	1 9%	* 9%	- -	2 13%	- -	- -	- -	5 28%	2 7%	2 13%	3 43%	- -	- -
Neither easy nor difficult (3)	22 14%	21 18%	* *	- -	18 14%	3 31%	1 8%	- -	- -	2 12%	6 50%	1 25%	2 8%	- -	7 23%	- -	- -	- -	3 35%
Fairly easy (4)	63 42%	45 38%	18 55%	1 16%	56 44%	4 41%	1 14%	1 51%	3 100%	10 62%	4 39%	2 47%	9 44%	8 46%	5 15%	14 71%	2 27%	* 11%	4 44%
Very easy (5)	43 28%	36 31%	7 20%	3 78%	35 27%	3 25%	4 53%	1 40%	- -	2 13%	1 11%	1 27%	10 48%	1 7%	14 47%	3 16%	2 30%	1 89%	2 17%
I don't know	2 1%	- -	2 6%	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	2 11%	- -	- -	- -	- -	- -
NET Very/fairly easy	106 71%	81 69%	25 76%	3 94%	91 71%	7 65%	5 67%	2 91%	3 100%	12 75%	6 50%	4 75%	18 92%	9 54%	19 62%	17 87%	4 57%	1 100%	6 61%
NET Very/fairly difficult	21 14%	15 13%	6 18%	* 6%	18 14%	* 4%	2 25%	* 9%	- -	2 13%	- -	- -	- -	6 36%	5 15%	2 13%	3 43%	- -	* 4%
Mean	3.83	3.83	3.81	4.61	3.82	3.83	3.80	4.22	4.00	3.75	3.61	4.02	4.40	3.20	3.86	3.90	3.43	4.89	3.70
Std Dev.	1.07	1.09	1.03	1.15	1.06	0.97	1.67	1.06	0.00	0.87	0.71	0.81	0.65	1.25	1.32	0.84	1.41	-	0.94
Std Error	0.09	0.12	0.16	0.29	0.13	0.19	0.36	0.29	0.00	0.31	0.25	0.41	0.19	0.39	0.37	0.32	0.71	-	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	132	86	11	119	44	86	7	15	11	1	4	48	53	20	7	3	101	10	60	48	19	2	3	108	5	113	19
Weighted Base	150*	95*	12**	134*	51**	95*	3**	8**	12**	1**	2**	64*	56*	23**	5**	1**	120*	7**	71*	56*	21**	1**	1**	127*	2**	127*	22**
Effective Base	80	52	6	72	26	52	3	7	6	1	2	30	35	12	4	1	63	5	36	33	11	2	1	68	3	69	12
Very difficult (1)	5 / 3%	3 / 3%	* / 3%	5 / 4%	2 / 4%	3 / 3%	- / -	1 / 8%	* / 3%	- / -	1 / 10%	3 / 4%	1 / 1%	2 / 8%	- / -	- / -	3 / 3%	- / -	1 / 1%	4 / 7%	- / -	1 / 58%	- / -	5 / 4%	1 / 22%	4 / 3%	1 / 4%
Fairly difficult (2)	16 / 10%	6 / 7%	* / 4%	13 / 10%	7 / 14%	6 / 7%	- / -	* / 1%	* / 4%	- / -	* / 27%	3 / 5%	7 / 12%	2 / 10%	4 / 67%	- / -	10 / 8%	4 / 53%	5 / 7%	7 / 12%	4 / 19%	- / -	- / -	12 / 9%	- / -	13 / 10%	3 / 13%
Neither easy nor difficult (3)	22 / 14%	14 / 14%	- / -	22 / 16%	8 / 16%	14 / 14%	1 / 20%	1 / 8%	- / -	- / -	- / -	7 / 11%	7 / 13%	6 / 28%	1 / 10%	- / -	15 / 12%	1 / 8%	6 / 9%	15 / 26%	1 / 3%	- / -	- / -	21 / 17%	- / -	20 / 16%	1 / 6%
Fairly easy (4)	63 / 42%	40 / 42%	6 / 54%	55 / 41%	22 / 43%	40 / 42%	2 / 54%	2 / 31%	6 / 54%	- / -	- / -	27 / 42%	27 / 49%	8 / 33%	1 / 14%	- / -	55 / 45%	1 / 11%	37 / 52%	16 / 29%	9 / 44%	* / 42%	1 / 11%	53 / 42%	1 / 23%	55 / 43%	8 / 35%
Very easy (5)	43 / 28%	33 / 34%	5 / 39%	38 / 28%	10 / 20%	33 / 34%	1 / 26%	4 / 52%	5 / 39%	1 / 100%	1 / 63%	24 / 37%	12 / 21%	5 / 21%	* / 9%	1 / 100%	36 / 30%	2 / 29%	20 / 28%	14 / 25%	7 / 34%	- / -	1 / 89%	34 / 27%	1 / 55%	35 / 27%	8 / 34%
I don't know	2 / 1%	- / -	- / -	2 / 1%	2 / 4%	- / -	- / -	- / -	- / -	- / -	- / -	- / -	2 / 3%	- / -	- / -	- / -	2 / 2%	- / -	2 / 3%	- / -	- / -	- / -	- / -	2 / 1%	- / -	- / -	2 / 8%
NET Very/fairly easy	106 / 71%	72 / 76%	11 / 93%	93 / 69%	32 / 63%	72 / 76%	2 / 80%	6 / 83%	11 / 93%	1 / 100%	1 / 63%	51 / 80%	39 / 70%	13 / 55%	1 / 23%	1 / 100%	90 / 75%	3 / 39%	57 / 80%s	31 / 55%	16 / 78%	* / 42%	1 / 100%	88 / 69%	2 / 78%	90 / 71%	16 / 69%
NET Very/fairly difficult	21 / 14%	9 / 10%	1 / 1%	18 / 13%	9 / 18%	9 / 10%	- / -	1 / 9%	1 / 7%	- / -	1 / 37%	6 / 9%	7 / 13%	4 / 17%	4 / 67%	- / -	13 / 11%	4 / 53%	6 / 8%	10 / 19%	4 / 19%	1 / 58%	- / -	16 / 13%	1 / 22%	17 / 13%	4 / 17%
Mean	3.83	3.97	4.20	3.82	3.62	3.97	4.06	4.17	4.20	5.00	3.77	4.04	3.79	3.51	2.65	5.00	3.93	3.15	4.01	3.55	3.93	2.25	4.89	3.81	3.88	3.81	3.89
Std Dev.	1.07	1.02	0.94	1.07	1.11	1.02	0.82	1.24	0.94	-	-	1.03	0.98	1.18	1.14	-	1.01	1.43	0.90	1.19	1.09	-	-	1.06	2.13	1.05	1.22
Std Error	0.09	0.11	0.28	0.10	0.17	0.11	0.31	0.32	0.28	-	-	0.15	0.14	0.26	0.43	-	0.10	0.45	0.12	0.17	0.25	-	-	0.10	0.95	0.10	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

		Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	132	17	112	3	54	60	18	113	17	-	2	130	-
Weighted Base	150*	13**	132*	5**	64*	65*	20**	130*	19**	-**	***	150*	-**
Effective Base	80	7	72	2	30	38	13	69	11	-	2	80	-
Very difficult (1)	5 3%	* 1%	5 4%	-	4 6%	* 1%	1 6%	5 4%	-	-	-	5 3%	-
Fairly difficult (2)	16 10%	*	16 12%	-	5 8%	9 14%	1 6%	16 12%	*	-	-	16 10%	-
Neither easy nor difficult (3)	22 14%	*	21 16%	* 10%	2 3%	16 24% d	4 20%	17 13%	5 23%	-	* 41%	22 14%	-
Fairly easy (4)	63 42%	9 72%	51 39%	3 56%	28 43%	25 38%	11 53%	53 40%	11 55%	-	59%	63 42%	-
Very easy (5)	43 28%	3 26%	37 28%	2 34%	24 38%	15 24%	3 15%	38 29%	4 22%	-	-	43 28%	-
I don't know	2 1%	-	2 1%	-	2 3%	-	-	2 1%	-	-	-	2 1%	-
NET Very/fairly easy	106 71%	13 99%	88 67%	4 90%	52 81%	40 61%	14 68%	91 70%	15 76%	-	* 59%	106 71%	-
NET Very/fairly difficult	21 14%	* 1%	21 16%	-	9 14%	10 15%	2 12%	21 16%	*	-	-	21 14%	-
Mean	3.83	4.23	3.77	4.23	4.02	3.70	3.64	3.80	3.98	-	3.59	3.83	-
Std Dev.	1.07	0.56	1.11	0.69	1.13	1.01	1.04	1.12	0.70	-	-	1.07	-
Std Error	0.09	0.14	0.11	0.40	0.16	0.13	0.24	0.11	0.17	-	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	132	39	23	36	34	14	13	12	9	5	9	9	13	14	19	9	6
Weighted Base	150*	51**	22**	41**	36**	12**	22**	17**	13**	3**	5**	4**	20**	17**	18**	13**	5**
Effective Base	80	25	15	22	19	8	10	8	8	2	6	3	8	11	10	6	5
Very difficult (1)	5 3%	1 3%	2 11%	1 2%	1 1%	* 2%	1 6%	-	2 18%	-	-	* 5%	1 3%	-	-	1 4%	-
Fairly difficult (2)	16 10%	9 18%	* 1%	6 15%	-	* 4%	6 28%	2 14%	* 2%	-	-	* 1%	5 26%	1 7%	-	-	-
Neither easy nor difficult (3)	22 14%	9 17%	1 6%	5 12%	7 18%	2 17%	4 17%	3 18%	-	* 2%	1 26%	-	2 10%	3 16%	1 8%	3 21%	2 44%
Fairly easy (4)	63 42%	18 35%	13 61%	17 43%	15 40%	7 56%	5 23%	6 37%	7 56%	3 90%	3 55%	2 45%	5 26%	10 60%	10 54%	4 28%	1 22%
Very easy (5)	43 28%	12 23%	4 20%	12 28%	15 41%	1 5%	6 26%	5 31%	3 24%	* 9%	1 19%	2 48%	7 35%	3 17%	7 38%	6 47%	2 35%
I don't know	2 1%	2 4%	-	-	-	2 16%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	106 71%	30 58%	18 82%	29 71%	29 81%	7 62%	11 49%	11 68%	11 80%	3 98%	4 74%	4 93%	12 61%	13 77%	17 92%	10 75%	3 56%
NET Very/fairly difficult	21 14%	11 21%	3 12%	7 17%	1 1%	1 6%	8 34%	2 14%	3 20%	-	-	* 7%	6 29%	1 7%	-	1 4%	-
Mean	3.83	3.60	3.78	3.80	4.19	3.71	3.36	3.86	3.66	4.07	3.93	4.30	3.63	3.87	4.29	4.15	3.91
Std Dev.	1.07	1.14	1.15	1.09	0.83	0.77	1.32	1.05	1.41	0.38	0.75	1.10	1.31	0.78	0.63	1.05	0.98
Std Error	0.09	0.18	0.24	0.18	0.14	0.21	0.37	0.30	0.47	0.17	0.25	0.37	0.36	0.21	0.14	0.35	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	126	3	123	73	53	79	46	32	45	31	13	3	1	1	77	44	5	2	98	27
Weighted Base	146*	4**	142*	82*	64*	95*	50*	40**	56**	35**	8**	3**	2**	2**	96*	43**	7**	4**	109*	37**
Effective Base	81	3	78	44	38	47	35	22	29	21	6	2	1	1	51	26	4	2	62	19
Very difficult (1)	6 4%	- -	6 5%	5 6%	1 2%	5 5%	1 3%	4 10%	2 4%	* *	- -	- -	- -	- -	6 7%	* *	- -	- -	6 6%	* *
Fairly difficult (2)	8 5%	- -	8 6%	7 9%	* 1%	6 7%	1 3%	6 14%	* *	2 6%	- -	- -	- -	- -	6 6%	2 4%	- -	- -	5 4%	3 9%
Neither easy nor difficult (3)	17 11%	- -	17 12%	4 5%	12 19%	7 7%	10 20%	8 21%	3 5%	3 9%	* 2%	2 58%	- -	- -	11 12%	3 8%	2 27%	- -	14 12%	3 8%
Fairly easy (4)	63 43%	3 73%	60 42%	35 43%	27 43%	39 41%	22 45%	14 35%	26 47%	18 52%	1 14%	1 42%	- -	2 100%	40 42%	19 45%	3 46%	2 49%	47 43%	16 43%
Very easy (5)	53 36%	1 27%	51 36%	30 36%	23 36%	38 40%	15 30%	8 20%	24 43%	11 33%	7 84%	- -	2 100%	- -	32 34%	18 42%	2 28%	2 51%	38 35%	15 40%
I don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly easy	115 79%	4 100%	111 78%	65 79%	50 78%	76 81%	37 75%	22 55%	51 90%	30 85%	8 98%	1 42%	2 100%	2 100%	72 75%	37 88%	5 73%	4 100%	85 78%	30 83%
NET Very/fairly difficult	14 10%	- -	14 10%	12 15%	2 3%	11 12%	3 6%	9 24%	3 5%	2 6%	- -	- -	- -	- -	12 13%	2 5%	- -	- -	11 10%	3 9%
Mean	4.01	4.27	4.00	3.95	4.08	4.03	3.96	3.42	4.24	4.12	4.82	3.42	5.00	4.00	3.90	4.25	4.01	4.51	3.97	4.13
Std Dev.	1.04	0.51	1.06	1.16	0.88	1.11	0.94	1.24	0.93	0.82	0.46	0.59	-	-	1.14	0.81	0.79	0.58	1.08	0.93
Std Error	0.09	0.29	0.10	0.14	0.12	0.12	0.14	0.22	0.14	0.15	0.13	0.34	-	-	0.13	0.12	0.35	0.41	0.11	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	126	57	31	16	22	88	38	110	16	13	16	29	36	30	81	13	112	53	71	2
Weighted Base	146*	57*	39**	25**	25**	96*	50**	136*	10**	11**	24**	34**	43**	31**	101*	11**	134*	59*	85*	2**
Effective Base	81	31	21	13	16	52	29	74	8	9	12	18	26	18	54	9	73	32	48	1
Very difficult (1)	6 4%	4 7%	2 6%	- -	- -	6 7%	- -	6 5%	- -	- -	- -	2 7%	* *	4 12%	3 3%	- -	6 5%	2 4%	4 5%	- -
Fairly difficult (2)	8 5%	2 4%	1 3%	5 18%	* *	3 3%	5 9%	8 6%	* 3%	* *	3 11%	3 9%	2 5%	* 1%	8 7%	* *	8 6%	1 2%	7 8%	* 11%
Neither easy nor difficult (3)	17 11%	5 9%	5 14%	* 1%	6 23%	11 11%	6 12%	15 11%	2 20%	4 33%	1 5%	3 9%	6 13%	* 1%	10 10%	4 33%	13 9%	4 7%	12 14%	- -
Fairly easy (4)	63 43%	25 44%	20 51%	10 40%	8 31%	45 47%	18 35%	57 42%	5 57%	4 36%	10 43%	14 41%	18 53%	16 53%	42 42%	4 36%	58 43%	27 46%	34 40%	2 89%
Very easy (5)	53 36%	21 36%	10 26%	10 41%	12 46%	31 32%	22 44%	51 37%	2 21%	4 31%	10 41%	12 35%	17 40%	10 33%	39 39%	4 31%	49 36%	24 41%	29 34%	- -
I don't know	* -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly easy	115 79%	46 80%	30 77%	21 81%	19 77%	75 79%	40 79%	108 79%	7 78%	8 67%	20 84%	26 76%	35 82%	27 86%	81 80%	8 67%	107 80%	51 87%	63 73%	2 89%
NET Very/fairly difficult	14 10%	6 11%	4 9%	5 18%	* *	10 10%	5 9%	14 10%	* 3%	* *	3 11%	5 16%	2 5%	4 13%	10 10%	* *	14 11%	3 6%	11 12%	* 11%
Mean	4.01	3.99	3.87	4.04	4.23	3.94	4.13	4.01	3.95	3.97	4.14	3.88	4.17	3.93	4.06	3.97	4.01	4.18	3.90	3.77
Std Dev.	1.04	1.12	1.04	1.09	0.82	1.08	0.96	1.06	0.76	0.84	0.96	1.20	0.85	1.24	1.01	0.84	1.06	0.95	1.10	0.89
Std Error	0.09	0.15	0.19	0.27	0.17	0.12	0.16	0.10	0.19	0.23	0.24	0.22	0.14	0.23	0.11	0.23	0.10	0.13	0.13	0.63

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	126	90	36	12	73	17	25	11	4	7	7	5	13	10	10	8	9	2	15
Weighted Base	146*	120*	26**	3**	129*	6**	8**	3**	3**	13**	10**	7**	22**	15**	22**	22**	14**	1**	5**
Effective Base	81	70	12	2	66	10	16	7	4	7	7	5	13	9	10	8	9	1	9
Very difficult (1)	6 4%	6 5%	* 1%	* 3%	6 5%	* 1%	* 1%	-	-	-	-	1 20%	-	-	2 11%	2 11%	-	-	* 1%
Fairly difficult (2)	8 5%	8 6%	*	* 2%	5 4%	1 13%	2 22%	-	-	-	1 14%	-	1	-	3 12%	-	1 9%	-	1 15%
Neither easy nor difficult (3)	17 11%	16 13%	* 2%	* 4%	14 11%	1 12%	1 18%	* 8%	-	3 25%	1 13%	-	1 5%	3 19%	-	3 12%	3 19%	-	1 15%
Fairly easy (4)	63 43%	43 36%	20 74%	* 11%	56 44%	2 37%	2 23%	2 72%	1 41%	4 30%	6 58%	4 57%	13 60%	10 63%	6 28%	9 41%	3 21%	-	2 45%
Very easy (5)	53 36%	47 39%	6 23%	2 79%	47 36%	2 37%	3 35%	1 20%	2 59%	6 45%	1 14%	2 23%	8 35%	3 18%	11 50%	8 35%	7 50%	1 100%	1 24%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	115 79%	90 75%	26 97%	3 90%	104 80%	5 74%	4 58%	3 92%	3 100%	10 75%	8 72%	5 80%	21 95%	12 81%	17 77%	17 76%	10 72%	1 100%	3 69%
NET Very/fairly difficult	14 10%	14 12%	* 1%	* 6%	12 9%	1 14%	2 23%	-	-	-	1 14%	1 20%	-	-	5 23%	2 11%	1 9%	-	1 16%
Mean	4.01	3.97	4.18	4.60	4.03	3.97	3.68	4.12	4.59	4.20	3.72	3.63	4.29	3.99	3.93	3.89	4.12	5.00	3.75
Std Dev.	1.04	1.12	0.55	1.13	1.04	1.14	1.29	0.64	0.59	0.84	0.92	1.49	0.57	0.63	1.42	1.24	1.06	-	1.14
Std Error	0.09	0.12	0.09	0.33	0.12	0.28	0.26	0.19	0.29	0.32	0.35	0.67	0.16	0.20	0.45	0.44	0.35	-	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	126	80	12	111	43	80	8	6	12	3	6	53	45	13	11	4	98	15	59	52	11	3	-	111	3	114	12
Weighted Base	146*	95*	10**	130*	45**	95*	7**	3**	10**	2**	5**	68*	48*	16**	9**	5**	116*	14**	72*	60*	9**	4**	-**	132*	4**	129*	17**
Effective Base	81	52	8	71	26	52	5	2	8	2	4	33	31	9	7	3	63	10	35	37	6	3	-	72	3	73	8
Very difficult (1)	6 / 4%	5 / 5%	1 / 13%	5 / 4%	1 / 3%	5 / 5%	-	-	1 / 13%	-	-	2 / 4%	3 / 5%	-	* / 1%	1 / 27%	4 / 4%	1 / 10%	3 / 4%	2 / 4%	* / 1%	1 / 32%	-	5 / 4%	1 / 32%	6 / 5%	-
Fairly difficult (2)	8 / 5%	2 / 2%	-	8 / 6%	6 / 13%	2 / 2%	* / 1%	* / 2%	-	-	-	4 / 6%	2 / 4%	* / 3%	1 / 14%	-	6 / 5%	1 / 9%	2 / 3%	2 / 4%	3 / 36%	-	-	5 / 4%	-	7 / 6%	1 / 5%
Neither easy nor difficult (3)	17 / 11%	4 / 5%	3 / 27%	9 / 7%	8 / 17%	4 / 5%	2 / 32%	1 / 19%	3 / 27%	* / 11%	1 / 27%	6 / 9%	4 / 7%	5 / 33%	1 / 15%	-	10 / 8%	1 / 10%	7 / 10%	6 / 11%	* / 5%	1 / 34%	-	14 / 10%	1 / 34%	16 / 12%	1 / 3%
Fairly easy (4)	63 / 43%	39 / 41%	5 / 46%	57 / 44%	22 / 49%	39 / 41%	2 / 33%	2 / 74%	5 / 46%	1 / 30%	2 / 44%	23 / 33%	24 / 51%	9 / 56%	4 / 37%	3 / 70%	47 / 40%	7 / 48%	28 / 39%	32 / 53%	2 / 18%	1 / 34%	-	60 / 45%	1 / 34%	55 / 43%	8 / 44%
Very easy (5)	53 / 36%	45 / 47%	1 / 14%	51 / 39%	8 / 18%	45 / 47%	2 / 35%	* / 5%	1 / 14%	1 / 59%	1 / 29%	33 / 48%	16 / 33%	1 / 8%	3 / 33%	* / 3%	48 / 41%	3 / 23%	32 / 45%	17 / 28%	3 / 40%	-	-	49 / 37%	-	44 / 34%	8 / 48%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	115 / 79%	84 / 88%	6 / 60%	108 / 83%	30 / 67%	84 / 88%	5 / 68%	2 / 79%	6 / 60%	2 / 89%	4 / 73%	55 / 81%	40 / 83%	10 / 63%	7 / 71%	4 / 73%	95 / 82%	10 / 71%	60 / 83%	49 / 81%	5 / 58%	1 / 34%	-	109 / 82%	1 / 34%	99 / 77%	16 / 92%
NET Very/fairly difficult	14 / 10%	7 / 7%	1 / 13%	13 / 10%	7 / 16%	7 / 7%	* / 1%	* / 2%	1 / 10%	-	-	7 / 10%	4 / 9%	* / 3%	1 / 14%	1 / 27%	11 / 10%	3 / 19%	5 / 7%	5 / 8%	3 / 37%	1 / 32%	-	10 / 7%	1 / 32%	13 / 10%	1 / 5%
Mean	4.01	4.22	3.48	4.08	3.66	4.22	4.02	3.83	3.48	4.48	4.02	4.16	4.01	3.68	3.89	3.21	4.10	3.66	4.18	3.97	3.60	2.70	-	4.08	2.70	3.96	4.36
Std Dev.	1.04	1.02	1.20	1.03	1.03	1.02	0.90	0.66	1.20	-	0.84	1.06	1.03	0.68	1.10	1.53	1.05	1.25	0.99	0.96	1.43	1.42	-	0.98	1.42	1.07	0.77
Std Error	0.09	0.11	0.35	0.10	0.16	0.11	0.32	0.27	0.35	-	0.34	0.15	0.15	0.19	0.33	0.77	0.11	0.32	0.13	0.13	0.43	0.82	-	0.09	0.82	0.10	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	126	15	108	3	52	62	12	102	19	4	1	125	-
Weighted Base	146*	18**	124*	4**	65*	69*	11**	122*	20**	4**	***	146*	-**
Effective Base	81	9	69	3	32	42	9	67	12	3	1	81	-
Very difficult (1)	6 / 4%	1 / 7%	5 / 4%	-	4 / 6%	3 / 4%	-	5 / 4%	-	1 / 35%	-	6 / 4%	-
Fairly difficult (2)	8 / 5%	-	7 / 6%	* / 14%	4 / 7%	3 / 4%	1 / 6%	4 / 3%	3 / 16%	* / 11%	-	8 / 5%	-
Neither easy nor difficult (3)	17 / 11%	1 / 8%	15 / 12%	-	3 / 5%	9 / 13%	4 / 38%	14 / 11%	3 / 14%	* / 5%	-	17 / 11%	-
Fairly easy (4)	63 / 43%	6 / 34%	55 / 44%	1 / 40%	25 / 39%	34 / 48%	3 / 30%	53 / 43%	8 / 39%	2 / 48%	-	63 / 43%	-
Very easy (5)	53 / 36%	9 / 51%	42 / 34%	2 / 46%	28 / 43%	22 / 31%	3 / 26%	46 / 38%	6 / 32%	-	* / 100%	53 / 36%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	115 / 79%	16 / 85%	97 / 78%	3 / 86%	53 / 82%	55 / 80%	6 / 56%	99 / 81%	14 / 71%	2 / 48%	* / 100%	115 / 79%	-
NET Very/fairly difficult	14 / 10%	1 / 7%	12 / 10%	* / 14%	8 / 13%	5 / 8%	1 / 6%	9 / 8%	3 / 16%	2 / 47%	-	14 / 10%	-
Mean	4.01	4.22	3.97	4.18	4.06	4.00	3.75	4.07	3.86	2.66	5.00	4.01	-
Std Dev.	1.04	1.12	1.03	1.18	1.14	0.97	0.95	1.00	1.06	1.61	-	1.04	-
Std Error	0.09	0.29	0.10	0.68	0.16	0.12	0.27	0.10	0.24	0.80	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	126	33	28	23	42	11	13	9	11	9	8	6	6	11	25	8	9
Weighted Base	146*	42**	36**	27**	40**	15**	13**	14**	17**	9**	10**	4**	8**	15**	24**	8**	8**
Effective Base	81	21	21	16	24	9	6	6	9	6	6	3	5	8	13	6	5
Very difficult (1)	6 / 4%	2 / 6%	2 / 7%	-	1 / 4%	-	2 / 19%	-	2 / 14%	* / 1%	-	-	-	-	1 / 5%	-	* / 1%
Fairly difficult (2)	8 / 5%	1 / 2%	1 / 2%	2 / 8%	4 / 10%	-	1 / 5%	-	-	* / 1%	1 / 7%	* / 11%	2 / 22%	-	4 / 17%	* / 1%	-
Neither easy nor difficult (3)	17 / 11%	4 / 10%	2 / 5%	4 / 14%	7 / 16%	2 / 10%	1 / 8%	2 / 12%	2 / 11%	-	-	-	3 / 30%	1 / 9%	1 / 3%	3 / 36%	3 / 38%
Fairly easy (4)	63 / 43%	18 / 42%	17 / 46%	14 / 52%	14 / 35%	4 / 28%	5 / 42%	8 / 56%	4 / 24%	6 / 59%	7 / 72%	4 / 85%	-	10 / 72%	9 / 38%	2 / 30%	2 / 30%
Very easy (5)	53 / 36%	17 / 41%	14 / 40%	7 / 26%	14 / 35%	9 / 62%	3 / 26%	4 / 32%	9 / 51%	4 / 39%	2 / 21%	* / 3%	4 / 48%	3 / 20%	9 / 37%	3 / 34%	2 / 31%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	115 / 79%	35 / 82%	31 / 86%	21 / 78%	28 / 70%	14 / 90%	9 / 68%	12 / 88%	12 / 75%	9 / 99%	10 / 93%	4 / 89%	4 / 48%	13 / 91%	18 / 75%	5 / 63%	5 / 60%
NET Very/fairly difficult	14 / 10%	3 / 7%	3 / 9%	2 / 8%	6 / 14%	-	3 / 24%	-	2 / 14%	* / 1%	1 / 7%	* / 11%	2 / 22%	-	5 / 22%	* / 1%	* / 1%
Mean	4.01	4.10	4.10	3.95	3.87	4.52	3.51	4.19	3.97	4.35	4.08	3.80	3.75	4.11	3.84	3.96	3.88
Std Dev.	1.04	1.06	1.08	0.87	1.12	0.70	1.47	0.65	1.43	0.64	0.73	0.76	1.34	0.54	1.27	0.91	0.96
Std Error	0.09	0.18	0.20	0.18	0.17	0.21	0.41	0.22	0.43	0.21	0.26	0.31	0.55	0.16	0.25	0.32	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

		Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
			CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base		273	27*	246	121	152	115	158	65	59	67	37	21	15	9	124	104	45	24	236	35
Weighted Base		297	34**	263	124*	172	128*	169	73*	69*	72*	40**	22**	12**	9**	142*	111*	43**	20**	237	56*
Effective Base		177	23	154	73	105	71	106	45	41	43	22	12	9	6	86	65	27	15	145	31
Very difficult	(1)	49 16%	5 15%	44 17%	12 10%	37 21%c	14 11%	35 20%	10 13%	10 14%	11 15%	8 19%	4 18%	3 28%	3 31%	20 14%	19 17%	10 23%	6 29%	41 17%	8 14%
Fairly difficult	(2)	41 14%	4 12%	37 14%	16 13%	26 15%	12 10%	29 17%	8 11%	10 14%	10 14%	4 11%	5 24%	2 20%	1 14%	18 12%	14 13%	9 21%	4 18%	29 12%	9 17%
Neither easy nor difficult	(3)	31 10%	2 7%	28 11%	16 13%	15 9%	17 13%	14 8%	11 15%	3 5%	10 14%	3 7%	-	3 26%	1 7%	14 10%	13 12%	4 8%	4 18%	22 9%	9 17%
Fairly easy	(4)	118 40%	8 23%	110 42%	54 43%	64 37%	57 45%	61 36%	26 36%	34 49%	28 39%	14 36%	13 56%	2 18%	1 13%	60 42%	42 38%	16 37%	3 16%	96 41%	22 39%
Very easy	(5)	51 17%	14 43%	37 14%	25 20%	26 15%	26 20%	25 15%	16 22%	13 18%	10 14%	8 20%	* 2%	1 8%	3 34%	29 20%	18 16%	4 10%	4 19%	44 19%	6 10%
I don't know		7 2%	-	7 3%	2 2%	5 3%	2 1%	5 3%	2 3%	-	2 2%	3 7%	-	-	-	2 2%	5 4%	-	-	5 2%	2 3%
NET Very/fairly easy		169 57%	22 66%	147 56%	79 63%	90 52%	83 65%	86 51%	42 57%	46 67%	38 54%	22 56%	13 58%	3 26%	4 47%	88 62%	61 54%	20 47%	7 35%	140 59%	27 49%
NET Very/fairly difficult		90 30%	9 27%	81 31%	27 22%	63 36%c	26 21%	64 38%e	18 25%	20 28%	21 30%	12 30%	9 42%	6 48%	4 46%	38 26%	33 30%	19 44%	10 47%	70 30%	17 31%
Mean		3.28	3.67	3.23	3.53d	3.10	3.54f	3.08	3.42	3.43	3.23	3.28	3.00	2.59	3.04	3.42	3.25	2.89	2.78	3.32	3.15
Std Dev.		1.36	1.51	1.34	1.23	1.43	1.24	1.42	1.33	1.34	1.32	1.48	1.29	1.35	1.81	1.33	1.37	1.40	1.53	1.38	1.25
Std Error		0.08	0.29	0.09	0.11	0.12	0.12	0.11	0.17	0.17	0.16	0.25	0.28	0.35	0.60	0.12	0.14	0.21	0.31	0.09	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	273	100	66	53	54	166	107	201	68	18	32	65	76	64	173	19	244	87	171	15
Weighted Base	297	95*	72*	69*	60*	167*	129*	237	55*	15**	33**	80*	79*	70*	192	15**	268	84*	193	20**
Effective Base	177	56	41	41	39	97	81	135	42	12	20	45	50	40	115	13	159	51	115	11
Very difficult (1)	49 16%	11 11%	13 18%	12 18%	12 21%	24 14%	25 19%	36 15%	11 20%	* 1%	7 20%	11 14%	19 24%	10 14%	37 19%	* 1%	47 18%	13 16%	32 17%	3 14%
Fairly difficult (2)	41 14%	10 11%	6 9%	10 14%	15 25%	17 10%	25 19%	29 12%	11 20%	2 12%	8 25%	15 19%	7 9%	5 7%	31 16%	2 12%	38 14%	12 14%	29 15%	* 3%
Neither easy nor difficult (3)	31 10%	8 8%	13 17%	8 11%	3 5%	20 12%	11 8%	23 10%	8 15%	2 16%	3 8%	6 7%	12 15%	7 9%	20 10%	3 17%	28 10%	5 6%	26 13%	1 4%
Fairly easy (4)	118 40%	40 42%	31 43%	29 42%	17 29%	72 43%	46 36%	101 43%	17 30%	5 30%	7 21%	38 47%	33 41%	31 44%	77 40%	5 30%	108 40%	36 43%	74 38%	7 38%
Very easy (5)	51 17%	26 27%c	9 13%	6 8%	11 18%	35 21%	16 13%	43 18%	6 11%	5 30%	9 26%	10 13%	8 11%	14 19%	27 14%	5 30%	42 16%	17 20%	28 14%	6 33%
I don't know	7 2%	*	-	5 7%	2 3%	*	6 5%e	5 2%	2 3%	2 11%	* 1%	*	-	4 6%n	1 *	2 11%	5 2%	2 2%	3 2%	2 9%
NET Very/fairly easy	169 57%	66 69%d	41 56%	34 50%	28 47%	106 64%f	63 48%	144 61%h	23 42%	9 60%	16 47%	48 60%	41 52%	45 63%	105 54%	9 60%	150 56%	53 63%	102 53%	14 71%
NET Very/fairly difficult	90 30%	21 22%	19 26%	22 32%	27 45%a	40 24%	50 38%e	65 28%	22 40%	2 13%	15 45%	26 32%	26 33%	15 21%	67 35%	2 12%	85 32%	25 30%	62 32%	3 16%
Mean	3.28	3.63cd	3.25	3.08	2.99	3.46f	3.03	3.37	2.92	3.87	3.09	3.27	3.05	3.52	3.15	3.85	3.23	3.38	3.19	3.82
Std Dev.	1.36	1.30	1.30	1.32	1.47	1.31	1.39	1.34	1.36	1.09	1.54	1.29	1.39	1.31	1.37	1.09	1.37	1.38	1.34	1.39
Std Error	0.08	0.13	0.16	0.19	0.20	0.10	0.14	0.10	0.17	0.26	0.28	0.16	0.16	0.17	0.10	0.26	0.09	0.15	0.10	0.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	273	191	82	31	156	42	53	22	13	26	13	12	17	27	16	16	16	3	39
Weighted Base	297	252	44**	3**	256	19**	18*	4**	9**	49**	19**	15**	27**	41**	35**	38**	24**	***	19**
Effective Base	177	155	23	28	140	22	31	13	13	25	12	12	16	26	16	15	15	3	22
Very difficult (1)	49 16%	39 15%	10 22%	1 28%	44 17%	2 12%	2 10%	* 4%	1 6%	8 17%	3 19%	4 24%	4 14%	7 16%	4 12%	9 24%	5 21%	-	2 13%
Fairly difficult (2)	41 14%	38 15%	3 8%	* 16%	34 13%	2 12%	5 26%	* 3%	1 12%	6 13%	4 22%	3 17%	4 14%	4 9%	4 13%	2 6%	6 25%	21%	2 12%
Neither easy nor difficult (3)	31 10%	27 11%	4 9%	* 12%	24 9%	2 12%	3 16%	2 37%	2 17%	4 8%	-	1 9%	1 4%	2 4%	9 26%	4 11%	1 6%	-	2 12%
Fairly easy (4)	118 40%	99 39%	19 43%	* 15%	105 41%	7 36%	5 27%	1 32%	5 50%	12 25%	11 60%	1 9%	14 53%	18 44%	13 37%	23 59%	8 33%	-	7 37%
Very easy (5)	51 17%	46 18%	5 11%	1 30%	42 16%	5 27%	4 20%	* 9%	1 15%	15 31%	-	6 41%	2 9%	11 27%	2 7%	-	3 14%	* 79%	5 26%
I don't know	7 2%	4 2%	3 7%	-	6 2%	-	-	1 14%	-	3 6%	-	-	2 6%	-	2 5%	-	-	-	-
NET Very/fairly easy	169 57%	145 57%	24 54%	1 45%	147 57%	12 63%	8 47%	2 41%	6 65%	27 56%	11 60%	8 50%	16 62%	29 71%	15 44%	23 59%	11 48%	* 79%	12 62%
NET Very/fairly difficult	90 30%	76 30%	13 30%	1 44%	78 31%	5 25%	6 37%	* 7%	2 19%	15 30%	7 40%	6 41%	7 28%	10 24%	9 25%	11 30%	11 46%	* 21%	5 25%
Mean	3.28	3.31	3.13	3.03	3.27	3.52	3.21	3.45	3.55	3.43	3.01	3.26	3.31	3.58	3.15	3.06	2.95	4.38	3.51
Std Dev.	1.36	1.35	1.41	1.95	1.37	1.37	1.35	1.08	1.14	1.52	1.28	1.73	1.28	1.40	1.16	1.28	1.45	-	1.37
Std Error	0.08	0.10	0.16	0.35	0.11	0.21	0.18	0.24	0.32	0.30	0.36	0.50	0.32	0.27	0.30	0.32	0.36	-	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

		Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
			1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base		273	147	72	190	115	147	9	35	72	6	22	98	118	25	23	8	216	31	132	99	25	12	4	231	16	170	103
Weighted Base		297	148*	79*	200	131*	148*	6**	28**	79*	6**	17**	112*	121*	30**	26**	8**	232	34**	152*	104*	25**	11**	3**	255	15**	201	96*
Effective Base		177	91	50	119	77	91	5	21	60	5	14	60	79	18	17	5	138	21	87	63	17	8	2	150	9	115	63
Very difficult	(1)	49 16%	15 10%	22 28%ac	23 11%	29 22%ac	15 10%	* 2%	3 12%	22 28%	- -	5 33%	9 8%	20 17%	9 30%	8 32%	2 26%	29 13%	10 30%	24 16%	17 16%	5 19%	3 23%	- -	41 16%	3 18%	28 14%	21 21%
Fairly difficult	(2)	41 14%	19 13%	14 17%	25 13%	20 15%	19 13%	1 12%	7 24%	14 17%	- -	4 27%	15 13%	15 13%	5 17%	3 10%	3 42%	30 13%	6 18%	21 14%	9 9%	5 20%	4 37%	2 72%	30 12%	7 45%	23 12%	18 19%
Neither easy nor difficult	(3)	31 10%	12 8%	7 9%	19 9%	14 11%	12 8%	- -	5 18%	7 9%	1 21%	2 10%	11 10%	15 12%	1 3%	4 15%	- -	26 11%	4 12%	12 8%	14 14%	3 13%	1 4%	1 22%	27 10%	1 8%	24 12%	7 7%
Fairly easy	(4)	118 40%	69 47%b	19 24%	97 48%b	47 36%	69 47%	3 50%	9 32%	19 24%	2 30%	2 13%	50 45%	51 43%	8 27%	6 23%	2 24%	102 44%	8 23%	64 42%	45 43%	5 21%	2 15%	* 5%	109 43%	2 13%	91 45%z	27 28%
Very easy	(5)	51 17%	32 22%	11 14%	36 18%	15 11%	32 22%	2 36%	4 14%	11 14%	1 19%	1 8%	24 21%	16 13%	7 22%	5 19%	* 3%	39 17%	5 15%	27 18%	19 18%	3 13%	2 19%	- -	46 18%	2 14%	32 16%	19 20%
I don't know		7 2%	* *	6 8%ac	* *	6 5%c	* *	- -	- -	6 8%	2 29%	2 10%	3 3%	3 3%	- -	* 1%	* 4%	6 3%	1 2%	3 2%	- -	4 15%	* 2%	- -	3 1%	* 2%	2 1%	5 5%
NET Very/fairly easy		169 57%	101 68%bd	30 38%	133 66%bd	62 47%	101 68%	5 86%	13 46%	30 38%	3 50%	3 21%	74 66%	67 56%	15 49%	11 42%	2 28%	141 61%	13 38%	91 60%	64 62%	8 33%	4 33%	* 5%	155 61%	4 27%	123 61%	46 48%
NET Very/fairly difficult		90 30%	34 23%	35 45%ac	48 24%	49 38%ac	34 23%	1 14%	10 36%	35 45%	- -	10 60%	24 21%	35 29%	14 48%	11 42%	6 68%	59 25%	16 48%	45 30%	26 25%	10 39%	7 60%	2 72%	71 28%	9 63%	51 26%	39 40%y
Mean		3.28	3.57bd	2.78	3.49bd	2.99	3.57	4.07	3.12	2.78	3.98	2.30	3.59	3.24	2.93	2.86	2.35	3.41	2.74	3.32	3.39	2.86	2.68	2.33	3.35	2.60	3.38	3.07
Std Dev.		1.36	1.25	1.49	1.25	1.40	1.25	1.11	1.28	1.49	0.87	1.37	1.21	1.32	1.62	1.56	1.31	1.28	1.50	1.36	1.33	1.43	1.53	0.69	1.35	1.37	1.28	1.50
Std Error		0.08	0.10	0.18	0.09	0.13	0.10	0.37	0.22	0.18	0.39	0.30	0.12	0.12	0.32	0.33	0.49	0.09	0.28	0.12	0.13	0.30	0.46	0.35	0.09	0.35	0.10	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	273	17	252	4	110	136	27	243	24	5	-	272	1
Weighted Base	297	14**	279	4**	114*	155*	27**	264	25**	7**	-**	296	***
Effective Base	177	8	167	2	65	96	16	159	14	4	-	177	1
Very difficult (1)	49 16%	* 1%	49 17%	-	24 21%	21 13%	4 15%	49 18%	-	-	-	49 16%	-
Fairly difficult (2)	41 14%	2 14%	38 14%	1 23%	16 14%	24 15%	2 8%	37 14%	2 8%	2 32%	-	41 14%	-
Neither easy nor difficult (3)	31 10%	* 1%	31 11%	-	8 7%	16 10%	6 23%	27 10%	3 10%	2 24%	-	31 10%	100%
Fairly easy (4)	118 40%	7 53%	108 39%	3 64%	49 43%	60 38%	9 33%	100 38%	14 57%	3 44%	-	118 40%	-
Very easy (5)	51 17%	4 31%	46 17%	1 12%	17 15%	28 18%	6 21%	45 17%	6 25%	-	-	51 17%	-
I don't know	7 2%	-	7 2%	-	* *	6 4%	-	7 3%	-	-	-	7 2%	-
NET Very/fairly easy	169 57%	12 84%	154 55%	3 77%	66 58%	88 57%	15 54%	145 55%	21 82%	3 44%	-	169 57%	-
NET Very/fairly difficult	90 30%	2 14%	87 31%	1 23%	39 34%	45 29%	6 22%	86 32%	2 8%	2 32%	-	90 30%	-
Mean	3.28	4.01	3.24	3.65	3.17	3.34	3.39	3.22	3.99	3.13	-	3.28	3.00
Std Dev.	1.36	1.00	1.37	1.11	1.41	1.33	1.33	1.40	0.83	0.93	-	1.36	-
Std Error	0.08	0.24	0.09	0.55	0.13	0.12	0.26	0.09	0.17	0.41	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	273	77	57	66	73	34	20	23	21	16	20	15	20	31	29	24	20
Weighted Base	297	106*	58*	61*	71*	40**	30**	36**	28**	12**	17**	15**	17**	29**	21**	30**	20**
Effective Base	177	57	36	43	43	24	15	18	17	8	12	9	14	20	14	17	12
Very difficult (1)	49 16%	20 19%	13 22%	9 14%	7 10%	10 25%	-	10 28%	4 15%	3 27%	5 29%	2 11%	3 20%	4 12%	5 25%	2 5%	* 2%
Fairly difficult (2)	41 14%	17 16%	9 15%	8 12%	8 11%	6 15%	6 20%	5 14%	* 2%	4 29%	5 27%	3 18%	3 18%	2 7%	2 9%	4 13%	3 13%
Neither easy nor difficult (3)	31 10%	12 11%	2 4%	10 16%	7 10%	4 11%	4 12%	4 11%	2 7%	* 2%	-	3 18%	5 32%	1 5%	*	4 13%	3 17%
Fairly easy (4)	118 40%	35 33%	24 42%	21 35%	37 52%	14 35%	11 39%	10 26%	17 60%	2 15%	5 31%	4 31%	3 18%	14 46%	11 54%	17 58%	9 43%
Very easy (5)	51 17%	19 18%	8 15%	14 23%	9 13%	6 15%	6 20%	8 21%	3 10%	3 26%	2 13%	3 23%	2 13%	8 28%	3 12%	3 11%	3 17%
I don't know	7 2%	3 3%	2 3%	* 1%	2 2%	-	3 10%	* 1%	2 6%	-	-	-	-	* 1%	-	-	2 8%
NET Very/fairly easy	169 57%	54 51%	33 57%	35 57%	47 66%	20 50%	17 59%	17 47%	20 71%	5 41%	8 44%	8 54%	5 30%	22 75%	14 66%	21 69%	12 60%
NET Very/fairly difficult	90 30%	37 35%	21 37%	16 27%	15 22%	16 39%	6 20%	15 42%	5 16%	7 56%	10 56%	6 38%	4 28%	6 19%	7 34%	5 18%	3 15%
Mean	3.28	3.16	3.13	3.40	3.48	3.00	3.65	2.97	3.53	2.84	2.73	3.38	2.85	3.73	3.19	3.58	3.67
Std Dev.	1.36	1.42	1.45	1.35	1.19	1.45	1.07	1.56	1.23	1.66	1.52	1.35	1.32	1.31	1.48	1.03	1.03
Std Error	0.08	0.16	0.19	0.17	0.14	0.25	0.25	0.33	0.27	0.42	0.34	0.35	0.29	0.24	0.27	0.21	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	140	6	134	76	64	92	48	31	43	33	18	7	2	6	74	51	15	8	113	26
Weighted Base	160*	7**	153*	86*	74*	107*	53*	34**	51*	43**	17**	9**	4**	2**	86*	59*	15**	6**	120*	40**
Effective Base	91	5	86	49	41	57	34	19	32	23	10	4	2	1	50	33	7	3	70	21
Very difficult (1)	4 2%	-	4 2%	3 3%	1 1%	* *	3 6%	1 4%	* 1%	2 4%	-	* 2%	-	* 15%	2 2%	2 3%	* 3%	* 6%	4 3%	- -
Fairly difficult (2)	14 9%	-	14 9%	5 6%	8 12%	8 7%	6 12%	6 16%	3 7%	2 5%	* 1%	2 26%	-	-	9 10%	2 4%	2 15%	-	9 7%	5 12%
Neither easy nor difficult (3)	32 20%	-	32 21%	17 20%	15 20%	22 20%	10 19%	9 28%	5 10%	15 34%	2 13%	* 2%	-	-	15 17%	17 28%	* 1%	-	27 23%	4 11%
Fairly easy (4)	54 34%	4 59%	50 32%	30 35%	24 32%	36 33%	18 35%	9 25%	19 36%	13 31%	7 44%	6 70%	-	-	27 32%	20 34%	6 41%	-	37 31%	17 42%
Very easy (5)	57 36%	3 41%	54 35%	31 36%	26 35%	42 39%	15 29%	9 27%	23 46%	11 26%	7 42%	-	4 100%	2 85%	33 38%	18 31%	6 39%	6 94%	43 36%	14 35%
I don't know	* *	-	* *	-	* *	* *	-	-	* *	-	-	-	-	-	* *	-	-	-	-	-
NET Very/fairly easy	111 69%	7 100%	103 68%	61 71%	49 67%	77 72%	33 63%	18 52%	42 82%	24 57%	14 86%	6 70%	4 100%	2 85%	60 70%	39 65%	12 80%	6 94%	80 67%	31 77%
NET Very/fairly difficult	17 11%	-	17 11%	8 9%	9 13%	8 8%	9 18%	7 20%	4 7%	4 9%	* 1%	2 28%	-	* 15%	11 13%	4 7%	3 19%	* 6%	13 11%	5 12%
Mean	3.91	4.41	3.89	3.94	3.88	4.03	3.68	3.56	4.20	3.71	4.27	3.41	5.00	4.40	3.94	3.87	3.98	4.78	3.89	4.00
Std Dev.	1.05	0.53	1.07	1.05	1.06	0.96	1.19	1.18	0.94	1.04	0.75	0.99	0.00	1.89	1.08	0.99	1.19	1.00	1.08	0.98
Std Error	0.09	0.22	0.09	0.12	0.13	0.10	0.17	0.21	0.14	0.18	0.18	0.37	0.00	0.77	0.13	0.14	0.31	0.35	0.10	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
			(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base		140	56	36	21	27	92	48	118	22	8	16	40	41	31	97	8	128	59	76	5
Weighted Base		160*	50**	45**	35**	30**	95*	65*	146*	14**	5**	17**	56**	48**	31**	121*	5**	152*	66*	85*	9**
Effective Base		91	27	25	18	21	52	38	80	13	5	11	30	28	16	68	5	85	38	48	4
Very difficult	(1)	4 2%	2 3%	1 1%	-	2 5%	2 2%	2 2%	3 2%	* 3%	-	-	* 1%	3 6%	* 1%	3 3%	-	4 2%	-	4 4%	-
Fairly difficult	(2)	14 9%	6 11%	3 7%	3 8%	3 9%	8 9%	5 8%	12 8%	2 11%	2 45%	1 9%	5 9%	2 5%	2 7%	9 7%	2 45%	11 7%	3 5%	8 10%	2 26%
Neither easy nor difficult	(3)	32 20%	4 9%	15 34%	6 16%	7 22%	20 21%	12 19%	30 21%	2 11%	* 7%	5 30%	11 20%	9 19%	6 18%	26 21%	* 7%	31 21%	10 15%	22 25%	-
Fairly easy	(4)	54 34%	21 41%	20 44%	9 25%	5 15%	40 43%f	13 20%	50 35%	3 24%	-	6 34%	13 24%	22 45%	11 36%	41 34%	-	52 34%	21 32%	29 34%	4 44%
Very easy	(5)	57 36%	18 36%	6 14%	18 52%	15 49%	24 26%	33 50%e	50 34%	7 49%	2 48%	5 27%	26 46%	12 25%	12 38%	43 35%	2 48%	54 36%	32 48%r	22 26%	3 29%
I don't know		* *	* *	-	-	-	* *	-	- -	* 1%	-	-	-	-	-	-	-	-	*	*	-
NET Very/fairly easy		111 69%	38 77%	26 58%	27 76%	19 64%	65 68%	46 71%	100 69%	10 73%	2 48%	10 61%	39 70%	34 70%	23 74%	83 69%	2 48%	106 70%	53 80%	51 60%	7 74%
NET Very/fairly difficult		17 11%	7 14%	4 8%	3 8%	4 14%	11 11%	7 10%	15 11%	2 15%	2 45%	1 9%	5 10%	5 11%	2 8%	12 10%	2 45%	15 10%	3 5%	12 14%	2 26%
Mean		3.91	3.95	3.63	4.20	3.94	3.80	4.08	3.90	4.05	3.50	3.79	4.06	3.77	4.03	3.91	3.50	3.93	4.24r	3.68	3.76
Std Dev.		1.05	1.10	0.86	0.98	1.25	1.00	1.11	1.04	1.21	1.62	0.97	1.05	1.08	0.98	1.05	1.62	1.04	0.88	1.11	1.21
Std Error		0.09	0.15	0.14	0.21	0.24	0.10	0.16	0.10	0.26	0.57	0.24	0.17	0.17	0.18	0.11	0.57	0.09	0.11	0.13	0.54

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	140	100	40	22	80	26	19	15	7	8	8	4	10	13	14	4	12	2	24
Weighted Base	160*	141*	19**	4**	140*	10**	7**	3**	6**	16**	12**	5**	17**	21**	34**	10**	19**	***	10**
Effective Base	91	80	11	4	73	14	13	9	7	8	8	4	10	12	14	4	12	2	13
Very difficult (1)	4 / 2%	3 / 2%	* / 2%	* / 12%	3 / 2%	* / 5%	-	* / 18%	-	-	-	-	-	-	-	-	3 / 15%	* / 33%	* / 4%
Fairly difficult (2)	14 / 9%	13 / 10%	* / 1%	-	12 / 8%	1 / 7%	1 / 10%	* / 19%	1 / 9%	2 / 14%	1 / 12%	-	-	1 / 5%	2 / 7%	2 / 23%	1 / 10%	-	1 / 7%
Neither easy nor difficult (3)	32 / 20%	24 / 17%	8 / 41%	* / 6%	27 / 19%	3 / 28%	1 / 19%	1 / 34%	3 / 44%	4 / 28%	5 / 40%	1 / 24%	-	6 / 28%	5 / 14%	2 / 18%	1 / 6%	-	3 / 29%
Fairly easy (4)	54 / 34%	49 / 35%	4 / 22%	1 / 20%	47 / 34%	4 / 44%	2 / 23%	* / 17%	1 / 17%	8 / 51%	5 / 39%	3 / 51%	7 / 41%	7 / 32%	12 / 36%	-	5 / 24%	* / 67%	4 / 44%
Very easy (5)	57 / 36%	50 / 36%	6 / 33%	3 / 61%	51 / 37%	2 / 16%	3 / 48%	* / 13%	2 / 30%	1 / 8%	1 / 8%	1 / 25%	10 / 59%	7 / 35%	15 / 43%	6 / 58%	8 / 45%	-	2 / 16%
I don't know	* / *	-	* / *	* / 2%	-	-	* / 1%	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	111 / 69%	100 / 71%	11 / 55%	3 / 81%	99 / 70%	6 / 60%	5 / 71%	1 / 30%	3 / 46%	9 / 59%	6 / 48%	4 / 76%	17 / 100%	14 / 66%	27 / 79%	6 / 58%	13 / 69%	* / 67%	6 / 60%
NET Very/fairly difficult	17 / 11%	17 / 12%	1 / 3%	* / 12%	15 / 10%	1 / 12%	1 / 10%	1 / 37%	1 / 9%	2 / 14%	1 / 12%	-	-	1 / 5%	2 / 7%	2 / 23%	5 / 25%	* / 33%	1 / 11%
Mean	3.91	3.93	3.83	4.21	3.95	3.59	4.10	2.88	3.67	3.53	3.44	4.01	4.59	3.96	4.15	3.93	3.74	3.00	3.61
Std Dev.	1.05	1.06	1.01	1.51	1.04	1.04	1.10	1.61	1.10	0.85	0.85	0.78	0.51	0.94	0.92	1.37	1.52	-	1.03
Std Error	0.09	0.11	0.16	0.33	0.12	0.20	0.26	0.42	0.41	0.30	0.30	0.39	0.16	0.26	0.25	0.69	0.44	-	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 394

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	140	78	23	114	59	78	5	11	23	2	6	64	42	22	8	4	106	12	60	58	12	7	2	118	9	116	24
Weighted Base	160*	90*	26**	132*	68*	90*	3**	8**	26**	2**	2**	78*	47**	24**	7**	4**	125*	11**	72*	61*	17**	7**	1**	133*	9**	137*	23**
Effective Base	91	50	15	74	39	50	3	7	15	2	3	41	29	14	5	3	69	7	39	37	8	5	1	76	6	78	13
Very difficult (1)	4 2%	* *	2 9%	1 1%	4 5%	* *	- -	* 2%	2 9%	- -	* 17%	* *	* *	- -	3 47%	- -	* *	3 30%	* *	2 3%	- -	2 21%	- -	2 2%	2 18%	2 1%	2 9%
Fairly difficult (2)	14 9%	6 6%	8 30%	6 5%	8 12%	6 6%	2 57%	1 13%	8 30%	1 34%	1 28%	8 10%	3 6%	3 14%	- -	- -	10 8%	- -	4 5%	7 12%	3 17%	- -	- -	11 8%	- -	12 8%	2 9%
Neither easy nor difficult (3)	32 20%	14 15%	8 29%	24 18%	18 27%	14 15%	- -	2 19%	8 29%	- -	- -	14 18%	10 21%	7 30%	* 2%	- -	24 20%	* 2%	14 20%	9 15%	7 39%	1 12%	1 96%	23 17%	2 25%	29 21%	2 11%
Fairly easy (4)	54 34%	27 30%	7 28%	45 34%	25 37%	27 30%	- -	1 17%	7 28%	- -	- -	21 27%	20 43%	9 39%	* 1%	3 83%	41 33%	3 30%	17 23%	28 45%r	5 27%	5 67%	* 4%	44 33%	5 57%	45 33%	8 37%
Very easy (5)	57 36%	44 48%d	1 4%	55 42%d	13 19%	44 48%	1 43%	4 49%	1 4%	1 66%	1 55%	34 44%	14 30%	4 17%	4 50%	1 17%	49 39%	4 38%	37 52%s	15 25%	3 17%	- -	- -	52 39%	- -	49 36%	8 34%
I don't know	* *	* *	- -	* *	- -	* *	- -	1 1%	- -	- -	- -	* *	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	- -	* *	- -	* *	- -
NET Very/fairly easy	111 69%	71 79%d	8 32%	101 76%d	38 56%	71 79%	1 43%	5 65%	8 32%	1 66%	1 55%	56 71%	34 73%	13 56%	4 51%	4 100%	90 72%	7 68%	54 75%	43 71%	7 44%	5 67%	* 4%	97 73%	5 57%	94 69%	16 71%
NET Very/fairly difficult	17 11%	6 6%	10 39%	8 6%	12 17%c	6 6%	2 57%	1 14%	10 39%	1 34%	1 45%	8 10%	3 6%	3 14%	3 3%	- -	11 9%	3 30%	4 5%	9 15%	3 17%	2 21%	- -	13 10%	2 18%	13 10%	4 18%
Mean	3.91	4.20d	2.89	4.11d	3.52	4.20	3.30	3.99	2.89	3.99	3.49	4.05	3.96	3.60	3.08	4.17	4.01	3.47	4.20	3.78	3.43	3.24	3.04	4.01	3.21	3.94	3.79
Std Dev.	1.05	0.93	1.07	0.94	1.10	0.93	1.81	1.24	1.07	-	2.40	1.03	0.89	0.95	2.13	0.44	0.98	1.76	0.96	1.06	0.99	1.30	-	1.03	1.19	1.01	1.28
Std Error	0.09	0.11	0.22	0.09	0.14	0.11	0.81	0.39	0.22	-	0.98	0.13	0.14	0.20	0.75	0.22	0.10	0.51	0.13	0.14	0.29	0.49	-	0.09	0.40	0.09	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	140	20	117	3	65	67	8	117	18	3	1	138	1
Weighted Base	160*	13**	142*	5**	75*	74*	11**	131*	23**	5**	***	159*	1**
Effective Base	91	10	79	2	41	43	7	75	13	2	1	90	1
Very difficult (1)	4 / 2%	*	4 / 3%	-	1 / 2%	2 / 3%	* / 4%	4 / 3%	-	-	-	4 / 2%	-
Fairly difficult (2)	14 / 9%	1 / 8%	12 / 9%	* / 11%	8 / 10%	4 / 5%	2 / 22%	10 / 7%	4 / 18%	-	-	14 / 9%	-
Neither easy nor difficult (3)	32 / 20%	4 / 29%	28 / 20%	-	16 / 21%	15 / 20%	1 / 11%	22 / 17%	7 / 30%	3 / 49%	-	31 / 20%	1 / 100%
Fairly easy (4)	54 / 34%	3 / 19%	47 / 33%	4 / 89%	21 / 28%	26 / 35%	7 / 63%	48 / 36%	6 / 27%	-	-	54 / 34%	-
Very easy (5)	57 / 36%	6 / 43%	51 / 36%	-	29 / 39%	28 / 38%	-	48 / 37%	6 / 25%	3 / 51%	-	57 / 36%	-
I don't know	* / *	* / 1%	-	-	* / *	-	-	-	-	-	* / 100%	-	-
NET Very/fairly easy	111 / 69%	8 / 62%	98 / 69%	4 / 89%	50 / 67%	54 / 72%	7 / 63%	96 / 73%	12 / 52%	3 / 51%	-	111 / 69%	-
NET Very/fairly difficult	17 / 11%	1 / 9%	16 / 11%	* / 11%	9 / 12%	5 / 7%	3 / 26%	13 / 10%	4 / 18%	-	-	17 / 11%	-
Mean	3.91	3.97	3.91	3.79	3.91	4.00	3.33	3.97	3.59	4.03	-	3.92	3.00
Std Dev.	1.05	1.09	1.06	0.70	1.09	1.01	1.00	1.04	1.08	1.11	-	1.05	-
Std Error	0.09	0.25	0.10	0.40	0.14	0.12	0.35	0.10	0.25	0.64	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

		Total	Quarter				Month												
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		140	33	27	38	42	15	12	6	7	10	10	10	16	12	20	10	12
Weighted Base		160*	41**	31**	41**	46**	17**	17**	7**	7**	13**	12**	9**	21**	11**	16**	16**	15**
Effective Base		91	22	19	24	25	10	9	4	4	8	7	6	11	6	10	7	9
Very difficult	(1)	4 2%	* 1%	* *	1 3%	2 4%	* *	-	* 3%	-	-	* 1%	-	1 6%	-	* *	-	2 14%
Fairly difficult	(2)	14 9%	3 8%	6 18%	5 11%	-	3 17%	-	1 8%	-	3 26%	2 19%	-	5 22%	-	-	-	-
Neither easy nor difficult	(3)	32 20%	7 16%	9 28%	7 18%	9 19%	2 12%	5 27%	-	2 34%	2 14%	5 40%	* 5%	3 14%	4 35%	3 18%	4 25%	2 14%
Fairly easy	(4)	54 34%	13 33%	7 21%	14 33%	20 43%	4 23%	6 35%	4 53%	* 3%	3 26%	3 27%	5 59%	5 24%	3 30%	5 29%	9 58%	6 42%
Very easy	(5)	57 36%	17 42%	10 33%	14 34%	15 33%	8 48%	6 38%	2 36%	4 64%	4 35%	2 13%	3 35%	7 33%	4 35%	8 52%	3 17%	4 30%
I don't know		* *	-	-	* *	-	-	-	-	-	-	-	* 1%	-	-	-	-	-
NET Very/fairly easy		111 69%	31 75%	17 54%	28 67%	35 76%	12 71%	12 73%	6 89%	4 66%	8 61%	5 40%	8 94%	12 58%	7 65%	13 82%	12 75%	10 72%
NET Very/fairly difficult		17 11%	4 9%	6 18%	6 14%	2 4%	3 17%	-	1 11%	-	3 26%	3 20%	-	6 28%	-	* *	-	2 14%
Mean		3.91	4.07	3.68	3.84	4.01	4.01	4.11	4.11	4.30	3.70	3.31	4.30	3.57	4.00	4.33	3.92	3.74
Std Dev.		1.05	1.00	1.14	1.12	0.97	1.18	0.82	1.04	1.02	1.25	1.01	0.60	1.35	0.88	0.82	0.66	1.31
Std Error		0.09	0.17	0.22	0.18	0.15	0.30	0.24	0.42	0.38	0.39	0.32	0.20	0.34	0.25	0.18	0.21	0.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	133	5	128	72	61	86	47	28	29	38	19	11	3	5	57	57	19	8	114	18
Weighted Base	141*	6**	135*	70*	71*	90*	51*	30**	36**	41**	14**	14**	2**	5**	66*	55*	20**	7**	111*	29**
Effective Base	80	4	76	39	40	48	32	18	19	22	9	7	2	4	37	31	12	5	66	14
Very difficult (1)	2 2%	-	2 2%	-	2 3%	1 1%	1 2%	-	1 3%	-	-	-	-	1 22%	1 2%	-	1 6%	1 17%	2 2%	-
Fairly difficult (2)	11 8%	-	11 8%	3 4%	8 11%	5 5%	6 12%	5 18%	3 8%	* 1%	2 15%	-	* 5%	-	8 13%	3 5%	* *	* 1%	9 8%	2 8%
Neither easy nor difficult (3)	16 11%	-	16 12%	6 8%	10 14%	10 11%	6 12%	6 21%	1 3%	3 7%	2 12%	4 30%	-	-	8 11%	5 8%	4 20%	-	9 9%	7 23%
Fairly easy (4)	70 50%	3 52%	67 50%	39 56%	31 44%	41 45%	29 57%	13 43%	17 47%	23 57%	5 33%	9 65%	-	4 77%	30 45%	28 50%	13 63%	4 59%	59 53%	11 38%
Very easy (5)	40 29%	3 48%	37 28%	21 30%	20 28%	33 36%	8 16%	4 15%	14 38%	14 35%	6 40%	1 5%	1 95%	* 1%	18 27%	20 37%	2 11%	2 23%	30 27%	9 31%
I don't know	1 1%	-	1 1%	1 2%	-	1 1%	-	1 4%	-	-	-	-	-	-	1 2%	-	-	-	1 1%	-
NET Very/fairly easy	111 78%	6 100%	104 77%	60 86%	51 71%	73 81%	37 73%	17 57%	31 85%	37 92%	10 73%	10 70%	1 95%	4 78%	48 72%	48 87%	15 74%	6 82%	89 80%	20 69%
NET Very/fairly difficult	13 9%	-	13 10%	3 4%	10 14%	6 7%	7 15%	5 18%	4 12%	* 1%	2 15%	-	* 5%	1 22%	10 15%	3 5%	1 6%	1 18%	11 10%	2 8%
Mean	3.97	4.48	3.94	4.13	3.81	4.11	3.72	3.56	4.08	4.26	3.99	3.75	4.86	3.35	3.85	4.19	3.74	3.70	3.96	3.93
Std Dev.	0.93	0.54	0.94	0.75	1.07	0.89	0.96	0.98	1.04	0.64	1.10	0.55	-	1.39	1.04	0.78	0.89	1.41	0.94	0.94
Std Error	0.08	0.24	0.08	0.09	0.14	0.10	0.14	0.19	0.19	0.10	0.25	0.17	-	0.62	0.14	0.10	0.20	0.50	0.09	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	133	59	33	19	22	92	41	112	20	12	11	43	37	28	91	12	119	63	67	3
Weighted Base	141*	63*	31**	24**	23**	94*	47*	128*	12**	7**	15**	50**	38**	31**	103*	7**	133*	58*	78*	5**
Effective Base	80	32	19	15	16	50	30	69	12	7	7	29	22	16	58	7	73	34	43	3
Very difficult (1)	2 2%	-	1 4%	1 5%	-	1 1%	1 2%	1 1%	1 10%	-	-	2 5%	-	-	2 2%	-	2 2%	-	2 3%	-
Fairly difficult (2)	11 8%	4 7%	2 8%	1 5%	3 13%	7 7%	4 9%	11 9%	* 1%	1 19%	1 10%	2 3%	4 11%	2 7%	8 7%	1 19%	10 7%	3 5%	8 10%	-
Neither easy nor difficult (3)	16 11%	2 4%	4 14%	7 27%	3 12%	7 7%	9 20%	14 11%	2 19%	2 24%	2 11%	11 21%	2 6%	-	14 14%	2 24%	14 11%	4 7%	11 14%	1 23%
Fairly easy (4)	70 50%	33 52%	19 61%	6 27%	12 52%	52 55%	19 39%	66 51%	5 39%	3 39%	8 56%	23 46%	20 51%	17 55%	51 49%	3 39%	68 51%	29 51%	37 47%	4 77%
Very easy (5)	40 29%	22 35%	4 14%	9 36%	5 23%	27 28%	14 29%	37 29%	3 23%	1 18%	3 23%	11 23%	12 31%	12 38%	27 26%	1 18%	38 29%	20 35%	21 26%	-
I don't know	1 1%	1 2%	-	-	-	1 1%	-	-	1 9%	-	-	1 2%	-	-	1 1%	-	1 1%	1 2%	-	-
NET Very/fairly easy	111 78%	55 88%	23 74%	15 62%	17 75%	78 83%	32 68%	102 80%	7 62%	4 57%	12 79%	34 69%	31 82%	28 93%	77 75%	4 57%	106 79%	49 85%	57 73%	4 77%
NET Very/fairly difficult	13 9%	4 7%	4 12%	2 10%	3 13%	8 8%	6 12%	12 10%	1 10%	1 19%	1 10%	4 8%	4 11%	2 7%	10 10%	1 19%	12 9%	3 5%	10 13%	-
Mean	3.97	4.19	3.72	3.83	3.84	4.03	3.84	3.98	3.71	3.55	3.92	3.80	4.02	4.24	3.90	3.55	3.98	4.17	3.83	3.77
Std Dev.	0.93	0.81	0.95	1.14	0.94	0.88	1.04	0.91	1.22	1.07	0.89	1.00	0.92	0.79	0.95	1.07	0.92	0.79	1.03	0.46
Std Error	0.08	0.11	0.16	0.26	0.20	0.09	0.16	0.09	0.28	0.31	0.27	0.15	0.15	0.15	0.10	0.31	0.09	0.10	0.13	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	133	85	48	18	70	23	27	13	5	7	3	6	11	11	14	5	8	2	21
Weighted Base	141*	118*	23**	3**	121*	10**	8**	2**	4**	14**	5**	8**	19**	16**	33**	13**	10**	1**	9**
Effective Base	80	67	13	6	62	11	18	9	5	7	3	6	11	11	14	5	8	1	10
Very difficult (1)	2 2%	2 2%	- -	- -	2 2%	- -	- -	- -	- -	1 8%	1 26%	- -	- -	- -	- -	- -	- -	- -	- -
Fairly difficult (2)	11 8%	9 8%	2 8%	* 2%	11 9%	* 1%	* 3%	* 6%	- -	2 12%	1 32%	1 17%	- -	2 10%	5 14%	- -	- -	- -	* 2%
Neither easy nor difficult (3)	16 11%	15 12%	1 6%	1 39%	12 10%	2 22%	1 18%	* 7%	- -	4 30%	- -	1 16%	3 17%	1 7%	2 7%	- -	- -	- -	2 25%
Fairly easy (4)	70 50%	58 49%	12 53%	1 28%	62 51%	5 47%	3 34%	1 38%	3 82%	2 14%	- -	5 66%	9 47%	8 51%	16 48%	10 76%	9 89%	- -	5 52%
Very easy (5)	40 29%	33 28%	8 33%	1 31%	33 27%	3 29%	4 45%	1 49%	1 18%	5 35%	2 42%	- -	7 36%	5 32%	10 32%	3 24%	- -	1 100%	2 22%
I don't know	1 1%	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 11%	- -	- -
NET Very/fairly easy	111 78%	91 77%	20 86%	2 59%	95 78%	8 76%	6 79%	2 87%	4 100%	7 50%	2 42%	5 66%	16 83%	13 83%	26 79%	13 100%	9 89%	1 100%	7 74%
NET Very/fairly difficult	13 9%	12 10%	2 8%	* 2%	13 11%	* 1%	* 3%	* 6%	- -	3 20%	3 58%	1 17%	- -	2 10%	5 14%	- -	- -	- -	* 2%
Mean	3.97	3.94	4.11	3.88	3.94	4.04	4.21	4.29	4.18	3.57	3.01	3.49	4.19	4.06	3.97	4.24	4.00	5.00	3.94
Std Dev.	0.93	0.95	0.85	1.06	0.95	0.79	0.90	-	0.45	1.34	1.97	0.83	0.73	0.91	0.98	0.44	0.00	-	0.76
Std Error	0.08	0.10	0.12	0.25	0.11	0.17	0.17	-	0.20	0.51	1.14	0.34	0.22	0.28	0.26	0.20	0.00	-	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

		Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
			1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base		133	68	32	98	62	68	7	8	32	2	7	55	48	17	7	5	103	12	59	57	8	5	4	116	9	107	26
Weighted Base		141*	72*	34**	105*	67*	72*	4**	5**	34**	2**	4**	59*	50*	22**	6**	4**	109*	10**	64*	59*	12**	4**	3**	122*	7**	118*	24**
Effective Base		80	39	21	57	40	39	4	5	21	2	4	30	33	12	4	2	62	7	35	34	6	3	2	69	5	66	14
Very difficult	(1)	2 2%	- -	2 7%	- -	2 3%	- -	- -	- -	2 7%	- -	1 31%	- -	1 2%	- -	1 18%	- -	1 1%	1 12%	1 2%	- -	- -	- -	1 43%	1 1%	1 16%	1 1%	1 5%
Fairly difficult	(2)	11 8%	3 4%	5 14%	4 4%	6 9%	3 4%	- -	- -	5 14%	- -	* 2%	4 7%	5 10%	2 8%	* 1%	- -	9 8%	* 1%	5 7%	2 3%	5 38%	* 2%	* 5%	6 5%	* 3%	11 9%	* 2%
Neither easy nor difficult	(3)	16 11%	4 5%	3 10%	12 12%	12 18%	4 5%	2 42%	* 9%	3 10%	- -	* 6%	4 7%	5 10%	7 32%	* 3%	- -	9 8%	* 2%	5 8%	8 14%	- -	3 63%	- -	13 11%	3 39%	14 12%	2 9%
Fairly easy	(4)	70 50%	34 48%	18 52%	52 50%	36 53%	34 48%	2 56%	2 45%	18 52%	1 34%	1 24%	24 41%	27 55%	13 60%	5 77%	* 4%	52 47%	5 50%	29 45%	33 56%	7 62%	2 35%	* 5%	61 50%	2 24%	55 47%	15 64%
Very easy	(5)	40 29% 41%d	30 41%d	6 17%	35 33%	11 16%	30 41%	* 3%	1 25%	6 17%	1 66%	1 38%	26 45%	11 21%	- -	- -	4 96%	37 34%	4 36%	24 38%	15 26%	- -	- -	1 47%	39 32%	1 18%	37 31%	4 17%
I don't know		1 1%	2 2%	- -	1 1%	- -	1 2%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	1 1%	- -	- -	1 2%	- -	- -	- -	1 1%	- -	- -	1 5%
NET Very/fairly easy		111 78%	64 89%d	24 69%	87 83%	47 69%	64 89%	2 58%	4 70%	24 69%	2 100%	2 61%	51 86%	38 76%	13 60%	5 77%	4 100%	89 81%	8 86%	53 83%	48 81%	7 62%	2 35%	1 52%	100 82%	3 42%	92 78%	19 80%
NET Very/fairly difficult		13 9%	3 4%	7 21%	4 4%	9 13%	3 4%	- -	- -	7 21%	- -	1 33%	4 7%	6 13%	2 8%	1 20%	- -	10 10%	1 12%	6 9%	2 3%	5 38%	* 2%	1 48%	8 6%	1 19%	12 10%	2 6%
Mean		3.97	4.28d	3.58	4.13d	3.69	4.28	3.61	4.20	3.58	4.66	3.35	4.24	3.83	3.53	3.39	4.96	4.06	3.98	4.10	4.06	3.24	3.34	3.09	4.08	3.24	3.98	3.90
Std Dev.		0.93	0.76	1.15	0.78	0.97	0.76	0.63	0.71	1.15	-	1.99	0.87	0.97	0.65	1.28	0.23	0.93	1.27	0.96	0.73	1.01	0.58	2.45	0.86	1.35	0.94	0.90
Std Error		0.08	0.09	0.20	0.08	0.12	0.09	0.24	0.27	0.20	-	0.75	0.12	0.14	0.16	0.48	0.10	0.09	0.37	0.13	0.10	0.36	0.26	1.23	0.08	0.45	0.09	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	11	119	3	64	60	9	111	18	4	-	133	-
Weighted Base	141*	9**	126*	6**	73*	58*	10**	117*	20**	4**	-**	141*	-**
Effective Base	80	6	72	2	38	36	7	65	12	3	-	80	-
Very difficult (1)	2 / 2%	-	2 / 2%	-	1 / 2%	1 / 2%	-	2 / 2%	-	-	-	2 / 2%	-
Fairly difficult (2)	11 / 8%	-	11 / 9%	-	4 / 5%	6 / 10%	1 / 13%	7 / 6%	1 / 7%	2 / 50%	-	11 / 8%	-
Neither easy nor difficult (3)	16 / 11%	* / 3%	16 / 13%	-	5 / 7%	4 / 7%	7 / 68%	10 / 9%	6 / 29%	* / 5%	-	16 / 11%	-
Fairly easy (4)	70 / 50%	6 / 67%	61 / 48%	3 / 57%	42 / 57%	26 / 45%	2 / 19%	64 / 54%	5 / 23%	2 / 46%	-	70 / 50%	-
Very easy (5)	40 / 29%	3 / 30%	35 / 28%	2 / 43%	20 / 27%	21 / 35%	-	33 / 29%	7 / 35%	-	-	40 / 29%	-
I don't know	1 / 1%	-	1 / 1%	-	1 / 1%	-	-	-	1 / 5%	-	-	1 / 1%	-
NET Very/fairly easy	111 / 78%	9 / 97%	96 / 76%	6 / 100%	62 / 85%	47 / 81%	2 / 19%	97 / 83%	12 / 58%	2 / 46%	-	111 / 78%	-
NET Very/fairly difficult	13 / 9%	-	13 / 11%	-	5 / 7%	7 / 12%	1 / 13%	10 / 8%	1 / 7%	2 / 50%	-	13 / 9%	-
Mean	3.97	4.27	3.92	4.43	4.05	4.02	3.06	4.01	3.91	2.96	-	3.97	-
Std Dev.	0.93	0.54	0.96	0.55	0.84	1.01	0.60	0.90	1.02	1.11	-	0.93	-
Std Error	0.08	0.16	0.09	0.32	0.11	0.13	0.20	0.09	0.25	0.56	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	36	29	31	37	10	15	11	10	5	14	6	10	15	19	8	10
Weighted Base	141*	44**	32**	31**	34**	13**	19**	12**	13**	5**	14**	5**	8**	18**	12**	11**	11**
Effective Base	80	22	20	19	19	7	9	7	8	3	9	4	5	11	8	5	7
Very difficult (1)	2 / 2%	-	1 / 3%	1 / 4%	-	-	-	-	-	-	1 / 8%	1 / 27%	-	-	-	-	-
Fairly difficult (2)	11 / 8%	7 / 15%	4 / 14%	* / *	-	5 / 35%	* / 1%	2 / 16%	1 / 10%	2 / 33%	2 / 11%	-	* / 1%	-	-	-	-
Neither easy nor difficult (3)	16 / 11%	8 / 19%	4 / 12%	3 / 10%	* / 1%	4 / 28%	2 / 13%	2 / 20%	1 / 11%	* / 3%	2 / 17%	-	* / 4%	3 / 16%	-	* / 4%	-
Fairly easy (4)	70 / 50%	19 / 42%	19 / 58%	13 / 42%	20 / 58%	3 / 19%	12 / 61%	4 / 38%	9 / 65%	7 / 64%	7 / 50%	3 / 67%	4 / 52%	6 / 31%	8 / 62%	7 / 61%	6 / 52%
Very easy (5)	40 / 29%	11 / 24%	4 / 12%	13 / 43%	13 / 37%	2 / 18%	5 / 26%	3 / 26%	2 / 14%	-	2 / 15%	* / 7%	4 / 43%	10 / 53%	5 / 38%	3 / 25%	5 / 48%
I don't know	1 / 1%	-	-	-	1 / 3%	-	-	-	-	-	-	-	-	-	-	1 / 10%	-
NET Very/fairly easy	111 / 78%	29 / 66%	23 / 70%	26 / 85%	33 / 95%	5 / 37%	17 / 87%	7 / 65%	11 / 79%	3 / 64%	9 / 64%	3 / 73%	8 / 94%	15 / 84%	12 / 100%	9 / 85%	11 / 100%
NET Very/fairly difficult	13 / 9%	7 / 15%	6 / 17%	1 / 4%	-	5 / 35%	* / 1%	2 / 16%	1 / 10%	2 / 33%	3 / 19%	1 / 27%	* / 1%	-	-	-	-
Mean	3.97	3.75	3.62	4.21	4.37	3.21	4.12	3.75	3.83	3.32	3.52	3.27	4.36	4.37	4.38	4.23	4.48
Std Dev.	0.93	0.99	1.00	0.94	0.52	1.15	0.65	1.06	0.82	1.05	1.15	1.57	0.66	0.76	0.51	0.55	0.52
Std Error	0.08	0.17	0.18	0.17	0.09	0.36	0.17	0.32	0.26	0.47	0.31	0.64	0.21	0.20	0.12	0.21	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	106	4	102	69	37	75	31	28	35	23	15	4	-	1	63	38	5	1	86	18
Weighted Base	118*	4**	114*	74*	44**	82*	36**	32**	41**	28**	10**	7**	-**	1***	73*	38**	7**	1***	90*	26**
Effective Base	68	4	65	42	26	46	22	19	24	14	8	3	-	1	43	22	3	1	52	15
Very difficult (1)	2 / 2%	-	2 / 2%	2 / 3%	1 / 1%	2 / 2%	1 / 2%	2 / 8%	-	-	-	-	-	-	2 / 3%	-	-	-	2 / 2%	1 / 2%
Fairly difficult (2)	14 / 12%	-	14 / 12%	7 / 9%	7 / 16%	10 / 12%	4 / 10%	2 / 7%	6 / 15%	4 / 13%	-	2 / 25%	-	-	8 / 11%	4 / 10%	2 / 25%	-	10 / 11%	4 / 14%
Neither easy nor difficult (3)	5 / 5%	-	5 / 5%	3 / 5%	2 / 5%	4 / 5%	2 / 4%	1 / 5%	4 / 10%	*	-	-	-	-	5 / 7%	*	-	-	5 / 5%	1 / 3%
Fairly easy (4)	64 / 54%	2 / 55%	62 / 54%	38 / 51%	26 / 60%	41 / 51%	23 / 63%	19 / 58%	18 / 44%	19 / 68%	6 / 61%	3 / 40%	-	-	37 / 50%	25 / 66%	3 / 39%	-	46 / 51%	19 / 71%
Very easy (5)	32 / 27%	2 / 45%	30 / 27%	24 / 32%	8 / 19%	24 / 30%	8 / 22%	8 / 24%	13 / 31%	5 / 19%	4 / 39%	2 / 35%	-	* / 100%	20 / 28%	9 / 24%	2 / 35%	* / 100%	28 / 31%	3 / 11%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	96 / 82%	4 / 100%	92 / 81%	62 / 84%	35 / 78%	66 / 80%	31 / 84%	26 / 81%	31 / 75%	24 / 87%	10 / 100%	5 / 75%	-	* / 100%	57 / 78%	34 / 90%	5 / 75%	* / 100%	73 / 81%	21 / 81%
NET Very/fairly difficult	16 / 14%	-	16 / 14%	9 / 12%	8 / 17%	12 / 15%	4 / 12%	2 / 5%	6 / 15%	4 / 13%	-	2 / 25%	-	-	11 / 15%	4 / 10%	2 / 25%	-	12 / 13%	4 / 16%
Mean	3.93	4.45	3.91	4.02	3.79	3.93	3.93	3.84	3.91	3.93	4.39	3.84	-	5.00	3.88	4.05	3.85	5.00	3.97	3.74
Std Dev.	0.99	0.57	0.99	0.99	0.98	1.03	0.90	1.11	1.02	0.86	0.52	1.25	-	-	1.05	0.80	1.25	-	1.00	0.92
Std Error	0.10	0.29	0.10	0.12	0.16	0.12	0.16	0.21	0.17	0.18	0.13	0.63	-	-	0.13	0.13	0.56	-	0.11	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	106	55	25	13	13	80	26	94	12	8	11	27	36	23	74	8	97	53	52	1
Weighted Base	118*	53**	29**	21**	16**	81*	37**	109*	9**	7**	12**	32**	42**	25**	86*	7**	111*	52*	63*	3**
Effective Base	68	29	17	12	10	46	22	62	6	6	7	20	24	12	51	6	63	31	36	1
Very difficult (1)	2 / 2%	1 / 1%	2 / 6%	-	-	2 / 3%	-	2 / 2%	1 / 7%	1 / 8%	-	-	2 / 4%	-	2 / 2%	1 / 8%	2 / 2%	-	2 / 4%	-
Fairly difficult (2)	14 / 12%	4 / 8%	6 / 20%	2 / 10%	2 / 10%	10 / 12%	4 / 10%	10 / 9%	4 / 41%	2 / 24%	* / 1%	8 / 24%	4 / 9%	1 / 2%	12 / 13%	2 / 24%	12 / 11%	6 / 11%	8 / 12%	-
Neither easy nor difficult (3)	5 / 5%	1 / 2%	1 / 4%	3 / 15%	-	2 / 3%	3 / 8%	5 / 5%	* / 1%	-	-	1 / 4%	2 / 5%	2 / 7%	4 / 4%	-	5 / 5%	2 / 4%	3 / 5%	-
Fairly easy (4)	64 / 54%	26 / 50%	16 / 56%	14 / 66%	8 / 51%	42 / 52%	22 / 60%	62 / 57%	2 / 23%	2 / 30%	5 / 43%	20 / 63%	24 / 57%	13 / 51%	50 / 58%	2 / 30%	62 / 56%	25 / 48%	36 / 58%	3 / 100%
Very easy (5)	32 / 27%	20 / 39%	4 / 13%	2 / 9%	6 / 39%	24 / 30%	8 / 22%	30 / 27%	2 / 29%	3 / 38%	7 / 57%	3 / 9%	10 / 24%	10 / 40%	20 / 23%	3 / 38%	29 / 27%	19 / 36%	13 / 21%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	96 / 82%	47 / 89%	20 / 70%	16 / 75%	14 / 90%	67 / 82%	30 / 81%	92 / 84%	5 / 52%	5 / 68%	12 / 99%	23 / 72%	34 / 81%	22 / 90%	69 / 80%	5 / 68%	92 / 82%	44 / 84%	50 / 79%	3 / 100%
NET Very/fairly difficult	16 / 14%	5 / 9%	8 / 26%	2 / 10%	2 / 10%	12 / 15%	4 / 10%	12 / 11%	4 / 47%	2 / 32%	* / 1%	8 / 24%	6 / 14%	1 / 2%	13 / 16%	2 / 32%	14 / 13%	6 / 11%	10 / 16%	-
Mean	3.93	4.17	3.50	3.73	4.18	3.93	3.92	3.98	3.27	3.65	4.55	3.57	3.87	4.28	3.85	3.65	3.95	4.09	3.80	4.00
Std Dev.	0.99	0.90	1.16	0.78	0.91	1.04	0.86	0.92	1.50	1.52	0.55	0.96	1.03	0.71	0.99	1.52	0.95	0.93	1.04	0.00
Std Error	0.10	0.12	0.23	0.22	0.25	0.12	0.17	0.10	0.43	0.54	0.17	0.18	0.17	0.15	0.12	0.54	0.10	0.13	0.14	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		106	71	35	14	62	14	19	11	6	8	7	5	11	9	9	3	4	2	12
Weighted Base		118*	101*	17**	3**	106*	4**	5**	3**	5**	17**	12**	7**	18**	12**	22**	7**	6**	1**	3**
Effective Base		68	58	10	3	56	8	10	7	6	8	7	5	10	9	9	3	4	1	6
Very difficult	(1)	2 2%	2 2%	- -	- -	2 2%	- -	- -	- -	1 12%	- -	2 16%	- -	- -	- -	- -	- -	- -	- -	- -
Fairly difficult	(2)	14 12%	14 13%	* 1%	- -	12 12%	1 21%	- -	* 17%	- -	- -	- -	- -	- -	3 25%	6 29%	- -	3 52%	- -	1 26%
Neither easy nor difficult	(3)	5 5%	5 5%	* 1%	* 4%	4 4%	1 18%	1 11%	* 11%	1 16%	- -	- -	2 24%	- -	1 12%	- -	- -	- -	- -	1 23%
Fairly easy	(4)	64 54%	56 55%	8 47%	2 78%	59 56%	2 49%	2 43%	1 45%	3 52%	10 60%	8 72%	5 76%	13 72%	5 41%	11 48%	2 34%	1 24%	1 85%	1 39%
Very easy	(5)	32 27%	24 23%	9 50%	1 18%	28 27%	1 12%	3 47%	1 27%	1 21%	7 40%	1 12%	- -	5 28%	3 23%	5 22%	5 66%	1 25%	* 15%	* 11%
I don't know		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly easy		96 82%	80 79%	17 98%	3 96%	87 82%	3 62%	5 89%	2 71%	4 72%	17 100%	10 84%	5 76%	18 100%	7 63%	15 71%	7 100%	3 48%	1 100%	2 51%
NET Very/fairly difficult		16 14%	16 16%	* 1%	- -	15 14%	1 21%	- -	* 17%	1 12%	- -	2 16%	- -	- -	3 25%	6 29%	- -	3 52%	- -	1 26%
Mean		3.93	3.84	4.47	4.15	3.93	3.53	4.36	3.81	3.70	4.40	3.65	3.76	4.28	3.61	3.64	4.66	3.21	4.15	3.36
Std Dev.		0.99	1.01	0.60	0.54	0.99	1.09	0.73	1.30	1.29	0.51	1.24	0.47	0.46	1.14	1.15	0.51	1.43	-	1.19
Std Error		0.10	0.12	0.10	0.15	0.13	0.29	0.17	0.39	0.53	0.18	0.47	0.21	0.14	0.38	0.38	0.29	0.71	-	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	106	67	11	95	39	67	5	9	11	2	2	41	35	16	8	5	76	13	41	46	12	4	3	87	7	103	3
Weighted Base	118*	75*	14**	104*	43**	75*	4**	6**	14**	2**	2**	46**	40**	21**	6**	5**	86*	11**	46**	50**	15**	6**	1**	96*	7**	112*	6**
Effective Base	68	41	8	60	27	41	3	4	8	2	2	24	26	12	4	3	49	8	27	28	8	4	1	55	5	65	3
Very difficult (1)	2 / 2%	-	2 / 18%	-	2 / 6%	-	-	-	2 / 18%	1 / 34%	1 / 34%	2 / 4%	1 / 1%	-	-	-	2 / 3%	-	2 / 4%	1 / 1%	-	-	-	2 / 3%	-	2 / 2%	-
Fairly difficult (2)	14 / 12%	10 / 13%	* / 4%	13 / 13%	4 / 9%	10 / 13%	2 / 43%	2 / 39%	* / 4%	-	-	5 / 11%	4 / 11%	1 / 6%	2 / 28%	1 / 28%	9 / 11%	3 / 28%	4 / 8%	7 / 14%	3 / 20%	-	-	11 / 11%	-	14 / 12%	-
Neither easy nor difficult (3)	5 / 5%	2 / 3%	2 / 15%	3 / 3%	3 / 7%	2 / 3%	-	* / 1%	2 / 15%	-	-	1 / 2%	1 / 2%	2 / 11%	2 / 27%	-	2 / 2%	2 / 15%	1 / 2%	2 / 4%	2 / 12%	1 / 13%	-	3 / 3%	1 / 11%	5 / 5%	-
Fairly easy (4)	64 / 54%	34 / 45%	7 / 55%	57 / 54%	31 / 71%	34 / 45%	1 / 18%	2 / 36%	7 / 55%	-	-	18 / 40%	24 / 61%	17 / 83%	2 / 36%	2 / 41%	43 / 50%	4 / 38%	19 / 42%	32 / 64%	9 / 63%	4 / 62%	* / 9%	51 / 53%	4 / 52%	58 / 52%	6 / 100%
Very easy (5)	32 / 27%	29 / 39%	1 / 8%	31 / 30%	3 / 8%	29 / 39%	1 / 39%	1 / 24%	1 / 8%	1 / 66%	1 / 66%	20 / 44%	10 / 25%	-	1 / 10%	2 / 31%	30 / 35%	2 / 19%	21 / 45%	8 / 17%	1 / 4%	1 / 24%	1 / 91%	29 / 30%	3 / 37%	32 / 29%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	96 / 82%	62 / 83%	9 / 63%	88 / 84%	34 / 79%	62 / 83%	2 / 57%	3 / 60%	9 / 63%	1 / 66%	1 / 66%	39 / 84%	34 / 85%	17 / 83%	3 / 45%	4 / 72%	72 / 84%	6 / 57%	40 / 86%	40 / 81%	10 / 67%	5 / 87%	1 / 100%	80 / 83%	6 / 89%	90 / 81%	6 / 100%
NET Very/fairly difficult	16 / 14%	10 / 13%	3 / 21%	13 / 13%	6 / 15%	10 / 13%	2 / 43%	2 / 39%	3 / 21%	1 / 34%	1 / 34%	7 / 15%	5 / 13%	1 / 6%	2 / 28%	1 / 28%	12 / 14%	3 / 28%	5 / 12%	8 / 16%	3 / 20%	-	-	13 / 14%	-	16 / 14%	-
Mean	3.93	4.09	3.32	4.01	3.66	4.09	3.53	3.46	3.32	3.65	3.65	4.09	3.96	3.77	3.27	3.76	4.03	3.48	4.15	3.80	3.50	4.11	4.91	3.97	4.26	3.93	4.00
Std Dev.	0.99	0.98	1.28	0.92	0.95	0.98	1.60	1.36	1.28	-	-	1.12	0.93	0.56	1.06	1.31	1.03	1.14	1.06	0.93	0.89	0.66	-	1.01	0.69	1.01	0.00
Std Error	0.10	0.12	0.39	0.09	0.15	0.12	0.72	0.45	0.39	-	-	0.18	0.16	0.14	0.38	0.59	0.12	0.32	0.17	0.14	0.26	0.33	-	0.11	0.26	0.10	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	106	17	87	2	52	45	9	87	16	2	1	105	-
Weighted Base	118*	10**	105*	3**	58*	52*	8**	97*	19**	2**	***	118*	-**
Effective Base	68	7	60	1	31	31	6	55	11	1	1	68	-
Very difficult (1)	2 2%	-	2 2%	-	2 3%	1 1%	-	2 2%	-	-	-	2 2%	-
Fairly difficult (2)	14 12%	-	14 13%	-	6 10%	7 13%	1 16%	12 13%	1 7%	* 4%	-	14 12%	-
Neither easy nor difficult (3)	5 5%	* 1%	5 5%	-	1 2%	4 7%	1 9%	3 3%	3 13%	-	-	5 5%	-
Fairly easy (4)	64 54%	6 58%	55 53%	3 100%	29 50%	29 57%	6 75%	54 55%	9 46%	1 96%	100%	64 54%	-
Very easy (5)	32 27%	4 40%	28 27%	-	21 36%	11 22%	-	26 26%	7 34%	-	-	32 27%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	96 82%	10 99%	83 79%	3 100%	50 86%	40 78%	6 75%	79 82%	15 80%	1 96%	* 100%	96 82%	-
NET Very/fairly difficult	16 14%	-	16 15%	-	7 13%	7 14%	1 16%	15 15%	1 7%	* 4%	-	16 14%	-
Mean	3.93	4.39	3.88	4.00	4.06	3.84	3.59	3.90	4.06	3.92	4.00	3.93	-
Std Dev.	0.99	0.54	1.02	0.00	1.03	0.96	0.80	1.01	0.88	-	-	0.99	-
Std Error	0.10	0.13	0.11	0.00	0.14	0.14	0.27	0.11	0.22	-	-	0.10	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	106	30	25	22	29	13	11	6	9	6	10	5	6	11	19	7	3
Weighted Base	118*	43**	30**	21**	24**	15**	20**	9**	12**	5**	12**	4**	6**	10**	13**	8**	3**
Effective Base	68	23	18	12	14	10	9	5	7	3	7	3	4	6	9	4	2
Very difficult (1)	2 / 2%	1 / 1%	2 / 6%	-	-	-	-	1 / 6%	-	-	2 / 15%	-	-	-	-	-	-
Fairly difficult (2)	14 / 12%	7 / 15%	7 / 22%	-	1 / 2%	3 / 21%	3 / 18%	-	4 / 34%	2 / 34%	1 / 6%	-	-	-	-	1 / 1%	* / 14%
Neither easy nor difficult (3)	5 / 5%	* / 1%	2 / 8%	2 / 8%	1 / 4%	* / *	* / 2%	-	2 / 19%	-	-	-	2 / 27%	-	1 / 6%	* / 1%	-
Fairly easy (4)	64 / 54%	21 / 48%	16 / 52%	13 / 65%	14 / 59%	9 / 65%	7 / 38%	4 / 42%	4 / 32%	2 / 39%	10 / 79%	3 / 85%	4 / 66%	6 / 57%	5 / 39%	7 / 97%	2 / 52%
Very easy (5)	32 / 27%	15 / 34%	3 / 11%	5 / 26%	8 / 35%	2 / 14%	8 / 42%	5 / 52%	2 / 15%	1 / 27%	-	1 / 15%	* / 8%	4 / 43%	7 / 55%	* / 1%	1 / 34%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	96 / 82%	36 / 82%	19 / 63%	19 / 92%	23 / 94%	12 / 79%	16 / 80%	8 / 94%	6 / 47%	3 / 66%	10 / 79%	4 / 100%	5 / 73%	10 / 100%	13 / 94%	7 / 98%	3 / 86%
NET Very/fairly difficult	16 / 14%	7 / 16%	9 / 29%	-	1 / 2%	3 / 21%	3 / 18%	1 / 6%	4 / 34%	2 / 34%	3 / 21%	-	-	-	-	* / 1%	* / 14%
Mean	3.93	3.99	3.39	4.18	4.27	3.72	4.04	4.33	3.28	3.59	3.43	4.15	3.81	4.43	4.49	3.98	4.07
Std Dev.	0.99	1.05	1.15	0.57	0.64	0.98	1.10	1.05	1.13	1.35	1.18	0.41	0.60	0.52	0.63	0.25	1.12
Std Error	0.10	0.19	0.23	0.12	0.12	0.27	0.33	0.43	0.38	0.55	0.37	0.19	0.25	0.16	0.14	0.09	0.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	121	5	116	79	42	80	41	25	40	32	14	5	3	2	65	46	10	5	97	23
Weighted Base	143*	6**	137*	93*	50**	96*	47*	34**	50**	35**	13**	5**	5**	2**	84*	48**	12**	7**	109*	34**
Effective Base	79	4	75	49	30	49	31	19	27	19	8	3	2	1	46	27	6	3	60	19
Very difficult (1)	4 3%	-	4 3%	3 3%	2 3%	4 5%	* *	-	3 6%	* *	2 13%	-	-	* 4%	3 3%	2 4%	-	-	4 4%	-
Fairly difficult (2)	12 8%	-	12 8%	8 8%	4 8%	4 4%	7 16%	2 6%	1 3%	6 18%	-	-	2 40%	-	3 4%	6 13%	2 17%	2 29%	9 9%	2 6%
Neither easy nor difficult (3)	14 10%	-	14 11%	9 10%	5 11%	11 12%	3 7%	3 10%	5 9%	6 18%	-	-	-	-	8 10%	6 13%	-	-	12 12%	2 6%
Fairly easy (4)	66 46%	6 92%	60 44%	40 44%	25 50%	41 42%	25 53%	22 66%	25 51%	10 29%	4 29%	2 38%	* 7%	2 97%	48 57%	14 29%	4 35%	2 32%	53 49%	13 37%
Very easy (5)	45 32%	* 8%	45 33%	33 35%	13 25%	36 37%	10 21%	6 18%	14 29%	12 35%	7 58%	3 62%	3 54%	* 3%	20 24%	20 41%	6 48%	3 39%	28 26%	17 51%
I don't know	1 1%	-	1 1%	-	1 2%	-	1 2%	-	1 2%	-	-	-	-	-	1 1%	-	-	-	1 1%	-
NET Very/fairly easy	111 78%	6 100%	105 77%	73 79%	38 76%	76 80%	35 74%	29 84%	40 80%	23 64%	11 87%	5 100%	3 60%	2 100%	68 82%	33 70%	10 83%	5 71%	81 75%	30 88%
NET Very/fairly difficult	16 11%	-	16 12%	10 11%	6 11%	9 9%	8 16%	2 6%	4 9%	6 18%	2 13%	-	2 40%	-	6 7%	8 17%	2 17%	2 29%	14 13%	2 6%
Mean	3.96	4.08	3.95	4.00	3.89	4.03	3.81	3.96	3.97	3.81	4.20	4.62	3.74	4.03	3.97	3.91	4.14	3.82	3.84	4.32
Std Dev.	1.02	0.30	1.04	1.03	1.00	1.04	0.97	0.72	1.02	1.12	1.36	0.55	1.61	-	0.91	1.19	1.12	1.33	1.04	0.86
Std Error	0.09	0.13	0.10	0.12	0.16	0.12	0.15	0.14	0.16	0.20	0.36	0.25	0.93	-	0.11	0.18	0.36	0.59	0.11	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	121	67	19	20	15	86	35	107	13	9	12	31	38	29	81	9	111	61	58	2
Weighted Base	143*	71*	21**	33**	18**	91*	51**	133*	8**	7**	17**	46**	42**	31**	105*	7**	136*	71*	71*	1**
Effective Base	79	38	13	17	11	51	28	72	8	6		23	25	18	56	6	74	37	41	1
Very difficult (1)	4 3%	1 1%	-	3 10%	-	1 1%	3 7%	4 3%	-	-	-	1 2%	4 8%	-	4 4%	-	4 3%	2 3%	3 4%	-
Fairly difficult (2)	12 8%	6 9%	-	2 6%	3 20%	6 7%	5 11%	10 8%	1 15%	-	1 9%	3 7%	4 10%	3 9%	9 8%	-	12 9%	3 5%	8 12%	-
Neither easy nor difficult (3)	14 10%	3 4%	2 11%	8 24%	1 6%	5 6%	9 17%	12 9%	2 26%	1 21%	1 8%	9 19%	3 7%	*	13 12%	1 21%	13 10%	8 11%	7 10%	-
Fairly easy (4)	66 46%	37 52%	11 56%	10 31%	7 42%	48 52%	18 35%	63 47%	3 41%	2 34%	8 48%	19 43%	23 54%	13 42%	50 48%	2 34%	63 47%	26 37%	38 54%	1 100%
Very easy (5)	45 32%	24 34%	7 33%	10 30%	5 26%	31 34%	15 28%	42 32%	1 17%	3 45%	6 35%	12 27%	9 21%	15 49%	27 26%	3 45%	42 31%	31 44%r	15 21%	-
I don't know	1 1%	-	-	-	1 6%	-	1 2%	1 1%	-	-	-	1 3%	-	-	1 1%	-	1 1%	1 2%	-	-
NET Very/fairly easy	111 78%	61 85%	18 89%	20 60%	12 68%	79 86%	32 63%	105 79%	4 58%	6 79%	14 83%	32 70%	32 75%	28 90%	77 74%	6 79%	105 78%	57 80%	53 75%	1 100%
NET Very/fairly difficult	16 11%	7 10%	-	5 16%	3 20%	7 8%	9 17%	15 11%	1 15%	-	1 9%	4 9%	8 18%	3 9%	13 13%	-	16 12%	5 7%	11 15%	-
Mean	3.96	4.08	4.22	3.63	3.80	4.11	3.69	3.97	3.60	4.24	4.09	3.89	3.69	4.30	3.84	4.24	3.94	4.16	3.77	4.00
Std Dev.	1.02	0.93	0.65	1.27	1.10	0.87	1.21	1.02	1.01	0.84	0.91	0.97	1.17	0.90	1.05	0.84	1.03	0.99	1.03	-
Std Error	0.09	0.11	0.15	0.28	0.29	0.09	0.21	0.10	0.28	0.28	0.26	0.18	0.19	0.17	0.12	0.28	0.10	0.13	0.14	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	121	85	36	12	70	18	21	12	4	9	8	5	12	14	9	6	3	2	16
Weighted Base	143*	114*	28**	3**	124*	9**	7**	2**	3**	19**	14**	7**	20**	20**	20**	17**	5**	1**	8**
Effective Base	79	68	12	2	63	13	13	7	4	9	8	5	11	13	9	6	3	1	11
Very difficult (1)	4 / 3%	3 / 2%	2 / 6%	-	3 / 3%	1 / 10%	-	* / 5%	-	-	-	2 / 25%	2 / 9%	-	-	-	-	-	1 / 11%
Fairly difficult (2)	12 / 8%	9 / 8%	3 / 10%	-	12 / 9%	-	* / 1%	-	-	7 / 37%	1 / 11%	-	1 / 6%	-	-	2 / 11%	-	-	-
Neither easy nor difficult (3)	14 / 10%	12 / 10%	2 / 9%	* / 2%	12 / 9%	1 / 13%	1 / 21%	-	1 / 28%	-	4 / 32%	1 / 20%	-	3 / 15%	2 / 11%	-	-	-	1 / 15%
Fairly easy (4)	66 / 46%	50 / 44%	16 / 56%	1 / 15%	59 / 48%	3 / 29%	2 / 29%	2 / 67%	2 / 72%	10 / 51%	6 / 47%	2 / 35%	7 / 36%	16 / 79%	5 / 22%	10 / 56%	1 / 30%	-	3 / 33%
Very easy (5)	45 / 32%	40 / 35%	5 / 19%	3 / 83%	37 / 30%	4 / 48%	3 / 49%	1 / 28%	-	2 / 12%	1 / 10%	1 / 20%	10 / 49%	-	13 / 66%	6 / 33%	4 / 70%	1 / 100%	3 / 41%
I don't know	1 / 1%	1 / 1%	-	-	1 / 1%	-	-	-	-	-	-	-	-	-	1 / 6%	-	-	-	-
NET Very/fairly easy	111 / 78%	90 / 79%	21 / 75%	3 / 98%	97 / 78%	7 / 77%	5 / 78%	2 / 95%	2 / 72%	12 / 63%	8 / 57%	4 / 56%	17 / 85%	16 / 79%	18 / 89%	15 / 89%	5 / 100%	1 / 100%	6 / 74%
NET Very/fairly difficult	16 / 11%	11 / 10%	5 / 16%	-	15 / 12%	1 / 10%	* / 1%	* / 5%	-	7 / 37%	1 / 11%	2 / 25%	3 / 15%	-	-	2 / 11%	-	-	1 / 11%
Mean	3.96	4.02	3.72	4.81	3.93	4.05	4.26	4.13	3.72	3.38	3.57	3.27	4.09	3.84	4.55	4.10	4.70	5.00	3.92
Std Dev.	1.02	1.00	1.10	0.53	1.01	1.31	0.88	1.11	0.54	1.13	0.85	1.57	1.28	0.38	0.70	0.91	0.51	-	1.35
Std Error	0.09	0.11	0.18	0.15	0.12	0.31	0.19	0.32	0.27	0.38	0.30	0.70	0.37	0.10	0.23	0.37	0.29	-	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	121	78	11	110	43	78	5	6	11	1	3	51	48	14	5	3	99	8	48	52	13	4	2	100	6	113	8
Weighted Base	143*	89*	17**	125*	54**	89*	2**	2**	17**	1**	3**	64*	51	22**	2**	4**	114*	6**	63*	59*	15**	4**	1**	121*	5**	133*	9**
Effective Base	79	49	9	70	29	49	3	2	9	1	3	32	33	11	3	2	64	4	31	35	9	3	1	65	5	74	5
Very difficult (1)	4 3%	4 4%	-	4 4%	1 2%	4 4%	-	-	-	-	-	2 3%	3 5%	-	-	-	4 4%	-	-	4 6%	-	1 23%	-	4 3%	1 17%	4 3%	-
Fairly difficult (2)	12 8%	8 9%	1 6%	10 8%	3 6%	8 9%	-	*	1 6%	-	1 33%	6 10%	2 4%	2 9%	1 48%	-	9 7%	1 19%	3 5%	8 13%	-	-	-	10 9%	-	12 9%	* 1%
Neither easy nor difficult (3)	14 10%	10 12%	2 13%	12 10%	4 7%	10 12%	1 65%	1 47%	2 13%	-	-	2 3%	5 11%	5 21%	1 23%	2 56%	7 6%	3 43%	5 9%	6 11%	1 10%	-	1 92%	12 10%	1 24%	14 10%	1 6%
Fairly easy (4)	66 46%	31 35%	10 58%	56 44%	35 65%	31 35%	1 30%	1 43%	10 58%	-	1 35%	23 37%	29 58%	12 54%	1 30%	-	53 46%	1 12%	29 46%	27 47%	7 50%	2 40%	* 8%	56 46%	2 32%	61 46%	5 51%
Very easy (5)	45 32%	36 40%	4 22%	42 33%	9 18%	36 40%	* 4%	* 8%	4 22%	1 100%	1 33%	29 46%l	11 21%	4 16%	-	2 44%	40 35%	2 26%	26 41%	13 22%	6 40%	1 36%	-	38 31%	1 27%	41 31%	4 43%
I don't know	1 1%	-	-	1 1%	1 2%	-	-	-	-	-	-	1 2%	-	-	-	-	1 1%	-	-	1 2%	-	-	-	1 1%	-	1 1%	-
NET Very/fairly easy	111 78%	67 75%	14 80%	97 77%	44 83%	67 75%	1 35%	1 51%	14 80%	1 100%	2 67%	53 83%	40 80%	16 71%	1 30%	2 44%	93 81%	2 38%	55 87%	40 68%	13 90%	3 77%	* 8%	95 78%	3 59%	102 77%	9 94%
NET Very/fairly difficult	16 11%	12 13%	1 6%	15 12%	4 8%	12 13%	-	*	1 6%	-	1 33%	8 13%	5 10%	2 9%	1 48%	-	13 11%	1 19%	3 5%	11 19%	-	1 23%	-	14 12%	1 17%	16 12%	* 1%
Mean	3.96	3.98	3.96	3.96	3.93	3.98	3.39	3.57	3.96	5.00	3.67	4.15	3.86	3.78	2.82	3.88	4.02	3.46	4.23s	3.66	4.31	3.66	3.08	3.96	3.51	3.93	4.36
Std Dev.	1.02	1.13	0.80	1.05	0.82	1.13	0.76	0.90	0.80	-	1.47	1.08	0.99	0.83	1.14	1.17	1.04	1.18	0.80	1.15	0.66	1.78	-	1.02	1.50	1.04	0.65
Std Error	0.09	0.13	0.24	0.10	0.13	0.13	0.34	0.37	0.24	-	0.85	0.15	0.14	0.22	0.51	0.68	0.11	0.42	0.11	0.16	0.18	0.89	-	0.10	0.61	0.10	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	121	19	101	1	54	57	10	102	17	1	1	120	-
Weighted Base	143*	23**	118*	2**	66*	66*	11**	117*	23**	3**	***	143*	-**
Effective Base	79	11	67	1	32	41	7	65	13	1	1	79	-
Very difficult (1)	4 3%	1 4%	4 3%	-	3 4%	2 3%	-	4 3%	1 4%	-	-	4 3%	-
Fairly difficult (2)	12 8%	2 9%	10 8%	-	6 10%	3 5%	2 20%	4 4%	7 33%	-	-	12 8%	-
Neither easy nor difficult (3)	14 10%	5 20%	10 8%	-	8 11%	7 10%	-	9 8%	5 23%	-	-	14 10%	-
Fairly easy (4)	66 46%	8 37%	57 48%	-	27 41%	34 52%	5 43%	59 50%	7 30%	-	-	66 46%	-
Very easy (5)	45 32%	7 29%	37 31%	2 100%	22 34%	20 31%	3 26%	40 34%	2 11%	3 100%	* 100%	45 32%	-
I don't know	1 1%	-	1 1%	-	-	-	1 11%	1 1%	-	-	-	1 1%	-
NET Very/fairly easy	111 78%	15 67%	94 80%	2 100%	49 75%	54 82%	8 70%	99 85%	9 41%	3 100%	* 100%	111 78%	-
NET Very/fairly difficult	16 11%	3 13%	13 11%	-	9 14%	5 7%	2 20%	8 7%	8 36%	-	-	16 11%	-
Mean	3.96	3.80	3.98	5.00	3.91	4.03	3.85	4.10	3.11	5.00	5.00	3.96	-
Std Dev.	1.02	1.11	1.00	-	1.11	0.92	1.14	0.92	1.12	0.00	-	1.02	-
Std Error	0.09	0.25	0.10	-	0.15	0.12	0.38	0.09	0.27	0.00	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	121	35	21	31	34	15	12	8	6	5	10	9	6	16	21	5	8
Weighted Base	143*	47**	29**	35**	32**	21**	16**	10**	10**	5**	14**	7**	10**	18**	18**	5**	9**
Effective Base	79	23	17	20	19	12	8	4	6	4	7	5	4	11	10	4	5
Very difficult (1)	4 / 3%	2 / 4%	2 / 6%	1 / 3%	-	2 / 8%	-	* / 1%	2 / 18%	-	-	1 / 14%	-	-	-	-	-
Fairly difficult (2)	12 / 8%	4 / 9%	1 / 5%	3 / 8%	3 / 9%	4 / 20%	-	-	-	-	1 / 11%	* / 1%	-	3 / 15%	-	1 / 23%	2 / 21%
Neither easy nor difficult (3)	14 / 10%	3 / 7%	6 / 21%	4 / 11%	1 / 4%	2 / 11%	* / 3%	* / 5%	2 / 22%	1 / 21%	3 / 19%	* / 6%	1 / 10%	2 / 14%	1 / 7%	-	-
Fairly easy (4)	66 / 46%	20 / 42%	16 / 54%	16 / 46%	15 / 46%	7 / 32%	9 / 54%	4 / 42%	6 / 60%	2 / 37%	8 / 55%	5 / 77%	3 / 26%	8 / 44%	11 / 58%	2 / 39%	2 / 25%
Very easy (5)	45 / 32%	18 / 39%	4 / 14%	10 / 29%	13 / 41%	6 / 29%	7 / 43%	5 / 52%	-	2 / 42%	2 / 15%	* / 2%	6 / 64%	4 / 20%	6 / 35%	2 / 39%	5 / 53%
I don't know	1 / 1%	-	-	1 / 3%	-	-	-	-	-	-	-	-	-	1 / 6%	-	-	-
NET Very/fairly easy	111 / 78%	38 / 80%	20 / 68%	26 / 75%	28 / 87%	13 / 61%	16 / 97%	9 / 94%	6 / 60%	4 / 79%	10 / 70%	5 / 79%	9 / 90%	12 / 65%	17 / 93%	4 / 77%	7 / 79%
NET Very/fairly difficult	16 / 11%	6 / 13%	3 / 11%	4 / 11%	3 / 9%	6 / 28%	-	* / 1%	2 / 18%	-	1 / 11%	1 / 14%	-	3 / 15%	-	1 / 23%	2 / 21%
Mean	3.96	4.03	3.64	3.93	4.18	3.54	4.41	4.43	3.24	4.20	3.74	3.54	4.54	3.74	4.28	3.94	4.10
Std Dev.	1.02	1.08	1.02	1.01	0.91	1.34	0.56	0.74	1.18	0.86	0.87	1.15	0.71	1.01	0.60	1.27	1.25
Std Error	0.09	0.18	0.22	0.19	0.16	0.35	0.16	0.26	0.48	0.39	0.28	0.38	0.29	0.26	0.13	0.57	0.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	130	7	123	77	53	84	46	38	36	29	18	7	-	2	74	47	9	2	103	25
Weighted Base	152*	8**	144*	83*	69*	98*	55*	55**	40**	31**	14**	10**	-**	2**	95*	45**	12**	2**	107*	44**
Effective Base	82	6	76	45	37	50	32	29	22	16	8	5	-	1	51	24	6	1	60	21
Very difficult (1)	2 / 1%	-	2 / 2%	2 / 3%	-	2 / 2%	-	-	-	2 / 7%	-	-	-	-	-	2 / 5%	-	-	-	2 / 5%
Fairly difficult (2)	15 / 10%	-	15 / 11%	9 / 11%	6 / 9%	7 / 7%	8 / 15%	6 / 10%	6 / 15%	1 / 4%	2 / 15%	-	-	-	12 / 12%	3 / 8%	-	-	12 / 11%	3 / 7%
Neither easy nor difficult (3)	19 / 13%	1 / 11%	18 / 13%	12 / 14%	8 / 11%	15 / 15%	4 / 8%	11 / 20%	7 / 18%	1 / 3%	-	* / 5%	-	-	18 / 19%	1 / 2%	* / 4%	-	12 / 11%	7 / 16%
Fairly easy (4)	55 / 36%	4 / 44%	52 / 36%	30 / 36%	25 / 36%	30 / 30%	26 / 47%	18 / 32%	19 / 46%	13 / 42%	2 / 12%	4 / 41%	-	-	36 / 38%	15 / 33%	4 / 34%	-	45 / 42%	10 / 24%
Very easy (5)	59 / 39%	4 / 45%	55 / 39%	30 / 36%	29 / 42%	43 / 44%	16 / 29%	21 / 38%	7 / 18%	13 / 43%	10 / 73%	5 / 55%	-	2 / 100%	28 / 29%	24 / 53%	7 / 62%	2 / 100%	37 / 35%	20 / 46%
I don't know	1 / 1%	-	1 / 1%	-	1 / 1%	1 / 1%	* / *	* / *	1 / 2%	-	-	-	-	-	1 / 1%	-	-	-	* / *	1 / 2%
NET Very/fairly easy	115 / 75%	8 / 89%	107 / 74%	61 / 73%	54 / 78%	73 / 75%	42 / 76%	39 / 70%	26 / 64%	26 / 86%	12 / 85%	10 / 95%	-	2 / 100%	64 / 68%	39 / 86%	12 / 96%	2 / 100%	82 / 77%	31 / 70%
NET Very/fairly difficult	17 / 11%	-	17 / 12%	11 / 14%	6 / 9%	9 / 9%	8 / 15%	6 / 10%	6 / 15%	4 / 11%	2 / 15%	-	-	-	12 / 12%	6 / 13%	-	-	12 / 11%	5 / 12%
Mean	4.02	4.34	4.00	3.93	4.13	4.08	3.91	3.97	3.69	4.11	4.43	4.50	-	5.00	3.86	4.21	4.58	5.00	4.01	4.01
Std Dev.	1.03	0.71	1.04	1.09	0.95	1.04	1.00	1.00	0.96	1.14	1.11	0.61	-	-	0.99	1.13	0.59	-	0.96	1.19
Std Error	0.09	0.27	0.09	0.12	0.13	0.11	0.15	0.16	0.16	0.21	0.26	0.23	-	-	0.12	0.16	0.20	-	0.10	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		130	55	33	21	21	88	42	109	20	10	17	39	42	20	98	10	118	63	60	7
Weighted Base		152*	59**	36**	34**	23**	95*	57*	135*	17**	10**	22**	52**	45**	23**	119*	10**	142*	64*	80*	8**
Effective Base		82	29	21	18	14	50	32	70	14	6	12	25	26	12	64	6	76	35	42	4
Very difficult	(1)	2 1%	2 4%	-	-	-	2 2%	-	2 2%	-	-	-	-	2 5%	-	2 2%	-	2 2%	-	2 3%	-
Fairly difficult	(2)	15 10%	3 4%	4 10%	5 14%	4 18%	6 6%	9 16%	13 9%	3 15%	-	2 7%	7 14%	4 10%	2 9%	13 11%	-	15 11%	7 11%	7 8%	1 16%
Neither easy nor difficult	(3)	19 13%	3 5%	9 24%	3 7%	5 21%	12 13%	7 13%	15 11%	5 27%	1 6%	2 8%	6 11%	9 21%	2 7%	17 14%	1 6%	19 13%	5 8%	14 18%	-
Fairly easy	(4)	55 36%	28 48%	16 43%	8 22%	4 18%	44 46%f	12 20%	52 38%	4 20%	4 42%	5 23%	22 42%	17 38%	7 31%	44 37%	4 42%	51 36%	20 31%	31 39%	5 59%
Very easy	(5)	59 39%	23 39%	7 20%	19 56%	10 42%	30 32%	29 51%	53 39%	7 38%	5 53%	14 62%	17 32%	12 26%	12 52%	42 35%	5 53%	54 38%	33 51%	25 31%	2 24%
I don't know		1 1%	-	1 3%	-	-	1 1%	-	1 1%	-	-	-	1 2%	-	-	1 1%	-	1 1%	-	1 1%	* 1%
NET Very/fairly easy		115 75%	51 87%	23 63%	27 78%	14 60%	74 78%	41 71%	104 77%	10 58%	9 94%	19 85%	38 73%	29 65%	19 83%	86 72%	9 94%	105 74%	52 81%	56 70%	6 83%
NET Very/fairly difficult		17 11%	5 8%	4 10%	5 14%	4 18%	8 9%	9 16%	15 11%	3 15%	-	2 7%	7 14%	7 15%	2 9%	17 13%	-	17 12%	7 11%	9 11%	1 16%
Mean		4.02	4.14	3.76	4.20	3.84	4.00	4.06	4.05	3.82	4.47	4.39	3.93	3.71	4.26	3.93	4.47	3.99	4.20	3.88	3.91
Std Dev.		1.03	0.97	0.91	1.10	1.19	0.96	1.14	1.02	1.13	0.64	0.93	1.00	1.11	0.97	1.05	0.64	1.04	1.00	1.04	1.01
Std Error		0.09	0.13	0.16	0.24	0.26	0.10	0.18	0.10	0.25	0.20	0.23	0.16	0.17	0.22	0.11	0.20	0.10	0.13	0.14	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	130	91	39	22	75	17	25	13	5	8	8	6	9	11	17	7	4	1	16
Weighted Base	152*	131*	21**	5**	135*	7**	8**	3**	4**	15**	14**	8**	14**	17**	40**	19**	6**	***	6**
Effective Base	82	72	10	5	67	10	15	8	5	8	8	6	8	10	17	7	4	1	9
Very difficult (1)	2 1%	2 2%	-	-	2 2%	-	-	-	-	2 14%	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	15 10%	12 9%	3 14%	3 61%	15 11%	* 1%	-	-	-	-	3 24%	1 16%	-	4 24%	2 5%	-	5 81%	-	* 1%
Neither easy nor difficult (3)	19 13%	19 14%	* 2%	* 7%	17 13%	1 21%	1 9%	* 10%	2 52%	4 26%	1 11%	-	4 30%	-	4 11%	-	1 19%	1 100%	1 19%
Fairly easy (4)	55 36%	45 34%	10 49%	1 14%	48 35%	3 45%	2 30%	2 83%	-	6 37%	2 15%	2 32%	3 24%	9 56%	15 37%	10 54%	-	-	3 46%
Very easy (5)	59 39%	52 40%	7 35%	1 16%	52 39%	2 33%	5 60%	* 4%	1 24%	4 23%	7 51%	4 52%	7 46%	3 20%	19 47%	8 46%	-	-	2 34%
I don't know	1 1%	1 1%	* *	* 1%	1 1%	-	-	* 2%	1 24%	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	115 75%	97 74%	18 83%	2 31%	100 74%	5 78%	7 91%	2 88%	1 24%	9 60%	9 65%	6 84%	10 70%	13 76%	34 84%	19 100%	-	-	5 80%
NET Very/fairly difficult	17 11%	14 11%	3 14%	3 61%	17 13%	* 1%	-	-	-	2 14%	3 24%	1 16%	-	4 24%	2 5%	-	5 81%	-	* 1%
Mean	4.02	4.02	4.04	2.86	3.99	4.11	4.51	3.94	3.63	3.54	3.92	4.19	4.17	3.72	4.26	4.46	2.19	3.00	4.13
Std Dev.	1.03	1.04	1.00	1.33	1.06	0.82	0.71	0.48	1.13	1.29	1.30	1.15	0.89	1.07	0.86	0.51	0.43	-	0.81
Std Error	0.09	0.11	0.16	0.29	0.12	0.20	0.14	0.14	0.57	0.46	0.46	0.47	0.30	0.32	0.21	0.19	0.21	-	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	130	79	20	109	50	79	7	10	20	2	6	47	55	14	9	5	102	14	50	58	17	1	4	108	5	120	10
Weighted Base	152*	88*	27**	123*	61*	88*	7**	7**	27**	2**	7**	65**	58*	18**	7**	4**	123*	11**	66*	64*	17**	1**	5**	130*	6**	140*	13**
Effective Base	82	46	15	66	35	46	4	5	15	2	5	29	37	11	6	2	64	8	32	36	12	1	3	67	4	76	6
Very difficult (1)	2 1%	-	-	2 2%	2 4%	-	-	-	-	-	-	-	2 4%	-	-	-	2 2%	-	-	2 3%	-	-	-	2 2%	-	2 2%	-
Fairly difficult (2)	15 10%	5 6%	2 8%	13 11%	10 17%	5 6%	-	-	2 8%	-	-	3 4%	4 6%	3 14%	5 69%	1 33%	6 5%	6 56%	2 2%	8 13%	5 31%	-	-	10 8%	-	15 11%	-
Neither easy nor difficult (3)	19 13%	9 10%	4 16%	15 12%	10 17%	9 10%	-	1 14%	4 16%	1 34%	4 56%	4 6%	10 17%	5 26%	1 8%	-	14 11%	1 5%	4 7%	11 17%	2 12%	1 100%	1 25%	15 12%	2 35%	17 12%	2 17%
Fairly easy (4)	55 36%	38 43%	7 26%	46 37%	14 23%	38 43%	4 60%	3 44%	7 26%	-	-	19 30%	25 43%	7 40%	1 16%	2 60%	44 36%	4 32%	23 35%	23 35%	7 44%	-	2 49%	45 35%	2 42%	50 36%	6 45%
Very easy (5)	59 39%	35 40%	13 50%	46 37%	24 40%	35 40%	3 40%	3 43%	13 50%	1 66%	3 44%	39 60%	16 28%	4 20%	1 7%	* 7%	55 45%	1 7%	37 56%s	20 31%	1 8%	-	1 27%	57 44%	1 23%	55 40%	4 31%
I don't know	1 1%	1 1%	-	1 1%	-	1 1%	-	-	-	-	-	-	1 2%	-	-	-	1 1%	-	* *	-	1 6%	-	-	* *	-	* *	1 8%
NET Very/fairly easy	115 75%	73 83%d	20 76%	92 75%	39 63%	73 83%	7 100%	6 86%	20 76%	1 66%	3 44%	58 90%	41 71%	11 61%	2 23%	3 67%	99 81%	4 39%	60 91%s	42 66%	9 52%	-	4 75%	102 79%	4 65%	105 75%	10 76%
NET Very/fairly difficult	17 11%	5 6%	2 8%	15 12%	12 20%a	5 6%	-	-	2 8%	-	-	3 4%	6 10%	3 14%	5 69%	1 33%	9 7%	6 56%	2 2%	11 17%r	5 31%	-	-	12 9%	-	17 12%	-
Mean	4.02	4.18	4.18	3.99	3.79	4.18	4.40	4.29	4.18	4.33	3.87	4.45	3.86	3.67	2.62	3.41	4.18	2.90	4.45s	3.77	3.31	3.00	4.02	4.11	3.88	4.01	4.16
Std Dev.	1.03	0.84	0.99	1.05	1.24	0.84	0.53	0.75	0.99	-	1.08	0.79	1.03	0.98	1.07	1.17	0.95	1.12	0.73	1.13	1.05	-	0.80	1.00	0.83	1.05	0.73
Std Error	0.09	0.10	0.22	0.10	0.17	0.10	0.20	0.24	0.22	-	0.44	0.12	0.14	0.26	0.36	0.52	0.10	0.30	0.10	0.15	0.26	-	0.40	0.10	0.37	0.10	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	130	20	107	3	61	55	14	107	15	5	2	127	1
Weighted Base	152*	17**	130*	6**	70*	66*	16**	123*	23**	7**	***	152*	***
Effective Base	82	8	72	2	36	35	11	67	12	3	2	82	1
Very difficult (1)	2 1%	-	2 2%	-	-	-	2 13%	2 2%	-	-	-	2 1%	-
Fairly difficult (2)	15 10%	-	15 12%	-	7 10%	6 9%	2 15%	9 7%	4 18%	2 32%	-	15 10%	-
Neither easy nor difficult (3)	19 13%	* 1%	19 15%	-	7 11%	11 16%	1 8%	17 14%	3 11%	-	-	19 13%	-
Fairly easy (4)	55 36%	10 57%	41 31%	5 91%	27 39%	24 36%	5 29%	38 31%	13 60%	4 61%	* 45%	55 36%	-
Very easy (5)	59 39%	7 43%	52 40%	1 9%	27 39%	26 40%	5 34%	56 46%	2 11%	* 6%	* 55%	59 39%	-
I don't know	1 1%	-	1 1%	-	1 1%	-	* *	1 1%	-	-	-	1 1%	* 100%
NET Very/fairly easy	115 75%	17 99%	92 71%	6 100%	54 78%	50 75%	10 63%	94 77%	16 70%	5 68%	* 100%	114 75%	-
NET Very/fairly difficult	17 11%	-	17 13%	-	7 10%	6 9%	5 29%	11 9%	4 18%	2 32%	-	17 11%	-
Mean	4.02	4.42	3.96	4.09	4.08	4.07	3.55	4.12	3.63	3.41	4.55	4.02	-
Std Dev.	1.03	0.52	1.09	0.31	0.96	0.95	1.48	1.02	0.92	1.09	-	1.03	-
Std Error	0.09	0.12	0.11	0.18	0.12	0.13	0.41	0.10	0.24	0.49	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	130	31	23	28	48	12	11	8	9	7	7	5	8	15	27	11	10
Weighted Base	152*	44**	29**	29**	51**	21**	12**	11**	12**	9**	7**	2**	11**	16**	24**	16**	11**
Effective Base	82	21	19	17	26	10	7	4	7	6	6	3	6	9	12	7	7
Very difficult (1)	2 1%	2 5%	-	-	-	2 11%	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	15 10%	5 11%	8 28%	2 8%	* *	3 17%	1 10%	-	1 10%	5 55%	1 21%	-	1 11%	1 7%	-	*	-
Neither easy nor difficult (3)	19 13%	7 15%	3 9%	3 12%	7 14%	4 17%	1 8%	2 18%	2 16%	-	1 10%	1 47%	* 4%	2 12%	4 17%	3 17%	-
Fairly easy (4)	55 36%	20 46%	8 28%	12 40%	15 30%	7 35%	9 70%	4 39%	5 44%	1 10%	2 26%	1 46%	4 37%	7 43%	3 13%	9 58%	3 27%
Very easy (5)	59 39%	10 24%	10 35%	11 36%	28 56%	4 20%	1 12%	5 43%	4 30%	3 35%	3 43%	* 7%	5 39%	6 38%	17 70%	4 25%	8 73%
I don't know	1 1%	-	-	1 3%	* *	-	-	-	-	-	-	-	1 8%	-	*	-	-
NET Very/fairly easy	115 75%	30 69%	18 63%	22 77%	44 86%	11 55%	10 82%	9 82%	9 74%	4 45%	5 70%	1 53%	9 76%	13 80%	20 82%	13 83%	11 100%
NET Very/fairly difficult	17 11%	7 16%	8 28%	2 8%	* *	6 27%	1 10%	-	1 10%	5 55%	1 21%	-	1 11%	1 7%	-	*	-
Mean	4.02	3.72	3.71	4.08	4.42	3.38	3.83	4.25	3.94	3.24	3.92	3.60	4.14	4.11	4.52	4.07	4.73
Std Dev.	1.03	1.10	1.23	0.93	0.73	1.30	0.79	0.78	0.97	1.49	1.25	0.86	1.03	0.91	0.79	0.68	0.47
Std Error	0.09	0.20	0.26	0.18	0.11	0.38	0.24	0.28	0.32	0.56	0.47	0.38	0.39	0.24	0.15	0.20	0.15

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	133	9	124	79	54	80	53	28	36	34	25	7	1	2	64	59	10	3	111	21
Weighted Base	141*	11**	130*	77*	64*	89*	52*	30**	44**	35**	23**	7**	***	2**	74*	58*	9**	2**	106*	34**
Effective Base	82	7	75	46	37	49	34	20	24	20	14	4	1	1	44	34	5	1	63	19
Very difficult (1)	3 2%	1 14%	2 1%	1 2%	2 3%	1 1%	2 3%	1 4%	2 4%	- -	- -	- -	* 100%	- -	3 4%	- -	* 2%	* 8%	3 3%	- -
Fairly difficult (2)	15 11%	2 23%	12 10%	4 6%	11 17%	9 10%	6 11%	3 9%	5 12%	3 9%	3 14%	1 9%	- -	- -	8 11%	6 11%	1 7%	- -	13 12%	2 5%
Neither easy nor difficult (3)	18 13%	2 17%	17 13%	10 14%	8 13%	16 18%	2 5%	6 21%	5 11%	5 14%	2 10%	* 1%	- -	- -	11 15%	7 13%	* 1%	- -	8 8%	10 30%
Fairly easy (4)	61 43%	1 11%	59 46%	36 47%	25 39%	31 35%	30 58%e	10 32%	24 56%	14 39%	7 29%	6 90%	- -	- -	34 46%	20 35%	6 69%	- -	46 44%	14 42%
Very easy (5)	44 31%	4 35%	40 31%	25 33%	19 29%	32 36%	12 23%	10 34%	8 17%	13 39%	11 46%	- -	- -	2 100%	18 24%	24 41%	2 21%	2 92%	35 33%	7 22%
I don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly easy	105 74%	5 47%	99 76%	61 79%	43 68%	63 70%	42 81%	20 66%	32 73%	27 77%	17 75%	6 90%	- -	2 100%	52 70%	44 76%	8 90%	2 92%	81 77%	22 64%
NET Very/fairly difficult	18 13%	4 36%	14 11%	6 7%	12 19%	11 12%	7 14%	4 13%	7 16%	3 9%	3 14%	1 9%	* 100%	- -	11 15%	6 11%	1 9%	* 8%	16 15%	2 5%
Mean	3.90	3.32	3.95	4.03	3.75	3.93	3.86	3.84	3.71	4.07	4.07	3.81	1.00	5.00	3.76	4.07	4.01	4.66	3.92	3.81
Std Dev.	1.03	1.55	0.96	0.92	1.13	1.04	1.01	1.14	1.02	0.95	1.09	0.61	-	-	1.06	1.00	0.86	1.52	1.08	0.85
Std Error	0.09	0.52	0.09	0.10	0.15	0.12	0.14	0.21	0.17	0.16	0.22	0.23	-	-	0.13	0.13	0.27	0.88	0.10	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	133	62	36	18	17	98	35	112	20	7	15	35	37	36	87	7	123	60	70	3
Weighted Base	141*	56*	40**	25**	20**	96*	45**	125*	14**	6**	17**	42**	35**	37**	94*	6**	130*	60*	75*	5**
Effective Base	82	32	23	15	13	55	28	71	12	4	10	24	24	19	57	4	76	35	45	3
Very difficult (1)	3 2%	* *	2 4%	1 5%	- -	2 2%	1 3%	2 1%	1 10%	* 3%	1 9%	1 3%	- -	* *	3 3%	* 3%	3 2%	- -	2 2%	1 24%
Fairly difficult (2)	15 11%	6 10%	7 18%	- -	2 11%	13 13%	2 5%	13 10%	2 16%	- -	1 4%	6 13%	3 10%	4 10%	10 10%	- -	13 10%	5 8%	10 13%	- -
Neither easy nor difficult (3)	18 13%	7 13%	6 14%	4 16%	1 7%	13 14%	6 12%	18 14%	1 6%	- -	1 6%	6 14%	6 17%	4 11%	13 13%	- -	17 13%	3 5%	15 20%	- -
Fairly easy (4)	61 43%	22 39%	18 46%	11 46%	9 46%	40 42%	21 46%	56 44%	5 37%	2 42%	8 46%	20 48%	14 39%	16 43%	42 44%	2 42%	57 44%	28 46%	30 40%	3 51%
Very easy (5)	44 31%	21 38%	7 18%	8 33%	7 36%	28 29%	16 35%	38 30%	4 31%	3 55%	6 36%	9 22%	12 34%	13 36%	27 29%	3 55%	41 31%	25 41%	18 24%	1 25%
I don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly easy	105 74%	43 77%	25 64%	20 79%	16 82%	68 71%	36 80%	93 74%	9 68%	6 97%	14 82%	30 70%	25 73%	29 79%	69 73%	6 97%	98 75%	52 86%r	48 64%	4 76%
NET Very/fairly difficult	18 13%	6 10%	9 22%	1 5%	2 11%	15 15%	3 8%	14 11%	4 26%	* 3%	2 12%	7 16%	3 10%	4 10%	12 13%	* 3%	16 12%	5 8%	12 15%	1 24%
Mean	3.90	4.04	3.55	4.02	4.07	3.84	4.04	3.92	3.62	4.46	3.97	3.73	3.97	4.05	3.86	4.46	3.92	4.19r	3.70	3.54
Std Dev.	1.03	0.97	1.11	0.99	0.95	1.05	0.96	0.98	1.39	0.87	1.20	1.05	0.97	0.95	1.04	0.87	1.02	0.88	1.05	1.64
Std Error	0.09	0.12	0.19	0.23	0.23	0.11	0.16	0.09	0.31	0.33	0.31	0.18	0.16	0.16	0.11	0.33	0.09	0.11	0.13	0.95

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		133	88	45	16	71	22	32	8	7	11	2	4	12	12	16	3	4	3	19
Weighted Base		141*	124*	17**	5**	121*	8**	10**	2**	5**	19**	3**	5**	20**	18**	37**	7**	6**	***	8**
Effective Base		82	71	12	4	64	9	19	5	7	11	2	4	12	12	16	3	4	3	8
Very difficult	(1)	3 2%	1 1%	2 9%	1 29%	3 2%	* 2%	* 1%	-	-	1 8%	-	1 24%	-	-	-	-	-	-	* 40%	-
Fairly difficult	(2)	15 11%	15 12%	* 1%	* 2%	12 10%	1 10%	2 22%	-	1 12%	3 18%	-	-	-	3 17%	5 13%	-	-	-	1 10%
Neither easy nor difficult	(3)	18 13%	18 14%	1 5%	* 8%	16 13%	1 9%	2 17%	-	2 33%	2 11%	1 51%	3 50%	4 19%	2 11%	2 6%	-	-	*	1 10%
Fairly easy	(4)	61 43%	53 43%	8 45%	* 9%	53 43%	5 58%	2 21%	1 75%	2 45%	7 37%	1 49%	-	10 49%	8 47%	18 48%	4 58%	1 22%	* 30%	5 60%
Very easy	(5)	44 31%	37 30%	7 39%	3 52%	38 31%	2 21%	4 39%	* 25%	1 10%	5 26%	-	1 26%	7 32%	5 25%	12 32%	3 42%	5 78%	* 30%	2 21%
I don't know		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly easy		105 74%	90 73%	14 85%	3 61%	90 75%	6 79%	6 60%	2 100%	3 55%	12 63%	1 49%	1 26%	16 81%	13 72%	30 80%	7 100%	6 100%	* 60%	6 80%
NET Very/fairly difficult		18 13%	16 13%	2 10%	2 31%	15 12%	1 12%	2 23%	-	1 12%	5 25%	-	1 24%	-	3 17%	5 13%	-	-	* 40%	1 10%
Mean		3.90	3.89	4.04	3.53	3.91	3.86	3.75	4.25	3.53	3.56	3.49	3.03	4.14	3.81	3.99	4.42	4.78	3.11	3.90
Std Dev.		1.03	1.01	1.18	1.96	1.02	1.00	1.28	-	0.92	1.29	0.62	1.57	0.72	1.03	0.97	0.53	0.45	-	0.90
Std Error		0.09	0.11	0.18	0.49	0.12	0.21	0.23	-	0.35	0.39	0.44	0.79	0.21	0.30	0.24	0.31	0.22	-	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	133	85	15	117	47	85	4	12	15	2	4	54	47	20	8	4	101	12	54	62	11	3	3	116	6	112	21
Weighted Base	141*	94*	14**	127*	47**	94*	2**	8**	14**	1**	2**	65*	46*	23**	5**	2**	111*	7**	60*	66*	13**	1**	1**	125*	3**	120*	21**
Effective Base	82	54	8	74	29	54	2	7	8	1	2	33	31	14	4	2	63	6	34	39	7	2	1	73	3	72	11
Very difficult (1)	3	1	*	3	2	1	-	-	*	*	*	*	2	1	-	-	2	-	2	1	-	-	-	3	-	2	1
	2%	2%	1%	2%	3%	2%	-	-	1%	14%	11%	*	3%	6%	-	-	2%	-	3%	2%	-	-	-	2%	-	1%	7%
Fairly difficult (2)	15	9	2	13	6	9	-	1	2	-	-	7	6	2	-	-	13	-	2	12	-	1	-	14	1	13	2
	11%	9%	14%	10%	13%	9%	-	7%	14%	-	-	11%	12%	8%	-	-	12%	-	4%	18%	-	34%	-	11%	17%	11%	8%
Neither easy nor difficult (3)	18	7	1	18	11	7	-	*	1	-	*	3	5	9	2	-	8	2	3	11	3	1	-	14	1	14	5
	13%	8%	5%	14%	24%	8%	-	1%	5%	-	21%	4%	11%	40%	30%	-	7%	23%	5%	17%	25%	66%	-	11%	34%	12%	22%
Fairly easy (4)	61	45	6	55	16	45	2	4	6	-	-	27	27	4	2	-	54	2	27	27	6	-	*	55	*	53	7
	43%	48%	41%	43%	34%	48%	98%	53%	41%	-	-	42%	58%	19%	44%	-	49%	33%	46%	42%	47%	-	12%	44%	6%	45%	34%
Very easy (5)	44	31	6	38	12	31	*	3	6	1	1	28	7	6	1	2	34	3	26	14	4	-	1	39	1	38	6
	31%	34%	40%	30%	26%	34%	2%	38%	40%	86%	68%	42%l	15%	28%	27%	100%	31%	44%	43%s	21%	28%	-	88%	31%	43%	32%	29%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	105	76	11	93	28	76	2	7	11	1	1	55	34	11	4	2	88	6	53	41	9	-	1	94	1	91	13
	74%	81%	80%	73%	60%	81%	100%	91%	80%	86%	68%	84%	73%	47%	70%	100%	79%	77%	88%s	62%	75%	-	100%	75%	49%	76%	63%
NET Very/fairly difficult	18	10	2	16	8	10	-	1	2	*	*	8	7	3	-	-	15	-	4	13	-	1	-	17	1	15	3
	13%	11%	15%	12%	16%	11%	-	7%	15%	14%	11%	12%	16%	13%	-	-	13%	-	7%	20%	-	34%	-	14%	17%	12%	15%
Mean	3.90	4.02	4.04	3.89	3.67	4.02	4.02	4.22	4.04	4.45	4.15	4.14	3.69	3.56	3.97	5.00	3.95	4.21	4.21s	3.61	4.03	2.66	4.88	3.90	3.74	3.94	3.69
Std Dev.	1.03	0.97	1.09	1.02	1.11	0.97	0.19	0.85	1.09	-	-	0.97	0.99	1.17	0.83	-	1.00	0.85	0.93	1.07	0.76	-	-	1.05	1.46	1.00	1.20
Std Error	0.09	0.11	0.28	0.09	0.16	0.11	0.10	0.25	0.28	-	-	0.13	0.14	0.26	0.29	-	0.10	0.25	0.13	0.14	0.23	-	-	0.10	0.60	0.09	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	13	116	4	64	54	15	111	19	3	-	133	-
Weighted Base	141*	10**	124*	7**	68*	55*	19**	118*	22**	1**	-**	141*	-**
Effective Base	82	7	73	3	38	33	11	68	14	2	-	82	-
Very difficult (1)	3 2%	-	3 2%	-	1 2%	2 3%	-	2 1%	1 6%	-	-	3 2%	-
Fairly difficult (2)	15 11%	1 6%	14 12%	-	6 9%	5 9%	4 22%	15 13%	-	-	-	15 11%	-
Neither easy nor difficult (3)	18 13%	1 15%	17 13%	* 7%	6 9%	6 10%	7 38%	12 10%	6 28%	1 91%	-	18 13%	-
Fairly easy (4)	61 43%	4 42%	50 40%	7 93%	29 42%	27 49%	5 27%	52 44%	9 42%	* 9%	-	61 43%	-
Very easy (5)	44 31%	4 37%	40 32%	-	26 38%	15 28%	2 13%	38 33%	5 24%	-	-	44 31%	-
I don't know -	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	105 74%	8 79%	90 73%	7 93%	55 81%	43 78%	7 40%	90 76%	14 66%	* 9%	-	105 74%	-
NET Very/fairly difficult	18 13%	1 6%	17 14%	-	7 11%	7 12%	4 22%	17 14%	1 6%	-	-	18 13%	-
Mean	3.90	4.09	3.89	3.93	4.06	3.91	3.31	3.93	3.79	3.09	-	3.90	-
Std Dev.	1.03	0.92	1.06	0.28	1.01	1.01	0.98	1.03	1.02	-	-	1.03	-
Std Error	0.09	0.26	0.10	0.14	0.13	0.14	0.25	0.10	0.23	-	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	39	18	30	46	15	18	6	10	3	5	7	11	12	27	13	6
Weighted Base	141*	49**	20**	35**	36**	20**	20**	9**	11**	6**	4**	4**	15**	16**	17**	15**	4**
Effective Base	82	27	13	20	23	12	11	5	7	3	3	4	7	9	12	7	4
Very difficult (1)	3 2%	-	1 7%	1 4%	* *	-	-	-	1 13%	-	-	-	1 10%	-	* 1%	-	-
Fairly difficult (2)	15 11%	5 11%	5 24%	2 6%	2 7%	2 8%	4 18%	-	2 22%	2 32%	1 18%	-	2 15%	-	-	2 17%	-
Neither easy nor difficult (3)	18 13%	9 19%	1 7%	5 14%	3 8%	4 19%	4 22%	1 14%	1 12%	-	-	* 10%	* 3%	4 24%	1 5%	2 14%	-
Fairly easy (4)	61 43%	22 45%	9 44%	13 38%	16 44%	9 44%	10 51%	3 35%	4 37%	4 68%	1 30%	2 53%	4 26%	7 46%	8 44%	8 52%	1 20%
Very easy (5)	44 31%	12 25%	4 19%	13 38%	15 41%	6 29%	2 8%	5 51%	2 16%	-	2 51%	2 37%	7 46%	5 31%	9 51%	3 18%	3 80%
I don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly easy	105 74%	34 70%	13 63%	27 76%	31 85%	14 73%	12 60%	8 86%	6 54%	4 68%	3 82%	4 90%	11 71%	12 76%	16 94%	10 69%	4 100%
NET Very/fairly difficult	18 13%	5 11%	6 31%	4 11%	3 7%	2 8%	4 18%	-	4 34%	2 32%	1 18%	-	4 25%	-	* 1%	2 17%	-
Mean	3.90	3.84	3.43	3.99	4.18	3.94	3.50	4.36	3.23	3.36	4.15	4.27	3.82	4.07	4.44	3.70	4.80
Std Dev.	1.03	0.93	1.26	1.09	0.88	0.92	0.91	0.76	1.37	1.03	1.29	0.73	1.45	0.76	0.67	0.98	0.46
Std Error	0.09	0.15	0.30	0.20	0.13	0.24	0.21	0.31	0.43	0.60	0.58	0.28	0.44	0.22	0.13	0.27	0.19

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	195	23	172	89	106	104	91	44	58	39	26	15	8	5	102	65	28	13	158	34
Weighted Base	217	28**	189	97*	120*	113*	104*	49**	76*	35**	32**	12**	7**	5**	125*	67*	25**	13**	162*	51**
Effective Base	127	20	108	53	75	62	66	30	41	23	18	9	4	3	71	41	16	7	97	28
Very difficult (1)	4 / 2%	-	4 / 2%	2 / 2%	2 / 2%	2 / 2%	2 / 2%	1 / 3%	-	2 / 6%	* / 1%	* / 1%	-	-	1 / 1%	2 / 3%	* / *	-	4 / 2%	-
Fairly difficult (2)	7 / 3%	-	7 / 4%	3 / 3%	4 / 4%	2 / 2%	5 / 5%	1 / 1%	6 / 7%	1 / 2%	-	-	* / 4%	-	6 / 5%	1 / 1%	* / 1%	* / 2%	7 / 4%	-
Neither easy nor difficult (3)	35 / 16%	3 / 9%	33 / 17%	21 / 21%	15 / 12%	14 / 13%	21 / 20%	10 / 21%	12 / 16%	3 / 7%	3 / 8%	7 / 54%	1 / 17%	-	22 / 18%	5 / 8%	8 / 32%	1 / 10%	26 / 16%	9 / 18%
Fairly easy (4)	102 / 47%	13 / 46%	89 / 47%	41 / 42%	60 / 50%	57 / 51%	44 / 43%	21 / 44%	39 / 51%	19 / 55%	15 / 48%	3 / 28%	3 / 36%	1 / 11%	60 / 48%	35 / 52%	7 / 27%	3 / 25%	69 / 42%	29 / 57%
Very easy (5)	68 / 31%	12 / 45%	55 / 29%	31 / 32%	37 / 31%	37 / 33%	31 / 30%	14 / 30%	19 / 25%	11 / 31%	13 / 42%	2 / 17%	3 / 43%	5 / 89%	34 / 27%	24 / 36%	10 / 40%	8 / 62%	56 / 34%	12 / 24%
I don't know	1 / 1%	-	1 / 1%	-	1 / 1%	1 / *	1 / 1%	1 / 1%	1 / 1%	-	-	-	-	-	1 / 1%	-	-	-	1 / *	1 / 1%
NET Very/fairly easy	170 / 78%	25 / 91%	144 / 76%	72 / 74%	97 / 81%	94 / 83%	75 / 72%	36 / 73%	58 / 76%	30 / 85%	29 / 91%	5 / 45%	6 / 79%	5 / 100%	94 / 75%	59 / 88%	17 / 67%	11 / 88%	125 / 77%	41 / 81%
NET Very/fairly difficult	11 / 5%	-	11 / 6%	4 / 4%	7 / 6%	4 / 4%	7 / 6%	2 / 4%	6 / 7%	3 / 7%	* / 1%	* / 1%	* / 4%	-	8 / 6%	3 / 4%	* / 1%	* / 2%	11 / 7%	-
Mean	4.03	4.35	3.98	4.00	4.06	4.11	3.95	3.96	3.95	4.03	4.32	3.62	4.19	4.89	3.95	4.17	4.06	4.48	4.02	4.06
Std Dev.	0.88	0.65	0.90	0.89	0.87	0.83	0.93	0.93	0.84	0.99	0.69	0.82	0.91	0.35	0.87	0.87	0.90	0.79	0.95	0.66
Std Error	0.06	0.14	0.07	0.09	0.09	0.08	0.10	0.14	0.11	0.16	0.14	0.21	0.32	0.16	0.09	0.11	0.17	0.22	0.08	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		195	72	44	34	45	116	79	146	47	15	24	48	55	40	127	15	171	77	112	6
Weighted Base		217	74*	45*	43**	55*	119*	98*	175*	41*	18**	27**	59*	60*	38**	146*	18**	187	79*	134*	4**
Effective Base		127	40	30	26	33	69	58	98	30	11	15	32	37	23	84	11	109	45	79	4
Very difficult	(1)	4 2%	2 2%	*	-	2 4%	2 2%	2 2%	3 2%	* 1%	* 1%	-	-	4 6%	*	4 2%	* 1%	4 2%	*	4 3%	-
Fairly difficult	(2)	7 3%	1 1%	1 1%	2 4%	4 7%	1 1%	6 6%	5 3%	2 4%	-	3 10%	2 3%	1 2%	2 4%	5 4%	-	7 4%	5 6%	2 2%	-
Neither easy nor difficult	(3)	35 16%	10 13%	7 16%	12 27%	7 12%	17 14%	19 19%	26 15%	10 24%	5 27%	5 18%	11 18%	9 15%	3 8%	25 17%	5 27%	29 16%	9 12%	24 18%	2 42%
Fairly easy	(4)	102 47%	37 49%	21 47%	22 50%	22 40%	58 49%	44 45%	83 48%	16 40%	11 61%	14 53%	29 49%	30 50%	14 37%	73 50%	11 61%	87 47%	33 42%	69 51%	* 1%
Very easy	(5)	68 31%	24 33%	15 34%	8 19%	20 37%	40 33%	28 29%	56 32%	12 30%	2 11%	5 17%	17 30%	16 27%	19 49%	38 26%	2 11%	59 31%	32 41%	33 25%	2 57%
I don't know		1 1%	1 1%	1 1%	-	-	1 1%	-	1 *	1 1%	-	1 2%	-	-	1 2%	1 *	-	1 1%	-	1 1%	-
NET Very/fairly easy		170 78%	61 82%	37 82%	30 69%	42 76%	97 82%	72 73%	139 80%	28 70%	13 72%	19 70%	47 79%	46 77%	33 86%	112 77%	13 72%	146 78%	65 82%	102 76%	2 58%
NET Very/fairly difficult		11 5%	3 3%	1 2%	2 4%	6 11%	3 3%	8 8%	9 5%	2 5%	* 1%	3 10%	2 3%	5 8%	2 4%	9 6%	* 1%	11 6%	5 6%	6 5%	-
Mean		4.03	4.10	4.15	3.85	3.98	4.12	3.92	4.05	3.96	3.80	3.79	4.06	3.90	4.33	3.95	3.80	4.03	4.17	3.95	4.15
Std Dev.		0.88	0.85	0.76	0.77	1.06	0.81	0.94	0.88	0.89	0.68	0.86	0.77	1.02	0.82	0.90	0.68	0.90	0.87	0.87	1.13
Std Error		0.06	0.10	0.12	0.13	0.16	0.08	0.11	0.07	0.13	0.18	0.18	0.11	0.14	0.13	0.08	0.18	0.07	0.10	0.08	0.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	195	142	53	28	116	23	37	19	8	5	11	11	23	15	19	9	15	5	18
Weighted Base	217	192	25**	7**	192	10**	11**	4**	6**	9**	17**	15**	34**	22**	41**	25**	23**	2**	9**
Effective Base	127	116	12	6	104	15	21	11	8	5	11	11	22	14	18	9	14	3	13
Very difficult (1)	4 / 2%	3 / 2%	* / 1%	* / 4%	3 / 2%	-	* / 4%	* / 2%	-	-	-	-	-	-	-	-	3 / 14%	-	-
Fairly difficult (2)	7 / 3%	7 / 3%	* / 2%	* / 5%	5 / 3%	1 / 10%	1 / 5%	-	-	-	1 / 9%	1 / 9%	-	2 / 7%	-	-	1 / 5%	* / 16%	1 / 9%
Neither easy nor difficult (3)	35 / 16%	32 / 17%	4 / 14%	2 / 28%	34 / 18%	1 / 11%	* / 3%	-	2 / 32%	4 / 42%	8 / 44%	5 / 36%	5 / 16%	5 / 24%	1 / 3%	-	3 / 13%	-	1 / 13%
Fairly easy (4)	102 / 47%	86 / 45%	15 / 61%	2 / 22%	93 / 48%	5 / 51%	1 / 12%	2 / 58%	3 / 55%	4 / 43%	6 / 36%	6 / 37%	14 / 43%	9 / 38%	24 / 57%	17 / 70%	10 / 44%	* / 28%	5 / 56%
Very easy (5)	68 / 31%	62 / 33%	5 / 22%	3 / 40%	57 / 30%	2 / 16%	8 / 75%	1 / 40%	1 / 13%	1 / 15%	2 / 11%	3 / 18%	14 / 41%	7 / 31%	16 / 40%	7 / 30%	6 / 24%	1 / 57%	1 / 8%
I don't know	1 / 1%	1 / 1%	-	-	-	1 / 12%	-	-	-	-	-	-	-	-	-	-	-	-	1 / 14%
NET Very/fairly easy	170 / 78%	149 / 77%	21 / 83%	4 / 63%	150 / 78%	7 / 67%	9 / 88%	3 / 98%	4 / 68%	5 / 58%	8 / 47%	8 / 55%	28 / 84%	15 / 69%	40 / 97%	25 / 100%	16 / 68%	1 / 84%	6 / 64%
NET Very/fairly difficult	11 / 5%	10 / 5%	1 / 3%	1 / 9%	9 / 5%	1 / 10%	1 / 10%	* / 2%	-	-	1 / 9%	1 / 9%	-	2 / 7%	-	-	4 / 19%	* / 16%	1 / 9%
Mean	4.03	4.04	4.00	3.90	4.01	3.82	4.49	4.35	3.80	3.73	3.50	3.63	4.25	3.94	4.36	4.30	3.59	4.25	3.73
Std Dev.	0.88	0.89	0.75	1.21	0.86	0.90	1.12	0.79	0.70	0.75	0.83	0.91	0.73	0.92	0.55	0.47	1.32	-	0.82
Std Error	0.06	0.08	0.10	0.23	0.08	0.20	0.18	0.18	0.25	0.34	0.25	0.27	0.15	0.24	0.13	0.16	0.34	-	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	195	115	31	158	74	115	10	24	31	2	12	60	85	28	15	7	145	22	93	80	11	10	-	173	10	141	54
Weighted Base	217	130*	36**	177	83*	130*	12**	20**	36**	1**	12**	81*	90*	27**	16**	3**	171*	19**	108*	85*	11**	11**	-**	193	11**	158*	59*
Effective Base	127	75	22	102	49	75	7	17	22	1	8	41	59	16	11	3	98	13	59	53	8	7	-	112	7	92	36
Very difficult (1)	4 2%	* *	* 1%	3 2%	4 4%	* *	- -	* 1%	* 1%	* 16%	* 2%	* *	2 2%	- -	1 10%	- -	2 1%	1 8%	2 2%	1 2%	- -	- -	- -	4 2%	- -	3 2%	* 1%
Fairly difficult (2)	7 3%	4 3%	1 4%	6 3%	3 3%	4 3%	- -	1 7%	1 4%	- -	* 2%	2 3%	2 2%	3 11%	- -	- -	4 2%	- -	2 2%	5 6%	- -	1 5%	- -	7 3%	1 5%	5 3%	2 3%
Neither easy nor difficult (3)	35 16%	17 13%	7 19%	29 16%	18 22%	17 13%	2 18%	6 31%	7 19%	- -	1 11%	8 9%	16 18%	6 23%	5 32%	- -	24 14%	5 26%	15 14%	12 15%	3 30%	4 40%	* *	28 14%	4 40%	24 15%	12 20%
Fairly easy (4)	102 47%	61 47%	19 53%	82 46%	40 48%	61 47%	9 76%	8 40%	19 53%	- -	4 38%	31 38%	50 55%	14 51%	8 48%	- -	80 47%	8 39%	52 48%	38 45%	6 53%	4 36%	* *	90 47%	4 36%	76 48%	26 44%
Very easy (5)	68 31%	47 36%	8 21%	58 33%	18 22%	47 36%	1 7%	4 22%	8 21%	1 84%	6 48%	40 49%l	19 21%	4 14%	2 10%	3 100%	59 35%	5 26%	36 33%	28 33%	2 17%	2 19%	- -	64 33%	2 19%	49 31%	19 33%
I don't know	1 1%	- -	1 2%	- -	1 1%	- -	- -	- -	1 2%	- -	- -	- -	1 1%	- -	- -	- -	1 1%	- -	1 1%	- -	- -	- -	- -	1 1%	- -	1 1%	- -
NET Very/fairly easy	170 78%	108 83%	27 75%	139 79%	58 70%	108 83%	10 82%	12 61%	27 75%	1 84%	10 85%	71 87%	69 76%	18 65%	9 58%	3 100%	139 82%	13 66%	88 81%	66 78%	8 70%	6 55%	- -	154 80%	6 55%	125 79%	45 77%
NET Very/fairly difficult	11 5%	5 4%	2 5%	9 5%	6 7%	5 4%	- -	2 8%	2 5%	* 16%	* 4%	3 3%	4 4%	3 11%	1 10%	- -	6 4%	1 8%	4 4%	6 8%	- -	1 5%	- -	10 5%	1 5%	9 6%	2 3%
Mean	4.03	4.16d	3.91	4.04	3.80	4.16	3.89	3.75	3.91	4.37	4.28	4.33l	3.93	3.68	3.50	5.00	4.12	3.76	4.10	4.01	3.88	3.69	-	4.06	3.69	4.02	4.06
Std Dev.	0.88	0.79	0.82	0.89	0.97	0.79	0.50	0.92	0.82	-	0.90	0.79	0.83	0.87	1.05	*	0.83	1.12	0.85	0.94	0.71	0.86	-	0.89	0.86	0.90	0.84
Std Error	0.06	0.07	0.15	0.07	0.11	0.07	0.16	0.19	0.15	-	0.26	0.10	0.09	0.16	0.27	*	0.07	0.24	0.09	0.10	0.21	0.27	-	0.07	0.27	0.08	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Table 400

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	195	18	174	3	73	102	20	174	19	2	-	195	-
Weighted Base	217	17**	195	5**	72*	120*	25**	194	22**	1**	-**	217	-**
Effective Base	127	9	116	3	40	72	16	114	13	2	-	127	-
Very difficult (1)	4 2%	-	4 2%	-	2 2%	2 2%	* 1%	4 2%	-	* 32%	-	4 2%	-
Fairly difficult (2)	7 3%	* 2%	7 4%	-	3 5%	4 3%	-	4 2%	3 12%	-	-	7 3%	-
Neither easy nor difficult (3)	35 16%	2 15%	33 17%	-	15 20%	16 14%	4 18%	29 15%	6 28%	-	-	35 16%	-
Fairly easy (4)	102 47%	11 63%	87 45%	4 71%	28 39%	59 49%	14 58%	91 47%	10 46%	* 68%	-	102 47%	-
Very easy (5)	68 31%	3 21%	63 32%	2 29%	24 33%	39 32%	6 23%	65 33%	3 13%	-	-	68 31%	-
I don't know	1 1%	-	1 1%	-	1 1%	1 1%	-	1 1%	-	-	-	1 1%	-
NET Very/fairly easy	170 78%	14 84%	150 77%	5 100%	52 72%	98 81%	20 81%	156 80%	13 60%	* 68%	-	170 78%	-
NET Very/fairly difficult	11 5%	* 2%	11 5%	-	5 7%	6 5%	* 1%	8 4%	3 12%	* 32%	-	11 5%	-
Mean	4.03	4.03	4.03	4.29	3.96	4.08	4.03	4.08	3.61	3.04	-	4.03	-
Std Dev.	0.88	0.67	0.90	0.50	0.97	0.85	0.71	0.86	0.88	-	-	0.88	-
Std Error	0.06	0.16	0.07	0.29	0.11	0.08	0.16	0.07	0.20	-	-	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 400

QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	195	43	38	58	56	16	16	11	12	12	14	18	22	18	26	17	13
Weighted Base	217	57**	50*	51*	60*	22**	21**	14**	16**	17**	16**	17**	21**	14**	30**	16**	13
Effective Base	127	29	30	37	33	13	11	6	10	10	10	10	16	11	15	10	10
Very difficult (1)	4 / 2%	-	2 / 4%	1 / 3%	* / *	-	-	-	* / 1%	-	2 / 12%	* / *	1 / 6%	* / *	-	* / 1%	-
Fairly difficult (2)	7 / 3%	* / *	4 / 7%	3 / 5%	1 / 1%	-	-	* / *	-	2 / 9%	2 / 14%	* / *	2 / 12%	-	-	1 / 3%	* / 2%
Neither easy nor difficult (3)	35 / 16%	5 / 8%	14 / 29%	7 / 13%	10 / 16%	2 / 10%	1 / 5%	1 / 10%	5 / 28%	7 / 37%	3 / 20%	2 / 11%	5 / 23%	* / 1%	2 / 6%	4 / 27%	3 / 24%
Fairly easy (4)	102 / 47%	36 / 63%	17 / 35%	24 / 47%	25 / 41%	14 / 63%	17 / 78%	6 / 42%	7 / 46%	5 / 29%	5 / 29%	9 / 55%	7 / 34%	8 / 56%	18 / 61%	5 / 27%	2 / 15%
Very easy (5)	68 / 31%	16 / 27%	12 / 25%	16 / 32%	24 / 40%	6 / 27%	3 / 17%	6 / 44%	4 / 24%	4 / 25%	4 / 25%	6 / 33%	5 / 24%	6 / 43%	10 / 33%	7 / 41%	7 / 54%
I don't know	1 / 1%	1 / 1%	-	-	1 / 1%	-	-	1 / 4%	-	-	-	-	-	-	-	-	1 / 6%
NET Very/fairly easy	170 / 78%	52 / 91%	29 / 59%	40 / 79%	48 / 81%	20 / 90%	20 / 95%	12 / 86%	11 / 70%	9 / 54%	9 / 54%	15 / 88%	12 / 58%	13 / 99%	28 / 94%	11 / 68%	9 / 68%
NET Very/fairly difficult	11 / 5%	* / *	6 / 12%	4 / 8%	1 / 2%	-	-	* / *	* / 1%	2 / 9%	4 / 26%	* / 1%	4 / 18%	* / *	-	1 / 4%	* / 2%
Mean	4.03	4.19	3.68	4.01	4.20b	4.17	4.11	4.34	3.92	3.71	3.41	4.20	3.58	4.41	4.27	4.04	4.27
Std Dev.	0.88	0.58	1.07	0.96	0.79	0.60	0.46	0.71	0.82	0.97	1.37	0.69	1.19	0.58	0.58	0.99	0.95
Std Error	0.06	0.09	0.17	0.13	0.11	0.15	0.12	0.22	0.24	0.28	0.37	0.16	0.25	0.14	0.11	0.24	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	364 69%	33 78%	330 68%	147 70%	217 69%	178 69%	185 70%	100 72%	86 71%	69 76%	42 61%	39 64%	22 70%	6 50%	186 71%	110 69%	67 64%	28 64%	291 71%	66 62%
Collect +	107 71%	6 100%	100 70%	67 73%	40 68%	73 71%	34 73%	33 65%	33 70%	23 78%	13 99%	4 63%	1 35%	-	67 67%	35 84%	5 55%	1 35%	90 74%	16 59%
DHL	106 71%	7 92%	98 69%	61 74%	45 66%	60 70%	46 72%	23 52%	34 77%	30 83%	9 73%	8 69%	2 100%	* 23%	57 65%	39 81%	10 72%	2 91%	76 69%	28 74%
FedEx	115 79%	4 100%	111 78%	65 79%	50 78%	76 81%	37 75%	22 55%	51 90%	30 85%	8 98%	1 42%	2 100%	2 100%	72 75%	37 88%	5 73%	4 100%	85 78%	30 83%
Evri	169 57%	22 66%	147 56%	79 63%	90 52%	83 65%	86 51%	42 57%	46 67%	38 54%	22 56%	13 58%	3 26%	4 47%	88 62%	61 54%	20 47%	7 35%	140 59%	27 49%
DPD	111 69%	7 100%	103 68%	61 71%	49 67%	77 72%	33 63%	18 52%	42 82%	24 57%	14 86%	6 70%	4 100%	2 85%	60 70%	39 65%	12 80%	6 94%	80 67%	31 77%
Parcelforce	111 78%	6 100%	104 77%	60 86%	51 71%	73 81%	37 73%	33 57%	31 85%	37 92%	10 73%	10 70%	1 95%	4 78%	48 72%	48 87%	15 74%	6 82%	89 80%	20 69%
TNT	96 82%	4 100%	92 81%	62 84%	35 78%	66 80%	31 84%	26 81%	31 75%	24 87%	10 100%	5 75%	-	* 100%	57 78%	34 90%	5 75%	* 100%	73 81%	21 81%
UPS	111 78%	6 100%	105 77%	73 79%	38 76%	76 80%	35 74%	29 84%	40 80%	23 87%	11 87%	5 100%	3 60%	2 100%	68 82%	33 70%	10 83%	5 71%	81 75%	30 88%
UK Mail	115 75%	8 89%	107 74%	61 73%	54 78%	73 75%	42 76%	39 70%	26 64%	26 86%	12 85%	10 95%	-	2 100%	64 68%	39 86%	12 96%	2 100%	82 77%	31 70%
Yodel	105 74%	5 47%	99 76%	61 79%	43 68%	63 70%	42 81%	20 66%	32 73%	27 77%	17 75%	6 90%	-	2 100%	52 70%	44 76%	8 90%	2 92%	81 77%	22 64%
Amazon Delivery Service/ Logistics	170 78%	25 91%	144 76%	72 74%	97 81%	94 83%	75 72%	36 73%	58 76%	30 85%	29 91%	5 45%	6 79%	5 100%	94 75%	59 88%	17 67%	11 88%	125 77%	41 81%
Other	77 72%	2 100%	75 72%	47 71%	30 75%	55 84%	22 54%	14 68%	24 75%	19 64%	13 98%	4 78%	3 100%	-	38 72%	32 74%	7 65%	3 53%	59 70%	17 82%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	364 69%	115 75%	108 67%	80 66%	61 67%	224 71%	140 66%	306 72%h	56 57%	32 79%	30 60%	115 74%	110 66%	69 74%	254 68%	32 79%	325 70%	99 76%	253 68%	11 49%
Collect +	107 71%	50 87%	23 58%	18 65%	15 63%	73 75%	33 64%	95 70%	12 79%	9 84%	13 63%	22 58%	27 61%	34 96%	61 61%	9 84%	95 70%	56 82%r	47 61%	3 100%
DHL	106 71%	59 82%	16 50%	17 75%	13 61%	75 72%	30 68%	97 70%	9 81%	7 92%	11 73%	28 72%	30 68%	29 66%	69 70%	7 92%	98 69%	45 86%	53 59%	7 99%
FedEx	115 79%	46 80%	30 77%	21 81%	19 77%	75 79%	40 79%	108 79%	7 78%	8 67%	20 84%	26 76%	35 82%	27 86%	81 80%	8 67%	107 80%	51 87%	63 73%	2 89%
Evri	169 57%	66 64%d	41 56%	34 50%	28 47%	106 61%	63 48%	144 61%h	23 42%	9 60%	16 47%	48 60%	41 52%	45 63%	105 54%	9 60%	150 56%	53 63%	102 53%	14 71%
DPD	111 69%	38 77%	26 58%	27 76%	19 64%	65 68%	46 71%	100 69%	10 73%	2 48%	10 61%	39 70%	34 70%	23 74%	83 69%	2 48%	106 70%	53 80%	51 60%	7 74%
Parcelforce	111 78%	55 88%	23 74%	15 62%	17 75%	78 83%	32 68%	102 80%	7 62%	4 57%	12 79%	34 69%	31 82%	28 93%	77 75%	4 57%	106 79%	49 85%	57 73%	4 77%
TNT	96 82%	47 89%	20 70%	16 75%	14 90%	67 82%	30 81%	92 84%	5 52%	5 68%	12 99%	23 72%	34 81%	22 90%	69 80%	5 68%	92 82%	44 84%	50 79%	3 100%
UPS	111 78%	61 85%	18 89%	20 60%	12 68%	79 86%	32 63%	105 79%	4 58%	6 79%	14 83%	32 70%	32 75%	28 90%	77 74%	6 79%	105 78%	57 80%	53 75%	1 100%
UK Mail	115 75%	51 87%	23 63%	27 78%	14 60%	74 78%	41 71%	104 77%	10 58%	9 94%	19 85%	38 73%	29 65%	19 83%	86 72%	9 94%	105 74%	52 81%	63 70%	6 83%
Yodel	105 74%	43 77%	25 64%	20 69%	16 82%	68 71%	36 80%	93 74%	9 68%	6 97%	14 82%	30 70%	25 73%	29 79%	69 73%	6 97%	98 75%	52 86%r	48 64%	4 76%
Amazon Delivery Service/ Logistics	170 78%	61 82%	37 82%	30 76%	42 76%	97 82%	72 73%	139 80%	28 70%	13 72%	19 70%	47 79%	46 77%	33 86%	112 77%	13 72%	146 78%	65 82%	102 76%	2 58%
Other	77 72%	27 76%	17 75%	17 68%	16 69%	44 76%	32 68%	71 75%	5 50%	8 79%	13 78%	22 73%	17 58%	17 85%	52 68%	8 79%	68 72%	42 76%	32 66%	3 100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	364 / 69%	318 / 71%	46 / 62%	10 / 63%	323 / 70%	24 / 71%	11 / 56%	7 / 67%	14 / 91%	37 / 57%	29 / 62%	21 / 71%	46 / 85% l	43 / 72%	61 / 69%	38 / 65%	34 / 75%	2 / 70%	21 / 71%
Collect +	107 / 71%	90 / 69%	17 / 85%	2 / 73%	91 / 71%	8 / 78%	6 / 70%	2 / 72%	4 / 66%	8 / 47%	7 / 59%	5 / 67%	14 / 88%	8 / 56%	32 / 82%	2 / 100%	11 / 72%	2 / 85%	6 / 76%
DHL	106 / 71%	81 / 69%	25 / 76%	3 / 94%	91 / 71%	7 / 65%	5 / 67%	2 / 91%	3 / 100%	12 / 75%	6 / 50%	4 / 75%	9 / 92%	19 / 54%	18 / 62%	17 / 87%	4 / 57%	1 / 100%	6 / 61%
FedEx	115 / 79%	90 / 75%	26 / 97%	3 / 90%	104 / 80%	5 / 74%	4 / 58%	3 / 92%	3 / 100%	12 / 75%	8 / 72%	5 / 80%	21 / 95%	12 / 81%	17 / 77%	17 / 76%	10 / 72%	1 / 100%	3 / 69%
Evri	169 / 57%	145 / 57%	24 / 54%	1 / 45%	147 / 57%	12 / 63%	8 / 47%	2 / 41%	6 / 65%	27 / 56%	11 / 60%	8 / 50%	16 / 62%	29 / 71%	15 / 44%	23 / 59%	11 / 48%	* / 79%	12 / 62%
DPD	111 / 69%	100 / 71%	11 / 55%	3 / 81%	99 / 70%	6 / 60%	5 / 71%	1 / 30%	3 / 46%	9 / 59%	6 / 48%	4 / 76%	17 / 100%	14 / 66%	27 / 79%	6 / 58%	13 / 69%	* / 67%	6 / 60%
Parcelforce	111 / 78%	91 / 77%	20 / 86%	2 / 59%	95 / 78%	8 / 76%	6 / 79%	2 / 87%	4 / 100%	7 / 50%	2 / 42%	5 / 66%	16 / 83%	13 / 83%	26 / 79%	13 / 100%	9 / 89%	1 / 100%	7 / 74%
TNT	96 / 82%	80 / 79%	17 / 98%	3 / 96%	87 / 82%	3 / 62%	5 / 89%	2 / 71%	4 / 72%	17 / 100%	10 / 84%	5 / 76%	18 / 100%	7 / 63%	15 / 71%	7 / 100%	3 / 48%	1 / 100%	2 / 51%
UPS	111 / 78%	90 / 79%	21 / 75%	3 / 98%	97 / 78%	7 / 77%	5 / 78%	2 / 95%	2 / 72%	12 / 63%	8 / 57%	4 / 56%	17 / 85%	16 / 79%	18 / 89%	15 / 89%	5 / 100%	1 / 100%	6 / 74%
UK Mail	115 / 75%	97 / 74%	18 / 83%	2 / 31%	100 / 74%	5 / 78%	7 / 91%	2 / 88%	1 / 24%	6 / 60%	9 / 65%	9 / 84%	17 / 70%	13 / 76%	34 / 76%	19 / 84%	- / 100%	-	5 / 80%
Yodel	105 / 74%	90 / 73%	14 / 85%	3 / 61%	90 / 75%	6 / 79%	6 / 60%	2 / 100%	3 / 55%	12 / 63%	1 / 49%	1 / 26%	16 / 81%	13 / 72%	30 / 80%	7 / 100%	6 / 100%	* / 60%	6 / 80%
Amazon Delivery Service/ Logistics	170 / 78%	149 / 77%	21 / 83%	4 / 63%	150 / 78%	7 / 67%	9 / 88%	3 / 98%	4 / 68%	5 / 58%	8 / 47%	8 / 55%	28 / 84%	15 / 69%	40 / 97%	25 / 100%	16 / 68%	1 / 84%	6 / 64%
Other	77 / 72%	63 / 74%	14 / 65%	3 / 55%	68 / 73%	4 / 63%	3 / 72%	1 / 100%	3 / 100%	5 / 36%	- / -	4 / 100%	13 / 89%	4 / 37%	20 / 100%	11 / 86%	8 / 70%	- / -	4 / 63%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	364 69%	175 73%	94 64%	259 71%	178 66%	175 73%	10 66%	19 54%	94 64%	13 88%	21 55%	133 69%	160 73%m	42 57%	21 67%	9 77%	292 72%m	30 69%	201 77%s	126 62%	25 61%	6 40%	5 86%	327 71%	10 53%	239 72%	125 65%
Collect +	107 71%	58 75%	24 74%	83 71%	49 69%	58 75%	2 58%	6 99%	24 74%	4 100%	3 78%	49 80%	40 72%	13 52%	2 37%	3 91%	88 76%	6 58%	45 81%	47 67%	10 71%	3 41%	-	92 73%	3 40%	93 72%	14 69%
DHL	106 71%	72 76%	11 93%	93 69%	32 63%	72 76%	2 80%	6 83%	11 93%	1 100%	1 63%	51 80%	39 70%	13 55%	1 23%	1 100%	90 75%	3 39%	57 80%s	31 55%	16 78%	* 42%	1 100%	88 69%	2 78%	90 71%	16 69%
FedEx	115 79%	84 88%	6 60%	108 83%	30 67%	84 88%	5 68%	4 79%	6 60%	2 89%	4 73%	55 81%	40 83%	10 63%	7 71%	4 73%	95 82%	10 71%	60 83%	49 81%	5 58%	1 34%	-	109 82%	1 34%	99 77%	16 92%
Evri	169 57%	101 68%bd	30 38%	133 66%bd	62 47%	101 68%	5 86%	13 46%	30 38%	3 50%	3 21%	74 66%	67 56%	15 49%	11 42%	2 28%	141 61%	13 38%	91 60%	64 62%	8 33%	4 33%	* 5%	155 61%	4 27%	123 61%	46 48%
DPD	111 69%	71 78%d	8 32%	101 76%d	38 56%	71 79%	1 43%	5 65%	8 32%	1 66%	1 55%	56 71%	34 73%	13 56%	4 51%	4 100%	90 72%	7 68%	54 75%	43 71%	7 44%	5 67%	* 4%	97 73%	5 57%	94 69%	16 71%
Parcelforce	111 78%	64 89%d	24 69%	87 83%	47 69%	64 89%	2 58%	4 70%	24 69%	2 100%	2 61%	51 86%	38 76%	13 60%	5 77%	4 100%	89 76%	8 86%	53 83%	48 81%	7 62%	2 35%	1 52%	100 73%	3 42%	92 78%	19 80%
TNT	96 82%	62 83%	9 63%	88 84%	34 79%	62 83%	2 57%	3 60%	9 63%	1 66%	1 66%	39 84%	34 85%	17 83%	3 45%	4 72%	72 84%	6 57%	40 86%	40 81%	10 67%	5 87%	1 100%	80 83%	6 89%	90 81%	6 100%
UPS	111 78%	67 75%	14 80%	97 77%	44 83%	67 75%	1 35%	1 51%	14 80%	1 100%	2 67%	53 83%	40 80%	16 71%	1 30%	2 44%	93 81%	2 38%	55 87%	40 68%	13 90%	3 77%	* 8%	95 78%	3 59%	102 77%	9 94%
UK Mail	115 75%	73 83%d	20 76%	92 75%	39 63%	73 83%	1 100%	6 86%	20 76%	1 66%	3 44%	58 90%	41 71%	11 61%	2 23%	3 67%	99 81%	4 39%	60 91%s	42 66%	9 52%	-	4 75%	102 79%	4 65%	105 75%	10 76%
Yodel	105 74%	76 81%	11 80%	93 73%	28 60%	76 81%	2 100%	7 91%	11 80%	1 86%	1 68%	55 84%	34 73%	11 47%	4 70%	2 100%	88 79%	6 77%	53 88%s	41 62%	9 75%	-	1 100%	94 75%	1 49%	91 76%	13 63%
Amazon Delivery Service/ Logistics	170 78%	108 83%	27 75%	139 79%	58 70%	108 83%	10 82%	12 61%	27 75%	1 84%	10 85%	71 87%	66 76%	18 65%	9 58%	3 100%	139 82%	13 66%	88 81%	66 78%	8 70%	6 55%	-	154 80%	6 55%	125 79%	45 77%
Other	77 72%	49 78%	3 45%	71 74%	25 62%	49 78%	4 81%	1 52%	3 45%	2 67%	3 43%	45 77%	19 82%	10 60%	2 46%	-	64 78%	2 33%	39 79%	30 70%	5 47%	2 92%	-	70 75%	2 87%	69 72%	8 76%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	364 69%	30 69%	325 69%	9 78%	118 67%	226 73%	19 50%	331 69%	24 68%	4 56%	4 99%	358 69%	2 97%
Collect +	107 71%	6 65%	97 72%	3 64%	41 67%	61 79%	5 44%	96 76%	9 50%	2 36%	* 100%	106 71%	-
DHL	106 71%	13 99%	88 67%	4 90%	52 81%	40 61%	14 68%	91 70%	15 76%	-	* 59%	106 71%	-
FedEx	115 79%	16 85%	97 78%	3 86%	53 82%	55 80%	6 56%	99 81%	14 71%	2 48%	* 100%	115 79%	-
Evri	169 57%	12 84%	154 55%	3 77%	66 58%	88 57%	15 54%	145 55%	21 82%	3 44%	-	169 57%	-
DPD	111 69%	8 62%	98 69%	4 89%	50 67%	54 72%	7 63%	96 73%	12 52%	3 51%	-	111 69%	-
Parcelforce	111 78%	9 97%	96 76%	6 100%	62 85%	47 81%	2 19%	97 83%	12 58%	2 46%	-	111 78%	-
TNT	96 82%	10 99%	83 79%	3 100%	50 86%	40 78%	6 75%	79 82%	15 80%	1 96%	* 100%	96 82%	-
UPS	111 78%	15 67%	94 80%	2 100%	49 75%	54 82%	8 70%	99 85%	9 41%	3 100%	* 100%	111 78%	-
UK Mail	115 75%	17 99%	92 71%	6 100%	54 78%	50 75%	10 63%	94 77%	16 70%	5 68%	* 100%	114 75%	-
Yodel	105 74%	8 79%	90 73%	7 93%	55 81%	43 78%	7 40%	90 76%	14 66%	* 9%	-	105 74%	-
Amazon Delivery Service/ Logistics	170 78%	14 84%	150 77%	5 100%	52 72%	98 81%	20 81%	156 80%	13 60%	* 68%	-	170 78%	-
Other	77 72%	8 88%	65 70%	3 85%	46 77%	24 70%	6 54%	66 74%	6 51%	4 91%	* 100%	76 72%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 401

QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	364 69%	105 74%	75 64%	93 69%	91 69%	48 73%	37 78%	20 68%	27 60%	26 57%	22 85%	17 52%	37 65%	39 86%	32 76%	27 64%	32 68%
Collect +	107 71%	30 62%	19 66%	25 71%	33 88%	12 60%	8 49%	10 84%	5 49%	5 71%	8 81%	7 68%	10 80%	7 64%	18 100%	8 81%	7 74%
DHL	106 71%	30 58%	18 82%	29 71%	29 81%	7 62%	11 49%	11 68%	11 80%	3 98%	4 74%	4 93%	12 61%	13 77%	17 92%	10 75%	3 56%
FedEx	115 79%	35 82%	31 86%	21 78%	28 70%	14 90%	9 68%	12 88%	12 75%	9 99%	10 93%	4 89%	4 48%	13 91%	18 75%	5 63%	5 60%
Evri	169 57%	54 51%	33 57%	35 57%	47 66%	20 50%	17 59%	17 47%	20 71%	5 41%	8 44%	8 54%	5 30%	22 75%	14 66%	21 69%	12 60%
DPD	111 69%	31 75%	17 54%	28 67%	35 76%	12 71%	12 73%	6 89%	4 66%	8 61%	5 40%	8 94%	12 58%	7 65%	13 82%	12 75%	10 72%
Parcelforce	111 78%	29 66%	23 70%	26 85%	33 95%	5 37%	17 87%	7 65%	11 79%	3 64%	9 64%	3 73%	8 94%	15 84%	12 100%	9 85%	11 100%
TNT	96 82%	36 82%	19 63%	19 92%	23 94%	12 79%	16 80%	8 94%	6 47%	3 66%	10 79%	4 100%	5 73%	10 100%	13 94%	7 98%	3 86%
UPS	111 78%	38 80%	20 68%	26 75%	28 87%	13 61%	16 97%	9 94%	6 60%	4 79%	10 70%	5 79%	9 90%	12 65%	17 93%	4 77%	7 79%
UK Mail	115 75%	30 69%	18 63%	22 77%	44 86%	11 55%	10 82%	9 82%	9 74%	4 45%	5 70%	1 53%	9 76%	13 80%	20 82%	13 83%	11 100%
Yodel	105 74%	34 70%	13 63%	27 76%	31 85%	14 73%	12 60%	8 86%	6 54%	4 68%	3 82%	4 90%	11 71%	6 76%	16 94%	10 69%	4 100%
Amazon Delivery Service/ Logistics	170 78%	52 91%	29 59%	40 79%	48 81%	20 90%	20 95%	12 86%	11 70%	9 54%	9 54%	15 88%	12 58%	13 99%	28 94%	11 68%	9 68%
Other	77 72%	24 77%	5 41%	16 61%	31 87%	10 82%	10 78%	3 63%	5 96%	- -	1 17%	3 100%	7 65%	6 47%	13 100%	12 98%	6 60%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 402

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	80 15%	2 6%	78 16%	28 13%	52 17%	47 18%	34 13%	18 13%	15 13%	12 13%	15 22%	15 24%	3 11%	2 17%	33 13%	27 17%	20 19%	6 12%	63 15%	18 17%
Collect +	16 11%	-	16 11%	9 10%	7 13%	9 8%	8 16%	8 17%	7 15%	* 1%	-	2 2%	* 8%	-	15 16%	* 1%	* 4%	* 8%	14 11%	2 9%
DHL	21 14%	1 8%	20 14%	8 10%	12 18%	12 14%	9 14%	9 21%	7 17%	1 2%	-	4 31%	-	* 77%	16 19%	1 1%	4 28%	* 9%	18 16%	3 7%
FedEx	14 10%	-	14 10%	12 15%	2 3%	11 12%	3 6%	9 24%	3 5%	2 6%	-	-	-	-	12 13%	2 5%	-	-	11 10%	3 9%
Evri	90 30%	9 27%	81 31%	27 22%	63 38%c	26 21%	64 38%e	18 25%	20 28%	21 30%	12 30%	9 42%	6 48%	4 46%	38 26%	33 30%	19 44%	10 47%	70 30%	17 31%
DPD	17 11%	-	17 11%	8 9%	9 13%	8 8%	9 18%	7 20%	4 7%	4 9%	* 1%	2 28%	-	* 15%	11 13%	4 7%	3 19%	* 6%	13 11%	5 12%
Parcelforce	13 9%	-	13 10%	3 4%	10 14%	6 7%	7 15%	5 18%	6 12%	* 1%	2 15%	-	* 5%	1 22%	10 15%	3 5%	1 6%	1 18%	10 10%	2 8%
TNT	16 14%	-	16 14%	9 12%	8 17%	12 15%	4 12%	5 14%	6 15%	4 13%	-	2 25%	-	-	11 15%	4 10%	2 25%	-	12 13%	4 16%
UPS	16 11%	-	16 12%	10 11%	6 11%	9 9%	8 16%	2 6%	4 9%	6 18%	2 13%	-	2 40%	-	6 7%	8 17%	2 17%	2 29%	14 13%	2 6%
UK Mail	17 11%	-	17 12%	11 14%	6 9%	9 9%	8 15%	6 10%	6 15%	4 11%	2 15%	-	-	-	12 12%	6 13%	-	-	12 11%	5 12%
Yodel	18 13%	4 36%	14 11%	6 7%	12 19%	11 12%	7 14%	4 13%	7 16%	3 9%	3 14%	1 9%	* 100%	-	11 15%	6 11%	1 9%	* 8%	16 15%	2 5%
Amazon Delivery Service/ Logistics	11 5%	-	11 6%	4 4%	7 6%	4 4%	7 6%	2 4%	6 7%	3 7%	* 1%	1 1%	* 4%	-	8 6%	3 4%	* 1%	* 2%	11 7%	-
Other	13 12%	-	13 12%	9 13%	4 11%	6 9%	7 18%	6 32%	1 4%	3 10%	-	-	-	2 100%	8 15%	3 7%	2 23%	2 47%	9 11%	4 18%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	80 15%	23 15%	34 21%	12 10%	11 12%	57 18%	23 11%	67 16%	13 14%	1 3%	6 12%	24 15%	30 18%	12 13%	60 16%	1 3%	72 15%	15 11%	64 17%	2 8%
Collect +	16 11%	2 4%	5 13%	5 19%	4 15%	7 7%	9 17%	16 12%	* *	-	4 18%	6 16%	6 13%	1 3%	15 15%	-	16 12%	11 16%	5 6%	-
DHL	21 14%	5 7%	10 29%	2 10%	4 17%	15 14%	6 13%	19 14%	1 13%	-	2 16%	5 13%	7 15%	7 15%	14 14%	-	21 15%	5 9%	16 18%	-
FedEx	14 10%	6 11%	4 9%	5 18%	* *	10 10%	5 9%	14 10%	* 3%	*	3 11%	5 16%	2 5%	4 13%	10 10%	*	14 11%	3 6%	11 12%	* 11%
Evri	90 30%	21 22%	19 26%	22 32%	27 45%a	40 24%	50 38%c	65 28%	22 40%	2 13%	15 45%	26 32%	26 33%	15 21%	67 35%	2 12%	85 32%	25 30%	62 32%	3 16%
DPD	17 11%	7 14%	4 8%	3 8%	4 14%	11 11%	7 10%	15 15%	2 15%	2 45%	1 1%	5 10%	5 11%	2 8%	12 10%	2 45%	15 10%	3 5%	12 14%	2 26%
Parcelforce	13 9%	4 7%	4 12%	2 10%	3 13%	8 8%	6 12%	12 10%	1 10%	1 19%	1 10%	4 8%	4 11%	2 7%	10 10%	1 19%	12 9%	5 5%	10 13%	-
TNT	16 14%	5 9%	8 26%	2 10%	2 10%	12 15%	4 10%	12 11%	4 47%	2 32%	* 1%	8 24%	6 14%	1 2%	13 16%	2 32%	14 13%	6 11%	10 16%	-
UPS	16 11%	7 10%	-	5 16%	3 20%	7 8%	9 17%	15 11%	1 15%	-	1 9%	4 9%	8 18%	3 9%	13 13%	-	16 12%	5 7%	11 15%	-
UK Mail	17 11%	8 8%	4 10%	5 14%	4 18%	9 9%	9 16%	15 11%	3 15%	-	2 7%	7 14%	7 15%	2 9%	15 13%	-	17 12%	7 11%	9 11%	1 16%
Yodel	18 13%	6 10%	9 22%	1 5%	2 11%	15 15%	3 8%	14 11%	4 26%	* 3%	2 12%	7 16%	3 10%	4 10%	12 13%	* 3%	16 12%	5 8%	12 15%	1 24%
Amazon Delivery Service/ Logistics	11 5%	3 3%	1 2%	2 4%	6 11%	3 3%	8 8%	9 5%	2 5%	* 1%	3 10%	2 3%	5 8%	2 4%	9 6%	* 1%	11 6%	5 6%	6 5%	-
Other	13 12%	4 10%	3 11%	4 17%	3 12%	6 10%	7 14%	11 11%	2 22%	-	2 10%	2 6%	10 33%	-	13 17%	-	13 14%	5 10%	8 16%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	80 15%	65 14%	16 21%	5 32%	68 15%	5 16%	5 28% d	1 12%	1 4%	17 27% i	8 18%	3 10%	2 3%	10 16%	12 13%	11 19%	5 12%	1 30%	4 14%
Collect +	16 11%	16 12%	* 2%	* 11%	15 12%	* 4%	2 5%	* 3%	1 12%	4 25%	-	1 12%	-	-	7 18%	-	2 16%	* 11%	* 2%
DHL	21 14%	15 13%	6 18%	* 6%	18 14%	* 4%	2 25%	* 9%	-	2 13%	-	-	-	6 36%	5 15%	2 13%	3 43%	-	* 4%
FedEx	14 10%	14 12%	* 1%	* 6%	12 9%	1 14%	2 23%	-	-	-	1 14%	1 20%	-	-	5 23%	2 11%	1 9%	-	1 16%
Evri	90 30%	76 30%	13 30%	1 44%	78 31%	5 25%	6 37%	*	2 19%	15 30%	7 40%	6 41%	7 28%	10 24%	9 25%	11 30%	11 46%	* 21%	5 25%
DPD	17 11%	17 17%	1 3%	* 12%	15 10%	1 12%	1 10%	1 37%	1 9%	2 12%	1 1%	-	-	1 5%	2 7%	2 23%	5 25%	* 33%	1 11%
Parcelforce	13 9%	12 10%	2 8%	* 2%	13 11%	* 1%	* 3%	* 6%	-	3 20%	3 58%	1 17%	-	2 10%	5 14%	-	-	-	* 2%
TNT	16 14%	16 16%	* 1%	-	15 14%	1 21%	-	* 17%	1 12%	-	2 16%	-	-	3 25%	6 29%	-	3 52%	-	1 26%
UPS	16 11%	11 10%	5 16%	-	15 12%	1 10%	* 1%	* 5%	-	7 37%	1 11%	2 25%	3 15%	-	-	2 11%	-	-	1 11%
UK Mail	17 11%	14 11%	3 14%	3 61%	17 13%	* 1%	-	-	-	2 14%	3 24%	1 16%	-	4 24%	2 5%	-	5 81%	-	1 1%
Yodel	18 13%	16 13%	2 10%	2 31%	15 12%	1 12%	2 23%	-	1 12%	5 25%	-	1 24%	-	3 17%	5 13%	-	-	* 40%	1 10%
Amazon Delivery Service/ Logistics	11 5%	10 5%	1 3%	1 9%	9 5%	1 10%	1 10%	* 2%	-	-	1 9%	1 9%	-	2 7%	-	-	4 19%	* 16%	1 9%
Other	13 12%	11 13%	2 9%	2 39%	11 12%	1 23%	1 13%	-	-	4 29%	2 47%	-	2 11%	1 12%	-	-	2 20%	-	1 23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	80 / 15%	30 / 12%	33 / 22%c	46 / 13%	48 / 18%	30 / 12%	* / 2%	5 / 14%	33 / 22%	1 / 5%	5 / 12%	35 / 19%	25 / 11%	12 / 16%	6 / 19%	2 / 15%	60 / 15%	8 / 20%	27 / 10%	42 / 20%r	8 / 20%	3 / 23%	1 / 10%	68 / 15%	4 / 20%	43 / 13%	37 / 19%
Collect +	16 / 11%	10 / 13%	4 / 14%	12 / 10%	6 / 8%	10 / 13%	-	-	4 / 14%	-	-	5 / 8%	4 / 7%	6 / 26%	1 / 24%	-	9 / 7%	1 / 14%	2 / 4%	10 / 15%	* / 1%	3 / 39%	-	13 / 10%	3 / 37%	15 / 11%	1 / 7%
DHL	21 / 14%	9 / 10%	1 / 7%	18 / 13%	9 / 18%	9 / 10%	-	1 / 9%	1 / 7%	-	1 / 37%	6 / 9%	7 / 13%	4 / 17%	4 / 67%	-	13 / 11%	4 / 53%	6 / 8%	10 / 19%	4 / 19%	1 / 58%	-	16 / 13%	1 / 22%	17 / 13%	17 / 17%
FedEx	14 / 10%	7 / 7%	13 / 13%	13 / 10%	7 / 16%	7 / 7%	1 / 1%	2 / 2%	1 / 13%	-	-	7 / 10%	4 / 9%	* / 3%	1 / 14%	1 / 27%	11 / 10%	3 / 19%	5 / 7%	5 / 8%	3 / 37%	1 / 32%	-	10 / 7%	1 / 32%	13 / 10%	1 / 5%
Evri	90 / 30%	34 / 23%	35 / 45%ac	48 / 24%	49 / 38%ac	34 / 23%	1 / 14%	10 / 36%	35 / 45%	-	10 / 60%	24 / 21%	35 / 29%	14 / 48%	11 / 42%	6 / 68%	59 / 25%	16 / 48%	45 / 30%	26 / 25%	10 / 39%	7 / 60%	2 / 72%	71 / 28%	9 / 63%	51 / 26%	39 / 40%y
DPD	17 / 11%	6 / 6%	10 / 39%	8 / 6%	12 / 17%c	6 / 6%	2 / 57%	1 / 14%	10 / 39%	1 / 34%	1 / 45%	4 / 10%	6 / 6%	2 / 14%	1 / 47%	-	10 / 10%	1 / 30%	6 / 5%	2 / 15%	5 / 17%	2 / 21%	-	8 / 10%	1 / 18%	13 / 10%	4 / 18%
Parcelforce	13 / 9%	3 / 4%	7 / 21%	4 / 4%	9 / 13%	3 / 4%	-	-	7 / 21%	-	1 / 33%	4 / 7%	6 / 13%	2 / 8%	1 / 20%	-	10 / 10%	1 / 12%	6 / 9%	2 / 3%	5 / 38%	* / 2%	1 / 48%	8 / 6%	1 / 19%	10 / 10%	2 / 6%
TNT	16 / 14%	10 / 13%	3 / 21%	13 / 13%	6 / 15%	10 / 13%	2 / 43%	2 / 39%	3 / 21%	1 / 34%	1 / 34%	7 / 15%	5 / 13%	1 / 6%	2 / 28%	1 / 28%	12 / 14%	3 / 28%	5 / 12%	8 / 16%	3 / 20%	-	-	13 / 14%	-	16 / 14%	-
UPS	16 / 11%	12 / 13%	1 / 6%	15 / 12%	4 / 8%	12 / 13%	-	* / 2%	6 / 6%	-	1 / 33%	8 / 13%	5 / 10%	2 / 9%	1 / 48%	-	13 / 11%	1 / 19%	3 / 5%	11 / 19%	-	1 / 23%	-	14 / 12%	1 / 17%	16 / 12%	* / 1%
UK Mail	17 / 11%	5 / 6%	2 / 8%	15 / 12%	12 / 20%a	5 / 6%	-	-	2 / 8%	-	-	3 / 4%	7 / 10%	3 / 14%	5 / 69%	1 / 33%	9 / 7%	6 / 56%	2 / 2%	11 / 17%r	5 / 31%	-	-	12 / 9%	-	17 / 12%	-
Yodel	18 / 13%	10 / 11%	2 / 15%	16 / 12%	8 / 16%	10 / 11%	-	1 / 7%	2 / 15%	* / 14%	* / 11%	8 / 12%	7 / 16%	3 / 13%	-	-	15 / 13%	-	4 / 7%	13 / 20%	-	5 / 34%	-	17 / 14%	2 / 17%	15 / 12%	3 / 15%
Amazon Delivery Service/Logistics	11 / 5%	5 / 4%	5 / 5%	9 / 6%	6 / 7%	5 / 4%	-	2 / 8%	5 / 5%	* / 16%	1 / 4%	3 / 3%	4 / 4%	3 / 11%	1 / 10%	-	6 / 4%	1 / 8%	4 / 4%	6 / 6%	-	1 / 5%	-	10 / 5%	1 / 5%	9 / 6%	2 / 3%
Other	13 / 12%	2 / 3%	2 / 34%	11 / 11%	11 / 27%	2 / 3%	-	-	2 / 34%	-	2 / 38%	4 / 7%	2 / 9%	4 / 24%	3 / 52%	-	6 / 8%	3 / 37%	-	10 / 23%	3 / 29%	-	1 / 100%	10 / 11%	1 / 5%	11 / 11%	2 / 24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	80 / 15%	8 / 19%	72 / 15%	-	32 / 18%	44 / 14%	4 / 11%	76 / 16%	4 / 13%	* / 2%	* / 1%	80 / 15%	-
Collect +	16 / 11%	2 / 24%	14 / 10%	-	10 / 16%	4 / 5%	2 / 21%	10 / 8%	3 / 19%	3 / 64%	-	16 / 11%	-
DHL	21 / 14%	* / 1%	21 / 16%	-	9 / 14%	10 / 15%	2 / 12%	21 / 16%	*	-	-	21 / 14%	-
FedEx	14 / 10%	1 / 7%	12 / 10%	* / 14%	8 / 13%	5 / 8%	1 / 6%	9 / 8%	3 / 16%	2 / 47%	-	14 / 10%	-
Evri	90 / 30%	2 / 14%	87 / 31%	1 / 23%	39 / 34%	45 / 29%	6 / 22%	86 / 32%	2 / 8%	2 / 32%	-	90 / 30%	-
DPD	17 / 11%	1 / 9%	16 / 11%	* / 11%	9 / 12%	5 / 7%	3 / 26%	13 / 10%	4 / 18%	-	-	17 / 11%	-
Parcelforce	13 / 9%	-	13 / 11%	-	5 / 7%	7 / 12%	1 / 13%	10 / 8%	1 / 7%	2 / 50%	-	13 / 9%	-
TNT	16 / 14%	-	16 / 15%	-	7 / 13%	7 / 14%	1 / 16%	15 / 15%	1 / 7%	* / 4%	-	16 / 14%	-
UPS	16 / 11%	3 / 13%	13 / 11%	-	9 / 14%	5 / 7%	2 / 20%	8 / 7%	8 / 36%	-	-	16 / 11%	-
UK Mail	17 / 11%	-	17 / 13%	-	7 / 10%	6 / 9%	5 / 29%	11 / 9%	4 / 18%	2 / 32%	-	17 / 11%	-
Yodel	18 / 13%	1 / 6%	17 / 14%	-	7 / 11%	7 / 12%	4 / 22%	17 / 14%	1 / 6%	-	-	18 / 13%	-
Amazon Delivery Service/ Logistics	11 / 5%	* / 2%	11 / 5%	-	5 / 7%	6 / 5%	* / 1%	8 / 4%	3 / 12%	* / 32%	-	11 / 5%	-
Other	13 / 12%	-	13 / 13%	* / 15%	4 / 7%	3 / 10%	5 / 46%	10 / 11%	3 / 24%	-	-	13 / 12%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	80 / 15%	17 12%	18 16%	25 19%	20 15%	12 18%	2 5%	3 11%	9 20%	9 20%	* 1%	9 27%	11 20%	5 11%	4 10%	10 24%	5 11%
Collect +	16 / 11%	8 16%	2 9%	4 10%	2 5%	3 15%	5 30%	-	2 22%	1%	-	-	3 20%	1 10%	-	* 1%	2 20%
DHL	21 / 14%	11 21%	3 12%	7 17%	1 1%	1 6%	8 34%	2 14%	3 20%	-	-	* 7%	6 29%	1 7%	-	1 4%	-
FedEx	14 / 10%	3 7%	3 9%	2 8%	6 14%	-	3 24%	-	2 14%	* 1%	1 7%	* 11%	2 22%	-	5 22%	1 1%	1 1%
Evri	90 / 30%	37 35%	21 37%	16 27%	15 22%	16 39%	6 20%	15 42%	5 16%	7 56%	10 56%	4 28%	6 38%	6 19%	7 34%	5 18%	3 15%
DPD	17 / 11%	4 9%	6 18%	6 14%	2 4%	3 17%	-	1 11%	-	3 26%	3 20%	-	6 28%	-	*	-	2 14%
Parcelforce	13 / 9%	7 15%	6 17%	1 4%	-	5 35%	* 1%	2 16%	1 10%	2 33%	3 19%	1 27%	* 1%	-	-	-	-
TNT	16 / 14%	7 16%	9 29%	-	1 2%	3 21%	3 18%	1 6%	4 34%	2 34%	3 21%	-	-	-	-	1 1%	* 14%
UPS	16 / 11%	6 13%	3 11%	4 11%	3 9%	6 28%	-	1%	2 18%	-	1 11%	1 14%	-	3 15%	-	1 23%	2 21%
UK Mail	17 / 11%	7 16%	8 28%	2 8%	*	6 27%	1 10%	-	1 10%	5 55%	1 21%	-	1 11%	1 7%	-	*	-
Yodel	18 / 13%	5 11%	6 31%	4 11%	3 7%	2 8%	4 18%	-	4 34%	2 32%	1 18%	-	4 25%	-	1%	2 17%	-
Amazon Delivery Service/ Logistics	11 / 5%	*	6 12%	4 8%	1 2%	-	-	*	* 1%	2 9%	4 26%	1%	4 18%	*	-	1 4%	2%
Other	13 / 12%	2 7%	3 23%	3 13%	4 12%	2 17%	* 1%	-	-	2 40%	1 34%	-	* 5%	3 23%	-	-	4 40%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	3.78	3.97	3.77	3.84	3.74	3.78	3.79	3.91	3.81	3.75	3.57	3.66	4.06	3.38	3.87	3.67	3.75	3.86	3.80	3.66
Collect +	3.86	4.23	3.85	3.87	3.86	3.91	3.75	3.69	3.85	3.96	4.55	3.73	3.63	-	3.76	4.14	3.70	3.63	3.90	3.69
DHL	3.83	3.99	3.82	3.92	3.71	3.87	3.77	3.55	3.85	4.09	4.13	3.62	4.00	1.93	3.70	4.10	3.64	3.75	3.77	3.99
FedEx	4.01	4.27	4.00	3.95	4.08	4.03	3.96	3.42	4.24	4.12	4.82	3.42	5.00	4.00	3.90	4.25	4.01	4.51	3.97	4.13
Evri	3.28	3.67	3.23	3.53d	3.10	3.54f	3.08	3.42	3.43	3.23	3.28	3.00	2.59	3.04	3.42	3.25	2.89	2.78	3.32	3.15
DPD	3.91	4.41	3.89	3.94	3.88	4.03	3.68	3.56	4.20	3.71	4.27	3.41	5.00	4.40	3.94	3.87	3.98	4.78	3.89	4.00
Parcelforce	3.97	4.48	3.94	4.13	3.81	4.11	3.72	3.56	4.08	4.26	3.99	3.75	4.86	3.35	3.85	4.19	3.74	3.70	3.96	3.93
TNT	3.93	4.45	3.91	4.02	3.79	3.93	3.93	3.84	3.91	3.93	4.39	3.84	-	5.00	3.88	4.05	3.85	5.00	3.97	3.74
UPS	3.96	4.08	3.95	4.00	3.89	4.03	3.81	3.96	3.97	3.81	4.20	4.62	3.74	4.03	3.97	3.91	4.14	3.82	3.84	4.32
UK Mail	4.02	4.34	4.00	3.93	4.13	4.08	3.91	3.97	3.69	4.11	4.43	4.50	-	5.00	3.86	4.21	4.58	5.00	4.01	4.01
Yodel	3.90	3.32	3.95	4.03	3.75	3.93	3.86	3.84	3.71	4.07	4.07	3.81	1.00	5.00	3.76	4.07	4.01	4.66	3.92	3.81
Amazon Delivery Service/ Logistics	4.03	4.35	3.98	4.00	4.06	4.11	3.95	3.96	3.95	4.03	4.32	3.62	4.19	4.89	3.95	4.17	4.06	4.48	4.02	4.06
Other	3.96	4.28	3.96	3.94	4.01	4.20	3.58	3.83	4.01	3.72	4.85	3.80	5.00	2.00	3.94	4.06	3.70	3.58	3.92	4.11

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25**
Royal Mail	3.78	3.95b	3.61	3.77	3.83	3.78	3.80	3.82	3.64	4.20ln	3.77	3.86l	3.58	3.95l	3.72	4.20p	3.77	3.98r	3.72	3.73
Collect +	3.86	4.17	3.49	3.78	3.84	3.89	3.81	3.85	3.98	4.30	3.70	3.62	3.76	4.16	3.70	4.30	3.82	3.94	3.77	4.35
DHL	3.83	4.08	3.28	3.95	3.64	3.84	3.80	3.81	4.09	4.37	3.72	3.78	3.77	3.84	3.77	4.37	3.79	4.20	3.56	4.36
FedEx	4.01	3.99	3.87	4.04	4.23	3.94	4.13	4.01	3.95	3.97	4.14	3.88	4.17	3.93	4.06	3.97	4.01	4.18	3.90	3.77
Evri	3.28	3.63cd	3.25	3.08	2.99	3.46f	3.03	3.37	2.92	3.87	3.09	3.27	3.05	3.52	3.15	3.85	3.23	3.38	3.19	3.82
DPD	3.91	3.95	3.63	4.20	3.94	3.80	4.08	3.90	4.05	3.50	3.79	4.06	3.77	4.03	3.91	3.50	3.93	4.17	3.68	3.76
Parcelforce	3.97	4.19	3.72	3.83	3.84	4.03	3.84	3.98	3.71	3.55	3.92	3.80	4.02	4.24	3.90	3.55	3.98	4.17	3.83	3.77
TNT	3.93	4.17	3.50	3.73	4.18	3.93	3.92	3.98	3.27	3.65	4.55	3.57	4.28	4.28	3.85	3.65	3.95	4.09	3.80	4.00
UPS	3.96	4.08	4.22	3.63	3.80	4.11	3.69	3.97	3.60	4.24	4.09	3.89	3.69	4.30	3.84	4.24	3.94	4.16	3.77	4.00
UK Mail	4.02	4.14	3.76	4.20	3.84	4.00	4.06	4.05	3.82	4.47	4.39	3.93	3.71	4.26	3.93	4.47	3.99	4.20	3.88	3.91
Yodel	3.90	4.04	3.55	4.02	4.07	3.84	4.04	3.92	3.62	4.46	3.97	3.73	3.97	4.05	3.86	4.46	3.92	4.19r	3.70	3.54
Amazon Delivery Service/ Logistics	4.03	4.10	4.15	3.85	3.98	4.12	3.92	4.05	3.96	3.80	3.79	4.06	3.90	4.33	3.95	3.80	4.03	4.17	3.95	4.15
Other	3.96	4.13	3.82	3.83	3.98	4.02	3.90	4.00	3.63	4.34	4.13	3.95	3.51	4.33	3.81	4.34	3.92	4.18	3.71	4.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	3.78	3.80	3.66	3.77	3.79	3.75	3.56	3.83	4.17	3.28	3.62	3.86	4.04j	3.76i	3.86i	3.95j	3.95i	3.51	3.77
Collect +	3.86	3.82	4.14	3.68	3.84	4.01	4.05	3.89	3.95	3.36	3.93	4.11	4.26	3.62	3.83	4.00	3.90	3.73	4.07
DHL	3.83	3.83	3.81	4.61	3.82	3.83	3.80	4.22	4.00	3.75	3.61	4.02	4.40	3.20	3.86	3.90	3.43	4.89	3.70
FedEx	4.01	3.97	4.18	4.60	4.03	3.97	3.68	4.12	4.59	4.20	3.72	3.63	4.29	3.99	3.93	3.89	4.12	5.00	3.75
Evri	3.28	3.31	3.13	3.03	3.27	3.52	3.21	3.45	3.55	3.43	3.01	3.26	3.31	3.58	3.15	3.06	2.95	4.38	3.51
DPD	3.91	3.93	3.83	4.21	3.95	3.59	4.10	2.88	3.67	3.53	3.44	4.01	4.59	3.96	4.15	3.93	3.74	3.00	3.61
Parcelforce	3.97	3.94	4.11	3.88	3.94	4.04	4.21	4.29	4.18	3.57	3.01	3.49	4.19	4.06	3.97	4.24	4.00	5.00	3.94
TNT	3.93	3.84	4.47	4.15	3.93	3.53	4.36	3.81	3.70	4.40	3.65	3.76	4.28	3.61	3.64	4.66	3.21	4.15	3.36
UPS	3.96	4.02	3.72	4.81	3.93	4.05	4.26	4.13	3.72	3.38	3.57	3.27	4.09	3.84	4.55	4.10	4.70	5.00	3.92
UK Mail	4.02	4.02	4.04	2.86	3.99	4.11	4.51	3.94	3.63	3.54	3.92	4.19	4.17	3.72	4.26	4.46	2.19	3.00	4.13
Yodel	3.90	3.89	4.04	3.53	3.91	3.86	3.75	4.25	3.53	3.56	3.49	3.03	4.14	3.81	3.99	4.42	4.78	3.11	3.90
Amazon Delivery Service/ Logistics	4.03	4.04	4.00	3.90	4.01	3.82	4.49	4.35	3.80	3.73	3.50	3.63	4.25	3.94	4.36	4.30	3.59	4.25	3.73
Other	3.96	4.00	3.82	3.60	4.01	3.21	4.02	4.12	4.65	3.42	2.53	4.68	4.06	3.30	4.62	4.30	3.94	-	3.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 403

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	3.78	3.93bd	3.54	3.86bd	3.66	3.93	4.13	3.57	3.54	4.04	3.64	3.86m	3.67m	3.50	3.48	3.49	3.87m	3.48	3.97st	3.64	3.52	3.01	4.10	3.83	3.31	3.86	3.65
Collect +	3.86	3.96	3.78	3.90	3.79	3.96	4.16	4.16	3.78	4.30	4.11	4.17	3.83	3.36	3.12	3.91	4.01	3.44	4.12	3.73	4.10	3.02	3.00	3.90	3.02	3.89	3.70
DHL	3.83	3.97	4.20	3.82	3.62	3.97	4.06	4.17	4.20	5.00	3.77	4.04	3.79	3.51	2.65	5.00	3.93	3.15	4.01	3.55	3.93	2.25	4.89	3.81	3.88	3.81	3.89
FedEx	4.01	4.22	3.48	4.08	3.66	4.22	4.02	3.83	3.48	4.48	4.02	4.16	4.01	3.68	3.89	3.21	4.10	3.66	4.18	3.97	3.60	2.70	-	4.08	2.70	3.96	4.36
Evri	3.28	3.57bd	2.78	3.49bd	2.99	3.57	4.07	3.12	2.78	3.98	2.30	3.59	3.24	2.93	2.86	2.35	3.41	2.74	3.32	3.39	2.86	2.68	2.33	3.35	2.60	3.38	3.07
DPD	3.91	4.20d	2.89	4.11d	3.52	4.20	3.30	3.99	2.89	3.99	3.49	4.05	3.96	3.60	3.08	4.17	4.01	3.47	4.20	3.78	3.43	3.24	3.04	4.01	3.21	3.94	3.79
Parcelforce	3.97	4.28d	3.58	4.13d	3.69	4.28	3.61	4.20	3.58	4.66	3.35	4.24	3.83	3.53	3.39	4.96	4.06	3.98	4.10	4.06	3.24	3.34	3.09	4.08	3.24	3.98	3.90
TNT	3.93	4.09	3.32	4.01	3.66	4.09	3.53	3.46	3.32	3.65	3.65	4.09	3.96	3.77	3.27	3.76	4.03	3.48	4.15	3.80	3.50	4.11	4.91	3.97	4.00	3.93	4.00
UPS	3.96	3.98	3.96	3.96	3.93	3.98	3.39	3.57	3.96	5.00	3.67	4.15	3.86	3.78	2.82	3.88	4.02	3.46	4.23s	3.66	4.31	3.66	3.08	3.96	3.51	3.93	4.36
UK Mail	4.02	4.18	4.18	3.99	3.79	4.18	4.40	4.29	4.18	4.33	3.87	4.45	3.86	3.67	2.62	3.41	4.18	2.90	4.45s	3.77	3.31	3.00	4.02	4.11	3.88	4.01	4.16
Yodel	3.90	4.02	4.04	3.89	3.67	4.02	4.02	4.22	4.04	4.45	4.15	4.14	3.69	3.56	3.97	5.00	3.95	4.21	4.21s	3.61	4.03	2.66	4.88	3.90	3.74	3.94	3.69
Amazon Delivery Service/ Logistics	4.03	4.16d	3.91	4.04	3.80	4.16	3.89	3.75	3.91	4.37	4.28	4.33l	3.93	3.68	3.50	5.00	4.12	3.76	4.10	4.01	3.88	3.69	-	4.06	3.69	4.02	4.06
Other	3.96	4.21	3.27	4.01	3.58	4.21	4.42	4.04	3.27	3.98	3.22	4.16	4.05	3.52	3.13	3.00	4.13	3.09	4.29	3.72	3.41	4.23	1.00	4.02	4.05	3.98	3.82

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	3.78	3.71	3.79	3.94	3.68	3.87	3.54	3.79	3.69	3.90	3.96	3.78	4.00
Collect +	3.86	3.67	3.88	4.00	3.81	4.00	3.23	3.96	3.48	2.73	5.00	3.86	3.00
DHL	3.83	4.23	3.77	4.23	4.02	3.70	3.64	3.80	3.98	-	3.59	3.83	-
FedEx	4.01	4.22	3.97	4.18	4.06	4.00	3.75	4.07	3.86	2.66	5.00	4.01	-
Evri	3.28	4.01	3.24	3.65	3.17	3.34	3.39	3.22	3.99	3.13	-	3.28	3.00
DPD	3.91	3.97	3.91	3.79	3.91	4.00	3.33	3.97	3.59	4.03	-	3.92	3.00
Parcelforce	3.97	4.27	3.92	4.43	4.05	4.02	3.06	4.01	3.91	2.96	-	3.97	-
TNT	3.93	4.39	3.88	4.00	4.06	3.84	3.59	3.90	4.06	3.92	4.00	3.93	-
UPS	3.96	3.80	3.98	5.00	3.91	4.03	3.85	4.10	3.11	5.00	5.00	3.96	-
UK Mail	4.02	4.42	3.96	4.09	4.08	4.07	3.55	4.12	3.63	3.41	4.55	4.02	-
Yodel	3.90	4.09	3.89	3.93	4.06	3.91	3.31	3.93	3.79	3.09	-	3.90	-
Amazon Delivery Service/ Logistics	4.03	4.03	4.03	4.29	3.96	4.08	4.03	4.08	3.61	3.04	-	4.03	-
Other	3.96	4.39	3.93	3.69	4.10	4.01	3.13	3.99	3.51	4.49	5.00	3.96	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ5_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	3.78	3.84	3.67	3.80	3.81	3.67	4.17ehi	3.73	3.53	3.55	4.13	3.39	3.84	4.03hi	4.01	3.65	3.75
Collect +	3.86	3.69	3.85	3.81	4.15	3.62	3.45	4.16	3.77	3.94	3.88	3.81	3.81	3.81	4.37	4.05	3.85
DHL	3.83	3.60	3.78	3.80	4.19	3.71	3.36	3.86	3.66	4.07	3.93	4.30	3.63	3.87	4.29	4.15	3.91
FedEx	4.01	4.10	4.10	3.95	3.87	4.52	3.51	4.19	3.97	4.35	4.08	3.80	3.75	4.11	3.84	3.96	3.88
Evri	3.28	3.16	3.13	3.40	3.48	3.00	3.65	2.97	3.53	2.84	2.73	3.38	2.85	3.73	3.19	3.58	3.67
DPD	3.91	4.07	3.68	3.84	4.01	4.01	4.11	4.11	4.30	3.70	3.31	4.30	3.57	4.00	4.33	3.92	3.74
Parcelforce	3.97	3.75	3.62	4.21	4.37	3.21	4.12	3.75	3.83	3.32	3.52	3.27	4.36	4.37	4.38	4.23	4.48
TNT	3.93	3.99	3.39	4.18	4.27	3.72	4.04	4.33	3.28	3.59	3.43	4.15	3.81	4.43	4.49	3.98	4.07
UPS	3.96	4.03	3.64	3.93	4.18	3.54	4.41	4.43	3.24	4.20	3.74	3.54	4.54	3.74	4.28	3.94	4.10
UK Mail	4.02	3.72	3.71	4.08	4.42	3.38	3.83	4.25	3.94	3.24	3.92	3.60	4.14	4.11	4.52	4.07	4.73
Yodel	3.90	3.84	3.43	3.99	4.18	3.94	3.50	4.36	3.23	3.36	4.15	4.27	3.82	4.07	4.44	3.70	4.80
Amazon Delivery Service/ Logistics	4.03	4.19	3.68	4.01	4.20b	4.17	4.11	4.34	3.92	3.71	3.41	4.20	3.58	4.41	4.27	4.04	4.27
Other	3.96	4.05	3.30	3.69	4.34	4.06	4.01	4.09	4.55	2.60	2.49	4.04	4.11	3.23	4.59	4.58	3.76

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 404

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	459	34	425	183	276	222	236	110	99	85	71	54	29	11	209	156	94	40	383	71
Weighted Base	525	43**	482	211	314	259	264	140*	121*	91*	69*	60*	31**	13**	261	159*	105*	44**	412	107*
Effective Base	305	29	276	118	188	146	159	80	69	55	40	36	18	7	149	95	61	25	242	59
Very dissatisfied (1)	51 / 10%	5 / 12%	46 / 10%	16 / 8%	35 / 11%	22 / 9%	29 / 11%	12 / 8%	5 / 4%	8 / 9%	8 / 11%	13 / 21%h	2 / 5%	4 / 35%	17 / 6%	16 / 10%	19 / 18%n	6 / 13%	44 / 11%	8 / 7%
Fairly dissatisfied (2)	43 / 8%	5 / 12%	38 / 8%	13 / 6%	30 / 10%	18 / 7%	25 / 10%	8 / 5%	15 / 13%	6 / 6%	4 / 6%	8 / 13%	2 / 5%	1 / 7%	23 / 9%	10 / 6%	10 / 10%	2 / 5%	34 / 8%	8 / 8%
Neither satisfied or dissatisfied (3)	81 / 15%	2 / 4%	79 / 16%	26 / 12%	55 / 18%	43 / 17%	38 / 14%	23 / 16%	21 / 17%	13 / 14%	13 / 19%	7 / 12%	4 / 13%	* / 2%	44 / 17%	26 / 16%	11 / 11%	4 / 10%	64 / 15%	16 / 15%
Fairly satisfied (4)	201 / 38%	22 / 51%	179 / 37%	86 / 41%	115 / 36%	104 / 40%	96 / 36%	54 / 38%	51 / 42%	41 / 45%	27 / 39%	15 / 25%	10 / 31%	3 / 27%	105 / 40%	68 / 43%	28 / 27%	13 / 30%	153 / 37%	43 / 41%
Very satisfied (5)	134 / 26%	8 / 19%	126 / 26%	61 / 29%	73 / 23%	68 / 26%	66 / 25%	44 / 31%	27 / 22%	20 / 22%	15 / 22%	17 / 29%	10 / 30%	1 / 9%	71 / 27%	35 / 22%	28 / 27%	11 / 24%	105 / 25%	29 / 28%
I don't know / Not applicable	14 / 3%	1 / 2%	13 / 3%	8 / 4%	7 / 2%	5 / 2%	10 / 4%	* / *	2 / 2%	3 / 3%	2 / 3%	- / .	5 / 15%	3 / 21%	2 / 1%	5 / 3%	8 / 7%n	8 / 17%	13 / 3%	2 / 2%
NET Very/fairly satisfied	335 / 64%	30 / 69%	305 / 63%	148 / 70%	187 / 60%	172 / 66%	162 / 61%	97 / 70%	78 / 65%	61 / 67%	42 / 61%	33 / 54%	19 / 61%	5 / 36%	176 / 67%	103 / 65%	57 / 54%	24 / 54%	258 / 63%	73 / 68%
NET Very/fairly dissatisfied	94 / 18%	10 / 24%	84 / 17%	29 / 14%	65 / 21%	40 / 15%	55 / 21%	19 / 14%	20 / 17%	14 / 15%	12 / 18%	21 / 34%ghi	3 / 10%	5 / 42%	40 / 15%	26 / 16%	29 / 28%n	8 / 19%	78 / 19%	16 / 15%
Mean	3.63	3.53	3.64	3.81	3.52	3.70	3.56	3.79	3.67	3.67	3.55	3.28	3.91	2.59	3.73	3.62	3.38	3.55	3.60	3.75
Std Dev.	1.24	1.28	1.24	1.17	1.27	1.19	1.29	1.19	1.09	1.17	1.25	1.53	1.14	1.65	1.15	1.20	1.49	1.41	1.26	1.17
Std Error	0.06	0.22	0.06	0.09	0.08	0.08	0.09	0.11	0.11	0.13	0.15	0.21	0.22	0.52	0.08	0.10	0.16	0.24	0.07	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		459	153	132	87	87	285	174	343	113	43	43	124	140	91	307	43	400	125	316	18
Weighted Base		525	154*	160*	120*	91*	314	211	424	98*	41**	50**	156*	165*	94*	371	41**	466	130*	372	23**
Effective Base		305	87	92	69	57	180	126	238	67	25	28	90	98	53	216	25	270	79	215	12
Very dissatisfied	(1)	51 10%	16 11%	21 13%c	4 4%	10 11%	37 12%	14 7%	39 9%	12 12%	1 3%	10 20%	11 7%	18 11%	6 7%	39 10%	1 3%	45 10%	11 8%	41 11%	-
Fairly dissatisfied	(2)	43 8%	14 9%	16 10%	10 9%	2 3%	30 10%	13 6%	34 8%	9 10%	4 9%	2 4%	7 5%	23 14%k	5 5%	32 9%	4 9%	38 8%	9 7%	34 9%	1 3%
Neither satisfied or dissatisfied	(3)	81 15%	21 13%	22 14%	18 15%	21 23%	66 14%	38 18%	66 16%	15 15%	5 12%	7 14%	34 22%m	26 16%	7 7%	68 18%m	5 12%	74 16%	15 11%	59 16%	7 32%
Fairly satisfied	(4)	201 38%	56 37%	64 40%	47 39%	33 37%	120 38%	81 38%	162 38%	37 37%	9 22%	15 30%	60 39%	65 39%	45 48%	140 38%	9 22%	185 40%	46 36%	144 39%	11 48%
Very satisfied	(5)	134 26%	44 28%	34 21%	36 30%	21 23%	78 25%	56 27%	113 27%	21 21%	19 47%	13 27%	39 25%	30 18%	29 31%	82 22%	19 47%	112 24%	48 37%r	84 23%	2 9%
I don't know / Not applicable		14 3%	3 2%	2 1%	5 4%	4 4%	6 2%	9 4%	11 3%	4 4%	3 7%	3 5%	4 2%	4 2%	2 2%	10 3%	3 7%	12 3%	2 2%	11 3%	2 7%
NET Very/fairly satisfied		335 64%	100 65%	98 61%	83 69%	54 59%	198 63%	137 65%	275 65%	58 59%	28 69%	29 57%	100 64%	95 57%	74 79%ln	223 60%	28 69%	297 64%	94 72%	228 61%	13 58%
NET Very/fairly dissatisfied		94 18%	30 19%	38 23%	15 12%	12 13%	68 22%f	27 13%	73 17%	22 22%	5 13%	12 23%	18 12%	41 25%k	11 12%	71 19%	5 13%	83 18%	19 15%	74 20%	1 3%
Mean		3.63	3.65	3.47	3.87b	3.60	3.55	3.75	3.67	3.48	4.07	3.43	3.73	3.40	3.93ln	3.54	4.07	3.62	3.86r	3.54	3.69
Std Dev.		1.24	1.28	1.31	1.07	1.21	1.30	1.14	1.23	1.30	1.18	1.48	1.12	1.25	1.11	1.24	1.18	1.22	1.22	1.26	0.71
Std Error		0.06	0.10	0.12	0.12	0.13	0.08	0.09	0.07	0.12	0.18	0.23	0.10	0.11	0.12	0.07	0.18	0.06	0.11	0.07	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	459	328	131	69	276	71	59	53	19	36	31	23	35	40	40	25	27	8	63
Weighted Base	525	451	74*	16**	463	33*	19*	10*	15**	65*	47**	30**	55*	59*	89*	58**	45**	3**	30*
Effective Base	305	269	37	9	249	40	34	34	18	35	30	22	31	37	39	24	26		36
Very dissatisfied (1)	51 10%	39 9%	13 17%	4 26%	47 10%	2 7%	2 9%	* 4%	1 6%	11 16%	11 23%	-	2 4%	8 13%	4 5%	6 10%	5 12%	-	2 7%
Fairly dissatisfied (2)	43 8%	39 9%	4 6%	1 7%	33 7%	5 15%	3 16%	1 14%	1 9%	7 11%	4 9%	6 19%	5 9%	1 2%	4 5%	5 9%	-	-	5 17%m
Neither satisfied or dissatisfied (3)	81 15%	76 17%	6 7%	1 5%	68 15%	7 22%	4 20%	2 19%	3 18%	10 15%	9 18%	6 21%	7 13%	5 9%	20 22%	6 10%	2 5%	1 27%	6 21%
Fairly satisfied (4)	201 38%	176 39%	25 34%	4 25%	179 39%	14 41%	4 23%	4 44%	7 44%	18 28%	20 44%	14 47%	21 39%	31 53%i	29 33%	19 33%	18 40%	2 58%	12 39%
Very satisfied (5)	134 26%	112 25%	22 29%	6 38%	121 26%	5 16%	6 31%	2 16%	4 24%	17 27%	2 4%	4 12%	18 33%	10 17%	32 36%	22 28%	13 28%	* 14%	5 16%
I don't know / Not applicable	14 3%	10 2%	5 6%	-	14 3%	-	* 1%	* 3%	-	2 3%	1 2%	-	1 2%	3 6%	-	-	7 14%	-	-
NET Very/fairly satisfied	335 64%	288 64%	47 64%	10 63%	300 65%	19 56%	10 54%	6 60%	10 68%	35 55%	22 47%	18 60%	40 72%	41 70%	61 69%	42 71%	31 68%	2 73%	17 55%
NET Very/fairly dissatisfied	94 18%	78 17%	17 23%	5 32%	81 17%	7 22%	5 25%	2 18%	2 15%	17 27%n	15 32%	6 19%	7 12%	9 15%	8 9%	11 19%	5 12%	-	7 24%
Mean	3.63	3.64	3.57	3.42	3.65	3.43	3.52	3.56	3.71	3.39	2.96	3.53	3.92	3.62	3.91	3.81	3.84	3.87	3.39
Std Dev.	1.24	1.20	1.45	1.69	1.24	1.14	1.35	1.12	1.14	1.43	1.29	0.95	1.09	1.22	1.09	1.31	1.29	0.77	1.17
Std Error	0.06	0.07	0.13	0.20	0.08	0.14	0.18	0.16	0.26	0.24	0.23	0.20	0.19	0.20	0.17	0.26	0.26	0.27	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 404

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	459	218	140	308	230	218	19	42	140	15	48	164	179	63	34	18	343	52	223	177	33	15	10	400	25	283	176
Weighted Base	525	241	147*	362	268	241	15**	35**	147*	15**	38**	191	217	74*	32**	11**	408	43**	260	203	40**	14**	5**	464	20**	332	193
Effective Base	305	141	91	205	154	141	10	26	91	11	29	106	127	45	20	9	233	28	149	117	24	10	5	266	15	189	116
Very dissatisfied (1)	51 / 10%	14 / 6%	24 / 16%ac	25 / 7%	35 / 13%a	14 / 6%	-	1 / 4%	24 / 16%	1 / 9%	3 / 8%	22 / 12%	14 / 6%	8 / 11%	4 / 12%	3 / 32%	36 / 9%	7 / 17%	27 / 10%	17 / 9%	4 / 11%	2 / 15%	* / 8%	44 / 10%	3 / 13%	21 / 6%	30 / 16%y
Fairly dissatisfied (2)	43 / 8%	18 / 8%	16 / 11%	26 / 7%	23 / 9%	18 / 8%	2 / 11%	6 / 16%	16 / 11%	2 / 15%	4 / 10%	13 / 7%	19 / 9%	4 / 5%	5 / 16%	2 / 22%	32 / 8%	8 / 18%	16 / 6%	17 / 8%	7 / 18%	1 / 6%	2 / 38%	33 / 7%	3 / 15%	19 / 6%	24 / 12%
Neither satisfied or dissatisfied (3)	81 / 15%	30 / 12%	24 / 16%	56 / 15%	50 / 19%	30 / 12%	* / 1%	4 / 11%	24 / 16%	3 / 20%	8 / 21%	20 / 10%	29 / 13%	28 / 38%klp	4 / 13%	* / 1%	48 / 12%	4 / 10%	19 / 7%	45 / 22%rw	9 / 22%	7 / 51%	* / 3%	64 / 14%r	7 / 37%	55 / 17%	26 / 13%
Fairly satisfied (4)	201 / 38%	108 / 45%bd	44 / 30%	150 / 41%	87 / 32%	108 / 45%	4 / 27%	16 / 47%	44 / 30%	2 / 17%	12 / 31%	65 / 34%	94 / 43%	26 / 35%	12 / 37%	4 / 40%	159 / 39%	16 / 37%	102 / 39%	82 / 40%	12 / 30%	2 / 17%	3 / 51%	184 / 40%	5 / 26%	128 / 39%	73 / 38%
Very satisfied (5)	134 / 26%	66 / 27%	34 / 23%	96 / 26%	64 / 24%	66 / 27%	7 / 49%	7 / 21%	34 / 23%	5 / 32%	8 / 21%	64 / 34%m	59 / 27%m	6 / 9%	4 / 12%	1 / 5%	123 / 30%m	4 / 10%	89 / 34%s	37 / 18%	6 / 15%	2 / 11%	-	126 / 27%	2 / 8%	105 / 32%z	29 / 15%
I don't know / Not applicable	14 / 3%	6 / 2%	3 / 3%	10 / 3%	9 / 3%	6 / 2%	2 / 12%	-	5 / 3%	1 / 7%	4 / 10%	7 / 3%	3 / 1%	2 / 3%	3 / 10%	-	9 / 2%	3 / 7%	8 / 3%	5 / 2%	2 / 5%	-	-	13 / 3%	-	3 / 1%	11 / 6%y
NET Very/fairly satisfied	335 / 64%	173 / 72%bd	79 / 53%	246 / 68%bd	151 / 56%	173 / 72%	11 / 76%	24 / 68%	79 / 53%	7 / 49%	20 / 52%	130 / 68%m	153 / 70%m	32 / 43%	15 / 48%	5 / 45%	283 / 69%m	20 / 48%	191 / 73%s	119 / 59%	18 / 45%	4 / 27%	3 / 51%	310 / 67%	7 / 34%	233 / 70%z	102 / 53%
NET Very/fairly dissatisfied	94 / 18%	33 / 14%	40 / 27%ac	52 / 14%	58 / 22%	33 / 14%	2 / 11%	7 / 20%	40 / 27%	4 / 25%	7 / 17%	35 / 18%	33 / 15%	12 / 16%	9 / 28%	6 / 54%	68 / 17%	15 / 35%	43 / 17%	34 / 17%	11 / 28%	3 / 22%	2 / 46%	77 / 17%	6 / 28%	41 / 12%	54 / 28%y
Mean	3.63	3.81bd	3.35	3.75bd	3.47	3.81	4.30	3.64	3.35	3.50	3.53	3.74m	3.77m	3.26	3.22	2.65	3.76m	3.06	3.83	3.53	3.22	3.01	2.98	3.70	3.00	3.84z	3.26
Std Dev.	1.24	1.11	1.40	1.15	1.32	1.11	1.03	1.12	1.40	1.42	1.21	1.33	1.14	1.07	1.29	1.47	1.23	1.35	1.27	1.15	1.25	1.18	1.21	1.23	1.15	1.13	1.33
Std Error	0.06	0.08	0.12	0.07	0.09	0.08	0.24	0.17	0.12	0.38	0.18	0.10	0.09	0.14	0.23	0.35	0.07	0.19	0.09	0.09	0.22	0.30	0.38	0.06	0.23	0.07	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 404

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	459	43	408	8	163	259	37	419	28	6	4	453	2
Weighted Base	525	43**	470	12**	176*	311	39**	477	35**	8**	4**	520	2**
Effective Base	305	24	275	6	97	182	27	278	19	4	3	301	1
Very dissatisfied (1)	51 10%	4 9%	48 10%	-	23 13%	28 9%	-	48 10%	4 10%	-	-	51 10%	-
Fairly dissatisfied (2)	43 8%	7 16%	34 7%	2 18%	12 7%	27 9%	4 10%	43 9%	-	-	* 1%	43 8%	-
Neither satisfied or dissatisfied (3)	81 15%	7 16%	73 16%	1 11%	23 13%	47 15%	12 30%	69 14%	8 23%	2 21%	1 36%	78 15%	2 97%
Fairly satisfied (4)	201 38%	9 21%	189 40%	3 29%	72 41%	113 36%	16 42%	180 38%	15 43%	3 44%	2 63%	199 38%	* 3%
Very satisfied (5)	134 26%	16 37%	113 24%	5 41%	42 24%	85 27%	7 18%	123 26%	8 24%	3 35%	-	134 26%	-
I don't know / Not applicable	14 3%	1 2%	13 3%	-	4 2%	11 3%	-	14 3%	-	-	-	14 3%	-
NET Very/fairly satisfied	335 64%	25 57%	302 64%	8 71%	114 65%	198 64%	23 60%	303 64%	23 67%	6 79%	2 63%	333 64%	* 3%
NET Very/fairly dissatisfied	94 18%	10 24%	82 17%	2 18%	35 20%	55 18%	4 10%	91 19%	4 10%	-	* 1%	94 18%	-
Mean	3.63	3.62	3.63	3.94	3.57	3.66	3.67	3.62	3.70	4.14	3.62	3.64	3.03
Std Dev.	1.24	1.37	1.23	1.17	1.30	1.24	0.89	1.26	1.16	0.79	0.60	1.24	-
Std Error	0.06	0.21	0.06	0.41	0.10	0.08	0.15	0.06	0.22	0.32	0.30	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	459	115	106	121	117	53	34	28	39	40	27	31	41	49	43	35	39
Weighted Base	525	143*	116*	134*	132*	66*	47**	30**	45**	46**	26**	33**	56**	45*	42**	43**	47**
Effective Base	305	82	72	79	72	39	26	18	27	29	15	22	29	30	24	21	28
Very dissatisfied (1)	51 10%	14 10%	13 11%	12 9%	12 9%	7 11%	2 5%	5 17%	4 10%	7 15%	2 6%	4 11%	6 11%	2 5%	4 10%	* 1%	7 15%
Fairly dissatisfied (2)	43 8%	12 9%	8 7%	10 8%	13 10%	7 10%	3 6%	3 10%	* 1%	6 12%	2 6%	4 13%	3 6%	3 6%	3 7%	5 11%	5 12%
Neither satisfied or dissatisfied (3)	81 15%	16 11%	25 21%	22 17%	18 14%	7 10%	10 21%	-	13 29%	7 15%	5 19%	10 31%	6 11%	6 12%	1 2%	9 22%	8 17%
Fairly satisfied (4)	201 38%	68 48%cd	43 37%	50 38%	39 29%	30 45%	23 48%	16 54%	13 30%	21 45%	10 37%	10 30%	19 34%	22 48%	14 34%	15 35%	10 21%
Very satisfied (5)	134 26%	31 22%	28 24%	38 28%	37 28%	16 24%	10 21%	5 18%	14 31%	6 12%	8 31%	5 15%	20 36%	13 29%	14 33%	12 27%	11 24%
I don't know / Not applicable	14 3%	* *	-	1 1%	13 10%abc	* 1%	-	-	-	-	-	-	1 2%	-	6 15%	2 4%	5 11%
NET Very/fairly satisfied	335 64%	100 70%	71 61%	89 66%	76 58%	45 69%	32 69%	22 73%	27 60%	26 57%	18 69%	15 45%	39 70%	34 76%	28 67%	27 63%	21 45%
NET Very/fairly dissatisfied	94 18%	27 19%	21 18%	22 17%	25 19%	14 21%	5 10%	8 27%	5 11%	13 27%	3 12%	8 24%	9 17%	5 11%	7 17%	5 11%	13 27%
Mean	3.63	3.63	3.56	3.69	3.65	3.61	3.76	3.47	3.70	3.27	3.82	3.25	3.80	3.88	3.86	3.81	3.30
Std Dev.	1.24	1.21	1.24	1.22	1.30	1.27	1.01	1.38	1.22	1.28	1.15	1.20	1.31	1.06	1.35	1.01	1.45
Std Error	0.06	0.11	0.12	0.11	0.12	0.18	0.17	0.26	0.19	0.20	0.22	0.22	0.21	0.15	0.21	0.17	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_1. Thinking of Collect +'s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	136	5	131	85	51	90	46	43	40	23	16	9	5	-	83	39	14	5	115	20
Weighted Base	149*	6**	143*	91*	58*	103*	46*	51**	48**	29**	13**	6**	3**	-**	99*	42**	9**	3**	122*	27**
Effective Base	88	4	84	52	36	57	31	29	28	16	9	4	2	-	57	25	7	2	73	15
Very dissatisfied (1)	3 2%	-	3 2%	2 3%	* *	3 2%	-	2 5%	-	-	-	-	* 3%	-	2 2%	-	* 1%	* 3%	3 2%	-
Fairly dissatisfied (2)	12 8%	-	12 8%	6 7%	6 10%	7 7%	4 9%	3 6%	4 8%	3 11%	-	2 29%	* 3%	-	7 7%	3 8%	2 21%	* 3%	12 10%	-
Neither satisfied or dissatisfied (3)	20 13%	-	20 14%	8 9%	12 20%	14 13%	6 13%	10 20%	3 7%	* 1%	2 13%	2 40%	2 59%	-	14 14%	2 5%	4 46%	2 59%	13 10%	7 26%
Fairly satisfied (4)	57 38%	3 44%	54 38%	32 35%	25 42%	40 38%	17 37%	22 42%	12 25%	15 51%	8 62%	* 5%	-	-	34 34%	23 55%	* 4%	-	43 35%	14 50%
Very satisfied (5)	59 39%	3 56%	55 38%	43 47%	16 27%	40 39%	18 40%	14 27%	29 60%	10 36%	3 25%	2 26%	1 35%	-	42 43%	14 33%	2 29%	1 35%	52 42%	7 24%
I don't know / Not applicable	* *	-	* *	* *	-	-	* *	-	-	* *	-	-	-	-	-	* *	-	-	* *	-
NET Very/fairly satisfied	115 77%	6 100%	109 76%	75 82%	41 70%	80 77%	36 78%	36 69%	40 85%	25 87%	11 87%	2 32%	1 35%	-	76 77%	37 87%	3 33%	1 35%	95 78%	20 74%
NET Very/fairly dissatisfied	14 10%	-	14 10%	8 9%	6 10%	10 10%	4 9%	5 10%	4 8%	3 11%	-	2 29%	* 6%	-	9 9%	3 8%	2 22%	* 6%	14 12%	-
Mean	4.05	4.56	4.03	4.17	3.87	4.04	4.09	3.81	4.37	4.12	4.13	3.29	3.62	-	4.08	4.12	3.39	3.62	4.07	3.99
Std Dev.	1.00	0.54	1.01	1.02	0.94	1.02	0.96	1.05	0.94	0.92	0.63	1.25	1.37	-	1.03	0.83	1.21	1.37	1.05	0.72
Std Error	0.09	0.24	0.09	0.11	0.13	0.11	0.14	0.16	0.15	0.20	0.16	0.42	0.61	-	0.11	0.14	0.32	0.61	0.10	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_3_1. Thinking of Collect +'s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	136	54	35	25	22	89	47	111	25	11	20	35	39	26	94	11	120	60	73	3
Weighted Base	149*	58*	39**	29**	23**	98*	52*	134*	15**	10**	20**	37**	43**	35**	100*	10**	135*	69*	78*	3**
Effective Base	88	33	22	18	15	55	33	75	15	8	12	22	25	18	60	8	77	39	47	3
Very dissatisfied (1)	3 2%	2 4%	- -	* *	- -	2 3%	* *	2 2%	* 1%	- -	- -	- -	* *	2 7%	* *	- -	3 2%	2 4%	* *	- -
Fairly dissatisfied (2)	12 8%	2 3%	4 11%	4 15%	1 5%	6 6%	5 11%	11 8%	1 7%	1 14%	3 14%	2 6%	1 1%	5 14%	5 5%	1 14%	10 8%	4 5%	8 11%	- -
Neither satisfied or dissatisfied (3)	20 13%	5 9%	4 11%	5 16%	6 25%	9 10%	10 20%	18 14%	1 9%	3 28%	3 14%	7 19%	6 13%	* 1%	16 16%	3 28%	16 12%	5 7%	15 19%	- -
Fairly satisfied (4)	57 38%	24 41%	14 36%	11 40%	7 30%	38 39%	19 36%	54 40%	3 20%	- -	7 34%	10 27%	28 65%	10 28%	45 45%	- -	55 40%	20 29%	35 45%	2 65%
Very satisfied (5)	59 39%	24 42%	17 42%	8 29%	9 39%	41 42%	17 34%	49 36%	10 63%	6 58%	8 38%	18 48%	9 20%	18 50%	34 34%	6 58%	52 38%	38 55%r	20 25%	1 35%
I don't know / Not applicable	* *	- -	- -	- -	* *	- -	* *	* *	- -	- -	- -	* *	- -	- -	* *	- -	* *	- -	* *	- -
NET Very/fairly satisfied	115 77%	48 83%	31 78%	20 69%	16 70%	79 81%	36 69%	103 77%	13 83%	6 58%	15 72%	28 75%	37 85%	27 78%	79 79%	6 58%	106 78%	58 84%	55 70%	3 100%
NET Very/fairly dissatisfied	14 10%	4 8%	4 11%	4 15%	1 5%	9 9%	6 11%	13 10%	1 7%	1 14%	3 14%	2 6%	1 2%	7 21%	6 6%	1 14%	13 10%	6 9%	8 11%	- -
Mean	4.05	4.14	4.10	3.82	4.04	4.12	3.92	4.01	4.38	4.01	3.97	4.17	4.03	4.00	4.07	4.01	4.05	4.27	3.85	4.35
Std Dev.	1.00	1.01	0.99	1.04	0.94	1.00	0.99	1.00	0.98	1.25	1.06	0.95	0.64	1.32	0.85	1.25	0.99	1.05	0.93	0.61
Std Error	0.09	0.14	0.17	0.21	0.21	0.11	0.15	0.10	0.20	0.38	0.24	0.16	0.10	0.26	0.09	0.38	0.09	0.14	0.11	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_1. Thinking of Collect +'s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	136	97	39	16	76	24	23	13	8	8	7	6	10	10	17	1	9	4	20
Weighted Base	149*	130*	20**	3**	129*	10**	8**	3**	7**	16**	11**	8**	16**	14**	39**	2**	15**	2**	8**
Effective Base	88	76	12	3	69	12	16	8	8	8	7	6	10	9	17	1	9	1	11
Very dissatisfied (1)	3 2%	2 2%	* *	2%	2 2%	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 100%	- -	* 4%	- -
Fairly dissatisfied (2)	12 8%	11 9%	* 2%	* 7%	10 8%	* 3%	1 18%	* 3%	1 14%	- -	- -	4 51%	- -	- -	2 5%	- -	3 20%	* 4%	* 3%
Neither satisfied or dissatisfied (3)	20 13%	19 15%	1 4%	* 12%	16 12%	3 27%	* 6%	1 24%	1 8%	2 12%	1 13%	1 17%	- -	5 35%	4 11%	- -	1 9%	* 7%	2 32%
Fairly satisfied (4)	57 38%	49 37%	8 42%	* 8%	50 39%	2 19%	3 41%	2 61%	3 39%	12 76%	6 51%	1 17%	8 50%	5 34%	10 25%	- -	5 36%	- -	2 23%
Very satisfied (5)	59 39%	48 37%	10 52%	2 67%	51 39%	5 51%	3 34%	* 12%	3 39%	2 12%	4 36%	1 16%	8 50%	4 30%	23 59%	- -	5 35%	2 85%	3 43%
I don't know / Not applicable	* *	- -	* *	* 3%	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	115 77%	97 75%	18 94%	3 75%	100 78%	7 69%	6 75%	2 73%	5 78%	14 88%	10 87%	3 33%	16 100%	9 65%	33 84%	- -	10 71%	2 85%	5 66%
NET Very/fairly dissatisfied	14 10%	14 11%	* 2%	* 10%	12 10%	* 4%	1 18%	* 3%	1 14%	- -	- -	4 51%	- -	- -	2 5%	2 100%	3 20%	* 8%	* 3%
Mean	4.05	3.99	4.43	4.34	4.06	4.15	3.92	3.81	4.03	4.01	4.23	2.99	4.50	3.95	4.38	1.00	3.85	4.57	4.05
Std Dev.	1.00	1.02	0.71	1.31	1.00	1.03	1.14	0.83	1.11	0.51	0.70	1.23	0.52	0.84	0.88	0.00	1.15	-	0.99
Std Error	0.09	0.10	0.12	0.34	0.11	0.21	0.24	0.23	0.39	0.18	0.26	0.50	0.16	0.27	0.21	0.00	0.38	-	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_1. Thinking of Collect +'s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Unweighted Base	136	74	26	108	60	74	6	9	26	3	6	53	56	17	7	3	109	10	48	65	13	7	2	113	9	112	24
Weighted Base	149*	77*	32**	116*	71*	77*	4**	6**	32**	4**	3**	61*	55*	24**	6**	4**	116*	9**	55*	70*	13**	8**	***	126*	9**	130*	20**
Effective Base	88	45	18	69	42	45	3	5	18	3	4	33	36	13	4	2	69	7	34	40	8	5	1	73	6	75	13
Very dissatisfied (1)	3 2%	2 3%	* *	2 2%	* *	2 3%	-	-	* *	-	* 2%	* *	2 4%	-	-	-	3 2%	-	-	3 4%	-	-	-	3 2%	-	2 2%	* *
Fairly dissatisfied (2)	12 8%	3 4%	7 22%	4 4%	9 12%	3 4%	-	-	7 22%	1 39%	-	4 6%	4 7%	2 9%	1 9%	1 38%	8 7%	2 21%	2 4%	7 10%	2 17%	* 1%	-	9 8%	* 1%	6 5%	6 29%
Neither satisfied or dissatisfied (3)	20 13%	6 8%	4 11%	16 14%	14 19%	6 8%	2 41%	* 1%	4 11%	-	1 29%	2 3%	8 15%	6 25%	3 62%	-	10 9%	3 37%	4 7%	7 9%	5 40%	4 48%	* 9%	10 8%	4 46%	19 15%	* 2%
Fairly satisfied (4)	57 38%	27 35%	13 40%	44 38%	30 42%	27 35%	-	1 17%	13 40%	-	1 36%	21 35%	19 35%	16 66%	-	* 9%	40 35%	* 4%	17 30%	32 45%	5 37%	3 41%	* 91%	48 38%	4 44%	54 42%	2 13%
Very satisfied (5)	59 39%	39 50%d	9 27%	49 42%	19 26%	39 50%	2 59%	5 82%	9 27%	2 61%	1 33%	34 56%	21 38%	-	2 29%	2 52%	55 47%	4 39%	33 59%s	22 32%	1 7%	1 9%	-	55 44%	1 9%	48 37%	11 56%
I don't know / Not applicable	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-	*	-	-	-	*	-	*	-
NET Very/fairly satisfied	115 77%	66 85%	21 67%	93 80%	48 68%	66 85%	2 59%	6 99%	21 67%	2 61%	2 69%	55 91%	40 73%	16 66%	2 29%	2 62%	95 82%	4 42%	49 89%	54 77%	6 43%	4 51%	* 91%	103 82%	5 53%	102 79%	13 68%
NET Very/fairly dissatisfied	14 10%	5 7%	7 22%	7 6%	9 12%	5 7%	-	-	7 22%	1 39%	* 2%	4 6%	7 12%	2 9%	1 9%	1 38%	10 9%	2 21%	2 4%	10 14%	2 17%	* 1%	-	12 10%	* 1%	9 7%	6 30%
Mean	4.05	4.25d	3.71	4.14	3.82	4.25	4.18	4.81	3.71	3.84	3.98	4.41	3.95	3.57	3.49	3.76	4.19	3.60	4.44s	3.91	3.33	3.59	3.91	4.15	3.61	4.07	3.94
Std Dev.	1.00	0.98	1.11	0.95	0.97	0.98	1.14	0.44	1.11	1.70	1.09	0.83	1.12	0.66	1.11	1.64	1.00	1.27	0.80	1.07	0.86	0.71	-	1.00	0.70	0.94	1.37
Std Error	0.09	0.11	0.22	0.09	0.13	0.11	0.46	0.15	0.22	0.98	0.44	0.11	0.15	0.16	0.42	0.95	0.10	0.40	0.12	0.13	0.24	0.27	-	0.09	0.23	0.09	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_1. Thinking of Collect +'s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	136	18	115	3	65	63	8	114	16	4	1	134	1
Weighted Base	149*	10**	135*	5**	61*	77*	12**	127*	18**	4**	***	149*	***
Effective Base	88	9	78	2	38	44	7	75	10	2	1	88	1
Very dissatisfied (1)	3 / 2%	-	3 / 2%	-	3 / 4%	-	-	3 / 2%	-	-	-	3 / 2%	-
Fairly dissatisfied (2)	12 / 8%	* / 5%	10 / 7%	2 / 36%	7 / 11%	4 / 6%	1 / 6%	9 / 7%	3 / 16%	-	-	12 / 8%	-
Neither satisfied or dissatisfied (3)	20 / 13%	1 / 7%	19 / 14%	* / 11%	5 / 8%	12 / 16%	3 / 25%	16 / 12%	1 / 8%	2 / 55%	-	20 / 13%	* / 100%
Fairly satisfied (4)	57 / 38%	3 / 36%	53 / 39%	-	20 / 32%	30 / 39%	7 / 60%	50 / 40%	5 / 27%	2 / 36%	* / 100%	57 / 38%	-
Very satisfied (5)	59 / 39%	5 / 53%	51 / 38%	2 / 53%	28 / 45%	30 / 39%	1 / 9%	49 / 39%	9 / 48%	* / 10%	-	59 / 39%	-
I don't know / Not applicable	* / *	-	* / *	-	-	* / *	-	* / *	-	-	-	* / *	-
NET Very/fairly satisfied	115 / 77%	9 / 88%	104 / 77%	2 / 53%	47 / 77%	60 / 78%	8 / 69%	99 / 79%	14 / 76%	2 / 45%	* / 100%	115 / 77%	-
NET Very/fairly dissatisfied	14 / 10%	* / *	12 / 9%	2 / 36%	9 / 15%	4 / 6%	1 / 6%	11 / 9%	3 / 16%	-	-	14 / 10%	-
Mean	4.05	4.36	4.04	3.71	4.03	4.12	3.73	4.07	4.08	3.55	4.00	4.05	3.00
Std Dev.	1.00	0.85	0.99	1.60	1.17	0.88	0.74	0.99	1.13	0.76	-	1.00	-
Std Error	0.09	0.20	0.09	0.92	0.14	0.11	0.26	0.09	0.28	0.38	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_1. Thinking of Collect +'s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	136	39	22	37	38	15	14	10	6	9	7	12	11	14	18	10	10
Weighted Base	149*	49**	28**	35**	37**	21**	16**	12**	11**	8**	10**	11**	12**	11**	18**	10**	10**
Effective Base	88	27	16	23	22	12	9	6	6	5	6	7	8	8	10	5	7
Very dissatisfied (1)	3 / 2%	2 / 5%	-	-	* / *	-	-	2 / 21%	-	-	-	-	-	-	-	* / 1%	-
Fairly dissatisfied (2)	12 / 8%	1 / 1%	2 / 6%	8 / 23%	2 / 4%	* / *	* / 2%	* / 1%	1 / 8%	1 / 9%	-	5 / 49%	1 / 9%	2 / 14%	-	* / 1%	1 / 15%
Neither satisfied or dissatisfied (3)	20 / 13%	10 / 21%	2 / 5%	3 / 9%	5 / 12%	4 / 17%	3 / 16%	4 / 36%	1 / 12%	* / 2%	-	2 / 17%	1 / 11%	-	-	2 / 17%	3 / 29%
Fairly satisfied (4)	57 / 38%	18 / 37%	14 / 48%	9 / 27%	16 / 42%	8 / 39%	8 / 51%	2 / 13%	6 / 58%	4 / 47%	4 / 37%	1 / 8%	6 / 45%	3 / 26%	6 / 37%	6 / 55%	3 / 36%
Very satisfied (5)	59 / 39%	17 / 36%	12 / 41%	14 / 40%	16 / 42%	9 / 43%	5 / 31%	3 / 28%	2 / 22%	3 / 42%	6 / 63%	3 / 26%	4 / 34%	7 / 59%	11 / 63%	3 / 26%	2 / 20%
I don't know / Not applicable	* / *	-	-	* / *	-	-	-	-	-	-	-	-	-	* / 1%	-	-	-
NET Very/fairly satisfied	115 / 77%	36 / 73%	25 / 89%	23 / 67%	31 / 84%	17 / 82%	14 / 82%	5 / 42%	9 / 80%	7 / 89%	10 / 100%	4 / 34%	10 / 80%	10 / 85%	18 / 100%	8 / 81%	5 / 56%
NET Very/fairly dissatisfied	14 / 10%	3 / 6%	2 / 6%	8 / 23%	2 / 4%	* / *	* / 2%	3 / 22%	1 / 8%	1 / 9%	-	5 / 49%	1 / 9%	2 / 14%	-	* / 2%	1 / 15%
Mean	4.05	3.97	4.25	3.83	4.21	4.25	4.11	3.27	3.93	4.22	4.63	3.11	4.05	4.30	4.63	4.04	3.61
Std Dev.	1.00	1.04	0.80	1.20	0.84	0.76	0.75	1.50	0.85	0.92	0.51	1.33	0.94	1.09	0.50	0.77	1.03
Std Error	0.09	0.17	0.17	0.20	0.14	0.20	0.20	0.48	0.35	0.31	0.19	0.38	0.28	0.30	0.12	0.24	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	132	7	125	72	60	76	56	39	35	29	15	10	1	3	74	44	14	4	103	28
Weighted Base	150*	8**	142*	82*	68*	86*	64*	44**	44**	36**	12**	12**	2**	***	88*	48**	14**	2**	111*	38**
Effective Base	80	6	75	43	37	42	39	26	21	19	8	6	1	3	46	27	7	1	59	21
Very dissatisfied (1)	10 7%	1 16%	9 6%	4 4%	6 10%	6 8%	4 6%	- -	4 8%	2 7%	- -	4 32%	- -	* 77%	4 4%	2 5%	4 29%	* 9%	8 7%	2 6%
Fairly dissatisfied (2)	13 9%	2 22%	12 8%	3 4%	10 15%	8 10%	5 8%	7 16%	4 8%	1 2%	- -	- -	2 100%	- -	11 12%	1 2%	2 13%	2 88%	13 12%	- -
Neither satisfied or dissatisfied (3)	16 11%	- -	16 11%	8 9%	8 12%	10 12%	6 9%	7 16%	2 5%	4 12%	1 4%	* -	- -	- -	9 11%	6 12%	* 4%	- -	14 13%	1 3%
Fairly satisfied (4)	63 42%	2 25%	61 43%	36 44%	27 40%	34 39%	29 46%	15 35%	24 54%	11 31%	8 67%	5 40%	- -	* 23%	39 45%	19 40%	5 35%	* 3%	43 39%	20 54%
Very satisfied (5)	47 32%	3 38%	44 31%	32 38%	16 23%	27 32%	20 32%	14 33%	10 24%	17 48%	3 22%	3 23%	- -	- -	25 28%	20 42%	3 20%	- -	32 29%	14 37%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	111 74%	5 63%	106 75%	68 83%	43 63%	61 71%	49 78%	30 68%	34 78%	29 79%	11 89%	7 64%	- -	* 23%	64 73%	39 81%	7 55%	* 3%	75 68%	34 90%
NET Very/fairly dissatisfied	23 16%	3 37%	20 14%	7 8%	17 25%c	15 17%	9 13%	7 16%	7 17%	3 9%	- -	4 32%	2 100%	* 77%	14 16%	3 7%	6 42%	2 97%	21 19%	2 6%
Mean	3.83	3.47	3.85	4.08d	3.53	3.78	3.90	3.84	3.77	4.11	4.11	3.22	2.00	1.70	3.81	4.11	3.04	1.96	3.71	4.15
Std Dev.	1.17	1.65	1.14	1.01	1.27	1.21	1.11	1.06	1.16	1.15	0.59	1.68	-	-	1.11	1.04	1.62	-	1.21	0.97
Std Error	0.10	0.62	0.10	0.12	0.16	0.14	0.15	0.17	0.20	0.21	0.15	0.53	-	-	0.13	0.16	0.43	-	0.12	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	132	64	30	14	24	94	38	108	24	12	14	27	42	36	83	12	119	50	77	5
Weighted Base	150*	72*	33**	23**	22**	105*	45**	139*	11**	7**	15**	39**	45**	43**	98*	7**	141*	52**	90*	7**
Effective Base	80	37	17	12	14	55	26	72	11	6	7	18	30	21	53	6	74	27	51	3
Very dissatisfied (1)	10 7%	4 5%	4 12%	2 10%	- -	8 7%	2 5%	9 6%	1 13%	- -	- -	4 9%	4 8%	3 7%	7 7%	- -	10 7%	4 7%	6 7%	- -
Fairly dissatisfied (2)	13 9%	4 5%	8 23%	- -	2 8%	12 11%	2 4%	13 9%	* 1%	- -	2 12%	- -	4 9%	7 17%	6 6%	- -	13 9%	* *	13 15%	- -
Neither satisfied or dissatisfied (3)	16 11%	3 5%	2 7%	3 15%	7 31%	6 5%	10 23%	13 9%	3 26%	2 32%	3 22%	5 12%	3 8%	2 5%	11 12%	2 32%	13 9%	5 10%	10 12%	* 1%
Fairly satisfied (4)	63 42%	37 51%	11 34%	9 39%	6 29%	48 46%	15 34%	60 43%	4 34%	5 41%	7 47%	11 28%	27 60%	14 33%	45 46%	3 41%	59 42%	17 33%	44 49%	2 26%
Very satisfied (5)	47 32%	24 34%	8 24%	8 36%	7 32%	32 31%	15 34%	45 32%	3 25%	2 26%	3 19%	20 50%	7 15%	16 38%	29 30%	2 26%	46 32%	26 50%	16 18%	5 73%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	111 74%	61 85%	19 58%	17 75%	14 61%	80 76%	30 68%	104 75%	6 59%	5 68%	10 66%	30 78%	34 75%	31 72%	74 75%	5 68%	105 74%	43 83%	60 67%	7 99%
NET Very/fairly dissatisfied	23 16%	8 11%	12 36%	2 10%	2 8%	19 18%	4 9%	22 16%	2 15%	- -	2 12%	4 9%	8 17%	10 24%	13 13%	- -	23 16%	4 7%	20 22%	- -
Mean	3.83	4.03	3.34	3.90	3.86	3.81	3.88	3.85	3.56	3.94	3.72	4.10	3.65	3.79	3.84	3.94	3.83	4.19	3.56	4.72
Std Dev.	1.17	1.04	1.40	1.22	0.98	1.20	1.10	1.16	1.32	0.82	0.94	1.22	1.10	1.31	1.14	0.82	1.19	1.10	1.16	0.50
Std Error	0.10	0.13	0.26	0.33	0.20	0.12	0.18	0.11	0.27	0.24	0.25	0.24	0.17	0.22	0.13	0.24	0.11	0.16	0.13	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Rurality: Urban (a)	Rurality: Rural including Remote (b)	Rurality: Remote Rural (c)	Nation: England (d)	Nation: Scotland (e)	Nation: Wales (f)	Nation: NI (g)	Region: North East (h)	Region: North West (i)	Region: Yorkshire/Humberside (j)	Region: East Midlands (k)	Region: West Midlands (l)	Region: East Anglia/East of England (m)	Region: London/Greater London (n)	Region: South East (o)	Region: South West (p)	Region: Highlands & Islands of Scotland (q)	Region: Rest of Scotland (r)
Unweighted Base	132	89	43	16	71	26	22	13	4	8	8	4	12	11	13	7	4	3	23
Weighted Base	150*	117*	33**	3**	129*	11**	7**	3**	3**	16**	12**	5**	20**	17**	31**	19**	7**	1**	10**
Effective Base	80	68	14	2	63	17	12	9	4	8	8	4	11	9	13	7	4	2	15
Very dissatisfied (1)	10 / 7%	6 / 5%	4 / 12%	* / 6%	10 / 7%	* / 4%	-	-	-	-	1 / 11%	-	-	-	-	5 / 15%	4 / 19%	-	-	* / 4%
Fairly dissatisfied (2)	13 / 9%	6 / 5%	7 / 23%	* / 3%	12 / 10%	1 / 7%	* / 1%	-	-	2 / 13%	-	-	-	1 / 7%	-	2 / 9%	3 / 43%	-	1 / 8%
Neither satisfied or dissatisfied (3)	16 / 11%	16 / 13%	*	* / 1%	11 / 8%	3 / 24%	2 / 23%	1 / 33%	-	4 / 22%	3 / 26%	1 / 27%	2 / 8%	1 / 7%	-	-	-	-	3 / 27%
Fairly satisfied (4)	63 / 42%	48 / 41%	15 / 46%	3 / 77%	53 / 41%	6 / 55%	3 / 40%	2 / 61%	3 / 100%	8 / 52%	7 / 63%	3 / 53%	11 / 57%	4 / 24%	6 / 20%	6 / 32%	4 / 57%	1 / 89%	5 / 51%
Very satisfied (5)	47 / 32%	41 / 35%	6 / 18%	* / 13%	44 / 34%	1 / 10%	2 / 36%	* / 6%	-	2 / 13%	-	1 / 20%	7 / 35%	6 / 37%	20 / 64%	8 / 40%	-	* / 11%	1 / 10%
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	111 / 74%	90 / 77%	21 / 64%	3 / 90%	97 / 75%	7 / 65%	5 / 76%	2 / 67%	3 / 100%	11 / 65%	7 / 63%	4 / 73%	18 / 92%	11 / 61%	26 / 85%	14 / 72%	4 / 57%	1 / 100%	6 / 61%
NET Very/fairly dissatisfied	23 / 16%	12 / 10%	11 / 35%	* / 9%	22 / 17%	1 / 11%	* / 1%	-	-	2 / 13%	1 / 11%	-	-	6 / 32%	5 / 15%	3 / 43%	-	-	1 / 12%
Mean	3.83	3.97	3.35	3.88	3.84	3.61	4.11	3.73	4.00	3.65	3.41	3.93	4.27	3.66	4.18	3.64	3.13	4.11	3.54
Std Dev.	1.17	1.08	1.36	1.05	1.21	0.93	0.86	0.71	0.00	0.90	1.00	0.77	0.61	1.31	1.44	1.58	1.07	-	0.97
Std Error	0.10	0.11	0.21	0.26	0.14	0.18	0.18	0.20	0.00	0.32	0.35	0.38	0.18	0.39	0.40	0.60	0.54	-	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	132	86	11	119	44	86	7	15	11	1	4	48	53	20	7	3	101	10	60	48	19	2	3	108	5	113	19
Weighted Base	150*	95*	12**	134*	51**	95*	3**	8**	12**	1**	2**	64*	56*	23**	5**	1**	120*	7**	71*	56*	21**	1**	1**	127*	2**	127*	22**
Effective Base	80	52	6	72	26	52	3	7	6	1	2	30	35	12	4	1	63	5	36	33	11	2	1	68	3	69	12
Very dissatisfied (1)	10 / 7%	7 / 8%	* / 3%	7 / 5%	* / 1%	7 / 8%	-	1 / 17%	* / 3%	-	* / 10%	6 / 10%	* / *	1 / 6%	2 / 43%	-	6 / 5%	2 / 34%	8 / 11%	2 / 4%	-	-	-	10 / 8%	-	6 / 5%	4 / 18%
Fairly dissatisfied (2)	13 / 9%	6 / 6%	-	13 / 10%	8 / 15%	6 / 6%	-	* / 1%	-	-	-	2 / 3%	7 / 13%	2 / 8%	2 / 38%	-	9 / 8%	2 / 30%	4 / 5%	5 / 9%	4 / 21%	-	* / 2%	9 / 7%	* / 2%	10 / 8%	4 / 16%
Neither satisfied or dissatisfied (3)	16 / 11%	8 / 8%	1 / 10%	15 / 11%	8 / 16%	8 / 8%	1 / 21%	2 / 30%	1 / 10%	-	* / 27%	3 / 5%	5 / 9%	7 / 30%	* / 9%	-	8 / 7%	* / 7%	3 / 4%	8 / 15%	4 / 18%	1 / 100%	-	11 / 9%	1 / 38%	15 / 12%	1 / 4%
Fairly satisfied (4)	63 / 42%	41 / 43%	2 / 20%	59 / 44%	21 / 41%	41 / 43%	2 / 53%	2 / 32%	2 / 20%	-	-	20 / 32%	33 / 60%k	9 / 39%	* / 9%	-	54 / 45%	* / 7%	31 / 44%	26 / 47%	6 / 28%	-	* / 9%	57 / 45%	* / 6%	55 / 43%	8 / 36%
Very satisfied (5)	47 / 32%	34 / 35%	8 / 67%	40 / 29%	14 / 28%	34 / 35%	1 / 26%	2 / 21%	8 / 67%	1 / 100%	1 / 63%	32 / 50%l	10 / 17%	4 / 18%	* / 1%	1 / 100%	42 / 35%	2 / 22%	26 / 36%	14 / 25%	7 / 32%	-	1 / 89%	39 / 31%	1 / 55%	42 / 33%	6 / 26%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	111 / 74%	74 / 78%	10 / 86%	99 / 74%	35 / 68%	74 / 78%	2 / 79%	4 / 52%	10 / 86%	1 / 100%	1 / 63%	53 / 82%	43 / 77%	13 / 57%	1 / 10%	1 / 100%	96 / 80%	2 / 30%	57 / 80%	40 / 72%	13 / 61%	-	1 / 98%	97 / 76%	1 / 60%	97 / 76%	14 / 62%
NET Very/fairly dissatisfied	23 / 16%	13 / 13%	* / *	21 / 15%	8 / 16%	13 / 14%	-	1 / 18%	* / 3%	-	* / 10%	8 / 13%	8 / 14%	3 / 13%	4 / 80%	-	16 / 13%	4 / 63%	11 / 16%	8 / 14%	4 / 21%	-	* / 2%	19 / 15%	1 / *	16 / 12%	8 / 34%
Mean	3.83	3.92	4.46	3.82	3.79	3.92	4.05	3.39	4.46	5.00	4.05	4.09	3.80	3.56	1.88	5.00	3.96	2.55	3.90	3.78	3.72	3.00	4.84	3.85	4.13	3.92	3.35
Std Dev.	1.17	1.17	0.97	1.13	1.04	1.17	0.83	1.38	0.97	-	-	1.26	0.90	1.07	1.10	-	1.11	1.68	1.26	1.06	1.16	-	-	1.17	1.32	1.08	1.49
Std Error	0.10	0.13	0.29	0.10	0.16	0.13	0.31	0.36	0.29	-	-	0.18	0.12	0.24	0.42	-	0.11	0.53	0.16	0.15	0.27	-	-	0.11	0.59	0.10	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	132	17	112	3	54	60	18	113	17	-	2	130	-
Weighted Base	150*	13**	132*	5**	64*	65*	20**	130*	19**	-**	***	150*	-**
Effective Base	80	7	72	2	30	38	13	69	11	-	2	80	-
Very dissatisfied (1)	10 7%	4 29%	6 5%	- -	4 6%	6 10%	- -	10 8%	- -	- -	- -	10 7%	- -
Fairly dissatisfied (2)	13 9%	* 1%	13 10%	- -	7 11%	6 9%	- -	13 10%	1 4%	- -	- -	13 9%	- -
Neither satisfied or dissatisfied (3)	16 11%	2 13%	14 10%	* 10%	4 6%	8 13%	3 16%	11 8%	5 25%	- -	* 41%	16 10%	- -
Fairly satisfied (4)	63 42%	4 27%	60 45%	- -	20 30%	29 44%	15 75%	55 42%	9 45%	- -	* 59%	63 42%	- -
Very satisfied (5)	47 32%	4 30%	39 30%	4 90%	30 46%	16 24%	2 9%	42 32%	5 27%	- -	- -	47 32%	- -
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	111 74%	8 58%	99 75%	4 90%	49 77%	44 68%	17 84%	97 74%	14 71%	- -	* 59%	111 74%	- -
NET Very/fairly dissatisfied	23 16%	4 29%	19 15%	- -	11 17%	13 19%	- -	23 17%	1 4%	- -	- -	23 16%	- -
Mean	3.83	3.30	3.85	4.80	4.01	3.63	3.93	3.82	3.95	-	3.59	3.83	-
Std Dev.	1.17	1.66	1.10	0.68	1.23	1.23	0.51	1.21	0.83	-	-	1.17	-
Std Error	0.10	0.40	0.10	0.39	0.17	0.16	0.12	0.11	0.20	-	-	0.10	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	132	39	23	36	34	14	13	12	9	5	9	9	13	14	19	9	6
Weighted Base	150*	51**	22**	41**	36**	12**	22**	17**	13**	3**	5**	4**	20**	17**	18**	13**	5**
Effective Base	80	25	15	22	19	8	10	8	8	2	6	3	8	11	10	6	5
Very dissatisfied (1)	10 7%	10 19%	-	* -	-	* 2%	4 17%	6 36%	-	-	-	* 5%	-	-	-	-	-
Fairly dissatisfied (2)	13 9%	6 11%	1 3%	7 17%	-	2 16%	4 17%	-	-	* 1%	1 14%	* 3%	5 26%	2 10%	-	-	-
Neither satisfied or dissatisfied (3)	16 11%	3 7%	4 19%	4 9%	5 13%	2 21%	* *	1 5%	2 12%	2 57%	1 12%	* 9%	* 3%	3 16%	1 8%	1 4%	3 49%
Fairly satisfied (4)	63 42%	23 46%	13 58%	16 38%	12 32%	7 56%	11 51%	5 31%	9 64%	1 41%	3 54%	2 58%	6 30%	7 43%	8 46%	2 14%	2 30%
Very satisfied (5)	47 32%	9 17%	4 20%	15 35%	20 55%	1 6%	3 15%	5 28%	3 24%	* 2%	1 19%	1 25%	8 41%	5 31%	8 46%	11 81%	1 21%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	111 74%	32 63%	17 78%	30 74%	32 87%	7 62%	15 66%	10 59%	12 88%	1 42%	4 73%	3 83%	14 72%	13 74%	17 92%	12 96%	3 51%
NET Very/fairly dissatisfied	23 16%	15 30%	1 3%	7 17%	-	2 17%	8 34%	6 36%	-	* 1%	1 14%	* 8%	5 26%	2 10%	-	-	-
Mean	3.83	3.30	3.94	3.91	4.42	3.49	3.31	3.16	4.12	3.43	3.78	3.94	3.87	3.95	4.38	4.77	3.71
Std Dev.	1.17	1.41	0.74	1.09	0.72	0.92	1.39	1.74	0.61	0.66	1.02	1.11	1.24	0.96	0.65	0.53	0.87
Std Error	0.10	0.23	0.15	0.18	0.12	0.24	0.39	0.50	0.20	0.29	0.34	0.37	0.34	0.26	0.15	0.18	0.36

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	126	3	123	73	53	79	46	32	45	31	13	3	1	1	77	44	5	2	98	27
Weighted Base	146*	4**	142*	82*	64*	95*	50*	40**	56**	35**	8**	3**	2**	2**	96*	43**	7**	4**	109*	37**
Effective Base	81	3	78	44	38	47	35	22	29	21	6	2	1	1	51	26	4	2	62	19
Very dissatisfied (1)	3 2%	-	2 2%	2 2%	2 3%	1 1%	2 4%	2 5%	-	1 4%	-	-	-	-	2 2%	1 3%	-	-	2 1%	2 5%
Fairly dissatisfied (2)	8 5%	-	8 5%	7 8%	1 1%	4 4%	4 7%	6 14%	1 1%	2 4%	-	-	-	-	6 7%	2 4%	-	-	4 3%	4 11%
Neither satisfied or dissatisfied (3)	15 11%	-	15 11%	5 6%	11 17%	7 7%	8 17%	3 7%	9 16%	4 11%	-	-	-	-	12 12%	4 9%	-	-	10 10%	5 14%
Fairly satisfied (4)	57 39%	4 100%	53 37%	35 43%	22 34%	35 37%	22 45%	14 35%	25 44%	11 32%	4 45%	-	2 100%	2 100%	39 40%	15 34%	4 54%	4 100%	49 45%	8 21%
Very satisfied (5)	62 43%	-	62 44%	33 41%	29 45%	47 49%	14 28%	16 39%	22 39%	17 49%	4 55%	3 96%	-	-	37 39%	22 50%	3 44%	-	44 40%	18 49%
I don't know / Not applicable	* *	-	* *	* *	-	* *	-	-	-	-	-	* 4%	-	-	-	-	* 2%	-	* *	-
NET Very/fairly satisfied	119 82%	4 100%	115 81%	68 84%	51 79%	82 87%	36 72%	30 74%	47 83%	28 81%	8 100%	3 96%	2 100%	2 100%	76 79%	36 85%	7 98%	4 100%	93 85%	26 71%
NET Very/fairly dissatisfied	11 8%	-	11 8%	8 10%	3 4%	6 6%	5 11%	7 19%	1 1%	3 8%	-	-	-	-	8 9%	3 7%	-	-	5 5%	6 16%
Mean	4.15	4.00	4.15	4.12	4.17	4.29f	3.85	3.90	4.20	4.19	4.55	5.00	4.00	4.00	4.08	4.25	4.45	4.00	4.20	4.00
Std Dev.	0.96	0.00	0.98	0.98	0.94	0.89	1.04	1.22	0.75	1.05	0.53	0.00	-	-	0.98	0.98	0.54	0.00	0.85	1.24
Std Error	0.09	0.00	0.09	0.12	0.13	0.10	0.15	0.22	0.11	0.19	0.15	0.00	-	-	0.11	0.15	0.27	0.00	0.09	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	126	57	31	16	22	88	38	110	16	13	16	29	36	30	81	13	112	53	71	2
Weighted Base	146*	57*	39**	25**	25**	96*	50**	136*	10**	11**	24**	34**	43**	31**	101*	11**	134*	59*	85*	2**
Effective Base	81	31	21	13	16	52	29	74	8	9	12	18	26	18	54	9	73	32	48	1
Very dissatisfied (1)	3 2%	*	2 4%	1 5%	-	2 2%	1 3%	3 2%	* 2%	-	-	1 4%	2 4%	-	3 3%	-	3 2%	1 2%	2 2%	-
Fairly dissatisfied (2)	8 5%	2 4%	1 4%	3 10%	2 6%	4 4%	4 8%	8 6%	-	-	6 24%	-	1 3%	1 2%	7 7%	-	8 6%	-	8 9%	-
Neither satisfied or dissatisfied (3)	15 11%	3 5%	5 13%	1 5%	6 26%	8 8%	8 15%	14 10%	2 17%	3 26%	3 13%	2 7%	5 12%	2 6%	11 11%	3 26%	13 9%	5 8%	10 12%	* 11%
Fairly satisfied (4)	57 39%	26 45%	12 31%	10 39%	10 39%	38 39%	20 39%	54 40%	3 29%	4 39%	6 23%	17 49%	19 43%	12 39%	41 40%	4 39%	53 39%	19 33%	36 42%	2 89%
Very satisfied (5)	62 43%	26 46%	19 48%	10 40%	7 28%	45 47%	17 35%	57 42%	5 52%	4 35%	9 39%	13 40%	16 38%	16 52%	39 39%	4 35%	58 43%	33 56%	29 34%	-
I don't know / Not applicable	* *	* *	-	-	-	* *	-	* *	-	-	-	-	-	* *	-	-	* *	-	* *	-
NET Very/fairly satisfied	119 82%	52 91%	31 79%	20 79%	17 68%	82 86%	37 73%	112 82%	8 81%	8 74%	15 63%	30 89%	35 80%	28 92%	80 79%	8 74%	111 82%	52 90%	65 76%	2 89%
NET Very/fairly dissatisfied	11 8%	2 4%	3 8%	4 16%	2 6%	5 6%	6 11%	11 8%	* 2%	-	6 24%	1 4%	3 8%	1 2%	10 10%	-	11 8%	1 2%	10 11%	-
Mean	4.15	4.33	4.15	3.99	3.90	4.25	3.94	4.14	4.28	4.09	3.78	4.21	4.06	4.42	4.04	4.09	4.15	4.41r	3.97	3.89
Std Dev.	0.96	0.77	1.08	1.18	0.91	0.91	1.04	0.97	0.94	0.81	1.22	0.89	1.02	0.72	1.03	0.81	0.98	0.83	1.02	0.45
Std Error	0.09	0.10	0.19	0.30	0.19	0.10	0.17	0.09	0.24	0.23	0.31	0.17	0.17	0.13	0.11	0.23	0.09	0.11	0.12	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	126	90	36	12	73	17	25	11	4	7	7	5	13	10	10	8	9	2	15
Weighted Base	146*	120*	26**	3**	129*	6**	8**	3**	3**	13**	10**	7**	22**	15**	22**	22**	14**	1**	5**
Effective Base	81	70	12	2	66	10	16	7	4	7	7	5	13	9	10	8	9	1	9
Very dissatisfied (1)	3 2%	3 3%	-	-	3 2%	-	* 3%	-	-	-	-	1 20%	-	-	2 8%	-	-	-	-
Fairly dissatisfied (2)	8 5%	8 6%	*	* 3%	7 5%	1 12%	* 1%	-	-	-	1 13%	-	2 7%	-	3 12%	-	1 9%	-	1 15%
Neither satisfied or dissatisfied (3)	15 11%	14 12%	2 6%	* 6%	14 11%	* 4%	1 19%	* 4%	-	4 30%	-	3 40%	3 14%	3 18%	-	-	1 8%	-	* 4%
Fairly satisfied (4)	57 39%	43 36%	15 55%	2 78%	50 39%	2 38%	3 39%	2 56%	2 46%	4 29%	6 55%	3 40%	10 47%	7 47%	-	14 61%	5 40%	1 100%	1 24%
Very satisfied (5)	62 43%	52 44%	10 38%	* 8%	55 43%	3 44%	3 38%	1 40%	2 54%	5 41%	3 31%	-	7 32%	5 34%	18 81%	9 39%	6 43%	-	3 53%
I don't know / Not applicable	* *	-	* 1%	* 4%	-	* 2%	-	-	-	-	-	-	-	-	-	-	-	-	* 3%
NET Very/fairly satisfied	119 82%	95 79%	24 93%	3 86%	106 82%	5 82%	6 77%	3 96%	3 100%	9 70%	9 87%	3 40%	17 79%	13 82%	18 81%	22 100%	11 83%	1 100%	4 78%
NET Very/fairly dissatisfied	11 8%	11 9%	*	* 3%	10 8%	1 12%	* 4%	-	-	-	1 13%	1 20%	2 7%	-	4 19%	-	1 9%	-	1 15%
Mean	4.15	4.11	4.31	3.95	4.14	4.16	4.09	4.36	4.54	4.10	4.04	3.00	4.03	4.16	4.34	4.39	4.16	4.00	4.20
Std Dev.	0.96	1.02	0.62	0.65	0.97	1.08	0.99	0.70	0.59	0.87	0.97	1.19	0.88	0.73	1.39	0.50	0.96	-	1.21
Std Error	0.09	0.11	0.10	0.20	0.11	0.27	0.20	0.21	0.30	0.33	0.37	0.53	0.24	0.23	0.44	0.18	0.32	-	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	126	80	12	111	43	80	8	6	12	3	6	53	45	13	11	4	98	15	59	52	11	3	-	111	3	114	12
Weighted Base	146*	95*	10**	130*	45**	95*	7**	3**	10**	2**	5**	68*	48*	16**	9**	5**	116*	14**	72*	60*	9**	4**	-**	132*	4**	129*	17**
Effective Base	81	52	8	71	26	52	5	2	8	2	4	33	31	9	7	3	63	10	35	37	6	3	-	72	3	73	8
Very dissatisfied (1)	3 / 2%	1 / 1%	* / 2%	3 / 2%	2 / 4%	1 / 1%	-	-	* / 2%	-	* / 4%	-	2 / 4%	-	2 / 16%	-	2 / 1%	2 / 11%	-	3 / 5%	-	-	-	3 / 2%	-	2 / 1%	2 / 10%
Fairly dissatisfied (2)	8 / 5%	2 / 2%	1 / 7%	7 / 5%	6 / 14%	2 / 2%	-	-	1 / 7%	-	-	3 / 4%	1 / 2%	2 / 10%	1 / 14%	1 / 29%	3 / 3%	3 / 19%	1 / 1%	3 / 5%	3 / 31%	1 / 34%	-	4 / 3%	1 / 34%	8 / 6%	-
Neither satisfied or dissatisfied (3)	15 / 11%	5 / 5%	4 / 38%	12 / 9%	11 / 24%	5 / 5%	2 / 24%	-	4 / 38%	-	1 / 29%	1 / 2%	6 / 13%	4 / 23%	3 / 30%	1 / 27%	8 / 7%	4 / 29%	2 / 3%	9 / 14%	2 / 24%	1 / 32%	-	11 / 8%	1 / 32%	15 / 12%	* / 2%
Fairly satisfied (4)	57 / 39%	43 / 45%	1 / 8%	55 / 42%	13 / 28%	43 / 45%	2 / 33%	2 / 66%	1 / 8%	1 / 41%	1 / 12%	20 / 30%	26 / 55%k	9 / 56%	2 / 24%	-	46 / 40%	2 / 16%	27 / 38%	25 / 41%	4 / 43%	1 / 34%	-	52 / 40%	1 / 34%	51 / 40%	6 / 34%
Very satisfied (5)	62 / 43%	45 / 47%	4 / 44%	54 / 41%	13 / 29%	45 / 47%	3 / 43%	1 / 34%	4 / 44%	1 / 59%	3 / 55%	44 / 64%l	13 / 27%	2 / 11%	2 / 16%	2 / 44%	57 / 49%l	4 / 26%	41 / 57%	20 / 34%	* / 3%	-	-	62 / 47%	-	53 / 41%	9 / 55%
I don't know / Not applicable	* / *	-	* / 1%	-	* / *	-	-	-	* / 1%	-	-	* / *	-	-	-	-	* / *	-	* / *	-	-	-	-	* / *	-	* / *	-
NET Very/fairly satisfied	119 / 82%	88 / 92%	5 / 52%	108 / 83%	26 / 58%	88 / 92%	5 / 76%	3 / 100%	5 / 52%	2 / 100%	3 / 67%	64 / 94%	39 / 82%	11 / 67%	4 / 40%	2 / 44%	103 / 89%	6 / 41%	69 / 95%s	45 / 75%	4 / 45%	1 / 34%	-	114 / 86%	1 / 34%	104 / 81%	15 / 88%
NET Very/fairly dissatisfied	11 / 8%	3 / 3%	1 / 9%	10 / 8%	8 / 18%	3 / 3%	-	-	1 / 9%	-	* / 4%	3 / 4%	3 / 3%	2 / 10%	3 / 30%	1 / 29%	5 / 4%	4 / 30%	1 / 1%	6 / 10%	3 / 31%	1 / 34%	-	7 / 5%	1 / 34%	9 / 7%	2 / 10%
Mean	4.15	4.35	3.86	4.14	3.65	4.35	4.19	4.34	3.86	4.59	4.13	4.54l	4.00	3.69	3.11	3.58	4.32	3.27	4.52s	3.94	3.17	3.00	-	4.26	3.00	4.13	4.24
Std Dev.	0.96	0.77	1.19	0.96	1.18	0.77	0.86	0.60	1.19	-	1.23	0.73	0.90	0.83	1.37	1.46	0.84	1.36	0.62	1.08	0.96	0.95	-	0.91	0.95	0.93	1.22
Std Error	0.09	0.09	0.36	0.09	0.18	0.09	0.31	0.24	0.36	-	0.50	0.10	0.13	0.23	0.41	0.73	0.09	0.35	0.08	0.15	0.29	0.55	-	0.09	0.55	0.09	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	126	15	108	3	52	62	12	102	19	4	1	125	-
Weighted Base	146*	18**	124*	4**	65*	69*	11**	122*	20**	4**	***	146*	-**
Effective Base	81	9	69	3	32	42	9	67	12	3	1	81	-
Very dissatisfied (1)	3 2%	1 7%	2 2%	-	3 5%	-	-	2 1%	1 6%	* 5%	-	3 2%	-
Fairly dissatisfied (2)	8 5%	-	8 6%	-	4 6%	2 3%	2 14%	4 3%	4 21%	-	-	8 5%	-
Neither satisfied or dissatisfied (3)	15 11%	2 10%	14 11%	-	3 4%	10 15%	3 24%	9 7%	6 28%	1 35%	-	15 11%	-
Fairly satisfied (4)	57 39%	10 52%	47 38%	* 14%	26 39%	28 41%	3 29%	49 40%	6 32%	2 48%	-	57 39%	-
Very satisfied (5)	62 43%	6 30%	54 43%	3 86%	30 46%	29 41%	4 33%	59 48%	3 13%	* 11%	100%	62 43%	-
I don't know / Not applicable	* *	-	* *	-	-	* *	-	* *	-	-	-	* *	-
NET Very/fairly satisfied	119 82%	15 83%	101 81%	4 100%	55 85%	57 82%	7 62%	108 89%	9 45%	2 59%	* 100%	119 82%	-
NET Very/fairly dissatisfied	11 8%	1 7%	10 8%	-	7 11%	2 3%	2 14%	5 4%	6 27%	* 5%	-	11 8%	-
Mean	4.15	3.99	4.15	4.86	4.14	4.20	3.81	4.31	3.25	3.60	5.00	4.15	-
Std Dev.	0.96	1.06	0.96	0.41	1.09	0.81	1.10	0.84	1.15	1.04	-	0.96	-
Std Error	0.09	0.27	0.09	0.24	0.15	0.10	0.32	0.08	0.26	0.52	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Quarter Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Month Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	126	33	28	23	42	11	13	9	11	9	8	6	6	11	25	8	9
Weighted Base	146*	42**	36**	27**	40**	15**	13**	14**	17**	9**	10**	4**	8**	15**	24**	8**	8**
Effective Base	81	21	21	16	24	9	6	6	9	6	6	3	5	8	13	6	5
Very dissatisfied (1)	3 / 2%	1 / 3%	2 / 5%	-	-	-	-	1 / 9%	* / 1%	2 / 18%	-	-	-	-	-	-	-
Fairly dissatisfied (2)	8 / 5%	1 / 3%	-	3 / 11%	3 / 9%	1 / 9%	-	-	-	-	-	-	1 / 16%	2 / 11%	3 / 11%	-	1 / 11%
Neither satisfied or dissatisfied (3)	15 / 11%	2 / 6%	5 / 15%	4 / 15%	3 / 8%	2 / 11%	1 / 6%	-	4 / 22%	* / 1%	2 / 17%	-	1 / 13%	3 / 21%	2 / 7%	1 / 15%	* / 4%
Fairly satisfied (4)	57 / 39%	20 / 48%	13 / 35%	10 / 37%	15 / 36%	6 / 37%	8 / 59%	7 / 48%	6 / 37%	4 / 40%	3 / 27%	3 / 65%	3 / 35%	4 / 30%	10 / 40%	3 / 33%	2 / 28%
Very satisfied (5)	62 / 43%	17 / 40%	16 / 45%	10 / 37%	19 / 46%	6 / 43%	5 / 35%	6 / 42%	7 / 40%	4 / 41%	6 / 56%	2 / 35%	3 / 37%	6 / 38%	10 / 41%	4 / 52%	4 / 57%
I don't know / Not applicable	* / *	-	-	-	*	-	-	-	-	-	-	-	-	-	* / 1%	-	-
NET Very/fairly satisfied	119 / 82%	37 / 88%	29 / 80%	20 / 74%	33 / 83%	12 / 80%	12 / 94%	13 / 91%	13 / 77%	8 / 81%	8 / 83%	4 / 100%	6 / 71%	10 / 68%	20 / 81%	7 / 85%	7 / 85%
NET Very/fairly dissatisfied	11 / 8%	3 / 6%	2 / 5%	3 / 11%	3 / 9%	1 / 9%	-	1 / 9%	* / 1%	2 / 18%	-	-	1 / 16%	2 / 11%	3 / 11%	-	1 / 11%
Mean	4.15	4.18	4.14	4.01	4.21	4.13	4.28	4.15	4.15	3.85	4.39	4.35	3.92	3.95	4.12	4.38	4.31
Std Dev.	0.96	0.93	1.04	0.99	0.94	0.98	0.60	1.16	0.87	1.51	0.80	0.55	1.13	1.05	0.97	0.77	1.05
Std Error	0.09	0.16	0.20	0.21	0.15	0.29	0.17	0.39	0.26	0.50	0.28	0.22	0.46	0.32	0.20	0.27	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 408

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	273	27	246	121	152	115	158	65	59	67	37	21	15	9	124	104	45	24	236	35
Weighted Base	297	34**	263	124*	172	128*	169	73*	69*	72*	40**	22**	12**	9**	142*	111*	43**	20**	237	56*
Effective Base	177	23	154	73	105	71	106	45	41	43	22	12	9	6	86	65	27	15	145	31
Very dissatisfied (1)	51 17%	6 17%	46 17%	11 8%	41 24%c	20 15%	32 19%	8 10%	10 14%	15 21%	11 27%	3 14%	3 25%	3 31%	17 12%	25 23%	9 21%	6 28%	41 17%	8 14%
Fairly dissatisfied (2)	33 11%	9 27%	24 9%	12 10%	20 12%	9 7%	23 14%	7 9%	8 11%	8 11%	3 7%	7 30%	* 2%	* *	14 10%	11 10%	7 17%	* 2%	29 12%	3 6%
Neither satisfied or dissatisfied (3)	36 12%	-	36 14%	12 10%	24 14%	16 12%	20 12%	14 19%	9 14%	7 10%	2 4%	-	2 21%	1 14%	23 16%	9 8%	4 9%	4 18%	26 11%	10 17%
Fairly satisfied (4)	116 39%	15 45%	101 39%	56 45%	61 35%	59 46%	57 34%	31 42%	24 35%	24 34%	18 46%	11 48%	3 28%	5 53%	55 39%	43 38%	19 43%	8 38%	88 37%	27 48%
Very satisfied (5)	56 19%	4 12%	52 20%	32 26%d	24 14%	24 19%	33 19%	14 19%	18 26%	16 22%	3 9%	2 8%	3 24%	* 1%	32 23%	20 18%	5 11%	3 14%	48 20%	8 15%
I don't know / Not applicable	4 1%	-	4 2%	1 1%	3 2%	-	4 2%	-	-	1 2%	3 7%	-	-	-	-	4 4%	-	-	4 2%	-
NET Very/fairly satisfied	173 58%	19 56%	154 58%	88 71%d	84 49%	83 65%	90 53%	45 61%	42 61%	40 56%	22 55%	12 56%	6 52%	5 54%	87 61%	62 56%	23 54%	11 53%	136 58%	35 63%
NET Very/fairly dissatisfied	84 28%	15 44%	69 26%	23 18%	61 36%c	29 23%	55 33%	14 20%	17 25%	23 32%	14 34%	10 44%	3 27%	3 31%	32 22%	37 33%	16 37%	6 29%	70 30%	11 20%
Mean	3.32	3.07	3.35	3.71d	3.04	3.45	3.22	3.50	3.49	3.27	3.03	3.05	3.23	2.92	3.49	3.18	3.08	3.10	3.31	3.43
Std Dev.	1.37	1.38	1.37	1.21	1.42	1.31	1.42	1.21	1.36	1.47	1.47	1.32	1.55	1.43	1.28	1.47	1.38	1.47	1.40	1.23
Std Error	0.08	0.27	0.09	0.11	0.12	0.12	0.11	0.15	0.18	0.18	0.24	0.29	0.40	0.48	0.12	0.15	0.21	0.30	0.09	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	273	100	66	53	54	166	107	201	68	18	32	65	76	64	173	19	244	87	171	15
Weighted Base	297	95*	72*	69*	60*	167*	129*	237	55*	15**	33**	80*	79*	70*	192	15**	268	84*	193	20**
Effective Base	177	56	41	41	39	97	81	135	42	12	20	45	50	40	115	13	159	51	115	11
Very dissatisfied (1)	51 17%	10 10%	14 19%	10 14%	18 30%a	24 14%	28 21%	38 16%	12 22%	-	6 19%	11 14%	23 30%m	4 6%	41 21%m	-	47 18%	13 16%	33 17%	6 29%
Fairly dissatisfied (2)	33 11%	11 12%	9 13%	8 12%	4 7%	21 12%	12 9%	25 11%	6 11%	2 16%	* 1%	8 11%	10 12%	10 15%	18 10%	2 16%	29 11%	6 7%	27 14%	-
Neither satisfied or dissatisfied (3)	36 12%	8 8%	9 13%	8 12%	11 18%	17 10%	19 15%	24 10%	12 21%	4 27%	6 18%	10 13%	9 12%	6 8%	25 13%	4 28%	32 12%	5 6%	29 15%	2 9%
Fairly satisfied (4)	116 39%	40 42%	34 47%	26 37%	17 28%	74 44%	42 33%	96 41%	20 36%	5 36%	14 41%	28 35%	32 41%	31 44%	74 38%	5 35%	108 40%	34 41%	75 39%	7 37%
Very satisfied (5)	56 19%	25 27%b	6 8%	14 21%	11 17%	31 19%	25 19%	49 21%	5 10%	3 21%	7 21%	21 26%l	5 6%	16 23%l	33 17%	3 21%	49 18%	24 29%r	27 14%	5 25%
I don't know / Not applicable	4 1%	1 1%	-	3 4%	-	1 1%	3 2%	4 2%	-	-	-	1 1%	-	3 4%	1 1%	-	4 2%	1 1%	3 1%	-
NET Very/fairly satisfied	173 58%	65 68%d	40 55%	40 58%	27 46%	105 63%	67 52%	145 61%	25 46%	9 57%	21 62%	49 61%	37 47%	47 67%	107 55%	9 56%	157 58%	59 69%r	102 53%	12 62%
NET Very/fairly dissatisfied	84 28%	21 22%	23 32%	18 26%	22 36%	44 27%	40 31%	63 27%	18 33%	2 16%	7 20%	19 24%	33 42%m	14 21%	59 31%	2 16%	76 28%	19 23%	59 31%	6 29%
Mean	3.32	3.63d	3.12	3.41	2.97	3.41	3.20	3.40	3.00	3.62	3.44	3.50l	2.82	3.67l	3.20	3.61	3.31	3.60	3.20	3.29
Std Dev.	1.37	1.29	1.31	1.35	1.51	1.32	1.44	1.37	1.33	1.03	1.37	1.36	1.39	1.18	1.41	1.02	1.37	1.40	1.33	1.60
Std Error	0.08	0.13	0.16	0.19	0.21	0.10	0.14	0.10	0.16	0.24	0.24	0.17	0.16	0.15	0.11	0.24	0.09	0.15	0.10	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	273	191	82	31	156	42	53	22	13	26	13	12	17	27	16	16	16	3	39
Weighted Base	297	252	44**	3**	256	19**	18*	4**	9**	49**	19**	15**	27**	41**	35**	38**	24**	***	19**
Effective Base	177	155	23	28	140	22	31	13	13	25	12	12	16	26	16	15	15	3	22
Very dissatisfied (1)	51 17%	41 16%	11 24%	1 22%	46 18%	4 19%	1 7%	* 6%	1 6%	6 12%	6 32%	2 15%	5 18%	7 17%	7 19%	7 18%	6 27%	-	4 19%
Fairly dissatisfied (2)	33 11%	25 10%	8 18%	* 11%	26 10%	4 23%	2 13%	* 1%	2 16%	5 11%	-	3 17%	1 4%	5 13%	-	5 13%	5 22%	-	4 23%
Neither satisfied or dissatisfied (3)	36 12%	33 13%	3 7%	1 19%	31 12%	1 5%	3 15%	2 38%	1 15%	11 23%	1 8%	1 8%	2 6%	4 11%	6 17%	2 5%	2 7%	* 21%	1 5%
Fairly satisfied (4)	116 39%	106 42%	10 23%	1 29%	101 39%	5 25%	9 49%	2 46%	3 28%	19 39%	9 50%	4 26%	10 37%	17 42%	11 32%	21 54%	7 31%	-	5 26%
Very satisfied (5)	56 19%	47 19%	9 20%	1 19%	48 19%	5 28%	3 17%	* 8%	3 33%	4 9%	2 11%	5 33%	8 30%	7 18%	11 32%	4 10%	3 13%	* 79%	5 27%
I don't know / Not applicable	4 1%	1 *	3 7%	-	4 2%	-	-	-	-	3 6%	-	-	1 4%	-	-	-	-	-	-
NET Very/fairly satisfied	173 58%	153 61%	19 44%	2 48%	149 58%	10 53%	12 65%	2 54%	6 62%	23 48%	11 60%	9 59%	18 67%	25 60%	22 64%	24 64%	11 45%	* 79%	10 53%
NET Very/fairly dissatisfied	84 28%	65 26%	19 43%	2 33%	72 28%	8 42%	4 20%	* 7%	2 23%	11 24%	6 32%	5 33%	6 22%	12 30%	7 19%	12 31%	12 49%	-	8 42%
Mean	3.32	3.38	2.97	3.11	3.31	3.21	3.55	3.48	3.66	3.22	3.08	3.45	3.60	3.32	3.57	3.25	2.82	4.59	3.18
Std Dev.	1.37	1.34	1.56	1.72	1.38	1.56	1.16	1.04	1.34	1.19	1.52	1.53	1.47	1.37	1.45	1.33	1.48	-	1.56
Std Error	0.08	0.10	0.17	0.31	0.11	0.24	0.16	0.22	0.37	0.24	0.42	0.44	0.37	0.26	0.36	0.33	0.37	-	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	273	147	72	190	115	147	9	35	72	6	22	98	118	25	23	8	216	31	132	99	25	12	4	231	16	170	103
Weighted Base	297	148*	79*	200	131*	148*	6**	28**	79*	6**	17**	112*	121*	30**	26**	8**	232	34**	152*	104*	25**	11**	3**	255	15**	201	96*
Effective Base	177	91	50	119	77	91	5	21	50	5	14	60	79	18	17	5	138	21	87	63	17	8	2	150	9	115	63
Very dissatisfied (1)	51 / 17%	11 / 7%	26 / 32%ac	22 / 11%	37 / 28%ac	11 / 7%	-	3 / 11%	26 / 32%	-	6 / 39%	15 / 14%	19 / 16%	9 / 30%	7 / 29%	* / 1%	35 / 15%	8 / 22%	22 / 15%	17 / 16%	8 / 32%	4 / 38%	-	39 / 15%	4 / 30%	32 / 16%	19 / 20%
Fairly dissatisfied (2)	33 / 11%	17 / 12%	11 / 13%	20 / 10%	13 / 10%	17 / 12%	* / 2%	2 / 6%	11 / 13%	1 / 22%	2 / 15%	9 / 8%	12 / 10%	3 / 12%	5 / 21%	3 / 38%	21 / 9%	8 / 25%	22 / 15%	9 / 9%	1 / 5%	-	-	31 / 12%	-	14 / 7%	19 / 19%y
Neither satisfied or dissatisfied (3)	36 / 12%	17 / 12%	6 / 8%	26 / 13%	15 / 11%	17 / 12%	2 / 40%	6 / 22%	6 / 8%	2 / 32%	1 / 9%	2 / 2%	26 / 22%k	5 / 15%	4 / 14%	-	28 / 12%k	4 / 10%	12 / 8%	14 / 14%	6 / 25%	1 / 13%	-	27 / 10%	1 / 10%	27 / 13%	9 / 9%
Fairly satisfied (4)	116 / 39%	65 / 44%	23 / 29%	89 / 44%	46 / 35%	65 / 44%	3 / 45%	13 / 49%	23 / 29%	2 / 26%	4 / 25%	49 / 44%	51 / 42%	8 / 26%	5 / 20%	3 / 35%	100 / 43%	8 / 23%	60 / 39%	44 / 42%	7 / 29%	3 / 23%	3 / 78%	104 / 41%	5 / 36%	83 / 41%	34 / 35%
Very satisfied (5)	56 / 19%	38 / 26%d	10 / 12%	44 / 22%	16 / 12%	38 / 26%	1 / 14%	3 / 12%	10 / 12%	1 / 19%	2 / 12%	34 / 30%l	12 / 10%	5 / 17%	3 / 13%	2 / 26%	46 / 20%	5 / 16%	32 / 21%	19 / 18%	2 / 9%	3 / 25%	1 / 22%	50 / 20%	4 / 25%	45 / 22%	11 / 12%
I don't know / Not applicable	4 / 1%	-	4 / 5%ac	-	4 / 3%	-	-	-	4 / 5%	-	-	3 / 3%	-	-	1 / 4%	-	3 / 1%	1 / 3%	3 / 2%	1 / 1%	-	-	-	4 / 2%	-	-	4 / 4%y
NET Very/fairly satisfied	173 / 58%	103 / 69%bd	33 / 41%	133 / 66%bd	63 / 48%	103 / 69%	3 / 58%	17 / 61%	33 / 41%	3 / 46%	6 / 38%	83 / 74%l	63 / 52%	13 / 43%	8 / 32%	5 / 61%	146 / 63%	13 / 39%	92 / 60%	63 / 60%	10 / 39%	6 / 49%	3 / 100%	154 / 60%	9 / 60%	127 / 64%z	45 / 47%
NET Very/fairly dissatisfied	84 / 28%	28 / 19%	36 / 46%ac	41 / 21%	49 / 38%ac	28 / 19%	* / 2%	5 / 17%	36 / 46%	1 / 22%	9 / 54%	24 / 22%	31 / 26%	13 / 42%	13 / 50%	3 / 39%	55 / 24%	16 / 47%	45 / 30%	26 / 25%	9 / 37%	4 / 38%	-	71 / 28%	4 / 30%	46 / 23%	38 / 39%y
Mean	3.32	3.69bd	2.74	3.57bd	2.94	3.69	3.70	3.44	2.74	3.43	2.57	3.71l	3.20	2.88	2.65	3.46	3.44	2.85	3.38	3.38	2.79	2.98	4.22	3.38	3.25	3.47z	3.00
Std Dev.	1.37	1.19	1.52	1.24	1.46	1.19	0.79	1.14	1.52	1.14	1.56	1.36	1.24	1.53	1.46	1.35	1.32	1.45	1.37	1.33	1.42	1.75	0.50	1.35	1.63	1.35	1.38
Std Error	0.08	0.10	0.18	0.09	0.14	0.10	0.26	0.19	0.18	0.47	0.33	0.14	0.11	0.31	0.31	0.48	0.09	0.27	0.12	0.13	0.28	0.50	0.25	0.09	0.41	0.10	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	273	17	252	4	110	136	27	243	24	5	-	272	1
Weighted Base	297	14**	279	4**	114*	155*	27**	264	25**	7**	-**	296	***
Effective Base	177	8	167	2	65	96	16	159	14	4	-	177	1
Very dissatisfied (1)	51 17%	* 1%	51 18%	-	23 20%	20 13%	9 32%	50 19%	2 7%	-	-	51 17%	-
Fairly dissatisfied (2)	33 11%	3 23%	30 11%	-	13 11%	19 12%	1 5%	33 12%	-	-	-	33 11%	-
Neither satisfied or dissatisfied (3)	36 12%	* 2%	35 13%	* 12%	13 11%	20 13%	3 10%	25 10%	11 42%	-	-	36 12%	-
Fairly satisfied (4)	116 39%	10 73%	103 37%	3 76%	47 41%	61 39%	8 31%	101 38%	9 36%	6 80%	-	116 39%	* 100%
Very satisfied (5)	56 19%	* 2%	56 20%	1 12%	19 17%	31 20%	6 22%	51 19%	4 15%	1 20%	-	56 19%	-
I don't know / Not applicable	4 1%	-	4 1%	-	-	4 3%	-	4 2%	-	-	-	4 1%	-
NET Very/fairly satisfied	173 58%	10 74%	159 57%	4 88%	66 58%	92 59%	14 53%	152 58%	13 51%	7 100%	-	173 58%	* 100%
NET Very/fairly dissatisfied	84 28%	3 24%	81 29%	-	35 31%	39 25%	10 37%	82 31%	2 7%	-	-	84 28%	-
Mean	3.32	3.52	3.30	4.00	3.24	3.43	3.06	3.27	3.53	4.20	-	3.32	4.00
Std Dev.	1.37	0.92	1.40	0.56	1.39	1.31	1.62	1.41	1.01	0.43	-	1.37	-
Std Error	0.08	0.22	0.09	0.28	0.13	0.11	0.31	0.09	0.21	0.19	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 408

QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	273	77	57	66	73	34	20	23	21	16	20	15	20	31	29	24	20
Weighted Base	297	106*	58*	61*	71*	40**	30**	36**	28**	12**	17**	15**	17**	29**	21**	30**	20**
Effective Base	177	57	36	43	43	24	15	18	17	8	12	9	14	20	14	17	12
Very dissatisfied (1)	51 17%	15 14%	10 17%	15 25%	11 16%	8 19%	- -	7 19%	2 8%	2 15%	6 34%	4 28%	5 31%	6 20%	2 9%	2 7%	7 37%
Fairly dissatisfied (2)	33 11%	16 15%c	9 18%c	* 1%	7 10%	4 10%	8 26%	5 13%	1 3%	7 55%	1 8%	* *	* 1%	* *	4 20%	2 8%	* 1%
Neither satisfied or dissatisfied (3)	36 12%	8 8%	8 14%	6 10%	13 18%	4 9%	1 2%	4 11%	5 16%	2 20%	1 7%	1 10%	2 12%	3 10%	6 28%	1 4%	5 28%
Fairly satisfied (4)	116 39%	44 42%	16 28%	27 44%	29 40%	16 38%	16 54%	13 35%	10 36%	1 10%	5 27%	6 39%	5 29%	16 55%	3 15%	21 70%	5 23%
Very satisfied (5)	56 19%	20 18%	15 25%	11 18%	11 16%	9 23%	2 8%	8 22%	10 37%	- -	4 24%	3 23%	3 20%	4 14%	6 28%	3 11%	2 11%
I don't know / Not applicable	4 1%	3 3%	- -	1 2%	- -	- -	3 10%	- -	- -	- -	- -	- -	1 7%	- -	- -	- -	- -
NET Very/fairly satisfied	173 58%	64 60%	31 53%	38 62%	40 56%	25 62%	18 62%	21 57%	21 73%	1 10%	9 51%	9 62%	8 49%	20 69%	9 43%	24 81%	7 34%
NET Very/fairly dissatisfied	84 28%	31 29%	19 33%	16 26%	18 26%	12 29%	8 26%	12 32%	3 11%	9 70%	7 42%	4 29%	6 32%	6 21%	6 29%	5 15%	8 39%
Mean	3.32	3.37	3.28	3.29	3.30	3.37	3.48	3.28	3.92	2.25	2.98	3.28	3.06	3.43	3.32	3.69	2.69
Std Dev.	1.37	1.34	1.44	1.47	1.31	1.45	1.02	1.45	1.18	0.86	1.68	1.59	1.64	1.35	1.34	1.02	1.47
Std Error	0.08	0.15	0.19	0.18	0.15	0.25	0.23	0.30	0.26	0.22	0.38	0.41	0.38	0.24	0.25	0.21	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	140	6	134	76	64	92	48	31	43	33	18	7	2	6	74	51	15	8	113	26
Weighted Base	160*	7**	153*	86*	74*	107*	53*	34**	51*	43**	17**	9**	4**	2**	86*	59*	15**	6**	120*	40**
Effective Base	91	5	86	49	41	57	34	19	32	23	10	4	2	1	50	33	7	3	70	21
Very dissatisfied (1)	5 / 3%	-	5 / 4%	1 / 1%	5 / 6%	* / *	5 / 10%e	1 / 2%	2 / 4%	-	* / 1%	2 / 26%	-	* / 15%	3 / 3%	* / *	3 / 18%	* / 6%	4 / 3%	2 / 5%
Fairly dissatisfied (2)	7 / 4%	1 / 18%	6 / 4%	2 / 3%	5 / 6%	5 / 4%	2 / 5%	2 / 7%	1 / 2%	1 / 2%	2 / 13%	-	-	-	4 / 4%	3 / 5%	-	-	5 / 4%	2 / 6%
Neither satisfied or dissatisfied (3)	31 / 20%	-	31 / 21%	16 / 19%	15 / 21%	24 / 22%	8 / 14%	7 / 21%	15 / 30%	7 / 17%	* / *	* / 3%	1 / 31%	-	23 / 26%	7 / 12%	1 / 10%	1 / 19%	23 / 19%	8 / 20%
Fairly satisfied (4)	72 / 45%	4 / 59%	68 / 44%	41 / 48%	31 / 42%	50 / 47%	22 / 41%	12 / 35%	18 / 36%	26 / 60%	8 / 49%	6 / 68%	-	2 / 85%	30 / 36%	34 / 57%	8 / 53%	2 / 32%	58 / 48%	14 / 35%
Very satisfied (5)	44 / 28%	2 / 23%	43 / 28%	26 / 30%	18 / 25%	28 / 26%	16 / 30%	12 / 35%	14 / 28%	9 / 21%	6 / 36%	* / 2%	3 / 69%	-	26 / 31%	15 / 25%	3 / 19%	3 / 44%	30 / 25%	14 / 34%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 73%	6 / 82%	110 / 72%	67 / 78%	49 / 67%	79 / 73%	38 / 71%	24 / 70%	33 / 64%	34 / 81%	14 / 85%	6 / 70%	3 / 69%	2 / 85%	57 / 66%	49 / 82%	11 / 72%	5 / 75%	88 / 74%	28 / 69%
NET Very/fairly dissatisfied	12 / 8%	1 / 18%	11 / 7%	3 / 4%	9 / 13%	5 / 5%	7 / 14%	3 / 9%	3 / 6%	1 / 2%	2 / 14%	2 / 26%	-	* / 15%	6 / 7%	3 / 6%	3 / 18%	* / 6%	8 / 7%	4 / 10%
Mean	3.89	3.88	3.89	4.03	3.73	3.95	3.78	3.94	3.82	3.99	4.06	3.19	4.39	3.55	3.87	4.01	3.56	4.08	3.89	3.89
Std Dev.	0.97	1.03	0.97	0.82	1.10	0.83	1.21	1.01	1.01	0.70	1.02	1.42	1.07	1.42	1.01	0.79	1.35	1.16	0.93	1.10
Std Error	0.08	0.42	0.08	0.09	0.14	0.09	0.18	0.18	0.15	0.12	0.24	0.54	0.76	0.58	0.12	0.11	0.35	0.41	0.09	0.22

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	140	56	36	21	27	92	48	118	22	8	16	40	41	31	97	8	128	59	76	5
Weighted Base	160*	50**	45**	35**	30**	95*	65*	146*	14**	5**	17**	56**	48**	31**	121*	5**	152*	66*	85*	9**
Effective Base	91	27	25	18	21	52	38	80	13	5	11	30	28	16	68	5	85	38	48	4
Very dissatisfied (1)	5 3%	1 2%	4 8%	- -	1 3%	5 5%	1 1%	2 2%	3 20%	1 11%	- -	3 5%	1 3%	1 2%	4 4%	1 11%	5 3%	1 1%	3 4%	1 14%
Fairly dissatisfied (2)	7 4%	2 5%	3 8%	* *	1 4%	6 6%	1 2%	6 4%	1 7%	1 21%	- -	1 2%	2 5%	2 7%	4 3%	1 21%	6 4%	2 4%	5 5%	- -
Neither satisfied or dissatisfied (3)	31 20%	7 13%	12 27%	6 17%	7 23%	19 20%	13 20%	28 20%	3 21%	2 31%	2 13%	12 21%	13 26%	3 11%	26 22%	2 31%	30 20%	11 16%	19 22%	2 21%
Fairly satisfied (4)	72 45%	26 53%	19 41%	12 35%	15 50%	45 47%	27 42%	66 45%	6 42%	- -	7 40%	23 41%	23 47%	17 54%	53 44%	- -	70 46%	28 42%	41 48%	3 36%
Very satisfied (5)	44 28%	14 27%	7 17%	17 48%	6 21%	21 22%	23 36%	43 29%	1 9%	2 37%	8 47%	17 30%	9 19%	8 27%	34 28%	2 37%	42 28%	24 37%	17 20%	3 29%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	116 73%	40 80%	26 58%	29 82%	21 71%	66 69%	50 77%	109 75%	7 51%	2 37%	14 87%	40 72%	32 66%	25 81%	87 72%	2 37%	112 73%	52 79%	58 68%	6 65%
NET Very/fairly dissatisfied	12 8%	3 7%	7 15%	* *	2 6%	10 11%	2 3%	8 6%	4 28%	2 32%	- -	4 8%	4 8%	3 9%	8 7%	2 32%	11 7%	3 5%	8 9%	1 14%
Mean	3.89	3.98	3.51	4.30	3.84	3.76	4.09	3.97	3.11	3.32	4.34	3.89	3.75	3.97	3.89	3.32	3.91	4.10	3.75	3.66
Std Dev.	0.97	0.90	1.11	0.77	0.90	1.03	0.86	0.90	1.33	1.59	0.72	1.05	0.91	0.91	0.97	1.59	0.95	0.88	0.98	1.37
Std Error	0.08	0.12	0.18	0.17	0.17	0.11	0.12	0.08	0.28	0.56	0.18	0.17	0.14	0.16	0.10	0.56	0.08	0.11	0.11	0.61

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	140	100	40	22	80	26	19	15	7	8	8	4	10	13	14	4	12	2	24
Weighted Base	160*	141*	19**	4**	140*	10**	7**	3**	6**	16**	12**	5**	17**	21**	34**	10**	19**	***	10**
Effective Base	91	80	11	4	73	14	13	9	7	8	8	4	10	12	14	4	12	2	13
Very dissatisfied (1)	5 3%	5 3%	1 3%	* 8%	4 3%	1 11%	* 3%	-	1 9%	-	1 10%	-	-	-	-	-	2 23%	* 33%	1 10%
Fairly dissatisfied (2)	7 4%	7 5%	* 1%	-	6 4%	1 13%	-	* 4%	-	-	-	1	-	1 5%	5 13%	-	-	-	1 13%
Neither satisfied or dissatisfied (3)	31 20%	26 19%	5 27%	* 9%	25 18%	4 41%	2 23%	1 26%	1 15%	3 19%	4 33%	1 25%	2 11%	8 40%	-	-	5 29%	-	4 42%
Fairly satisfied (4)	72 45%	62 44%	10 50%	3 69%	68 49%	* 5%	2 28%	1 46%	3 45%	9 55%	3 25%	4 75%	11 63%	9 44%	18 53%	-	12 62%	-	* 5%
Very satisfied (5)	44 28%	40 29%	4 20%	1 14%	37 26%	3 31%	3 47%	1 24%	2 30%	4 26%	4 32%	-	4 25%	2 11%	11 34%	8 77%	2 9%	* 67%	3 30%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 73%	103 73%	13 70%	3 83%	105 75%	4 36%	5 74%	2 70%	5 75%	13 81%	7 57%	4 75%	15 89%	11 55%	30 87%	8 77%	13 71%	* 67%	3 35%
NET Very/fairly dissatisfied	12 8%	12 8%	1 3%	* 8%	10 7%	2 24%	* 3%	* 4%	1 9%	-	1 10%	-	-	1 5%	5 13%	-	2 23%	* 33%	2 23%
Mean	3.89	3.90	3.83	3.81	3.92	3.32	4.16	3.90	3.86	4.06	3.67	3.75	4.14	3.61	4.07	4.07	3.80	3.66	3.31
Std Dev.	0.97	0.99	0.86	1.12	0.93	1.39	1.03	1.04	1.24	0.69	1.27	0.48	0.61	0.77	0.94	1.78	0.60	-	1.38
Std Error	0.08	0.10	0.14	0.24	0.10	0.27	0.24	0.27	0.47	0.24	0.45	0.24	0.19	0.21	0.25	0.89	0.17	-	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 409

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	140	78	23	114	59	78	5	11	23	2	6	64	42	22	8	4	106	12	60	58	12	7	2	118	9	116	24
Weighted Base	160*	90*	26**	132*	68*	90*	3**	8**	26**	2**	2**	78*	47**	24**	7**	4**	125*	11**	72*	61*	17**	7**	1**	133*	9**	137*	23**
Effective Base	91	50	15	74	39	50	3	7	15	2	3	41	29	14	5	3	69	7	39	37	8	5	1	76	6	78	13
Very dissatisfied (1)	5 / 3%	* / *	3 / 12%	1 / 1%	4 / 6%	* / *	- / -	- / -	3 / 12%	1 / 34%	1 / 45%	1 / 2%	1 / 1%	2 / 10%	- / -	1 / 32%	2 / 1%	1 / 11%	* / *	4 / 6%	- / -	1 / 17%	- / -	4 / 3%	1 / 15%	5 / 4%	1 / 2%
Fairly dissatisfied (2)	7 / 4%	2 / 3%	5 / 18%	2 / 2%	5 / 7%	2 / 3%	1 / 34%	1 / 13%	5 / 18%	- / -	- / -	3 / 4%	2 / 5%	1 / 5%	* / *	- / -	6 / 4%	* / *	2 / 3%	* / *	5 / 27%	- / -	- / -	2 / 2%	- / -	6 / 4%	1 / 6%
Neither satisfied or dissatisfied (3)	31 / 20%	8 / 9%	7 / 28%	24 / 18%	23 / 34%a	8 / 9%	1 / 40%	2 / 19%	7 / 28%	- / -	- / -	8 / 10%	13 / 28%	9 / 39%	1 / 18%	- / -	21 / 17%	1 / 12%	10 / 15%	13 / 21%	3 / 21%	4 / 61%	- / -	23 / 18%	4 / 52%	26 / 19%	6 / 25%
Fairly satisfied (4)	72 / 45%	49 / 54%	5 / 18%	67 / 50%	23 / 33%	49 / 54%	- / -	6 / 67%	5 / 18%	- / -	- / -	35 / 45%	22 / 47%	9 / 37%	5 / 72%	1 / 13%	57 / 46%	6 / 51%	29 / 40%	33 / 54%	6 / 37%	2 / 21%	1 / 96%	61 / 46%	3 / 33%	63 / 46%	9 / 41%
Very satisfied (5)	44 / 28%	30 / 34%	6 / 24%	38 / 29%	14 / 20%	30 / 34%	1 / 26%	* / 1%	6 / 24%	1 / 66%	1 / 55%	30 / 39%	9 / 20%	2 / 9%	1 / 8%	2 / 54%	39 / 31%	3 / 25%	30 / 42%s	11 / 19%	3 / 16%	- / -	* / 4%	41 / 31%	* / 1%	38 / 28%	6 / 26%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 73%	79 / 88%d	11 / 42%	105 / 79%d	36 / 54%	79 / 88%	1 / 26%	6 / 68%	11 / 42%	1 / 66%	1 / 55%	66 / 84%	31 / 67%	11 / 46%	6 / 80%	3 / 68%	97 / 77%	8 / 76%	59 / 82%	44 / 72%	9 / 52%	2 / 21%	1 / 100%	103 / 77%	3 / 33%	101 / 74%	15 / 67%
NET Very/fairly dissatisfied	12 / 8%	3 / 3%	8 / 30%	3 / 2%	8 / 12%c	3 / 3%	1 / 34%	1 / 13%	8 / 30%	1 / 34%	1 / 45%	5 / 6%	3 / 6%	4 / 15%	* / *	1 / 32%	7 / 6%	1 / 12%	3 / 4%	4 / 6%	5 / 27%	1 / 17%	- / -	7 / 5%	1 / 15%	10 / 8%	2 / 8%
Mean	3.89	4.18d	3.23	4.05d	3.56	4.18	3.17	3.57	3.23	3.65	3.21	4.15	3.79	3.31	3.87	3.58	4.01	3.76	4.19	3.78	3.41	2.87	4.04	4.01	3.05	3.90	3.82
Std Dev.	0.97	0.72	1.35	0.78	1.07	0.72	1.41	0.77	1.35	-	2.79	0.89	0.86	1.06	0.60	2.09	0.89	1.23	0.84	0.97	1.08	1.01	-	0.92	1.03	0.97	0.98
Std Error	0.08	0.08	0.28	0.07	0.14	0.08	0.63	0.23	0.28	-	1.14	0.11	0.13	0.23	0.21	1.05	0.09	0.36	0.11	0.13	0.31	0.38	-	0.08	0.34	0.09	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 409

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	140	20	117	3	65	67	3	117	18	3	1	138	1
Weighted Base	160*	13**	142*	5**	75*	74*	11**	131*	23**	5**	***	159*	1**
Effective Base	91	10	79	2	41	43	7	75	13	2	1	90	1
Very dissatisfied (1)	5 3%	* 1%	5 4%	-	1 2%	4 6%	-	4 3%	1 5%	-	-	5 3%	-
Fairly dissatisfied (2)	7 4%	1 8%	6 4%	-	5 6%	2 3%	-	5 4%	-	2 41%	-	7 4%	-
Neither satisfied or dissatisfied (3)	31 20%	2 16%	29 20%	* 11%	12 16%	16 21%	4 34%	24 18%	7 31%	-	-	31 19%	1 100%
Fairly satisfied (4)	72 45%	4 33%	63 45%	4 89%	28 37%	37 50%	7 62%	59 45%	12 53%	* 8%	100%	72 45%	-
Very satisfied (5)	44 28%	6 42%	39 27%	-	29 38%	15 20%	* 4%	39 30%	3 11%	3 51%	-	44 28%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 73%	10 75%	102 72%	4 89%	57 76%	52 71%	7 66%	98 75%	15 64%	3 59%	* 100%	116 73%	-
NET Very/fairly dissatisfied	12 8%	1 9%	11 8%	-	6 8%	6 9%	-	9 7%	1 5%	2 41%	-	12 8%	-
Mean	3.89	4.08	3.87	3.89	4.04	3.77	3.70	3.95	3.64	3.70	4.00	3.89	3.00
Std Dev.	0.97	1.02	0.98	0.35	0.98	1.00	0.57	0.96	0.90	1.59	-	0.97	-
Std Error	0.08	0.23	0.09	0.20	0.12	0.12	0.20	0.09	0.21	0.92	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 409

QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	140	33	27	38	42	15	12	6	7	10	10	10	16	12	20	10	12
Weighted Base	160*	41**	31**	41**	46**	17**	17**	7**	7**	13**	12**	9**	21**	11**	16**	16**	15**
Effective Base	91	22	19	24	25	10	9	4	4	8	7	6	11	6	10	7	9
Very dissatisfied (1)	5 / 3%	2 / 5%	* / 1%	3 / 7%	* / *	1%	1 / 8%	1 / 11%	-	-	* / 2%	-	2 / 11%	1 / 7%	* / *	-	-
Fairly dissatisfied (2)	7 / 4%	5 / 11%	2 / 8%	-	-	5 / 26%	-	-	* / 2%	1 / 8%	1 / 10%	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	31 / 20%	7 / 17%	5 / 16%	11 / 27%	8 / 18%	-	6 / 33%	2 / 24%	1 / 21%	1 / 10%	2 / 20%	4 / 43%	5 / 25%	2 / 18%	2 / 10%	1 / 3%	6 / 42%
Fairly satisfied (4)	72 / 45%	11 / 27%	14 / 46%	19 / 45%	28 / 60%	8 / 48%	3 / 17%	-	5 / 78%	8 / 61%	1 / 12%	5 / 57%	8 / 37%	6 / 53%	12 / 76%	12 / 75%	4 / 26%
Very satisfied (5)	44 / 28%	16 / 39%	9 / 30%	8 / 21%	10 / 22%	4 / 26%	7 / 42%	4 / 65%	-	3 / 21%	7 / 56%	* / 1%	6 / 28%	3 / 23%	2 / 13%	3 / 22%	5 / 33%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 73%	27 / 66%	24 / 75%	27 / 66%	38 / 82%	13 / 73%	10 / 60%	4 / 65%	5 / 78%	10 / 82%	8 / 68%	5 / 57%	14 / 64%	9 / 76%	14 / 89%	15 / 97%	9 / 58%
NET Very/fairly dissatisfied	12 / 8%	7 / 16%	3 / 8%	3 / 7%	* / *	5 / 27%	1 / 8%	1 / 11%	* / 2%	1 / 8%	1 / 12%	-	2 / 11%	1 / 7%	* / *	-	-
Mean	3.89	3.84	3.96	3.72	4.04	3.72	3.87	4.08	3.76	3.94	4.10	3.58	3.70	3.85	4.02	4.19	3.91
Std Dev.	0.97	1.22	0.92	1.04	0.65	1.16	1.22	1.48	0.50	0.83	1.19	0.54	1.22	1.04	0.54	0.48	0.89
Std Error	0.08	0.21	0.18	0.17	0.10	0.30	0.35	0.60	0.19	0.26	0.38	0.17	0.30	0.30	0.12	0.15	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	133	5	128	72	61	86	47	28	29	38	19	11	3	5	57	57	19	8	114	18
Weighted Base	141*	6**	135*	70*	71*	90*	51*	30**	36**	41**	14**	14**	2**	5**	66*	55*	20**	7**	111*	29**
Effective Base	80	4	76	39	40	48	32	18	19	22	9	7	2	4	37	31	12	5	66	14
Very dissatisfied (1)	8 5%	-	* 6%	3 4%	5 7%	8 8%	- -	1 3%	2 7%	2 4%	- -	1 11%	* 5%	1 22%	3 5%	2 3%	3 13%	1 18%	7 6%	* 2%
Fairly dissatisfied (2)	9 7%	-	9 7%	3 4%	6 9%	8 8%	2 3%	7 25%	2 4%	* 1%	- -	- -	- -	- -	9 13%	* 1%	- -	- -	7 6%	2 8%
Neither satisfied or dissatisfied (3)	19 14%	-	19 14%	6 8%	13 19%	9 10%	10 20%	5 15%	5 13%	4 10%	4 28%	2 13%	- -	- -	9 14%	8 15%	2 9%	- -	14 13%	5 17%
Fairly satisfied (4)	64 45%	4 70%	59 44%	37 53%	26 37%	33 36%	31 60%e	10 33%	15 41%	21 51%	4 26%	10 75%	- -	4 78%	25 37%	25 45%	14 70%	4 60%	49 44%	15 50%
Very satisfied (5)	41 29%	2 30%	39 29%	21 29%	21 29%	33 37%f	8 15%	7 23%	13 35%	14 34%	7 46%	* 1%	1 79%	- -	19 29%	20 37%	1 7%	1 18%	33 30%	7 23%
I don't know / Not applicable	1 *	-	1 *	* *	* *	- -	1 1%	* 1%	- -	- -	- -	- -	* 16%	- -	* *	- -	* 1%	* 4%	1 1%	- -
NET Very/fairly satisfied	105 74%	6 100%	98 73%	58 83%	47 66%	66 73%	39 76%	17 56%	27 76%	35 85%	10 72%	10 76%	1 79%	4 78%	44 67%	45 82%	16 77%	5 78%	82 74%	21 73%
NET Very/fairly dissatisfied	17 12%	-	17 12%	6 9%	11 15%	15 17%	2 3%	8 28%	4 11%	2 5%	- -	1 11%	* 5%	1 22%	12 19%	2 3%	3 13%	1 18%	14 13%	3 10%
Mean	3.86	4.30	3.84	4.00	3.73	3.85	3.89	3.48	3.93	4.11	4.17	3.56	4.78	3.34	3.73	4.13	3.58	3.63	3.85	3.85
Std Dev.	1.08	0.50	1.10	0.97	1.17	1.25	0.70	1.21	1.13	0.91	0.87	0.99	-	1.38	1.18	0.89	1.11	1.43	1.12	0.94
Std Error	0.09	0.22	0.10	0.12	0.15	0.13	0.10	0.23	0.21	0.15	0.20	0.30	-	0.62	0.16	0.12	0.26	0.54	0.11	0.22

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	133	59	33	19	22	92	41	112	20	12	11	43	37	28	91	12	119	63	67	3
Weighted Base	141*	63*	31**	24**	23**	94*	47*	128*	12**	7**	15**	50**	38**	31**	103*	7**	133*	58*	78*	5**
Effective Base	80	32	19	15	16	50	30	69	12	7	7	29	22	16	58	7	73	34	43	3
Very dissatisfied (1)	8 5%	- -	6 19%	2 7%	* *	6 6%	2 4%	6 5%	2 14%	* 7%	- -	6 11%	2 4%	- -	7 7%	* 7%	7 5%	3 6%	4 5%	- -
Fairly dissatisfied (2)	9 7%	3 4%	* 1%	3 14%	3 13%	3 3%	6 14%	8 6%	1 11%	- -	2 11%	5 10%	3 7%	* *	9 9%	- -	9 7%	2 3%	6 8%	1 23%
Neither satisfied or dissatisfied (3)	19 14%	5 8%	5 15%	6 25%	3 13%	10 11%	9 19%	19 15%	* 3%	1 21%	* 2%	6 11%	6 15%	6 19%	12 12%	1 21%	18 13%	5 8%	13 17%	2 28%
Fairly satisfied (4)	64 45%	29 46%	15 49%	9 36%	11 47%	44 47%	19 41%	58 45%	6 47%	3 44%	7 47%	23 45%	21 54%	10 34%	50 49%	3 44%	61 45%	28 48%	33 42%	3 49%
Very satisfied (5)	41 29%	26 42%	4 14%	4 18%	6 27%	31 33%	11 22%	37 29%	3 21%	2 28%	6 38%	11 21%	7 20%	14 47%	24 23%	2 28%	38 29%	20 34%	22 27%	- -
I don't know / Not applicable	1 *	- -	1 2%	- -	- -	1 1%	- -	- -	1 5%	- -	* 2%	* 1%	- -	- -	1 1%	- -	1 *	* 1%	* *	- -
NET Very/fairly satisfied	105 74%	55 87%	19 63%	13 54%	17 74%	75 80%	30 64%	96 74%	8 68%	5 72%	13 85%	33 67%	28 74%	25 81%	74 72%	5 72%	99 74%	48 83%	55 70%	3 49%
NET Very/fairly dissatisfied	17 12%	3 4%	6 20%	5 21%	3 14%	9 9%	8 17%	14 11%	3 25%	* 7%	2 11%	11 21%	4 11%	* *	16 16%	* 7%	16 12%	5 9%	11 13%	1 23%
Mean	3.86	4.25	3.39	3.45	3.86	3.97	3.65	3.88	3.53	3.85	4.15	3.56	3.79	4.28	3.73	3.85	3.85	4.03	3.79	3.26
Std Dev.	1.08	0.78	1.33	1.16	0.99	1.07	1.09	1.05	1.41	1.13	0.95	1.26	0.98	0.78	1.13	1.13	1.08	1.05	1.11	0.89
Std Error	0.09	0.10	0.24	0.27	0.21	0.11	0.17	0.10	0.33	0.33	0.30	0.19	0.16	0.15	0.12	0.33	0.10	0.13	0.14	0.51

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/ Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/ East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	133	85	48	18	70	23	27	13	5	7	3	6	11	11	14	5	8	2	21
Weighted Base	141*	118*	23**	3**	121*	10**	8**	2**	4**	14**	5**	8**	19**	16**	33**	13**	10**	1**	9**
Effective Base	80	67	13	6	62	11	18	9	5	7	3	6	11	11	14	5	8	1	10
Very dissatisfied (1)	8 / 5%	8 / 6%	* / *	* / 2%	7 / 5%	* / 1%	1 / 12%	- / -	- / -	1 / 8%	- / -	1 / 19%	- / -	2 / 10%	2 / 7%	- / -	- / -	- / -	* / 1%
Fairly dissatisfied (2)	9 / 7%	8 / 6%	2 / 7%	1 / 39%	9 / 7%	* / 1%	* / 2%	* / 6%	- / -	2 / 15%	- / -	1 / 16%	2 / 8%	2 / 10%	2 / 7%	- / -	- / -	- / -	* / 1%
Neither satisfied or dissatisfied (3)	19 / 14%	15 / 12%	5 / 19%	- / -	15 / 13%	3 / 25%	1 / 10%	* / 22%	1 / 23%	5 / 32%	- / -	1 / 17%	4 / 19%	1 / 7%	2 / 6%	- / -	2 / 15%	- / -	3 / 28%
Fairly satisfied (4)	64 / 45%	51 / 43%	13 / 56%	1 / 37%	56 / 46%	5 / 47%	2 / 28%	1 / 53%	1 / 14%	4 / 30%	3 / 68%	4 / 47%	9 / 50%	9 / 56%	11 / 33%	8 / 58%	8 / 74%	1 / 100%	4 / 41%
Very satisfied (5)	41 / 29%	37 / 32%	4 / 17%	* / *	35 / 29%	3 / 26%	3 / 44%	* / 6%	3 / 63%	2 / 15%	1 / 32%	- / -	4 / 23%	3 / 17%	15 / 46%	5 / 42%	1 / 11%	- / -	3 / 29%
I don't know / Not applicable	1 / *	* / *	1 / 1%	* / 8%	- / -	- / -	* / 4%	* / 13%	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -
NET Very/fairly satisfied	105 / 74%	88 / 75%	17 / 72%	2 / 51%	91 / 75%	7 / 73%	6 / 72%	1 / 59%	3 / 77%	6 / 45%	5 / 100%	4 / 47%	14 / 72%	11 / 73%	26 / 79%	13 / 100%	9 / 85%	1 / 100%	6 / 70%
NET Very/fairly dissatisfied	17 / 12%	15 / 13%	2 / 7%	1 / 41%	15 / 13%	* / 2%	1 / 14%	* / 6%	- / -	3 / 23%	- / -	3 / 35%	2 / 8%	3 / 20%	5 / 15%	- / -	- / -	- / -	* / 2%
Mean	3.86	3.87	3.82	3.25	3.85	3.96	3.92	3.68	4.40	3.29	4.32	2.93	3.87	3.60	4.03	4.42	3.96	4.00	3.96
Std Dev.	1.08	1.13	0.82	1.49	1.09	0.83	1.44	-	0.96	1.18	0.53	1.26	0.88	1.21	1.23	0.51	0.53	-	0.88
Std Error	0.09	0.12	0.12	0.36	0.13	0.17	0.28	-	0.43	0.45	0.30	0.52	0.27	0.37	0.33	0.23	0.19	-	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	133	68	32	98	62	68	7	8	32	2	7	55	48	17	7	5	103	12	59	57	8	5	4	116	9	107	26
Weighted Base	141*	72*	34**	105*	67*	72*	4**	5**	34**	2**	4**	59*	50*	22**	6**	4**	109*	10**	64*	59*	12**	4**	3**	122*	7**	118*	24**
Effective Base	80	39	21	57	40	39	4	5	21	2	4	30	33	12	4	2	62	7	35	34	6	3	2	69	5	66	14
Very dissatisfied (1)	8 / 5%	3 / 4%	4 / 12%	3 / 3%	5 / 7%	3 / 4%	* / 13%	* / 9%	4 / 12%	-	1 / 33%	2 / 4%	-	1 / 4%	4 / 69%	-	2 / 2%	4 / 43%	-	5 / 9%	* / 4%	1 / 13%	1 / 43%	5 / 4%	2 / 24%	3 / 3%	4 / 18%
Fairly dissatisfied (2)	9 / 7%	2 / 2%	3 / 8%	7 / 6%	8 / 12%	2 / 2%	-	-	3 / 8%	-	-	3 / 4%	2 / 3%	5 / 22%	* / 1%	-	4 / 4%	* / 1%	2 / 2%	3 / 5%	2 / 20%	2 / 49%	* / 5%	5 / 4%	2 / 32%	9 / 8%	* / 1%
Neither satisfied or dissatisfied (3)	19 / 14%	6 / 8%	8 / 23%	9 / 9%	11 / 17%	6 / 8%	-	-	8 / 23%	-	* / 8%	7 / 12%	8 / 16%	4 / 17%	-	-	15 / 14%	-	10 / 15%	5 / 9%	2 / 18%	2 / 39%	-	15 / 12%	2 / 24%	17 / 15%	2 / 7%
Fairly satisfied (4)	64 / 45%	32 / 45%	14 / 42%	49 / 47%	31 / 47%	32 / 45%	2 / 66%	4 / 69%	14 / 42%	1 / 34%	1 / 16%	18 / 31%	29 / 57%k	11 / 51%	2 / 27%	4 / 96%	47 / 43%	5 / 53%	34 / 53%	22 / 37%	7 / 58%	-	1 / 52%	55 / 45%	1 / 20%	51 / 44%	12 / 52%
Very satisfied (5)	41 / 29%	30 / 41%d	5 / 15%	36 / 35%	12 / 17%	30 / 41%	1 / 21%	1 / 22%	5 / 15%	1 / 66%	1 / 36%	28 / 48%l	12 / 23%	1 / 6%	* / 3%	* / 4%	40 / 36%	* / 4%	19 / 29%	23 / 39%	-	-	-	41 / 34%	-	37 / 31%	5 / 20%
I don't know / Not applicable	1 / *	-	1 / 1%	* / *	* / *	-	-	-	* / 1%	-	* / 7%	* / *	1 / 1%	-	-	-	1 / 1%	-	* / *	* / *	-	-	-	1 / *	-	-	1 / 2%
NET Very/fairly satisfied	105 / 74%	62 / 86%d	19 / 56%	85 / 82%	43 / 64%	62 / 86%	3 / 87%	5 / 91%	19 / 56%	2 / 100%	2 / 52%	46 / 79%	40 / 80%	13 / 57%	2 / 30%	4 / 100%	87 / 79%	5 / 56%	52 / 82%	44 / 76%	7 / 58%	-	1 / 52%	97 / 79%	1 / 20%	88 / 75%	17 / 72%
NET Very/fairly dissatisfied	17 / 12%	4 / 6%	7 / 20%	10 / 10%	12 / 19%	4 / 6%	* / *	* / *	7 / 20%	-	1 / 33%	5 / 9%	2 / 3%	6 / 27%	4 / 70%	-	7 / 6%	4 / 44%	2 / 2%	9 / 15%	3 / 24%	3 / 61%	1 / 48%	10 / 8%	4 / 56%	12 / 11%	4 / 19%
Mean	3.86	4.17d	3.39	4.03d	3.56	4.17	3.82	3.95	3.39	4.66	3.24	4.14	4.00	3.31	1.94	4.04	4.08	2.72	4.09	3.91	3.29	2.26	2.61	4.00	2.39	3.92	3.56
Std Dev.	1.08	0.96	1.21	0.99	1.12	0.96	1.37	1.13	1.21	-	2.09	1.07	0.73	1.04	1.57	0.23	0.93	1.61	0.74	1.25	0.97	0.76	1.86	1.01	1.14	1.01	1.36
Std Error	0.09	0.12	0.22	0.10	0.14	0.12	0.52	0.40	0.22	-	0.85	0.15	0.11	0.25	0.59	0.10	0.09	0.46	0.10	0.17	0.34	0.34	0.93	0.09	0.38	0.10	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	11	119	3	64	60	9	111	18	4	-	133	-
Weighted Base	141*	9**	126*	6**	73*	58*	10**	117*	20**	4**	-**	141*	-**
Effective Base	80	6	72	2	38	36	7	65	12	3	-	80	-
Very dissatisfied (1)	8 / 5%	-	7 / 6%	* / 9%	5 / 7%	2 / 3%	* / 5%	7 / 6%	1 / 5%	-	-	8 / 5%	-
Fairly dissatisfied (2)	9 / 7%	-	9 / 7%	-	6 / 8%	2 / 3%	2 / 16%	4 / 4%	5 / 25%	-	-	9 / 7%	-
Neither satisfied or dissatisfied (3)	19 / 14%	1 / 16%	18 / 14%	-	5 / 7%	9 / 16%	4 / 42%	12 / 10%	3 / 17%	4 / 85%	-	19 / 14%	-
Fairly satisfied (4)	64 / 45%	4 / 45%	57 / 45%	3 / 48%	37 / 50%	25 / 42%	2 / 24%	58 / 49%	5 / 27%	* / 10%	-	64 / 45%	-
Very satisfied (5)	41 / 29%	3 / 36%	35 / 28%	2 / 43%	20 / 27%	20 / 35%	1 / 13%	36 / 31%	5 / 25%	* / 5%	-	41 / 29%	-
I don't know / Not applicable	1 / *	* / 3%	*	-	*	*	-	*	* / 2%	-	-	1 / *	-
NET Very/fairly satisfied	105 / 74%	7 / 81%	92 / 73%	5 / 91%	56 / 77%	45 / 77%	4 / 37%	94 / 80%	10 / 52%	1 / 15%	-	105 / 74%	-
NET Very/fairly dissatisfied	17 / 12%	-	16 / 13%	*	11 / 15%	3 / 6%	2 / 21%	11 / 9%	6 / 30%	-	-	17 / 12%	-
Mean	3.86	4.21	3.83	4.17	3.81	4.04	3.24	3.96	3.43	3.19	-	3.86	-
Std Dev.	1.08	0.74	1.10	1.20	1.15	0.95	1.08	1.04	1.28	0.57	-	1.08	-
Std Error	0.09	0.23	0.10	0.69	0.14	0.12	0.36	0.10	0.31	0.28	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	36	29	31	37	10	15	11	10	5	14	6	10	15	19	8	10
Weighted Base	141*	44**	32**	31**	34**	13**	19**	12**	13**	5**	14**	5**	8**	18**	12**	11**	11**
Effective Base	80	22	20	19	19	7	9	7	8	3	9	4	5	11	8	5	7
Very dissatisfied (1)	8 / 5%	*	4 / 11%	* / 2%	4 / 10%	-	-	* / 1%	2 / 18%	-	1 / 8%	-	*	-	-	* / 4%	3 / 27%
Fairly dissatisfied (2)	9 / 7%	5 / 11%	3 / 9%	2 / 5%	-	3 / 19%	2 / 12%	-	1 / 9%	2 / 33%	*	-	-	2 / 9%	-	-	-
Neither satisfied or dissatisfied (3)	19 / 14%	5 / 12%	5 / 14%	7 / 24%	2 / 5%	4 / 27%	*	2 / 15%	2 / 18%	* / 9%	2 / 12%	2 / 34%	-	6 / 33%	1 / 4%	-	1 / 9%
Fairly satisfied (4)	64 / 45%	17 / 40%	16 / 49%	13 / 43%	17 / 50%	4 / 29%	8 / 40%	6 / 51%	5 / 35%	3 / 58%	8 / 59%	3 / 59%	4 / 51%	6 / 36%	8 / 66%	7 / 61%	3 / 23%
Very satisfied (5)	41 / 29%	16 / 36%	6 / 17%	8 / 25%	12 / 35%	3 / 24%	9 / 46%	4 / 34%	3 / 20%	-	3 / 21%	* / 1%	4 / 43%	4 / 23%	4 / 30%	4 / 35%	5 / 40%
I don't know / Not applicable	1 / *	* / 1%	-	* / 1%	-	-	* / 2%	-	-	-	-	* / 5%	-	-	-	-	-
NET Very/fairly satisfied	105 / 74%	34 / 76%	21 / 66%	21 / 68%	29 / 85%	7 / 53%	17 / 86%	10 / 84%	7 / 54%	3 / 58%	11 / 80%	3 / 61%	8 / 94%	10 / 58%	12 / 96%	10 / 96%	7 / 63%
NET Very/fairly dissatisfied	17 / 12%	5 / 11%	6 / 20%	2 / 7%	4 / 10%	3 / 19%	2 / 12%	* / 1%	4 / 27%	2 / 33%	1 / 8%	-	* / 6%	2 / 9%	-	* / 4%	3 / 27%
Mean	3.86	4.02	3.53	3.85	3.99	3.58	4.23	4.17	3.28	3.26	3.84	3.65	4.25	3.72	4.26	4.22	3.50
Std Dev.	1.08	0.98	1.22	0.93	1.17	1.10	0.97	0.75	1.42	1.04	1.06	0.57	1.01	0.94	0.55	0.88	1.72
Std Error	0.09	0.17	0.23	0.17	0.19	0.35	0.26	0.23	0.45	0.46	0.28	0.26	0.32	0.24	0.13	0.31	0.54

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	106	4	102	69	37	75	31	28	35	23	15	4	-	1	63	38	5	1	86	18
Weighted Base	118*	4**	114*	74*	44**	82*	36**	32**	41**	28**	10**	7**	-**	***	73*	38**	7**	***	90*	26**
Effective Base	68	4	65	42	26	46	22	19	24	14	8	3	-	1	43	22	3	1	52	15
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	7 6%	-	7 6%	2 2%	6 13%	5 7%	2 5%	2 7%	3 8%	2 6%	-	-	-	-	5 7%	2 5%	-	-	7 8%	-
Neither satisfied or dissatisfied (3)	17 14%	-	17 15%	10 14%	7 16%	13 16%	4 11%	4 12%	9 21%	3 10%	-	2 25%	-	-	13 17%	3 7%	2 25%	-	9 10%	8 31%
Fairly satisfied (4)	61 51%	4 88%	57 50%	35 48%	25 57%	40 49%	21 58%	14 44%	20 48%	17 60%	7 75%	3 40%	-	100%	34 46%	24 64%	3 40%	100%	44 49%	15 56%
Very satisfied (5)	33 28%	* 12%	33 29%	27 37%	6 14%	24 29%	9 26%	12 37%	10 23%	7 24%	2 25%	2 35%	-	-	22 30%	9 24%	2 35%	-	30 33%	3 13%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	94 80%	4 100%	90 79%	62 84%	32 72%	63 78%	30 84%	26 81%	29 71%	24 84%	10 100%	5 75%	-	* 100%	55 76%	33 88%	5 75%	* 100%	74 82%	18 69%
NET Very/fairly dissatisfied	7 6%	-	7 6%	2 2%	6 13%	5 7%	2 5%	2 7%	3 8%	2 6%	-	-	-	-	5 7%	2 5%	-	-	7 8%	-
Mean	4.02	4.12	4.01	4.19	3.73	4.00	4.04	4.12	3.87	4.02	4.25	4.10	-	4.00	3.98	4.08	4.09	4.00	4.07	3.81
Std Dev.	0.82	0.37	0.83	0.75	0.87	0.85	0.77	0.88	0.87	0.79	0.46	0.83	-	-	0.88	0.72	0.83	-	0.87	0.65
Std Error	0.08	0.18	0.08	0.09	0.14	0.10	0.14	0.17	0.15	0.16	0.12	0.42	-	-	0.11	0.12	0.37	-	0.09	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	106	55	25	13	13	80	26	94	12	8	11	27	36	23	74	8	97	53	52	1
Weighted Base	118*	53**	29**	21**	16**	81*	37**	109*	9**	7**	12**	32**	42**	25**	86*	7**	111*	52*	63*	3**
Effective Base	68	29	17	12	10	46	22	62	6	6	7	20	24	12	51	6	63	31	36	1
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	7 6%	* *	3 12%	2 10%	2 10%	3 4%	4 10%	7 7%	* 1%	2 24%	- -	2 7%	2 4%	2 6%	4 5%	2 24%	6 5%	* *	7 11%	- -
Neither satisfied or dissatisfied (3)	17 14%	2 4%	4 15%	4 21%	6 39%	7 8%	10 29%	13 12%	4 41%	- -	4 30%	7 23%	5 13%	1 2%	16 19%	- -	17 15%	8 16%	9 13%	- -
Fairly satisfied (4)	61 51%	29 56%	17 58%	12 56%	3 18%	46 56%	15 40%	59 54%	2 21%	2 29%	2 18%	17 52%	27 65%	12 50%	46 54%	2 29%	59 53%	24 46%	34 54%	3 100%
Very satisfied (5)	33 28%	21 40%	4 16%	3 12%	5 33%	25 31%	8 21%	30 27%	3 37%	3 47%	6 52%	6 19%	7 17%	10 41%	20 23%	3 47%	30 27%	20 38%	13 21%	- -
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	94 80%	50 96%	21 74%	14 69%	8 51%	71 88%	22 61%	89 81%	5 58%	5 76%	8 70%	23 71%	35 83%	23 91%	66 76%	5 76%	89 80%	44 84%	47 75%	3 100%
NET Very/fairly dissatisfied	7 6%	* *	3 12%	2 10%	2 10%	3 4%	4 10%	7 7%	* 1%	2 24%	- -	2 7%	2 4%	2 6%	4 5%	2 24%	6 5%	* *	7 11%	- -
Mean	4.02	4.35	3.77	3.71	3.73	4.15	3.72	4.02	3.95	4.00	4.22	3.83	3.96	4.26	3.95	4.00	4.02	4.22	3.85	4.00
Std Dev.	0.82	0.57	0.87	0.83	1.07	0.74	0.92	0.81	0.95	1.29	0.92	0.82	0.70	0.81	0.78	1.29	0.79	0.71	0.89	0.00
Std Error	0.08	0.08	0.17	0.23	0.30	0.08	0.18	0.08	0.28	0.46	0.28	0.16	0.12	0.17	0.09	0.46	0.08	0.10	0.12	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	106	71	35	14	62	14	19	11	6	8	7	5	11	9	9	3	4	2	12
Weighted Base	118*	101*	17**	3**	106*	4**	5**	3**	5**	17**	12**	7**	18**	12**	22**	7**	6**	1**	3**
Effective Base	68	58	10	3	56	8	10	7	6	8	7	5	10	9	9	3	4	1	6
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-																		
Fairly dissatisfied (2)	7	7	*	-	7	*	*	-	-	2	2	-	-	2	2	-	-	-	*
	6%	7%	1%	-	7%	1%	1%	-	-	12%	13%	-	-	14%	8%	-	-	-	2%
Neither satisfied or dissatisfied (3)	17	15	2	2	15	-	1	1	1	4	3	-	2	-	2	-	3	-	-
	14%	15%	11%	63%	14%	-	19%	36%	19%	21%	28%	-	11%	-	10%	-	52%	-	-
Fairly satisfied (4)	61	54	6	1	56	2	1	1	1	6	5	4	11	9	13	5	1	1	1
	51%	54%	38%	27%	53%	42%	26%	49%	28%	37%	44%	61%	59%	78%	59%	66%	24%	85%	30%
Very satisfied (5)	33	25	9	*	27	2	3	*	3	5	2	3	6	1	5	2	1	*	2
	28%	24%	50%	10%	26%	57%	54%	14%	54%	29%	16%	39%	30%	8%	22%	34%	25%	15%	68%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	94	79	15	1	84	4	4	2	4	11	7	7	16	10	18	7	3	1	3
	80%	78%	88%	37%	79%	99%	80%	64%	81%	66%	59%	100%	89%	86%	82%	100%	48%	100%	98%
NET Very/fairly dissatisfied	7	7	*	-	7	*	*	-	-	2	2	-	-	2	2	-	-	-	*
	6%	7%	1%	-	7%	1%	1%	-	-	12%	13%	-	-	14%	8%	-	-	-	2%
Mean	4.02	3.95	4.38	3.47	3.98	4.54	4.33	3.78	4.35	3.83	3.62	4.39	4.20	3.80	3.96	4.34	3.73	4.15	4.65
Std Dev.	0.82	0.82	0.72	0.82	0.82	0.65	0.90	0.86	0.87	1.02	0.94	0.53	0.62	0.81	0.83	0.51	0.91	-	0.68
Std Error	0.08	0.10	0.12	0.22	0.10	0.17	0.21	0.26	0.36	0.36	0.36	0.24	0.19	0.27	0.28	0.29	0.46	-	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 411

QJ7_10_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	106	67	11	95	39	67	5	9	11	2	2	41	35	16	8	5	76	13	41	46	12	4	3	87	7	103	3
Weighted Base	118*	75*	14**	104*	43**	75*	4**	6**	14**	2**	2**	46**	40**	21**	6**	5**	86*	11**	46**	50**	15**	6**	1**	96*	7**	112*	6**
Effective Base	68	41	8	60	27	41	3	4	8	2	2	24	26	12	4	3	49	8	27	28	8	4	1	55	5	65	3
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	7 / 6%	4 / 5%	*	7 / 7%	4 / 9%	4 / 5%	2 / 43%	* / 1%	*	-	-	3 / 7%	-	2 / 10%	2 / 27%	-	3 / 4%	2 / 15%	2 / 4%	2 / 3%	2 / 11%	2 / 37%	-	3 / 4%	2 / 29%	7 / 6%	-
Neither satisfied or dissatisfied (3)	17 / 14%	9 / 12%	* / 3%	17 / 16%	8 / 19%	9 / 12%	-	2 / 40%	* / 3%	-	-	-	9 / 23%	4 / 20%	2 / 36%	1 / 28%	9 / 11%	4 / 33%	5 / 10%	8 / 16%	4 / 30%	-	* / 2%	12 / 13%	*	17 / 15%	-
Fairly satisfied (4)	61 / 51%	39 / 52%	9 / 69%	51 / 49%	22 / 51%	39 / 52%	1 / 36%	1 / 22%	9 / 69%	1 / 34%	1 / 34%	22 / 48%	20 / 50%	13 / 62%	2 / 36%	3 / 69%	42 / 49%	6 / 50%	15 / 33%	32 / 64%	9 / 58%	4 / 63%	1 / 98%	47 / 49%	5 / 70%	54 / 49%	6 / 100%
Very satisfied (5)	33 / 28%	24 / 32%	4 / 28%	29 / 28%	9 / 22%	24 / 32%	1 / 21%	2 / 38%	4 / 28%	1 / 66%	1 / 66%	21 / 45%	11 / 27%	2 / 7%	* / 1%	* / 3%	31 / 37%	* / 2%	25 / 54%	8 / 17%	*	-	-	33 / 35%	-	33 / 30%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	94 / 80%	62 / 84%	13 / 96%	81 / 77%	31 / 72%	62 / 84%	2 / 57%	3 / 60%	13 / 96%	2 / 100%	2 / 100%	43 / 93%	31 / 77%	15 / 69%	2 / 37%	4 / 72%	73 / 85%	6 / 52%	40 / 86%	40 / 81%	9 / 59%	4 / 63%	1 / 98%	80 / 83%	5 / 70%	88 / 78%	6 / 100%
NET Very/fairly dissatisfied	7 / 6%	4 / 5%	*	7 / 7%	4 / 9%	4 / 5%	2 / 43%	*	*	-	-	3 / 7%	-	2 / 10%	2 / 27%	-	3 / 4%	2 / 15%	2 / 4%	2 / 3%	2 / 11%	2 / 37%	-	3 / 4%	2 / 29%	7 / 6%	-
Mean	4.02	4.11	4.24	3.99	3.86	4.11	3.35	3.96	4.24	4.66	4.66	4.30	4.04	3.67	3.11	3.75	4.18	3.39	4.36	3.94	3.48	3.27	3.98	4.14	3.41	4.02	4.00
Std Dev.	0.82	0.79	0.54	0.85	0.86	0.79	1.43	0.99	0.54	-	-	0.81	0.72	0.78	0.88	0.56	0.78	0.80	0.82	0.68	0.72	1.06	-	0.78	0.98	0.84	0.00
Std Error	0.08	0.10	0.16	0.09	0.14	0.10	0.64	0.33	0.16	-	-	0.13	0.12	0.19	0.31	0.25	0.09	0.22	0.13	0.10	0.21	0.53	-	0.08	0.37	0.08	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	106	17	87	2	52	45	9	87	16	2	1	105	-
Weighted Base	118*	10**	105*	3**	58*	52*	8**	97*	19**	2**	***	118*	-**
Effective Base	68	7	60	1	31	31	6	55	11	1	1	68	-
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	7	*	7	-	2	5	-	5	2	-	-	7	-
	6%	*	7%	-	4%	10%	-	5%	11%	-	-	6%	-
Neither satisfied or dissatisfied (3)	17	1	15	*	8	9	*	13	4	-	-	17	-
	14%	11%	15%	15%	13%	17%	6%	14%	19%	-	-	14%	-
Fairly satisfied (4)	61	4	54	3	28	28	4	52	7	1	-	61	-
	51%	39%	52%	85%	48%	55%	55%	54%	37%	96%	-	51%	-
Very satisfied (5)	33	5	28	-	21	10	3	27	6	*	*	33	-
	28%	50%	27%	-	35%	19%	39%	28%	32%	4%	100%	28%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	94	9	82	3	48	38	7	79	13	2	*	94	-
	80%	89%	78%	85%	83%	74%	94%	81%	70%	100%	100%	80%	-
NET Very/fairly dissatisfied	7	*	7	-	2	5	-	5	2	-	-	7	-
	6%	*	7%	-	4%	10%	-	5%	11%	-	-	6%	-
Mean	4.02	4.38	3.99	3.85	4.14	3.82	4.33	4.04	3.91	4.04	5.00	4.02	-
Std Dev.	0.82	0.73	0.83	0.44	0.79	0.85	0.63	0.79	1.00	-	-	0.82	-
Std Error	0.08	0.18	0.09	0.31	0.11	0.13	0.21	0.08	0.25	-	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

			Quarter										Month						
	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	106	30	25	22	29	13	11	6	9	6	10	5	6	11	19	7	3
Weighted Base	118*	43**	30**	21**	24**	15**	20**	9**	12**	5**	12**	4**	6**	10**	13**	8**	3**
Effective Base	68	23	18	12	14	10	9	5	7	3	7	3	4	6	9	4	2
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	7	5	2	*	-	3	2	-	2	-	-	-	*	-	-	-	-
	6%	12%	6%	*	-	22%	11%	-	15%	-	-	-	1%	-	-	-	-
Neither satisfied or dissatisfied (3)	17	6	6	2	2	3	3	*	1	3	2	-	*	2	2	*	*
	14%	14%	21%	12%	10%	19%	13%	5%	7%	67%	14%	-	8%	19%	14%	1%	14%
Fairly satisfied (4)	61	17	17	12	15	5	9	3	8	2	7	4	4	4	8	5	2
	51%	39%	57%	59%	60%	36%	46%	29%	65%	32%	59%	97%	69%	39%	56%	70%	52%
Very satisfied (5)	33	15	5	6	7	3	6	6	2	*	3	*	1	4	4	2	1
	28%	35%	16%	29%	30%	23%	30%	66%	13%	1%	27%	3%	23%	43%	30%	29%	34%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	94	32	22	18	22	9	15	8	10	2	10	4	6	8	12	8	3
	80%	74%	73%	88%	90%	59%	76%	95%	78%	33%	86%	100%	92%	81%	86%	99%	86%
NET Very/fairly dissatisfied	7	5	2	*	-	3	2	-	2	-	-	-	*	-	-	-	-
	6%	12%	6%	*	-	22%	11%	-	15%	-	-	-	1%	-	-	-	-
Mean	4.02	3.96	3.84	4.17	4.20	3.59	3.95	4.60	3.76	3.35	4.12	4.03	4.14	4.24	4.16	4.27	4.20
Std Dev.	0.82	1.00	0.78	0.64	0.61	1.10	0.95	0.63	0.89	0.56	0.65	0.21	0.61	0.79	0.67	0.51	0.79
Std Error	0.08	0.18	0.16	0.14	0.11	0.31	0.29	0.26	0.30	0.23	0.21	0.09	0.25	0.24	0.15	0.19	0.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 412

QJ7_12_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	121	5	116	79	42	80	41	25	40	32	14	5	3	2	65	46	10	5	97	23
Weighted Base	143*	6**	137*	93*	50**	96*	47*	34**	50**	35**	13**	5**	5**	2**	84*	48**	12**	7**	109*	34**
Effective Base	79	4	75	49	30	49	31	19	27	19	8	3	2	1	46	27	6	3	60	19
Very dissatisfied (1)	2 / 1%	-	2 / 1%	* / *	2 / 3%	2 / 2%	- / *	-	-	* / *	2 / 13%	-	-	-	-	2 / 4%	-	-	2 / 2%	-
Fairly dissatisfied (2)	2 / 2%	-	2 / 2%	2 / 3%	-	1 / 1%	2 / 4%	-	2 / 4%	1 / 2%	-	-	-	-	2 / 2%	1 / 1%	-	-	2 / 2%	-
Neither satisfied or dissatisfied (3)	16 / 11%	-	16 / 12%	6 / 6%	10 / 20%	6 / 7%	10 / 21%	7 / 22%	6 / 13%	1 / 3%	1 / 11%	-	-	-	14 / 16%	2 / 5%	-	-	15 / 14%	1 / 4%
Fairly satisfied (4)	73 / 51%	6 / 92%	68 / 50%	50 / 54%	23 / 46%	53 / 55%	21 / 44%	18 / 52%	27 / 55%	18 / 51%	4 / 34%	2 / 41%	2 / 46%	2 / 97%	45 / 54%	22 / 47%	6 / 53%	4 / 61%	53 / 49%	20 / 58%
Very satisfied (5)	49 / 35%	* / 8%	49 / 36%	34 / 37%	15 / 30%	35 / 36%	14 / 31%	9 / 26%	14 / 29%	15 / 44%	5 / 43%	3 / 59%	3 / 54%	* / 3%	23 / 28%	21 / 44%	5 / 47%	3 / 39%	36 / 33%	13 / 38%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	123 / 86%	6 / 100%	116 / 85%	84 / 91%	38 / 76%	87 / 91%	35 / 75%	26 / 78%	42 / 84%	33 / 95%	10 / 76%	5 / 100%	5 / 100%	2 / 100%	68 / 82%	43 / 90%	12 / 100%	7 / 100%	90 / 83%	33 / 96%
NET Very/fairly dissatisfied	4 / 3%	-	4 / 3%	2 / 3%	2 / 4%	2 / 2%	2 / 4%	-	2 / 4%	1 / 2%	2 / 13%	-	-	-	2 / 2%	2 / 5%	-	-	4 / 4%	-
Mean	4.16	4.08	4.17	4.25	4.00	4.23	4.02	4.04	4.09	4.36	3.93	4.59	4.54	4.03	4.07	4.25	4.47	4.39	4.11	4.35
Std Dev.	0.78	0.30	0.80	0.70	0.90	0.74	0.84	0.70	0.75	0.67	1.36	0.56	0.56	-	0.72	0.90	0.52	0.53	0.83	0.55
Std Error	0.07	0.13	0.07	0.08	0.14	0.08	0.13	0.14	0.12	0.12	0.36	0.25	0.32	-	0.09	0.13	0.17	0.24	0.08	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 412

QJ7_12_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	121	67	19	20	15	86	35	107	13	9	12	31	38	29	81	9	111	61	58	2
Weighted Base	143*	71*	21**	33**	18**	91*	51**	133*	8**	7**	17**	46**	42**	31**	105*	7**	136*	71*	71*	1**
Effective Base	79	38	13	17	11	51	28	72	8	6	8	23	25	18	56	6	74	37	41	1
Very dissatisfied (1)	2 / 1%	*	-	2 / 5%	-	*	2 / 3%	2 / 1%	-	-	-	-	2 / 4%	-	2 / 2%	-	2 / 1%	-	2 / 2%	-
Fairly dissatisfied (2)	2 / 2%	*	1 / 3%	2 / 5%	-	1 / 1%	2 / 3%	2 / 1%	1 / 8%	-	-	2 / 4%	1 / 1%	*	2 / 2%	-	2 / 2%	2 / 3%	*	-
Neither satisfied or dissatisfied (3)	16 / 11%	4 / 6%	3 / 14%	2 / 6%	7 / 39%	7 / 8%	9 / 18%	13 / 10%	3 / 35%	3 / 39%	3 / 20%	4 / 10%	4 / 10%	1 / 4%	12 / 12%	3 / 39%	13 / 10%	6 / 8%	9 / 13%	1 / 84%
Fairly satisfied (4)	73 / 51%	44 / 62%	14 / 66%	11 / 33%	5 / 26%	58 / 63%	16 / 31%	68 / 51%	3 / 40%	2 / 34%	7 / 44%	19 / 42%	29 / 68%	15 / 50%	55 / 53%	2 / 34%	71 / 52%	26 / 37%	47 / 66%q	* / 16%
Very satisfied (5)	49 / 35%	22 / 32%	4 / 17%	17 / 51%	6 / 35%	26 / 29%	23 / 45%	48 / 36%	1 / 17%	2 / 27%	6 / 35%	20 / 45%	7 / 16%	14 / 46%	33 / 32%	2 / 27%	47 / 35%	36 / 51%r	13 / 18%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	123 / 86%	67 / 94%	17 / 83%	28 / 84%	11 / 61%	84 / 92%	39 / 76%	116 / 87%	4 / 57%	4 / 61%	13 / 80%	39 / 86%	36 / 85%	29 / 96%	88 / 85%	4 / 61%	118 / 87%	62 / 88%	60 / 85%	* / 16%
NET Very/fairly dissatisfied	4 / 3%	*	1 / 3%	3 / 10%	-	1 / 1%	3 / 7%	3 / 3%	1 / 8%	-	-	2 / 4%	2 / 5%	*	4 / 4%	-	4 / 3%	2 / 3%	2 / 3%	-
Mean	4.16	4.25	3.98	4.20	3.95	4.19	4.11	4.19	3.67	3.88	4.15	4.27	3.91	4.42	4.11	3.88	4.18	4.37r	3.98	3.16
Std Dev.	0.78	0.58	0.66	1.10	0.88	0.61	1.03	0.77	0.91	0.87	0.75	0.80	0.83	0.59	0.82	0.87	0.78	0.77	0.74	-
Std Error	0.07	0.07	0.15	0.25	0.23	0.07	0.17	0.07	0.25	0.29	0.22	0.14	0.13	0.11	0.09	0.29	0.07	0.10	0.10	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

	Total	Rurality Urban (a)	Rurality Rural including Remote (b)	Rurality Remote Rural (c)	Nation England (d)	Nation Scotland (e)	Nation Wales (f)	Nation NI (g)	Region North East (h)	Region North West (i)	Region Yorkshire/Humberside (j)	Region East Midlands (k)	Region West Midlands (l)	Region East Anglia/East of England (m)	Region London/Greater London (n)	Region South East (o)	Region South West (p)	Region Highlands & Islands of Scotland (q)	Region Rest of Scotland (r)
Unweighted Base	121	85	36	12	70	18	21	12	4	9	8	5	12	14	9	6	3	2	16
Weighted Base	143*	114*	28**	3**	124*	9**	7**	2**	3**	19**	14**	7**	20**	20**	20**	17**	5**	1**	8**
Effective Base	79	68	12	2	63	13	13	7	4	9	8	5	11	13	9	6	3	1	11
Very dissatisfied (1)	2 / 1%	-	2 / 6%	-	2 / 1%	-	-	* / 5%	-	-	-	2 / 25%	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2 / 2%	2 / 2%	* / *	-	2 / 1%	-	1 / 8%	-	-	2 / 9%	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	16 / 11%	16 / 14%	* / *	* / 2%	13 / 11%	1 / 15%	* / 7%	1 / 36%	-	6 / 30%	-	1 / 20%	1 / 6%	4 / 19%	-	-	1 / 30%	-	1 / 17%
Fairly satisfied (4)	73 / 51%	57 / 50%	16 / 56%	1 / 19%	66 / 53%	4 / 45%	3 / 42%	1 / 31%	3 / 76%	6 / 34%	9 / 63%	4 / 55%	12 / 62%	11 / 56%	9 / 46%	12 / 67%	-	1 / 87%	3 / 39%
Very satisfied (5)	49 / 35%	39 / 34%	10 / 37%	3 / 79%	42 / 34%	4 / 40%	3 / 43%	1 / 28%	1 / 24%	5 / 27%	5 / 37%	-	6 / 32%	5 / 24%	11 / 54%	6 / 33%	4 / 70%	* / 13%	3 / 44%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	123 / 86%	96 / 84%	26 / 93%	3 / 98%	108 / 87%	8 / 85%	6 / 84%	1 / 59%	3 / 100%	11 / 61%	14 / 100%	4 / 55%	18 / 94%	16 / 81%	20 / 100%	17 / 100%	4 / 70%	1 / 100%	7 / 83%
NET Very/fairly dissatisfied	4 / 3%	2 / 2%	2 / 6%	-	3 / 3%	-	1 / 8%	* / 5%	-	2 / 9%	-	2 / 25%	-	-	-	-	-	-	-
Mean	4.16	4.16	4.18	4.77	4.16	4.26	4.19	3.77	4.24	3.78	4.37	3.05	4.26	4.05	4.54	4.33	4.41	4.13	4.27
Std Dev.	0.78	0.73	0.97	0.56	0.77	0.74	0.97	1.34	0.50	0.97	0.50	1.35	0.57	0.67	0.51	0.48	1.02	-	0.78
Std Error	0.07	0.08	0.16	0.16	0.09	0.17	0.21	0.39	0.25	0.32	0.18	0.60	0.17	0.18	0.17	0.20	0.59	-	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	121	78	11	110	43	78	5	6	11	1	3	51	48	14	5	3	99	8	48	52	13	4	2	100	6	113	8
Weighted Base	143*	89*	17**	125*	54**	89*	2**	2**	17**	1**	3**	64*	51*	22**	2**	4**	114*	6**	63*	59*	15**	4**	1**	121*	5**	133*	9**
Effective Base	79	49	9	70	29	49	3	2	9	1	3	32	33	11	3	2	64	4	31	35	9	3	1	65	5	74	5
Very dissatisfied (1)	2 2%	2 2%	-	2 1%	-	2 2%	-	-	-	-	-	-	2 3%	-	-	-	2 2%	-	-	2 3%	-	-	-	2 1%	-	2 1%	-
Fairly dissatisfied (2)	2 1%	* *	-	2 2%	2 4%	* *	-	-	-	-	-	-	2 4%	-	1 23%	-	2 2%	1 9%	2 3%	-	1 4%	-	-	2 1%	-	2 1%	1 6%
Neither satisfied or dissatisfied (3)	16 11%	7 8%	1 7%	15 12%	9 17%	7 8%	1 47%	1 47%	1 7%	-	1 35%	4 6%	5 9%	7 32%	* 21%	-	8 7%	* 8%	3 4%	9 15%	2 16%	2 54%	-	11 9%	2 47%	16 12%	-
Fairly satisfied (4)	73 51%	41 46%	13 74%	60 48%	32 60%	41 46%	* 19%	1 43%	13 74%	-	1 33%	28 43%	29 58%	14 62%	1 48%	1 40%	57 50%	3 43%	21 34%	38 64%r	10 71%	1 36%	1 100%	59 48%	3 53%	68 51%	6 61%
Very satisfied (5)	49 35%	39 44%	3 19%	46 37%	10 19%	39 44%	1 35%	* 8%	3 19%	1 100%	1 33%	33 51%l	13 26%	1 6%	* 9%	2 60%	46 40%	2 40%	37 59%s	11 18%	1 10%	-	-	48 39%s	-	46 35%	3 33%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	123 86%	80 90%	16 93%	106 85%	42 79%	80 90%	1 53%	1 51%	16 93%	1 100%	2 65%	60 94%	42 84%	15 68%	1 57%	4 100%	102 90%	5 83%	58 93%	48 82%	12 81%	1 36%	1 100%	107 88%	3 53%	114 85%	9 94%
NET Very/fairly dissatisfied	4 3%	2 2%	-	4 3%	2 4%	2 2%	-	-	-	-	-	-	4 7%	-	1 23%	-	4 3%	1 9%	2 3%	2 3%	1 4%	-	-	4 3%	-	3 3%	1 6%
Mean	4.16	4.30	4.12	4.17	3.93	4.30	3.88	3.57	4.12	5.00	3.98	4.45l	3.99	3.74	3.43	4.60	4.25	4.13	4.49s	3.94	3.87	3.36	4.00	4.23	3.53	4.16	4.20
Std Dev.	0.78	0.78	0.51	0.81	0.73	0.78	1.19	0.90	0.51	-	0.97	0.61	0.90	0.58	1.23	0.58	0.78	1.00	0.72	0.78	0.64	0.56	-	0.79	0.55	0.78	0.78
Std Error	0.07	0.09	0.15	0.08	0.11	0.09	0.53	0.37	0.15	-	0.56	0.09	0.13	0.15	0.55	0.33	0.08	0.35	0.10	0.11	0.18	0.28	-	0.08	0.23	0.07	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	121	19	101	1	54	57	10	102	17	1	1	120	-
Weighted Base	143*	23**	118*	2**	66*	66*	11**	117*	23**	3**	***	143*	-**
Effective Base	79	11	67	1	32	41	7	65	13	1	1	79	-
Very dissatisfied (1)	2 1%	-	2 1%	-	-	2 3%	-	2 1%	-	-	-	2 1%	-
Fairly dissatisfied (2)	2 2%	-	2 2%	-	1 1%	2 3%	-	*	2 10%	-	-	2 2%	-
Neither satisfied or dissatisfied (3)	16 11%	2 9%	14 12%	-	5 7%	9 13%	3 25%	13 11%	3 11%	-	-	16 11%	-
Fairly satisfied (4)	73 51%	13 56%	61 51%	-	35 53%	32 49%	6 56%	66 56%	8 33%	-	-	73 51%	-
Very satisfied (5)	49 35%	8 35%	40 33%	2 100%	26 39%	21 32%	2 19%	36 31%	10 46%	3 100%	* 100%	49 34%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	123 86%	21 91%	100 85%	2 100%	61 92%	54 81%	8 75%	102 87%	18 79%	3 100%	* 100%	122 86%	-
NET Very/fairly dissatisfied	4 3%	-	4 3%	-	1 1%	3 5%	-	2 2%	2 10%	-	-	4 3%	-
Mean	4.16	4.27	4.13	5.00	4.31	4.06	3.94	4.15	4.14	5.00	5.00	4.16	-
Std Dev.	0.78	0.62	0.81	-	0.64	0.90	0.70	0.74	1.00	0.00	-	0.78	-
Std Error	0.07	0.14	0.08	-	0.09	0.12	0.22	0.07	0.24	0.00	-	0.07	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 412

QJ7_12_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	121	35	21	31	34	15	12	8	6	5	10	9	6	16	21	5	8
Weighted Base	143*	47**	29**	35**	32**	21**	16**	10**	10**	5**	14**	7**	10**	18**	18**	5**	9**
Effective Base	79	23	17	20	19	12	8	4	6	4	7	5	4	11	10	4	5
Very dissatisfied (1)	2 1%	2 4%	-	-	-	2 8%	-	* 1%	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2 2%	-	2 6%	1 2%	-	-	-	-	-	2 35%	-	* 1%	-	1 3%	-	-	-
Neither satisfied or dissatisfied (3)	16 11%	1 2%	6 19%	4 13%	5 16%	-	* 3%	1 6%	3 27%	1 21%	2 13%	2 25%	2 16%	1 6%	-	2 39%	3 35%
Fairly satisfied (4)	73 51%	25 54%	12 43%	20 58%	16 48%	11 55%	10 59%	4 41%	6 59%	1 28%	5 35%	5 72%	5 48%	11 59%	12 65%	3 60%	1 9%
Very satisfied (5)	49 35%	19 41%	9 32%	9 27%	12 36%	8 37%	6 38%	5 52%	1 14%	1 15%	7 52%	* 2%	4 36%	6 31%	6 35%	* 1%	5 57%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	123 86%	44 94%	22 75%	30 86%	27 84%	19 92%	16 97%	9 93%	8 73%	2 43%	12 87%	5 74%	8 84%	17 91%	18 100%	3 61%	6 65%
NET Very/fairly dissatisfied	4 3%	2 4%	2 6%	1 2%	-	2 8%	-	* 1%	-	2 35%	-	* 1%	-	1 3%	-	-	-
Mean	4.16	4.27	4.01	4.11	4.20	4.14	4.36	4.42	3.86	3.23	4.39	3.75	4.20	4.19	4.35	3.62	4.22
Std Dev.	0.78	0.84	0.88	0.68	0.70	1.05	0.55	0.75	0.66	1.22	0.73	0.53	0.74	0.69	0.49	0.56	0.99
Std Error	0.07	0.14	0.19	0.12	0.12	0.27	0.16	0.26	0.27	0.55	0.23	0.18	0.30	0.17	0.11	0.25	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_13_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	130	7	123	77	53	84	46	38	36	29	18	7	-	2	74	47	9	2	103	25
Weighted Base	152*	8**	144*	83*	69*	98*	55*	55**	40**	31**	14**	10**	-**	2**	95*	45**	12**	2**	107*	44**
Effective Base	82	6	76	45	37	50	32	29	22	16	8	5	-	1	51	24	6	1	60	21
Very dissatisfied (1)	4 / 2%	-	4 / 2%	1 / 2%	2 / 3%	3 / 3%	* / *	-	* / *	1 / 4%	2 / 15%	-	-	-	* / *	3 / 8%	-	-	4 / 3%	-
Fairly dissatisfied (2)	7 / 5%	-	7 / 5%	5 / 6%	2 / 4%	4 / 4%	4 / 6%	4 / 8%	1 / 1%	2 / 8%	-	-	-	-	5 / 5%	2 / 5%	-	-	6 / 5%	2 / 4%
Neither satisfied or dissatisfied (3)	18 / 12%	1 / 11%	17 / 12%	4 / 5%	13 / 19%	9 / 9%	9 / 17%	6 / 11%	4 / 11%	4 / 12%	1 / 10%	2 / 22%	-	-	10 / 11%	5 / 12%	2 / 18%	-	13 / 12%	5 / 10%
Fairly satisfied (4)	71 / 47%	7 / 83%	64 / 45%	39 / 47%	32 / 47%	43 / 44%	28 / 52%	25 / 46%	20 / 49%	13 / 43%	3 / 22%	8 / 77%	-	2 / 97%	45 / 47%	16 / 37%	10 / 81%	2 / 97%	53 / 50%	17 / 38%
Very satisfied (5)	53 / 35%	* / 6%	52 / 36%	34 / 41%	19 / 27%	39 / 40%	14 / 25%	19 / 35%	15 / 38%	10 / 32%	8 / 53%	* / 1%	-	* / 3%	35 / 37%	18 / 39%	* / 1%	* / 3%	31 / 29%	21 / 48%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	124 / 81%	8 / 89%	116 / 81%	73 / 87%	51 / 74%	82 / 84%	42 / 77%	45 / 81%	35 / 88%	23 / 75%	11 / 75%	8 / 78%	-	2 / 100%	80 / 84%	34 / 75%	10 / 82%	2 / 100%	85 / 79%	38 / 86%
NET Very/fairly dissatisfied	11 / 7%	-	11 / 8%	6 / 7%	5 / 7%	7 / 7%	4 / 7%	4 / 8%	1 / 2%	4 / 12%	2 / 15%	-	-	-	5 / 5%	6 / 13%	-	-	9 / 9%	2 / 4%
Mean	4.06	3.94	4.07	4.19	3.92	4.13	3.95	4.09	4.24	3.92	3.98	3.79	-	4.03	4.15	3.94	3.83	4.03	3.97	4.30
Std Dev.	0.93	0.44	0.95	0.90	0.94	0.97	0.84	0.88	0.73	1.08	1.45	0.45	-	-	0.82	1.20	0.43	-	0.96	0.82
Std Error	0.08	0.17	0.09	0.10	0.13	0.11	0.12	0.14	0.12	0.20	0.34	0.17	-	-	0.10	0.17	0.14	-	0.09	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		130	55	33	21	21	88	42	109	20	10	17	39	42	20	98	10	118	63	60	7
Weighted Base		152*	59**	36**	34**	23**	95*	57*	135*	17**	10**	22**	52**	45**	23**	119*	10**	142*	64*	80*	8**
Effective Base		82	29	21	18	14	50	32	70	14	6	12	25	26	12	64	6	76	35	42	4
Very dissatisfied	(1)	4 2%	- -	2 6%	1 4%	- -	2 2%	1 2%	4 3%	- -	- -	1 6%	- -	* *	2 9%	1 1%	- -	4 2%	1 2%	2 3%	- -
Fairly dissatisfied	(2)	7 5%	1 2%	2 7%	3 9%	1 2%	4 4%	3 6%	6 4%	1 7%	- -	1 2%	1 2%	3 7%	2 11%	5 4%	- -	7 5%	2 3%	4 5%	2 23%
Neither satisfied or dissatisfied	(3)	18 12%	4 8%	5 14%	3 10%	5 21%	9 10%	8 14%	14 10%	3 20%	4 36%	2 10%	8 16%	3 8%	* *	14 12%	4 36%	14 10%	6 9%	12 15%	* 1%
Fairly satisfied	(4)	71 47%	30 51%	20 54%	12 35%	9 42%	50 52%	21 38%	64 48%	7 41%	2 18%	7 32%	24 45%	30 67%	9 38%	61 51%	2 18%	70 49%	25 39%	42 52%	5 59%
Very satisfied	(5)	53 35%	23 39%	7 19%	15 43%	8 35%	30 31%	23 40%	47 35%	6 32%	5 46%	11 50%	19 36%	8 18%	10 42%	38 32%	5 46%	48 34%	31 47%	21 26%	1 17%
I don't know / Not applicable		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		124 81%	53 90%	27 73%	27 78%	17 77%	80 84%	44 77%	111 82%	13 73%	6 64%	18 82%	43 82%	38 85%	18 80%	99 83%	6 64%	117 83%	56 86%	62 78%	6 76%
NET Very/fairly dissatisfied		11 7%	1 2%	5 13%	4 12%	1 2%	6 6%	5 8%	10 7%	1 7%	- -	2 8%	1 2%	3 7%	5 20%	6 5%	- -	11 8%	3 5%	6 7%	2 23%
Mean		4.06	4.27	3.73	4.04	4.09	4.06	4.06	4.08	3.98	4.10	4.18	4.16	3.96	3.92	4.09	4.10	4.06	4.27	3.94	3.71
Std Dev.		0.93	0.70	1.06	1.11	0.82	0.89	1.00	0.93	0.92	0.95	1.11	0.78	0.76	1.33	0.84	0.95	0.93	0.90	0.92	1.08
Std Error		0.08	0.09	0.18	0.24	0.18	0.09	0.15	0.09	0.21	0.30	0.27	0.12	0.12	0.30	0.08	0.30	0.09	0.11	0.12	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	130	91	39	22	75	17	25	13	5	8	8	6	9	11	17	7	4	1	16
Weighted Base	152*	131*	21**	5**	135*	7**	8**	3**	4**	15**	14**	8**	14**	17**	40**	19**	6**	***	6**
Effective Base	82	72	10	5	67	10	15	8	5	8	8	6	8	10	17	7	4		9
Very dissatisfied (1)	4 2%	3 3%	* 1%	* 3%	3 3%	-	* 2%	-	-	-	-	1 17%	-	-	2 5%	-	-	-	-
Fairly dissatisfied (2)	7 5%	4 3%	3 14%	3 61%	7 5%	-	1 7%	-	-	-	2 13%	1 16%	-	-	2 6%	-	1 23%	-	-
Neither satisfied or dissatisfied (3)	18 12%	17 13%	* 1%	* 6%	15 11%	* 2%	1 17%	1 37%	2 38%	2 11%	1 11%	1 18%	3 19%	3 17%	-	2 13%	1 24%	100%	-
Fairly satisfied (4)	71 47%	55 42%	17 78%	1 14%	63 47%	5 71%	2 28%	2 55%	2 43%	8 54%	10 76%	2 32%	7 52%	14 83%	9 23%	8 42%	2 35%	-	5 72%
Very satisfied (5)	53 35%	51 39%	1 6%	1 16%	47 35%	2 27%	3 46%	* 8%	1 18%	5 35%	-	1 18%	4 29%	-	26 65%	8 46%	1 19%	-	2 28%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	124 81%	106 81%	18 84%	1 30%	110 81%	6 98%	6 74%	2 63%	2 62%	14 89%	10 76%	4 49%	11 81%	14 83%	35 89%	16 87%	3 53%	-	6 100%
NET Very/fairly dissatisfied	11 7%	8 6%	3 15%	3 64%	10 7%	-	1 9%	-	-	-	2 13%	3 33%	-	-	5 11%	-	1 23%	-	-
Mean	4.06	4.12	3.74	2.79	4.06	4.25	4.09	3.71	3.80	4.24	3.64	3.17	4.09	3.83	4.37	4.33	3.49	3.00	4.28
Std Dev.	0.93	0.94	0.81	1.36	0.94	0.52	1.11	0.75	0.84	0.65	0.73	1.45	0.71	0.38	1.13	0.71	1.15	-	0.49
Std Error	0.08	0.10	0.13	0.29	0.11	0.13	0.22	0.21	0.37	0.23	0.26	0.59	0.24	0.12	0.27	0.27	0.57	-	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	130	79	20	109	50	79	7	10	20	2	6	47	55	14	9	5	102	14	50	58	17	1	4	108	5	120	10
Weighted Base	152*	88*	27**	123*	61*	88*	7**	7**	27**	2**	7**	65**	58*	18**	7**	4**	123*	11**	66*	64*	17**	1**	5**	130*	6**	140*	13**
Effective Base	82	46	15	66	35	46	4	5	15	2	5	29	37	11	6	2	64	8	32	36	12	1	3	67	4	76	6
Very dissatisfied (1)	4 / 2%	1 / 1%	2 / 8%	1 / 1%	2 / 4%	1 / 1%	-	-	2 / 8%	-	-	-	3 / 6%	-	- / 2%	-	3 / 3%	- / 1%	-	-	2 / 12%	-	1 / 30%	-	1 / 25%	4 / 3%	-
Fairly dissatisfied (2)	7 / 5%	2 / 2%	1 / 2%	7 / 5%	5 / 8%	2 / 3%	-	-	1 / 2%	-	-	2 / 4%	-	1 / 7%	4 / 49%	-	2 / 2%	4 / 31%	-	6 / 9%	2 / 10%	-	-	6 / 4%	-	7 / 5%	-
Neither satisfied or dissatisfied (3)	18 / 12%	6 / 6%	4 / 13%	14 / 11%	12 / 19%	6 / 6%	2 / 24%	1 / 15%	4 / 13%	1 / 34%	1 / 16%	3 / 4%	6 / 11%	3 / 17%	2 / 21%	4 / 90%	9 / 8%	5 / 46%	2 / 3%	8 / 13%	5 / 31%	-	2 / 49%	10 / 8%	2 / 42%	15 / 11%	2 / 17%
Fairly satisfied (4)	71 / 47%	48 / 54%	8 / 31%	61 / 49%	21 / 34%	48 / 54%	2 / 26%	4 / 63%	8 / 31%	-	2 / 25%	26 / 40%	35 / 60%	9 / 49%	2 / 29%	- / 3%	60 / 49%	2 / 20%	29 / 44%	34 / 53%	8 / 47%	1 / 100%	-	63 / 48%	1 / 14%	65 / 46%	7 / 51%
Very satisfied (5)	53 / 35%	31 / 35%	12 / 46%	40 / 33%	22 / 35%	31 / 35%	3 / 50%	2 / 23%	12 / 46%	2 / 66%	4 / 60%	34 / 52%	14 / 23%	5 / 27%	-	- / 7%	47 / 39%	- / 2%	35 / 53%s	16 / 26%	-	-	1 / 22%	52 / 40%	1 / 19%	48 / 35%	4 / 32%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	124 / 81%	79 / 89%cd	20 / 77%	101 / 82%	42 / 69%	79 / 89%	5 / 76%	6 / 85%	20 / 77%	1 / 66%	5 / 84%	59 / 92%	48 / 83%	14 / 76%	2 / 29%	- / 10%	108 / 88%	3 / 22%	64 / 97%s	50 / 79%	8 / 47%	1 / 100%	1 / 22%	114 / 88%	2 / 33%	113 / 81%	11 / 83%
NET Very/fairly dissatisfied	11 / 7%	4 / 4%	3 / 10%	8 / 7%	7 / 12%	4 / 4%	-	-	3 / 10%	-	-	2 / 4%	3 / 6%	1 / 7%	4 / 51%	-	6 / 5%	4 / 32%	-	6 / 9%	4 / 23%	-	1 / 30%	6 / 4%	1 / 25%	11 / 8%	-
Mean	4.06	4.19	4.05	4.07	3.89	4.19	4.26	4.08	4.05	4.33	4.44	4.40	3.95	3.96	2.76	3.17	4.19	2.91	4.51s	3.96	3.11	4.00	2.84	4.24	3.00	4.06	4.15
Std Dev.	0.93	0.79	1.20	0.88	1.10	0.79	0.89	0.65	1.20	-	0.81	0.75	0.94	0.87	0.96	0.61	0.87	0.84	0.56	0.86	1.06	-	1.60	0.77	1.52	0.95	0.71
Std Error	0.08	0.09	0.27	0.08	0.15	0.09	0.33	0.21	0.27	-	0.33	0.11	0.13	0.23	0.32	0.27	0.09	0.23	0.08	0.11	0.26	-	0.80	0.07	0.68	0.09	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	130	20	107	3	61	55	14	107	15	5	2	127	1
Weighted Base	152*	17**	130*	6**	70*	66*	16**	123*	23**	7**	***	152*	***
Effective Base	82	8	72	2	36	35	11	67	12	3	2	82	1
Very dissatisfied (1)	4 2%	1 8%	2 2%	- -	1 2%	2 3%	- -	1 1%	- -	2 32%	- -	4 2%	- -
Fairly dissatisfied (2)	7 5%	- -	7 5%	1 9%	4 6%	2 4%	1 3%	6 5%	1 6%	- -	- -	7 5%	- -
Neither satisfied or dissatisfied (3)	18 12%	* 1%	17 13%	- -	8 11%	3 5%	7 42%	12 10%	3 13%	2 35%	- -	18 12%	- -
Fairly satisfied (4)	71 47%	7 44%	61 47%	3 48%	33 47%	33 49%	6 36%	59 48%	10 45%	2 27%	* 45%	71 47%	* 100%
Very satisfied (5)	53 35%	8 48%	42 32%	2 43%	24 34%	26 39%	3 19%	44 36%	8 37%	* 7%	* 55%	52 35%	- -
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	124 81%	15 91%	103 80%	5 91%	57 81%	58 88%	9 55%	103 84%	19 82%	2 34%	* 100%	124 81%	* 100%
NET Very/fairly dissatisfied	11 7%	1 8%	9 7%	1 9%	6 8%	5 7%	1 3%	7 6%	1 6%	2 32%	- -	11 7%	- -
Mean	4.06	4.24	4.03	4.26	4.05	4.17	3.70	4.12	4.13	2.78	4.55	4.06	4.00
Std Dev.	0.93	1.09	0.91	0.94	0.94	0.93	0.83	0.86	0.85	1.44	-	0.93	-
Std Error	0.08	0.24	0.09	0.54	0.12	0.13	0.22	0.08	0.22	0.64	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	130	31	23	28	48	12	11	8	9	7	7	5	8	15	27	11	10
Weighted Base	152*	44**	29**	29**	51**	21**	12**	11**	12**	9**	7**	2**	11**	16**	24**	16**	11**
Effective Base	82	21	19	17	26	10	7	4	7	6	6	3	6	9	12	7	7
Very dissatisfied (1)	4 / 2%	2 / 5%	-	-	1 / 3%	2 / 10%	* / 1%	-	-	-	-	-	-	-	1 / 5%	-	-
Fairly dissatisfied (2)	7 / 5%	2 / 6%	3 / 10%	1 / 4%	1 / 1%	-	2 / 20%	-	1 / 10%	2 / 19%	-	-	1 / 11%	-	-	-	1 / 5%
Neither satisfied or dissatisfied (3)	18 / 12%	6 / 14%	5 / 19%	5 / 18%	1 / 1%	3 / 14%	2 / 19%	1 / 11%	3 / 24%	1 / 7%	2 / 24%	2 / 75%	3 / 22%	1 / 7%	1 / 2%	* / 1%	-
Fairly satisfied (4)	71 / 47%	16 / 36%	17 / 60%	19 / 64%	20 / 39%	8 / 40%	4 / 30%	4 / 34%	8 / 65%	5 / 55%	4 / 57%	* / 19%	4 / 35%	14 / 91%	6 / 26%	9 / 58%	4 / 40%
Very satisfied (5)	53 / 35%	17 / 39%	3 / 11%	4 / 13%	28 / 56%	7 / 36%	4 / 30%	6 / 55%	-	2 / 19%	1 / 19%	* / 7%	4 / 31%	* / 1%	16 / 67%	7 / 42%	6 / 55%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	124 / 81%	33 / 75%	20 / 71%	23 / 78%	48 / 95%	16 / 76%	8 / 60%	10 / 89%	8 / 65%	7 / 75%	5 / 76%	1 / 25%	8 / 66%	15 / 93%	22 / 92%	16 / 99%	10 / 95%
NET Very/fairly dissatisfied	11 / 7%	5 / 11%	3 / 10%	1 / 4%	2 / 4%	2 / 10%	3 / 21%	-	1 / 10%	2 / 19%	-	-	1 / 11%	-	1 / 5%	-	1 / 5%
Mean	4.06	3.98	3.72	3.87	4.45	3.91	3.68	4.44	3.55	3.75	3.95	3.32	3.86	3.94	4.48	4.41	4.45
Std Dev.	0.93	1.12	0.81	0.70	0.81	1.22	1.18	0.72	0.70	1.03	0.71	0.83	1.03	0.30	0.99	0.52	0.77
Std Error	0.08	0.20	0.17	0.13	0.12	0.35	0.36	0.25	0.23	0.39	0.27	0.37	0.36	0.08	0.19	0.16	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	133	9	124	79	54	80	53	28	36	34	25	7	1	2	64	59	10	3	111	21
Weighted Base	141*	11**	130*	77*	64*	89*	52*	30**	44**	35**	23**	7**	***	2**	74*	58*	9**	2**	106*	34**
Effective Base	82	7	75	46	37	49	34	20	24	20	14	4	1	1	44	34	5	1	63	19
Very dissatisfied (1)	6 / 4%	2 / 19%	4 / 3%	2 / 2%	4 / 7%	3 / 4%	2 / 5%	* / 2%	2 / 6%	-	2 / 9%	1 / 9%	* / 100%	-	3 / 4%	2 / 4%	1 / 9%	* / 8%	4 / 4%	2 / 5%
Fairly dissatisfied (2)	10 / 7%	2 / 17%	8 / 6%	6 / 7%	5 / 7%	7 / 7%	3 / 7%	3 / 12%	5 / 11%	* / *	2 / 7%	-	-	-	8 / 11%	2 / 3%	-	-	8 / 8%	2 / 6%
Neither satisfied or dissatisfied (3)	17 / 12%	2 / 18%	15 / 12%	7 / 9%	10 / 16%	12 / 14%	5 / 10%	4 / 12%	4 / 10%	3 / 9%	4 / 17%	* / 1%	-	2 / 97%	8 / 11%	7 / 12%	2 / 22%	2 / 89%	13 / 13%	4 / 11%
Fairly satisfied (4)	57 / 41%	3 / 31%	54 / 41%	33 / 42%	24 / 38%	31 / 34%	27 / 51%	14 / 47%	16 / 37%	12 / 35%	10 / 42%	5 / 65%	-	* / 3%	30 / 41%	22 / 38%	5 / 50%	* / 3%	40 / 38%	16 / 46%
Very satisfied (5)	51 / 36%	2 / 15%	49 / 38%	31 / 40%	20 / 32%	36 / 41%	14 / 28%	8 / 27%	16 / 36%	20 / 56%	6 / 24%	2 / 26%	-	-	24 / 32%	25 / 43%	2 / 20%	-	40 / 38%	11 / 32%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	108 / 77%	5 / 46%	103 / 79%	63 / 82%	44 / 70%	67 / 75%	41 / 79%	22 / 74%	32 / 73%	32 / 91%	15 / 66%	6 / 90%	-	* / 3%	54 / 74%	47 / 81%	6 / 70%	* / 3%	80 / 76%	26 / 78%
NET Very/fairly dissatisfied	16 / 11%	4 / 36%	12 / 9%	7 / 9%	9 / 14%	10 / 11%	6 / 11%	4 / 13%	7 / 17%	* / *	4 / 17%	1 / 9%	* / 100%	-	11 / 15%	4 / 7%	1 / 9%	* / 8%	12 / 12%	4 / 11%
Mean	3.97	3.06	4.05	4.10	3.81	4.01	3.91	3.87	3.87	4.47	3.65	3.98	1.00	3.03	3.87	4.14	3.72	2.86	3.98	3.93
Std Dev.	1.07	1.43	1.01	0.98	1.16	1.09	1.04	1.01	1.19	0.67	1.21	1.10	-	-	1.11	1.00	1.11	0.80	1.08	1.08
Std Error	0.09	0.48	0.09	0.11	0.16	0.12	0.14	0.19	0.20	0.12	0.24	0.42	-	-	0.14	0.13	0.35	0.46	0.10	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		133	62	36	18	17	98	35	112	20	7	15	35	37	36	87	7	123	60	70	3
Weighted Base		141*	56*	40**	25**	20**	96*	45**	125*	14**	6**	17**	42**	35**	37**	94*	6**	130*	60*	75*	5**
Effective Base		82	32	23	15	13	55	28	71	12	4	10	24	24	19	57	4	76	35	45	3
Very dissatisfied	(1)	6 4%	* 1%	4 11%	* 2%	1 3%	5 5%	1 2%	5 4%	1 6%	* 3%	2 13%	* 1%	1 3%	* *	4 4%	* 3%	4 3%	2 3%	4 5%	-
Fairly dissatisfied	(2)	10 7%	4 7%	2 5%	1 5%	3 16%	6 6%	4 10%	7 6%	3 21%	-	2 10%	3 7%	4 12%	1 3%	9 10%	-	10 8%	2 3%	7 10%	1 24%
Neither satisfied or dissatisfied	(3)	17 12%	4 8%	4 10%	2 9%	7 34%	8 9%	9 20%	17 13%	1 4%	-	1 6%	8 18%	7 20%	1 4%	16 17%	-	17 13%	3 4%	15 19%q	-
Fairly satisfied	(4)	57 41%	21 38%	17 42%	14 56%	5 24%	38 40%	19 42%	50 40%	5 37%	4 63%	6 35%	16 38%	16 46%	14 38%	38 40%	4 63%	52 40%	28 46%	25 33%	4 76%
Very satisfied	(5)	51 36%	27 47%	13 32%	7 28%	5 23%	39 41%	12 26%	46 37%	4 31%	2 34%	6 37%	15 35%	7 19%	20 55%	28 30%	2 34%	48 37%	26 44%	24 32%	-
I don't know / Not applicable		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		108 77%	48 85%	29 74%	21 84%	9 48%	77 81%	31 68%	96 77%	9 69%	6 97%	12 72%	31 73%	23 65%	34 92%	66 70%	6 97%	99 76%	54 90%r	49 66%	4 76%
NET Very/fairly dissatisfied		16 11%	4 7%	6 16%	2 7%	4 19%	10 11%	5 12%	12 10%	4 28%	* 3%	4 22%	4 9%	5 15%	1 4%	13 14%	* 3%	14 11%	4 6%	11 15%	1 24%
Mean		3.97	4.25	3.78	4.03	3.49	4.06	3.79	4.00	3.66	4.24	3.74	3.99	3.65	4.43	3.82	4.24	3.99	4.25	3.78	3.53
Std Dev.		1.07	0.90	1.27	0.88	1.13	1.09	1.02	1.05	1.34	0.83	1.42	0.98	1.03	0.76	1.09	0.83	1.04	0.91	1.16	0.94
Std Error		0.09	0.11	0.21	0.21	0.27	0.11	0.17	0.10	0.30	0.31	0.37	0.17	0.17	0.13	0.12	0.31	0.09	0.12	0.14	0.55

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		133	88	45	16	71	22	32	8	7	11	2	4	12	12	16	3	4	3	19
Weighted Base		141*	124*	17**	5**	121*	8**	10**	2**	5**	19**	3**	5**	20**	18**	37**	7**	6**	***	8**
Effective Base		82	71	12	4	64	9	19	5	7	11	2	4	12	12	16	3	4	3	8
Very dissatisfied	(1)	6 4%	5 4%	1 4%	* 8%	4 3%	* 2%	2 16%	* 5%	1 15%	1 8%	-	-	-	2 10%	-	-	-	* 40%	-
Fairly dissatisfied	(2)	10 7%	9 7%	2 9%	1 27%	9 7%	* 2%	1 12%	-	1 12%	3 18%	-	1 24%	4 17%	-	-	-	-	-	* 2%
Neither satisfied or dissatisfied	(3)	17 12%	17 14%	* 2%	* 4%	13 11%	3 39%	1 6%	1 33%	1 18%	-	1 51%	1 25%	-	4 21%	4 10%	-	2 24%	-	3 41%
Fairly satisfied	(4)	57 41%	50 40%	7 43%	1 11%	50 41%	4 46%	3 28%	1 62%	3 55%	11 56%	1 49%	3 51%	9 46%	10 56%	9 24%	2 34%	1 22%	-	4 48%
Very satisfied	(5)	51 36%	44 35%	7 41%	2 50%	46 38%	1 12%	4 38%	-	-	4 19%	-	-	7 37%	2 13%	24 66%	5 66%	4 55%	* 60%	1 9%
I don't know / Not applicable		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		108 77%	94 76%	14 84%	3 61%	96 79%	5 58%	7 67%	1 62%	3 55%	14 75%	1 49%	3 51%	17 83%	12 69%	33 90%	7 100%	5 76%	* 60%	4 57%
NET Very/fairly dissatisfied		16 11%	14 11%	2 14%	2 35%	13 11%	* 4%	3 27%	* 5%	1 27%	5 25%	-	1 24%	4 17%	2 10%	-	-	-	* 40%	* 2%
Mean		3.97	3.96	4.07	3.68	4.03	3.63	3.62	3.53	3.13	3.61	3.49	3.27	4.02	3.62	4.55	4.66	4.31	3.42	3.65
Std Dev.		1.07	1.07	1.12	1.67	1.04	0.85	1.56	-	1.24	1.23	0.62	0.92	1.06	1.07	0.68	0.51	0.90	-	0.71
Std Error		0.09	0.11	0.17	0.42	0.12	0.18	0.28	-	0.47	0.37	0.44	0.46	0.31	0.31	0.17	0.29	0.45	-	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

		Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challanges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	133	85	15	117	47	85	4	12	15	2	4	54	47	20	8	4	101	12	54	62	11	3	3	116	6	112	21
Weighted Base	141*	94*	14**	127*	47**	94*	2**	8**	14**	1**	2**	65*	46*	23**	5**	2**	111*	7**	60*	66*	13**	1**	1**	125*	3**	120*	21**
Effective Base	82	54	8	74	29	54	2	7	8	1	2	33	31	14	4	2	63	6	34	39	7	2	1	73	3	72	11
Very dissatisfied (1)	6 / 4%	4 / 4%	* / 3%	5 / 4%	2 / 4%	4 / 4%	-	1 / 8%	* / 3%	* / 14%	* / 11%	3 / 4%	2 / 5%	1 / 3%	-	-	5 / 5%	-	2 / 4%	2 / 3%	* / 4%	1 / 66%	-	4 / 3%	1 / 34%	4 / 3%	2 / 10%
Fairly dissatisfied (2)	10 / 7%	4 / 4%	2 / 15%	8 / 6%	7 / 14%	4 / 4%	-	-	2 / 15%	-	* / 8%	* / *	7 / 15%k	3 / 13%	-	-	7 / 6%	-	2 / 3%	8 / 13%	* / 1%	-	-	10 / 8%	-	9 / 7%	1 / 6%
Neither satisfied or dissatisfied (3)	17 / 12%	13 / 13%	* / 1%	17 / 13%	5 / 10%	13 / 13%	-	* / 1%	* / 1%	-	-	- / -	8 / 18%k	8 / 37%	1 / 12%	-	8 / 7%	1 / 9%	7 / 12%	9 / 14%	1 / 5%	1 / 34%	-	16 / 13%	1 / 17%	16 / 14%	1 / 4%
Fairly satisfied (4)	57 / 41%	33 / 36%	4 / 26%	53 / 42%	24 / 50%	33 / 36%	2 / 67%	4 / 54%	4 / 26%	-	-	25 / 39%	21 / 45%	7 / 30%	3 / 57%	1 / 75%	46 / 41%	4 / 61%	21 / 35%	26 / 40%	8 / 68%	-	1 / 100%	47 / 38%	1 / 49%	48 / 40%	9 / 44%
Very satisfied (5)	51 / 36%	40 / 43%	8 / 56%	43 / 34%	11 / 22%	40 / 43%	1 / 33%	3 / 37%	8 / 56%	1 / 86%	1 / 81%	37 / 56%l	8 / 17%	4 / 18%	2 / 30%	* / 25%	45 / 40%l	2 / 29%	28 / 47%	20 / 30%	3 / 22%	-	-	48 / 38%	-	43 / 36%	8 / 37%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	108 / 77%	74 / 79%	12 / 82%	96 / 76%	34 / 72%	74 / 79%	2 / 100%	7 / 90%	12 / 82%	1 / 86%	1 / 81%	62 / 95%l	29 / 62%	11 / 47%	5 / 88%	2 / 100%	91 / 82%l	6 / 91%	49 / 82%	46 / 71%	11 / 90%	-	1 / 100%	95 / 76%	1 / 49%	91 / 76%	17 / 81%
NET Very/fairly dissatisfied	16 / 11%	8 / 8%	2 / 17%	13 / 11%	8 / 18%	8 / 8%	-	1 / 8%	2 / 17%	* / 14%	* / 19%	3 / 5%	9 / 20%	4 / 16%	-	-	12 / 11%	-	4 / 7%	10 / 16%	1 / 5%	1 / 66%	-	14 / 11%	1 / 34%	13 / 11%	3 / 15%
Mean	3.97	4.09	4.17	3.95	3.73	4.09	4.33	4.10	4.17	4.45	4.31	4.43l	3.55	3.46	4.18	4.25	4.06l	4.20	4.18	3.83	4.02	1.68	4.00	3.99	2.81	3.98	3.92
Std Dev.	1.07	1.05	1.21	1.06	1.08	1.05	0.61	1.13	1.21	-	-	0.89	1.11	1.05	0.69	-	1.07	0.64	1.02	1.10	0.85	-	-	1.07	1.66	1.04	1.26
Std Error	0.09	0.11	0.31	0.10	0.16	0.11	0.31	0.33	0.31	-	-	0.12	0.16	0.23	0.25	-	0.11	0.18	0.14	0.14	0.26	-	-	0.10	0.68	0.10	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	13	116	4	64	54	15	111	19	3	-	133	-
Weighted Base	141*	10**	124*	7**	68*	55*	19**	118*	22**	1**	-**	141*	-**
Effective Base	82	7	73	3	38	33	11	68	14	2	-	82	-
Very dissatisfied (1)	6 4%	- -	5 4%	* 7%	2 2%	2 3%	2 12%	5 4%	* 2%	- -	- -	6 4%	- -
Fairly dissatisfied (2)	10 7%	1 8%	9 8%	- -	4 5%	4 7%	3 14%	7 6%	3 13%	- -	- -	10 7%	- -
Neither satisfied or dissatisfied (3)	17 12%	2 20%	15 12%	- -	9 13%	6 11%	2 12%	13 11%	4 20%	- -	- -	17 12%	- -
Fairly satisfied (4)	57 41%	5 50%	48 39%	4 58%	27 40%	21 38%	9 50%	47 40%	9 42%	* 71%	-	57 41%	-
Very satisfied (5)	51 36%	2 22%	46 37%	2 35%	26 39%	22 40%	2 13%	46 39%	5 22%	* 29%	-	51 36%	-
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	108 77%	7 73%	94 76%	7 93%	53 79%	43 78%	12 62%	93 79%	14 65%	1 100%	-	108 77%	-
NET Very/fairly dissatisfied	16 11%	1 8%	15 12%	* 7%	5 8%	6 11%	5 26%	13 11%	3 15%	-	-	16 11%	-
Mean	3.97	3.87	3.97	4.14	4.08	4.04	3.37	4.02	3.70	4.29	-	3.97	-
Std Dev.	1.07	0.89	1.09	1.06	0.98	1.06	1.26	1.07	1.05	-	-	1.07	-
Std Error	0.09	0.25	0.10	0.53	0.12	0.14	0.32	0.10	0.24	-	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	39	18	30	46	15	18	6	10	3	5	7	11	12	27	13	6
Weighted Base	141*	49**	20**	35**	36**	20**	20**	9**	11**	6**	4**	4**	15**	16**	17**	15**	4**
Effective Base	82	27	13	20	23	12	11	5	7	3	3	4	7	9	12	7	4
Very dissatisfied (1)	6 / 4%	* / *	2 / 10%	3 / 8%	1 / 2%	-	* / 1%	-	* / 3%	2 / 32%	-	* / 2%	3 / 17%	-	1 / 5%	-	-
Fairly dissatisfied (2)	10 / 7%	2 / 3%	1 / 6%	5 / 15%	2 / 6%	2 / 8%	-	-	1 / 11%	-	-	-	2 / 11%	4 / 22%	-	2 / 14%	-
Neither satisfied or dissatisfied (3)	17 / 12%	4 / 9%	5 / 23%	7 / 19%	1 / 3%	3 / 15%	1 / 7%	-	3 / 25%	2 / 35%	-	1 / 24%	2 / 13%	4 / 24%	1 / 4%	1 / 4%	-
Fairly satisfied (4)	57 / 41%	25 / 51%	9 / 44%	4 / 11%	19 / 53%	9 / 46%	13 / 63%	3 / 36%	4 / 37%	2 / 33%	3 / 82%	1 / 37%	-	2 / 14%	9 / 52%	8 / 52%	3 / 61%
Very satisfied (5)	51 / 36%	18 / 36%	3 / 16%	17 / 48%	13 / 36%	6 / 31%	6 / 29%	6 / 64%	3 / 23%	-	1 / 18%	2 / 37%	9 / 58%	7 / 41%	7 / 40%	4 / 30%	2 / 39%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	108 / 77%	43 / 87%	12 / 61%	20 / 58%	32 / 88%	15 / 77%	19 / 92%	9 / 100%	7 / 61%	2 / 33%	4 / 100%	3 / 74%	9 / 58%	9 / 55%	16 / 91%	12 / 82%	4 / 100%
NET Very/fairly dissatisfied	16 / 11%	2 / 3%	3 / 17%	8 / 22%	3 / 8%	2 / 8%	* / 1%	-	2 / 15%	2 / 32%	-	* / 2%	4 / 29%	4 / 22%	1 / 5%	2 / 14%	-
Mean	3.97	4.20	3.50	3.76	4.13	3.99	4.19	4.64	3.66	2.69	4.18	4.07	3.70	3.74	4.21	3.97	4.39
Std Dev.	1.07	0.76	1.18	1.39	0.92	0.91	0.63	0.51	1.11	1.36	0.45	1.02	1.68	1.24	0.95	0.99	0.56
Std Error	0.09	0.12	0.28	0.25	0.14	0.24	0.15	0.21	0.35	0.79	0.20	0.39	0.51	0.36	0.18	0.27	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	195	23	172	89	106	104	91	44	58	39	26	15	8	5	102	65	28	13	158	34
Weighted Base	217	28**	189	97*	120*	113*	104*	49**	76*	35**	32**	12**	7**	5**	125*	67*	25**	13**	162*	51**
Effective Base	127	20	108	53	75	62	66	30	41	23	18	9	4	3	71	41	16	7	97	28
Very dissatisfied (1)	2 / 1%	-	2 / 1%	-	2 / 2%	*	2 / 2%	-	1 / 1%	1 / 3%	-	* / 1%	-	-	1 / 1%	1 / 2%	* / *	-	2 / 1%	-
Fairly dissatisfied (2)	10 / 4%	-	10 / 5%	5 / 5%	5 / 4%	6 / 5%	4 / 3%	4 / 7%	2 / 2%	2 / 6%	* / 1%	1 / 12%	1 / 11%	-	5 / 4%	2 / 4%	2 / 9%	1 / 6%	8 / 5%	2 / 3%
Neither satisfied or dissatisfied (3)	23 / 11%	3 / 9%	21 / 11%	11 / 11%	12 / 10%	7 / 6%	16 / 16%	6 / 12%	9 / 12%	4 / 10%	-	4 / 30%	1 / 10%	-	15 / 12%	4 / 5%	4 / 18%	1 / 6%	20 / 12%	4 / 7%
Fairly satisfied (4)	101 / 46%	14 / 51%	87 / 46%	42 / 43%	59 / 49%	57 / 50%	44 / 42%	18 / 36%	43 / 56%	13 / 36%	20 / 61%	5 / 40%	1 / 17%	2 / 47%	60 / 48%	32 / 48%	9 / 35%	4 / 30%	75 / 46%	23 / 46%
Very satisfied (5)	79 / 36%	11 / 40%	68 / 36%	40 / 41%	39 / 33%	43 / 38%	36 / 35%	20 / 41%	22 / 28%	16 / 45%	12 / 38%	2 / 17%	5 / 62%	3 / 53%	42 / 33%	28 / 42%	9 / 38%	7 / 58%	56 / 34%	22 / 44%
I don't know / Not applicable	2 / 1%	-	2 / 1%	-	2 / 1%	-	2 / 2%	2 / 3%	-	-	-	-	-	-	2 / 1%	-	-	-	2 / 1%	-
NET Very/fairly satisfied	180 / 83%	25 / 91%	155 / 82%	82 / 84%	98 / 82%	100 / 88%	80 / 77%	38 / 77%	64 / 84%	28 / 81%	32 / 99%	7 / 57%	6 / 79%	5 / 100%	102 / 81%	60 / 90%	18 / 73%	11 / 88%	131 / 81%	45 / 90%
NET Very/fairly dissatisfied	12 / 5%	-	12 / 6%	5 / 5%	7 / 6%	6 / 5%	6 / 6%	4 / 7%	3 / 3%	3 / 9%	* / *	2 / 13%	1 / 11%	-	6 / 5%	3 / 5%	2 / 9%	1 / 6%	10 / 6%	2 / 3%
Mean	4.14	4.30	4.11	4.20	4.09	4.21	4.06	4.15	4.08	4.14	4.37	3.61	4.30	4.53	4.10	4.25	4.01	4.40	4.08	4.30
Std Dev.	0.86	0.64	0.88	0.82	0.88	0.79	0.92	0.92	0.79	1.04	0.53	0.97	1.11	0.55	0.84	0.84	0.99	0.89	0.89	0.75
Std Error	0.06	0.13	0.07	0.09	0.09	0.08	0.10	0.14	0.10	0.17	0.10	0.25	0.39	0.25	0.08	0.10	0.19	0.25	0.07	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
				Social Grade		Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
Unweighted Base	195	72	44	34	45	116	79	146	47	15	24	48	55	40	127	15	171	77	112	6
Weighted Base	217	74*	45*	43**	55*	119*	98*	175*	41*	18**	27**	59*	60*	38**	146*	18**	187	79*	134*	4**
Effective Base	127	40	30	26	33	69	58	98	30	11	15	32	37	23	84	11	109	45	79	4
Very dissatisfied (1)	2 / 1%	*	-	-	2 / 4%	*	2 / 2%	1 / 1%	1 / 3%	-	2 / 8%	-	*	-	2 / 2%	-	2 / 1%	2 / 3%	-	-
Fairly dissatisfied (2)	10 / 4%	2 / 2%	4 / 8%	2 / 4%	3 / 5%	5 / 5%	4 / 4%	7 / 4%	3 / 7%	2 / 9%	*	2 / 4%	5 / 9%	* / 1%	8 / 5%	2 / 9%	8 / 4%	2 / 2%	8 / 6%	-
Neither satisfied or dissatisfied (3)	23 / 11%	8 / 11%	4 / 10%	5 / 12%	6 / 11%	12 / 10%	11 / 11%	21 / 12%	2 / 6%	4 / 22%	4 / 15%	10 / 16%	4 / 7%	* / 1%	18 / 12%	4 / 22%	18 / 10%	7 / 9%	16 / 12%	-
Fairly satisfied (4)	101 / 46%	36 / 49%	22 / 48%	20 / 46%	23 / 42%	58 / 49%	43 / 44%	83 / 48%	16 / 38%	8 / 44%	11 / 42%	26 / 43%	37 / 61%	16 / 41%	74 / 50%	8 / 44%	90 / 48%	28 / 35%	69 / 51%	4 / 99%
Very satisfied (5)	79 / 36%	28 / 38%	13 / 30%	16 / 37%	21 / 39%	42 / 35%	37 / 38%	61 / 35%	19 / 46%	4 / 25%	9 / 35%	22 / 36%	14 / 23%	20 / 53%	45 / 31%	4 / 25%	67 / 36%	39 / 50%r	40 / 30%	* / 1%
I don't know / Not applicable	2 / 1%	-	2 / 4%	-	-	2 / 1%	-	2 / 1%	-	-	-	-	-	2 / 4%	-	-	2 / 1%	-	2 / 1%	-
NET Very/fairly satisfied	180 / 83%	64 / 87%	35 / 78%	36 / 84%	44 / 81%	100 / 84%	81 / 82%	144 / 82%	34 / 84%	12 / 68%	21 / 77%	47 / 80%	50 / 84%	36 / 94%	118 / 81%	12 / 68%	157 / 84%	67 / 86%	108 / 81%	4 / 100%
NET Very/fairly dissatisfied	12 / 5%	2 / 2%	4 / 8%	2 / 4%	5 / 9%	5 / 5%	6 / 7%	8 / 5%	4 / 10%	2 / 9%	2 / 8%	2 / 4%	5 / 9%	* / 1%	10 / 7%	2 / 9%	10 / 5%	4 / 5%	8 / 6%	-
Mean	4.14	4.23	4.04	4.17	4.07	4.16	4.11	4.13	4.18	3.84	3.95	4.12	3.98	4.53	4.03	3.84	4.14	4.28	4.06	4.01
Std Dev.	0.86	0.73	0.88	0.80	1.02	0.79	0.93	0.82	1.02	0.93	1.13	0.83	0.82	0.57	0.88	0.93	0.85	0.93	0.81	0.10
Std Error	0.06	0.09	0.13	0.14	0.15	0.07	0.10	0.07	0.15	0.24	0.23	0.12	0.11	0.09	0.08	0.24	0.07	0.11	0.08	0.04

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		195	142	53	28	116	23	37	19	8	5	11	11	23	15	19	9	15	5	18
Weighted Base		217	192	25**	7**	192	10**	11**	4**	6**	9**	17**	15**	34**	22**	41**	25**	23**	2**	9**
Effective Base		127	116	12	6	104	23	21	11	8	5	11	11	22	14	18	9	14	3	13
Very dissatisfied	(1)	2	2	*	*	2	-	-	*	-	-	-	-	-	-	-	-	-	2	-
		1%	1%	*	1%	1%	-	-	2%	-	-	-	-	-	-	-	-	-	9%	-
Fairly dissatisfied	(2)	10	7	3	2	8	1	*	*	1	-	2	1	1	-	-	-	-	3	1
		4%	4%	10%	34%	4%	8%	3%	4%	8%	-	10%	10%	4%	-	-	-	14%	16%	6%
Neither satisfied or dissatisfied	(3)	23	21	2	1	21	1	2	1	1	3	1	2	6	3	2	-	2	-	1
		11%	11%	10%	9%	11%	6%	15%	14%	12%	41%	8%	16%	19%	12%	4%	-	8%	-	7%
Fairly satisfied	(4)	101	88	13	3	90	7	2	2	3	5	11	7	12	14	12	12	12	1	6
		46%	46%	52%	43%	47%	69%	19%	56%	55%	59%	62%	45%	37%	64%	29%	50%	54%	67%	69%
Very satisfied	(5)	79	72	7	1	70	2	7	1	2	-	4	4	13	4	27	13	3	*	1
		36%	38%	28%	13%	36%	17%	63%	24%	25%	-	20%	29%	40%	17%	67%	50%	14%	17%	17%
I don't know / Not applicable		2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
		1%	1%	-	-	1%	-	-	-	-	-	-	-	-	7%	-	-	-	-	-
NET Very/fairly satisfied		180	160	20	4	159	9	9	3	5	5	14	11	26	18	40	25	16	1	8
		83%	83%	80%	56%	83%	86%	82%	80%	80%	59%	82%	74%	77%	81%	96%	100%	68%	84%	86%
NET Very/fairly dissatisfied		12	9	3	2	11	1	*	*	1	-	2	1	1	-	-	-	5	*	1
		5%	5%	10%	35%	6%	8%	3%	6%	8%	-	10%	10%	4%	-	-	-	23%	16%	6%
Mean		4.14	4.16	3.97	3.34	4.14	3.95	4.42	3.97	3.96	3.59	3.92	3.93	4.13	4.05	4.63	4.50	3.49	3.85	3.97
Std Dev.		0.86	0.85	0.91	1.20	0.86	0.78	0.89	0.99	0.91	0.52	0.85	0.95	0.88	0.57	0.57	0.51	1.20	-	0.75
Std Error		0.06	0.07	0.13	0.23	0.08	0.16	0.15	0.23	0.32	0.23	0.26	0.28	0.18	0.15	0.13	0.17	0.31	-	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	195	115	31	158	74	115	10	24	31	2	12	60	85	28	15	7	145	22	93	80	11	10	-	173	10	141	54
Weighted Base	217	130*	36**	177	83*	130*	12**	20**	36**	1**	12**	81*	90*	27**	16**	3**	171*	19**	108*	85*	11**	11**	-**	193	11**	158*	59*
Effective Base	127	75	22	102	49	75	7	17	22	1	8	41	59	16	11	3	98	13	59	53	8	7	-	112	7	92	36
Very dissatisfied (1)	2 1%	* *	2 6%	* *	2 3%	* *	- -	* *	2 6%	- -	1 9%	1 1%	* *	1 4%	- -	- -	1 1%	- -	* *	2 3%	- -	- -	- -	2 1%	- -	1 1%	1 2%
Fairly dissatisfied (2)	10 4%	2 2%	2 5%	8 4%	7 9%	2 2%	1 12%	2 10%	2 5%	* 16%	* 2%	* *	3 3%	2 8%	4 29%	- -	3 2%	4 24%	3 3%	4 4%	3 28%	* 1%	- -	6 3%	* 1%	7 5%	2 4%
Neither satisfied or dissatisfied (3)	23 11%	17 13%	4 10%	20 11%	7 8%	17 13%	3 22%	2 9%	4 10%	- -	* 1%	3 4%	16 18%·k	4 15%	* 1%	- -	19 11%	* 1%	13 12%	6 7%	2 19%	2 21%	- -	19 10%	2 21%	16 10%	7 12%
Fairly satisfied (4)	101 46%	61 47%	11 29%	89 50%	38 46%	61 47%	5 38%	9 48%	11 29%	- -	3 27%	35 43%	42 46%	16 58%	8 52%	1 25%	76 45%	9 47%	44 40%	45 53%	6 53%	6 58%	- -	88 46%	6 58%	74 47%	27 46%
Very satisfied (5)	79 36%	50 38%	16 45%	61 34%	27 33%	50 38%	3 28%	6 33%	16 45%	1 84%	7 61%	41 51%	29 32%	4 15%	3 18%	3 75%	70 41%	5 28%	48 45%	27 32%	- -	2 20%	- -	75 39%	2 20%	60 38%	19 33%
I don't know / Not applicable	2 1%	- -	2 4%	- -	2 2%	- -	- -	- -	2 4%	- -	- -	- -	2 2%	- -	- -	- -	- -	2 1%	- -	2 2%	- -	- -	- -	2 1%	- -	- -	2 3%
NET Very/fairly satisfied	180 83%	111 85%	27 74%	150 85%	66 79%	111 85%	8 66%	16 80%	27 74%	1 84%	11 88%	76 94%·l	70 78%	20 72%	11 70%	3 100%	146 85%	14 75%	92 85%	72 85%	6 53%	9 78%	- -	164 85%	9 78%	134 84%	46 79%
NET Very/fairly dissatisfied	12 5%	2 2%	4 11%	8 4%	10 12%·a	2 2%	1 12%	2 11%	4 11%	* 16%	1 11%	2 2%	3 3%	3 12%	4 29%	- -	4 2%	4 24%	3 3%	6 7%	3 28%	* 1%	- -	9 4%	* 1%	9 5%	3 6%
Mean	4.14	4.22	4.07	4.14	3.99	4.22	3.81	4.02	4.07	4.52	4.30	4.42·l	4.08	3.71	3.59	4.75	4.25	3.79	4.27	4.09	3.25	3.98	-	4.19	3.98	4.16	4.08
Std Dev.	0.86	0.74	1.18	0.78	1.01	0.74	1.01	0.95	1.18	-	1.24	0.72	0.79	0.97	1.12	0.52	0.77	1.12	0.78	0.90	0.91	0.69	-	0.84	0.69	0.84	0.90
Std Error	0.06	0.07	0.22	0.06	0.12	0.07	0.32	0.19	0.22	-	0.36	0.09	0.09	0.18	0.29	0.19	0.06	0.24	0.08	0.10	0.27	0.22	-	0.06	0.22	0.07	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	195	18	174	3	73	102	20	174	19	2	-	195	-
Weighted Base	217	17**	195	5**	72*	120*	25**	194	22**	1**	-**	217	-**
Effective Base	127	9	116	3	40	72	16	114	13	2	-	127	-
Very dissatisfied (1)	2 1%	- -	2 1%	- -	2 3%	- -	- -	1 1%	1 5%	- -	- -	2 1%	- -
Fairly dissatisfied (2)	10 4%	* -	9 5%	- -	5 8%	2 2%	2 7%	10 5%	* 1%	- -	- -	10 4%	- -
Neither satisfied or dissatisfied (3)	23 11%	1 3%	23 12%	- -	7 10%	12 10%	5 19%	22 11%	2 7%	- -	- -	23 11%	- -
Fairly satisfied (4)	101 46%	8 49%	91 47%	1 26%	27 37%	64 53%	10 40%	91 47%	10 44%	* 32%	- -	101 46%	- -
Very satisfied (5)	79 36%	8 46%	67 35%	4 74%	29 40%	42 35%	8 34%	69 36%	10 44%	* 68%	- -	79 36%	- -
I don't know / Not applicable	2 1%	- -	2 1%	- -	2 2%	- -	- -	2 1%	- -	- -	- -	2 1%	- -
NET Very/fairly satisfied	180 83%	16 95%	159 81%	5 100%	55 77%	106 88%	18 74%	160 82%	20 87%	1 100%	- -	180 83%	- -
NET Very/fairly dissatisfied	12 5%	* 2%	12 6%	- -	8 11%	2 2%	2 7%	11 5%	1 6%	- -	- -	12 5%	- -
Mean	4.14	4.39	4.10	4.74	4.05	4.21	4.01	4.13	4.21	4.68	-	4.14	-
Std Dev.	0.86	0.67	0.87	0.48	1.06	0.70	0.92	0.84	0.99	-	-	0.86	-
Std Error	0.06	0.16	0.07	0.28	0.12	0.07	0.21	0.06	0.23	-	-	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	195	43	38	58	56	16	16	11	12	12	14	18	22	18	26	17	13
Weighted Base	217	57**	50*	51*	60*	22**	21**	14**	16**	17**	16**	17**	21**	14**	30**	16**	13**
Effective Base	127	29	30	37	33	13	11	6	10	10	10	10	16	11	15	10	10
Very dissatisfied (1)	2 1%	- -	1 2%	1 2%	- -	- -	- -	- -	- -	1 6%	- -	- -	1 5%	* *	- -	- -	- -
Fairly dissatisfied (2)	10 4%	1 3%	4 7%	2 3%	3 5%	- -	1 7%	- -	- -	2 10%	2 12%	* *	1 7%	* 1%	* 2%	* 1%	2 17%
Neither satisfied or dissatisfied (3)	23 11%	3 5%	10 20%	7 14%	4 6%	- -	3 13%	- -	3 18%	4 22%	3 20%	2 12%	2 9%	3 22%	3 8%	1 8%	- -
Fairly satisfied (4)	101 46%	28 49%	24 49%	25 49%	24 41%	7 34%	12 59%	8 56%	12 74%	6 35%	6 38%	10 58%	10 48%	5 38%	11 35%	6 37%	7 56%
Very satisfied (5)	79 36%	25 44%	11 22%	16 32%	27 45%	14 66%	5 21%	6 44%	1 8%	5 28%	5 29%	5 29%	6 30%	5 38%	15 49%	9 53%	4 27%
I don't know / Not applicable	2 1%	- -	- -	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 5%	- -	- -
NET Very/fairly satisfied	180 83%	53 93%	35 70%	41 81%	51 86%	22 100%	17 80%	14 100%	13 82%	11 62%	11 68%	15 88%	16 78%	10 77%	25 85%	15 91%	11 83%
NET Very/fairly dissatisfied	12 5%	1 3%	5 10%	3 5%	3 5%	- -	1 7%	- -	- -	3 16%	2 12%	* *	3 12%	* 1%	* 2%	* 1%	2 17%
Mean	4.14	4.34	3.81	4.05	**4.30b**	4.66	3.95	4.44	3.90	3.68	3.85	4.17	3.91	4.13	4.40	4.43	3.93
Std Dev.	0.86	0.69	0.94	0.90	0.81	0.49	0.80	0.52	0.52	1.19	1.01	0.65	1.10	0.84	0.73	0.72	1.01
Std Error	0.06	0.11	0.15	0.12	0.11	0.12	0.20	0.16	0.15	0.34	0.27	0.15	0.23	0.20	0.15	0.17	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	335 64%	30 69%	305 63%	148 70%	187 60%	172 66%	162 61%	97 70%	78 65%	61 67%	42 61%	33 54%	19 61%	5 36%	176 67%	103 65%	57 54%	24 54%	258 63%	73 68%
Collect +	115 77%	6 100%	109 76%	75 82%	41 70%	80 77%	36 78%	36 69%	40 85%	25 87%	11 87%	2 32%	1 35%	-	76 77%	37 87%	3 33%	1 35%	95 78%	20 74%
DHL	111 74%	5 63%	106 75%	68 83%	43 63%	61 71%	49 78%	30 68%	34 78%	29 79%	11 89%	7 64%	-	* 23%	64 73%	39 81%	7 55%	* 3%	75 68%	34 90%
FedEx	119 82%	4 100%	115 81%	68 84%	51 79%	82 87%	36 72%	30 74%	47 83%	28 81%	8 100%	3 96%	2 100%	2 100%	76 79%	36 85%	7 98%	4 100%	93 85%	26 71%
Evri	173 58%	19 56%	154 58%	88 71%d	84 49%	83 65%	90 53%	45 61%	42 61%	40 56%	22 55%	12 56%	6 52%	5 54%	87 61%	62 56%	23 54%	11 53%	136 58%	35 63%
DPD	116 73%	6 82%	110 72%	67 78%	49 67%	79 73%	38 71%	24 70%	33 64%	34 81%	14 85%	6 70%	3 69%	2 85%	57 66%	49 82%	11 72%	5 75%	88 74%	28 69%
Parcelforce	105 74%	6 100%	98 73%	58 83%	47 66%	66 73%	39 76%	17 56%	27 76%	35 85%	10 72%	10 76%	1 79%	4 78%	44 67%	45 82%	16 77%	5 78%	82 74%	21 73%
TNT	94 80%	4 100%	90 79%	62 84%	32 72%	63 78%	30 84%	26 81%	29 71%	24 84%	10 100%	5 75%	-	* 100%	55 76%	33 88%	5 75%	* 100%	74 82%	18 69%
UPS	123 86%	6 100%	116 85%	84 91%	38 76%	87 91%	35 75%	26 78%	42 84%	33 95%	10 76%	5 100%	5 100%	2 100%	68 82%	43 90%	12 100%	7 100%	90 83%	33 96%
UK Mail	124 81%	8 89%	116 81%	73 87%	51 74%	82 84%	42 77%	45 81%	35 88%	23 75%	11 75%	8 78%	-	2 100%	80 84%	34 75%	10 82%	2 100%	85 79%	38 86%
Yodel	108 77%	5 46%	103 79%	63 82%	44 70%	67 75%	41 79%	22 74%	32 73%	32 91%	15 66%	6 90%	-	* 3%	54 74%	47 81%	6 70%	* 3%	80 76%	26 78%
Amazon Delivery Service/ Logistics	180 83%	25 91%	155 82%	82 84%	98 82%	100 88%	80 77%	38 77%	64 84%	28 81%	32 99%	7 57%	6 79%	5 100%	102 81%	60 90%	18 73%	11 88%	131 81%	45 90%
Other	81 77%	* 28%	81 77%	56 84%	26 64%	50 77%	31 77%	17 83%	27 83%	22 74%	10 76%	3 54%	3 100%	-	44 83%	32 75%	6 53%	3 53%	60 71%	21 100%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	335 64%	100 65%	98 61%	83 69%	54 59%	198 63%	137 65%	275 65%	58 59%	28 69%	29 57%	100 64%	95 57%	74 79%In	223 60%	28 69%	297 64%	94 72%	228 61%	13 58%
Collect +	115 77%	48 83%	31 78%	20 69%	16 70%	79 81%	36 69%	103 77%	13 83%	6 58%	15 72%	28 75%	37 85%	27 78%	79 79%	6 58%	106 78%	58 84%	55 70%	3 100%
DHL	111 74%	61 85%	19 58%	17 75%	14 61%	80 76%	30 68%	104 75%	6 59%	5 68%	10 66%	30 78%	34 75%	31 72%	74 75%	5 68%	105 74%	43 90%	60 67%	7 99%
FedEx	119 82%	52 91%	31 79%	20 79%	17 68%	82 86%	37 73%	112 82%	8 81%	5 74%	15 63%	30 89%	35 80%	28 92%	80 79%	5 74%	111 82%	52 90%	65 76%	2 89%
Evri	173 58%	65 68%d	40 55%	40 58%	27 46%	105 63%	67 52%	145 61%	25 46%	9 57%	21 62%	49 61%	37 47%	47 67%	107 55%	9 56%	157 58%	59 69%r	102 53%	12 62%
DPD	116 73%	40 80%	26 58%	29 82%	21 71%	66 69%	50 77%	109 75%	7 51%	2 37%	14 72%	40 72%	32 66%	25 81%	87 72%	2 37%	112 73%	52 79%	58 68%	6 65%
Parcelforce	105 74%	55 87%	19 63%	13 54%	17 74%	75 80%	30 64%	96 74%	8 68%	5 72%	13 85%	33 67%	28 74%	25 81%	74 72%	5 72%	99 74%	48 83%	55 70%	3 49%
TNT	94 80%	50 96%	21 74%	14 69%	8 51%	71 88%	22 61%	89 81%	5 58%	5 76%	8 70%	23 71%	35 83%	23 91%	66 76%	5 76%	89 80%	44 84%	47 75%	3 100%
UPS	123 86%	67 94%	17 83%	28 84%	11 61%	84 92%	39 76%	116 87%	4 57%	4 61%	13 80%	39 86%	36 85%	29 96%	88 85%	4 61%	118 87%	62 88%	60 85%	* 16%
UK Mail	124 81%	53 90%	27 73%	27 78%	17 77%	80 84%	44 77%	111 82%	13 73%	6 64%	18 82%	43 82%	38 85%	18 80%	99 83%	6 64%	117 83%	56 86%	62 78%	6 76%
Yodel	108 77%	48 85%	29 74%	21 84%	9 48%	77 81%	31 68%	96 77%	9 69%	6 97%	12 72%	31 73%	23 65%	34 92%	66 76%	6 97%	99 76%	54 90%r	49 66%	4 76%
Amazon Delivery Service/ Logistics	180 83%	64 87%	35 78%	36 84%	44 81%	100 84%	81 82%	144 82%	34 84%	12 68%	21 77%	47 80%	50 84%	36 94%	118 81%	12 68%	157 84%	67 86%	108 81%	4 100%
Other	81 77%	34 94%	15 67%	21 84%	12 51%	49 83%	32 68%	76 80%	5 45%	4 39%	15 90%	27 89%	19 64%	17 87%	60 79%	4 39%	77 81%	49 89%	29 61%	3 100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	335 64%	288 64%	47 64%	10 63%	300 65%	19 56%	10 54%	6 60%	10 68%	35 55%	22 47%	18 60%	40 72%	41 70%	61 69%	42 71%	31 68%	2 73%	17 55%
Collect +	115 77%	97 75%	18 94%	3 75%	100 78%	7 69%	6 75%	2 73%	5 78%	14 88%	10 87%	3 33%	16 100%	9 65%	33 84%	- -	10 71%	2 85%	5 66%
DHL	111 74%	90 77%	21 64%	3 90%	97 75%	7 65%	5 78%	2 67%	3 100%	11 65%	7 63%	4 73%	18 92%	11 61%	26 85%	14 72%	4 57%	1 100%	6 61%
FedEx	119 82%	95 79%	24 93%	3 86%	106 82%	5 82%	6 77%	3 96%	3 100%	9 70%	9 87%	3 40%	17 79%	13 82%	18 81%	22 100%	11 83%	1 100%	4 78%
Evri	173 58%	153 61%	19 44%	2 48%	149 58%	10 53%	12 65%	2 54%	6 62%	23 48%	11 60%	9 59%	18 67%	25 60%	22 64%	24 64%	11 45%	* 79%	10 53%
DPD	116 73%	103 73%	13 70%	3 83%	105 75%	4 36%	5 74%	2 70%	5 75%	13 81%	7 57%	4 75%	15 89%	11 55%	30 87%	8 77%	13 71%	* 67%	3 35%
Parcelforce	105 74%	88 75%	17 72%	2 51%	91 75%	7 73%	6 72%	1 59%	3 77%	6 45%	5 100%	4 47%	14 72%	11 73%	26 79%	13 100%	9 85%	1 100%	6 70%
TNT	94 80%	79 78%	15 88%	1 37%	84 79%	4 99%	4 80%	2 64%	4 81%	11 66%	7 59%	7 100%	16 89%	10 86%	18 82%	7 100%	3 48%	1 100%	3 98%
UPS	123 86%	96 84%	26 93%	3 98%	108 87%	8 85%	6 84%	1 59%	3 100%	11 61%	14 100%	4 55%	18 94%	16 81%	20 100%	17 100%	4 70%	1 100%	7 83%
UK Mail	124 81%	106 81%	18 84%	1 30%	110 81%	6 98%	6 74%	2 63%	2 62%	14 89%	10 76%	4 49%	11 81%	11 83%	35 89%	16 87%	3 53%	- -	6 100%
Yodel	108 77%	94 76%	14 84%	3 61%	96 79%	5 58%	7 67%	1 62%	3 55%	14 75%	1 49%	3 51%	17 83%	12 69%	33 90%	7 100%	5 76%	* 60%	4 57%
Amazon Delivery Service/ Logistics	180 83%	160 83%	20 80%	4 56%	159 83%	9 86%	9 82%	3 80%	5 80%	5 59%	14 82%	11 74%	26 77%	18 81%	40 96%	25 100%	16 68%	1 84%	8 86%
Other	81 77%	63 74%	19 87%	5 95%	71 76%	4 64%	5 97%	1 100%	3 100%	12 86%	2 47%	3 66%	13 89%	3 36%	17 88%	13 100%	5 42%	- -	4 64%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	335 64%	173 72%bd	79 53%	246 68%bd	151 56%	173 72%	11 76%	24 68%	79 53%	7 49%	20 52%	130 68%m	153 70%m	32 43%	15 48%	5 45%	283 69%m	20 48%	191 73%s	119 59%	18 45%	4 27%	3 51%	310 67%	7 34%	233 70%z	102 53%
Collect +	115 77%	66 85%	21 67%	93 80%	48 68%	66 85%	2 59%	6 99%	21 67%	2 61%	2 69%	55 91%	40 73%	16 66%	2 29%	2 62%	95 82%	4 42%	49 89%	54 77%	6 43%	4 51%	* 91%	103 82%	5 53%	102 79%	13 68%
DHL	111 74%	74 78%	10 86%	99 74%	35 68%	74 78%	2 79%	4 52%	10 86%	1 100%	1 63%	53 82%	43 77%	13 57%	1 10%	1 100%	96 80%	2 30%	57 80%	40 72%	13 61%	-	1 98%	97 76%	1 60%	97 76%	14 62%
FedEx	119 82%	88 92%	5 52%	108 83%	26 58%	88 92%	5 76%	3 100%	5 52%	2 100%	3 67%	64 94%	39 82%	11 67%	4 40%	2 44%	103 89%	6 41%	92 95%s	63 75%	4 45%	1 34%	-	154 86%	9 34%	104 81%	45 88%
Evri	173 58%	103 69%bd	33 41%	133 66%bd	63 48%	103 69%	3 58%	17 61%	33 41%	3 46%	6 38%	83 74%l	63 52%	13 43%	8 32%	5 61%	146 63%	13 39%	92 60%	63 60%	10 39%	6 49%	3 100%	154 60%	9 60%	127 64%z	45 47%
DPD	116 73%	79 88%d	11 42%	105 79%d	36 54%	79 88%	1 26%	6 68%	11 42%	1 66%	1 55%	66 84%	31 67%	11 46%	6 80%	3 68%	97 77%	8 76%	59 82%	44 72%	9 52%	2 21%	1 100%	103 77%	3 33%	101 74%	15 67%
Parcelforce	105 74%	62 86%d	19 56%	85 82%	43 64%	62 86%	3 87%	5 91%	19 56%	2 100%	2 52%	46 79%	40 80%	13 57%	2 30%	4 100%	87 79%	5 56%	52 82%	44 76%	7 58%	-	1 52%	97 79%	1 20%	88 75%	17 72%
TNT	94 80%	62 84%	13 96%	81 77%	31 72%	62 84%	2 57%	3 60%	13 96%	2 100%	2 100%	43 93%	31 77%	15 69%	2 37%	4 72%	73 85%	6 52%	40 86%	40 81%	9 59%	4 63%	1 98%	80 83%	5 70%	88 78%	6 100%
UPS	123 86%	80 90%	16 93%	106 85%	42 79%	80 90%	1 53%	1 51%	16 93%	1 100%	2 65%	60 94%	42 84%	15 68%	1 57%	4 100%	102 90%	3 83%	58 93%	48 82%	8 81%	1 36%	1 100%	107 88%	3 94%	114 85%	9 94%
UK Mail	124 81%	79 89%d	20 77%	101 82%	42 69%	79 89%	5 76%	5 85%	20 77%	1 66%	5 84%	59 92%	48 83%	14 76%	2 29%	1 10%	108 88%	3 22%	64 97%s	50 79%	8 47%	1 100%	1 22%	114 88%	2 33%	113 81%	11 83%
Yodel	108 77%	74 79%	12 82%	96 76%	34 72%	74 79%	2 100%	7 90%	12 82%	1 86%	1 81%	62 95%l	29 62%	11 47%	5 88%	2 100%	91 82%l	6 91%	49 82%	46 71%	11 90%	-	1 100%	95 76%	1 49%	91 76%	17 81%
Amazon Delivery Service/ Logistics	180 83%	111 85%	27 74%	150 85%	66 79%	111 85%	8 66%	16 80%	27 74%	1 84%	11 88%	76 94%l	70 78%	20 72%	11 70%	3 100%	146 85%	14 75%	92 85%	72 85%	6 53%	9 78%	-	164 85%	9 78%	134 84%	46 79%
Other	81 77%	52 83%	2 30%	77 80%	27 66%	52 83%	3 51%	1 52%	2 30%	1 32%	1 23%	49 83%	21 89%	9 56%	2 48%	-	69 84%	2 34%	44 89%	31 70%	4 40%	2 100%	-	75 80%	2 95%	74 77%	8 76%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

<u>Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)</u>

Table 416

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	335 64%	25 57%	302 64%	8 71%	114 65%	198 64%	23 60%	303 64%	23 67%	6 79%	2 63%	333 64%	* 3%
Collect +	115 77%	9 88%	104 77%	2 53%	47 77%	60 78%	8 69%	99 79%	14 76%	2 45%	* 100%	115 77%	-
DHL	111 74%	8 58%	99 75%	4 90%	49 77%	44 68%	17 84%	97 74%	14 71%	-	* 59%	111 74%	-
FedEx	119 82%	15 83%	101 81%	4 100%	55 85%	57 82%	7 62%	108 89%	9 45%	2 59%	* 100%	119 82%	-
Evri	173 58%	10 74%	159 57%	4 88%	66 58%	92 59%	14 53%	152 58%	13 51%	7 100%	-	173 58%	* 100%
DPD	116 73%	10 75%	102 72%	4 89%	57 76%	52 71%	7 66%	98 75%	15 64%	3 59%	* 100%	116 73%	-
Parcelforce	105 74%	7 81%	92 73%	5 91%	56 77%	45 77%	4 37%	94 80%	10 52%	1 15%	-	105 74%	-
TNT	94 80%	9 89%	82 78%	3 85%	48 83%	38 74%	7 94%	79 81%	13 70%	2 100%	* 100%	94 80%	-
UPS	123 86%	21 91%	100 85%	2 100%	61 92%	54 81%	8 75%	102 87%	18 79%	3 100%	* 100%	122 86%	-
UK Mail	124 81%	15 91%	103 80%	5 91%	57 81%	58 88%	9 55%	103 84%	19 82%	2 34%	* 100%	124 81%	* 100%
Yodel	108 77%	7 73%	94 76%	7 93%	53 79%	43 78%	12 62%	93 79%	14 65%	1 100%	-	108 77%	-
Amazon Delivery Service/ Logistics	180 83%	16 95%	159 81%	5 100%	55 77%	106 88%	18 74%	160 82%	20 87%	1 100%	-	180 83%	-
Other	81 77%	7 76%	71 76%	3 100%	49 82%	23 68%	9 77%	67 75%	9 79%	5 100%	* 100%	81 77%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	335 64%	100 70%	71 61%	89 66%	76 58%	45 69%	32 69%	22 73%	27 60%	26 57%	18 69%	15 45%	39 70%	34 76%	28 67%	27 63%	21 45%
Collect +	115 77%	36 73%	25 89%	23 67%	31 84%	17 82%	14 82%	5 42%	9 80%	7 89%	10 100%	4 34%	10 80%	10 85%	18 100%	8 81%	5 56%
DHL	111 74%	32 63%	17 78%	30 74%	32 87%	7 62%	15 66%	10 59%	12 88%	1 42%	4 73%	3 83%	14 72%	13 74%	17 92%	12 96%	3 51%
FedEx	119 82%	37 88%	29 80%	20 74%	33 83%	12 80%	12 94%	13 91%	13 77%	8 81%	8 83%	4 100%	6 71%	10 68%	20 81%	7 85%	7 85%
Evri	173 58%	64 60%	31 53%	38 62%	40 56%	25 62%	18 62%	21 57%	21 73%	1 10%	9 51%	9 62%	8 49%	20 69%	9 43%	24 81%	7 34%
DPD	116 73%	27 66%	24 75%	27 66%	38 82%	13 73%	10 60%	4 65%	5 78%	10 82%	8 68%	5 57%	14 64%	9 76%	14 89%	15 97%	9 58%
Parcelforce	105 74%	34 76%	21 68%	21 68%	29 85%	7 53%	17 86%	10 84%	7 54%	3 58%	11 80%	3 61%	8 94%	10 58%	12 96%	10 96%	7 63%
TNT	94 80%	32 74%	22 73%	18 88%	22 90%	9 59%	15 76%	8 95%	10 78%	2 33%	10 86%	4 100%	6 92%	8 81%	12 86%	8 99%	3 86%
UPS	123 86%	44 94%	22 75%	30 86%	27 84%	19 92%	16 97%	9 93%	8 73%	2 43%	12 87%	5 74%	8 84%	17 91%	18 100%	3 61%	6 65%
UK Mail	124 81%	33 75%	20 71%	23 78%	48 95%	16 76%	8 60%	9 89%	8 65%	7 75%	5 76%	1 25%	8 66%	15 93%	22 92%	16 99%	10 95%
Yodel	108 77%	43 87%	12 61%	20 58%	32 88%	15 77%	19 92%	9 100%	7 61%	2 33%	4 100%	3 74%	9 58%	9 55%	16 91%	12 82%	4 100%
Amazon Delivery Service/ Logistics	180 83%	53 93%	35 70%	41 81%	51 86%	22 100%	17 80%	14 100%	13 82%	11 62%	11 68%	15 88%	16 78%	10 77%	25 85%	15 91%	11 83%
Other	81 77%	23 74%	8 62%	21 85%	28 79%	10 75%	8 62%	5 100%	4 73%	3 75%	1 34%	3 100%	9 88%	9 77%	12 90%	12 99%	5 43%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	94 18%	10 24%	84 17%	29 14%	65 21%	40 15%	55 21%	19 14%	20 17%	14 15%	12 18%	21 34%ghi	3 10%	5 42%	40 15%	26 16%	29 28%n	8 19%	78 19%	16 15%
Collect +	14 10%	-	14 10%	8 9%	6 10%	10 10%	4 9%	5 10%	4 8%	3 11%	-	2 29%	* 6%	-	9 9%	3 8%	2 22%	* 6%	14 12%	-
DHL	23 16%	3 37%	20 14%	7 8%	17 28%c	15 17%	9 13%	7 16%	7 17%	3 9%	-	4 32%	2 100%	* 77%	14 16%	3 7%	6 42%	2 97%	21 19%	2 6%
FedEx	11 8%	-	11 8%	8 10%	3 4%	6 6%	5 11%	7 19%	1 1%	3 8%	-	-	-	-	8 9%	3 7%	-	-	5 5%	6 16%
Evri	84 28%	15 44%	69 26%	23 18%	61 36%c	29 23%	55 33%	14 20%	17 25%	23 32%	14 34%	10 44%	3 27%	3 31%	32 22%	37 33%	16 37%	6 29%	70 30%	11 20%
DPD	12 8%	1 18%	11 7%	3 4%	9 13%	5 5%	7 14%	3 9%	3 6%	1 2%	2 14%	2 26%	-	* 15%	6 7%	3 6%	3 18%	* 6%	8 7%	4 10%
Parcelforce	17 12%	-	17 12%	6 9%	11 15%	15 17%	2 3%	8 28%	4 11%	2 5%	-	1 11%	* 5%	1 22%	12 19%	2 3%	3 13%	1 18%	7 7%	3 10%
TNT	7 6%	-	7 6%	2 2%	6 13%	5 7%	2 5%	2 7%	3 8%	2 6%	-	-	-	-	5 7%	2 5%	-	-	7 8%	-
UPS	4 3%	-	4 3%	2 3%	2 3%	2 2%	2 4%	-	2 4%	1 2%	2 13%	-	-	-	2 2%	2 5%	-	-	4 4%	-
UK Mail	11 7%	-	11 8%	6 7%	5 7%	7 7%	4 7%	4 8%	1 2%	4 7%	2 15%	-	-	-	5 5%	6 13%	-	-	9 9%	2 4%
Yodel	16 11%	4 36%	12 9%	7 9%	9 14%	10 11%	6 11%	4 13%	7 17%	* *	4 17%	1 9%	1 100%	-	11 15%	4 7%	1 9%	* 8%	12 12%	4 11%
Amazon Delivery Service/ Logistics	12 5%	-	12 6%	5 5%	7 6%	6 5%	6 6%	4 7%	3 3%	3 9%	* 1%	2 13%	1 11%	-	6 5%	3 5%	2 9%	1 6%	10 6%	2 3%
Other	11 10%	1 72%	10 9%	2 3%	9 22%	4 6%	7 17%	2 9%	2 6%	1 2%	2 14%	2 46%	-	2 100%	4 7%	2 6%	5 47%	2 47%	11 13%	-

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	94 18%	30 19%	38 23%	15 12%	12 13%	68 22%f	27 13%	73 17%	22 22%	5 13%	12 23%	18 12%	41 25%k	11 12%	71 19%	5 13%	83 18%	19 15%	74 20%	1 3%
Collect +	14 10%	4 8%	4 11%	4 15%	1 5%	9 9%	6 11%	13 10%	1 7%	1 14%	3 14%	2 6%	1 2%	7 21%	6 6%	1 14%	13 10%	6 9%	8 11%	- -
DHL	23 16%	8 11%	12 36%	2 10%	2 8%	19 18%	4 9%	22 16%	2 15%	- -	2 12%	4 9%	8 17%	10 24%	13 13%	- -	23 16%	4 7%	20 22%	- -
FedEx	11 8%	2 4%	3 8%	4 16%	2 6%	5 6%	6 11%	11 8%	* 2%	- -	6 24%	4 4%	3 8%	1 2%	10 10%	- -	11 8%	1 2%	10 11%	- -
Evri	84 28%	21 22%	23 32%	18 26%	22 36%	44 27%	40 31%	63 27%	18 33%	2 16%	7 20%	19 24%	33 42%m	14 21%	59 31%	2 16%	76 28%	19 23%	59 31%	6 29%
DPD	12 8%	3 7%	7 15%	* *	2 6%	10 11%	2 3%	8 6%	4 28%	2 32%	- -	4 8%	4 8%	3 9%	8 7%	2 32%	11 7%	3 5%	8 9%	1 14%
Parcelforce	17 12%	3 4%	6 20%	5 21%	3 14%	9 9%	8 17%	14 11%	3 25%	* 7%	2 11%	11 21%	4 11%	* *	16 16%	* 7%	16 12%	5 9%	11 13%	1 23%
TNT	7 6%	* *	3 12%	2 10%	2 10%	3 4%	4 10%	7 7%	* 1%	2 24%	- -	2 7%	2 4%	2 6%	4 5%	2 24%	6 5%	* *	7 11%	- -
UPS	4 3%	* *	1 3%	3 10%	- -	1 1%	3 7%	3 3%	1 8%	- -	- -	2 4%	2 5%	* *	4 4%	- -	4 3%	2 3%	2 3%	- -
UK Mail	11 7%	1 2%	5 13%	4 12%	1 2%	6 6%	5 8%	10 7%	1 7%	- -	2 8%	2 2%	3 7%	5 20%	6 5%	- -	11 8%	3 5%	5 7%	2 23%
Yodel	16 11%	4 7%	6 16%	2 7%	4 19%	10 11%	5 12%	12 10%	4 28%	* 3%	4 22%	4 9%	5 15%	1 4%	13 14%	* 3%	14 11%	4 6%	11 15%	1 24%
Amazon Delivery Service/ Logistics	12 5%	2 2%	4 8%	2 4%	5 9%	5 5%	6 7%	8 5%	4 10%	2 9%	2 8%	2 4%	5 9%	* 1%	10 7%	2 9%	10 5%	4 5%	8 6%	- -
Other	11 10%	1 2%	3 11%	2 8%	6 26%	3 6%	8 16%	6 6%	5 45%	4 39%	- -	- -	7 23%	- -	7 9%	4 39%	7 7%	2 4%	9 19%	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 417

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	94 / 18%	78 / 17%	17 / 23%	5 / 32%	61 / 17%	7 / 22%	5 / 25%	2 / 18%	2 / 15%	17 / 27%h	15 / 32%	6 / 19%	7 / 12%	9 / 15%	8 / 9%	11 / 19%	5 / 12%	- / -	7 / 24%
Collect +	14 / 10%	14 / 11%	* / 2%	* / 10%	12 / 10%	* / 4%	1 / 18%	* / 3%	1 / 14%	- / -	- / -	4 / 51%	- / -	- / -	2 / 5%	2 / 100%	3 / 20%	* / 8%	* / 3%
DHL	23 / 16%	12 / 10%	11 / 35%	* / 9%	22 / 17%	1 / 11%	* / 1%	- / -	- / -	2 / 13%	1 / 11%	- / -	- / -	6 / 32%	5 / 15%	5 / 28%	3 / 43%	- / -	1 / 12%
FedEx	11 / 8%	11 / 9%	* / *	* / 3%	10 / 8%	1 / 12%	* / 4%	- / -	- / -	- / -	1 / 13%	1 / 20%	2 / 7%	- / -	4 / 19%	- / -	1 / 9%	- / -	1 / 15%
Evri	84 / 28%	65 / 26%	19 / 43%	1 / 33%	72 / 28%	8 / 42%	4 / 20%	* / 7%	2 / 23%	11 / 24%	6 / 32%	5 / 33%	6 / 22%	12 / 30%	7 / 19%	12 / 31%	12 / 49%	- / -	8 / 42%
DPD	12 / 8%	12 / 8%	1 / 3%	* / 8%	10 / 7%	2 / 24%	* / 3%	* / 4%	1 / 9%	- / -	1 / 10%	- / -	- / -	1 / 5%	5 / 13%	2 / 23%	- / -	* / 33%	2 / 23%
Parcelforce	17 / 12%	15 / 13%	2 / 7%	1 / 41%	15 / 13%	* / 2%	1 / 14%	* / 6%	- / -	3 / 23%	- / -	3 / 35%	2 / 8%	3 / 20%	5 / 15%	- / -	- / -	- / -	* / 2%
TNT	7 / 6%	7 / 7%	* / 1%	- / -	7 / 7%	* / 1%	* / 1%	- / -	- / -	2 / 12%	2 / 13%	- / -	- / -	2 / 14%	2 / 8%	- / -	- / -	- / -	* / 2%
UPS	4 / 3%	2 / 2%	2 / 6%	- / -	3 / 3%	- / -	1 / 8%	* / 5%	- / -	2 / 9%	- / -	2 / 25%	- / -	- / -	- / -	- / -	- / -	- / -	- / -
UK Mail	11 / 7%	8 / 6%	3 / 15%	3 / 64%	10 / 7%	- / -	1 / 9%	- / -	- / -	- / -	2 / 13%	3 / 33%	- / -	- / -	5 / 11%	- / -	1 / 23%	- / -	- / -
Yodel	16 / 11%	14 / 11%	2 / 14%	2 / 35%	13 / 11%	* / 4%	3 / 27%	* / 5%	1 / 27%	5 / 25%	- / -	1 / 24%	4 / 17%	2 / 10%	- / -	- / -	- / -	* / 40%	2 / 2%
Amazon Delivery Service/ Logistics	12 / 5%	9 / 5%	3 / 10%	2 / 35%	11 / 6%	1 / 8%	* / 3%	* / 6%	1 / 8%	- / -	2 / 10%	1 / 10%	1 / 4%	- / -	- / -	- / -	5 / 23%	* / 16%	1 / 6%
Other	11 / 10%	11 / 13%	* / 1%	* / 3%	9 / 10%	2 / 32%	* / 3%	- / -	- / -	2 / 14%	- / -	- / -	- / -	2 / 17%	- / -	- / -	5 / 46%	- / -	2 / 32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

Column groups: Stamp usage (a–d) · 1st class usage (e–g) · 2nd class usage (h–j) · Reliance on postal service for sending/receiving letters and cards (k–q) · Reliance on postal service for sending/receiving parcels (r–x) · Affordability challenges (y–z)

	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	94 / 18%	33 14%	40 27%ac	52 14%	58 22%	33 14%	2 11%	7 20%	40 27%	4 25%	7 17%	35 18%	33 15%	12 16%	9 28%	6 54%	68 17%	15 35%	43 17%	34 17%	11 28%	3 22%	2 46%	77 17%	6 28%	41 12%	54 28%y
Collect +	14 / 10%	5 7%	7 22%	7 6%	9 12%	5 7%	-	-	7 22%	1 39%	* 2%	4 6%	7 12%	2 9%	1 9%	1 38%	10 9%	2 21%	2 4%	10 14%	2 17%	* 1%	-	12 10%	* 1%	9 7%	6 30%
DHL	23 / 16%	13 14%	* 3%	21 15%	8 16%	13 14%	-	1 18%	* 3%	-	* 10%	8 13%	8 14%	3 13%	4 80%	-	16 13%	4 63%	11 16%	8 14%	4 21%	-	2%	19 15%	2%	16 12%	8 34%
FedEx	11 / 8%	3 3%	1 9%	10 8%	8 18%	3 3%	-	-	1 9%	-	* 4%	3 4%	3 5%	2 10%	3 30%	1 29%	5 4%	4 30%	1 1%	6 10%	3 31%	1 34%	-	7 5%	1 34%	9 7%	2 10%
Evri	84 / 28%	28 19%	36 46%ac	41 21%	49 38%ac	28 19%	* 2%	5 17%	36 46%	1 22%	9 54%	24 22%	31 26%	13 42%	13 50%	3 39%	55 24%	16 47%	45 30%	26 25%	9 37%	4 38%	-	71 28%	4 30%	46 23%	38 39%y
DPD	12 / 8%	3 3%	8 30%	2 2%	8 12%ac	3 3%	1 34%	1 13%	8 30%	1 34%	1 45%	5 6%	3 6%	2 15%	* 1%	1 32%	7 6%	1 12%	3 4%	4 6%	5 27%	1 17%	-	7 5%	1 15%	10 8%	2 8%
Parcelforce	17 / 12%	4 6%	7 20%	10 10%	12 19%	4 6%	* 13%	1 9%	7 20%	-	1 33%	5 9%	2 3%	6 27%	4 70%	-	7 6%	4 44%	2 2%	9 15%	3 24%	3 61%	1 48%	10 8%	4 56%	12 11%	4 19%
TNT	7 / 6%	4 5%	* -	7 7%	4 9%	4 5%	2 43%	* 1%	* -	-	-	3 7%	-	2 10%	2 27%	-	3 4%	2 15%	2 4%	3 3%	2 11%	2 37%	-	3 4%	2 29%	6 6%	-
UPS	4 / 3%	2 2%	-	4 3%	2 4%	2 2%	-	* 2%	-	-	-	-	4 7%	-	1 23%	-	4 3%	1 9%	2 2%	2 3%	1	-	-	4 3%	-	3 3%	1 6%
UK Mail	11 / 7%	4 4%	10%	8 7%	7 12%	4 4%	-	-	3 10%	-	-	2 4%	3 6%	1 7%	3 51%	-	6 5%	4 32%	-	6 9%	4 23%	-	1 30%	6 4%	1 25%	11 8%	-
Yodel	16 / 11%	8 8%	2 17%	13 11%	8 18%	8 8%	-	1 8%	2 17%	* 14%	1 19%	3 5%	20%	4 16%	-	-	12 11%	-	4 7%	10 16%	1 5%	1 66%	-	14 11%	1 34%	13 11%	3 15%
Amazon Delivery Service/ Logistics	12 / 5%	2 2%	4 11%	8 4%	10 12%a	2 2%	1 12%	2 11%	5 11%	2 16%	5 11%	2 2%	3 3%	3 12%	4 29%	-	4 2%	4 24%	3 3%	6 7%	3 28%	* 1%	-	9 4%	* -	9 5%	3 6%
Other	11 / 10%	4 6%	5 69%	6 6%	7 18%	4 6%	2 30%	-	5 69%	2 68%	5 77%	5 9%	1 5%	2 11%	2 50%	-	7 8%	2 36%	5 5%	6 14%	3 23%	-	1 100%	9 9%	1 5%	9 9%	9 24%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	94 / 18%	10 / 24%	82 / 17%	2 / 18%	35 / 20%	55 / 18%	4 / 10%	91 / 19%	4 / 10%	-	* / 1%	94 / 18%	-
Collect +	14 / 10%	* / 5%	12 / 9%	2 / 36%	9 / 15%	4 / 6%	1 / 6%	11 / 9%	3 / 16%	-	-	14 / 10%	-
DHL	23 / 16%	4 / 29%	19 / 15%	-	11 / 17%	13 / 19%	-	23 / 17%	1 / 4%	-	-	23 / 16%	-
FedEx	11 / 8%	1 / 7%	10 / 8%	-	7 / 11%	2 / 3%	2 / 14%	5 / 4%	6 / 27%	* / 5%	-	11 / 8%	-
Evri	84 / 28%	3 / 24%	81 / 29%	-	35 / 31%	39 / 25%	10 / 37%	82 / 31%	2 / 7%	-	-	84 / 28%	-
DPD	12 / 8%	1 / 9%	11 / 8%	-	6 / 8%	6 / 9%	-	9 / 7%	1 / 5%	2 / 41%	-	12 / 8%	-
Parcelforce	17 / 12%	-	16 / 13%	* / 9%	11 / 15%	3 / 6%	2 / 21%	11 / 9%	6 / 30%	-	-	17 / 12%	-
TNT	7 / 6%	* / *	7 / 7%	-	2 / 4%	5 / 10%	-	5 / 5%	2 / 11%	-	-	7 / 6%	-
UPS	4 / 3%	-	4 / 3%	-	1 / 1%	3 / 5%	-	2 / 2%	2 / 10%	-	-	4 / 3%	-
UK Mail	11 / 7%	1 / 8%	9 / 7%	1 / 9%	6 / 8%	5 / 7%	1 / 3%	7 / 6%	1 / 6%	2 / 32%	-	11 / 7%	-
Yodel	16 / 11%	1 / 8%	15 / 12%	* / 7%	5 / 8%	6 / 11%	5 / 26%	13 / 11%	3 / 15%	-	-	16 / 11%	-
Amazon Delivery Service/ Logistics	12 / 5%	* / 2%	12 / 6%	-	8 / 11%	2 / 2%	2 / 7%	11 / 5%	1 / 6%	-	-	12 / 5%	-
Other	11 / 10%	1 / 13%	10 / 10%	-	7 / 11%	4 / 12%	-	10 / 12%	1 / 6%	-	-	11 / 10%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	94 18%	27 19%	21 18%	22 17%	25 19%	14 21%	5 10%	8 27%	5 11%	13 27%	3 12%	8 24%	9 17%	5 11%	7 17%	5 11%	13 27%
Collect +	14 10%	3 6%	2 6%	8 23%	2 4%	* *	* 2%	3 22%	1 8%	1 9%	-	5 49%	1 9%	2 14%	-	* 2%	1 15%
DHL	23 16%	15 30%	1 3%	7 17%	-	2 17%	8 34%	6 36%	-	* 1%	1 14%	* 8%	5 26%	2 10%	-	-	-
FedEx	11 8%	3 6%	2 5%	3 11%	3 9%	1 9%	-	1 9%	* 1%	2 18%	-	-	1 16%	2 11%	3 11%	-	1 11%
Evri	84 28%	31 29%	19 33%	16 26%	18 26%	12 29%	8 26%	12 32%	3 11%	7 70%	7 42%	4 29%	6 32%	6 21%	6 29%	5 15%	8 39%
DPD	12 8%	7 16%	3 8%	3 7%	*	5 27%	1 8%	1 11%	* 2%	1 8%	1 12%	-	2 11%	1 7%	*	-	-
Parcelforce	17 12%	5 11%	6 20%	2 7%	4 10%	3 19%	2 12%	* 1%	4 27%	2 33%	1 8%	-	* *	2 9%	-	* 4%	3 27%
TNT	7 6%	5 12%	2 6%	*	-	3 22%	2 11%	-	2 15%	-	-	-	* 1%	-	-	-	-
UPS	4 3%	2 4%	2 6%	1 2%	-	2 8%	-	1 1%	-	2 35%	-	1 1%	-	1 3%	-	-	-
UK Mail	11 7%	5 11%	3 10%	1 4%	2 4%	2 10%	3 21%	-	1 10%	2 19%	-	-	1 11%	-	1 5%	-	1 5%
Yodel	16 11%	2 3%	3 17%	8 22%	3 8%	2 8%	* 1%	-	2 15%	3 32%	-	* 2%	4 29%	4 22%	1 5%	2 14%	-
Amazon Delivery Service/ Logistics	12 5%	1 3%	5 10%	3 5%	3 5%	-	1 7%	-	-	3 16%	2 12%	*	3 12%	* 1%	* 2%	* 1%	2 17%
Other	11 10%	2 6%	1 5%	1 5%	7 21%	2 13%	* 1%	-	-	-	1 17%	-	1 12%	-	1 10%	-	6 57%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	3.63	3.53	3.64	3.81d	3.52	3.70	3.56	3.79k	3.67k	3.67	3.55	3.28	3.91	2.59	3.73p	3.62	3.38	3.55	3.60	3.75
Collect +	4.05	4.56	4.03	4.17	3.87	4.04	4.09	3.81	4.37	4.12	4.13	3.29	3.62	-	4.08	4.12	3.39	3.62	4.07	3.99
DHL	3.83	3.47	3.85	4.08d	3.53	3.78	3.90	3.84	3.77	4.11	4.11	3.22	2.00	1.70	3.81	4.11	3.04	1.96	3.71	4.15
FedEx	4.15	4.00	4.15	4.12	4.17	4.29f	3.85	3.90	4.20	4.19	4.55	5.00	4.00	4.00	4.08	4.25	4.45	4.00	4.20	4.00
Evri	3.32	3.07	3.35	3.71d	3.04	3.45	3.22	3.50	3.49	3.27	3.03	3.05	3.23	2.92	3.49	3.18	3.08	3.10	3.31	3.43
DPD	3.89	3.88	3.89	4.03	3.73	3.95	3.78	3.94	3.82	3.99	4.06	3.19	4.39	3.55	3.87	4.01	3.56	4.08	3.89	3.89
Parcelforce	3.86	4.30	3.84	4.00	3.73	3.85	3.89	3.48	3.93	4.11	4.17	3.56	4.78	3.34	3.73	4.13	3.58	3.63	3.85	3.85
TNT	4.02	4.12	4.01	4.19	3.73	4.00	4.04	4.12	3.87	4.02	4.25	4.10	-	4.00	3.98	4.08	4.09	4.00	4.07	3.81
UPS	4.16	4.08	4.17	4.25	4.00	4.23	4.02	4.04	4.09	4.36	3.93	4.59	4.54	4.03	4.07	4.25	4.47	4.39	4.11	4.35
UK Mail	4.06	3.94	4.07	4.19	3.92	4.13	3.95	4.09	4.24	3.92	3.98	3.79	-	4.03	4.15	3.94	3.83	4.03	3.97	4.30
Yodel	3.97	3.06	4.05	4.10	3.81	4.01	3.91	3.87	3.87	4.47	3.65	3.98	1.00	3.03	3.87	4.14	3.72	2.86	3.98	3.93
Amazon Delivery Service/ Logistics	4.14	4.30	4.11	4.20	4.09	4.21	4.06	4.15	4.08	4.14	4.37	3.61	4.30	4.53	4.10	4.25	4.01	4.40	4.08	4.30
Other	4.02	2.13	4.05	4.31	3.55	4.11	3.88	4.21	4.15	4.17	3.80	2.64	5.00	2.00	4.17	4.06	3.10	3.58	3.88	4.58

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	3.63	3.65	3.47	3.87b	3.60	3.55	3.75	3.67	3.48	4.07ln	3.43	3.73l	3.40	3.93jln	3.54	4.07p	3.62	3.88r	3.54	3.69
Collect +	4.05	4.14	4.10	3.82	4.04	4.12	3.92	4.01	4.38	4.01	3.97	4.17	4.03	4.00	4.07	4.01	4.05	4.27	3.85	4.35
DHL	3.83	4.03	3.34	3.90	3.86	3.81	3.88	3.85	3.56	3.94	3.72	4.10	3.65	3.79	3.84	3.94	3.83	4.19	3.56	4.72
FedEx	4.15	4.33	4.15	3.99	3.90	4.25	3.94	4.14	4.28	4.09	3.78	4.21	4.06	4.42	4.04	4.09	4.15	4.19	3.97	3.89
Evri	3.32	3.63d	3.12	3.41	2.97	3.41	3.20	3.40	3.00	3.62	3.44	3.50l	2.82	3.87l	3.20	3.61	3.31	3.60	3.20	3.29
DPD	3.89	3.98	3.51	4.30	3.84	3.76	4.09	3.97	3.11	3.32	4.34	3.89	3.75	3.97	3.89	3.32	3.91	4.10	3.75	3.66
Parcelforce	3.86	4.25	3.39	3.45	3.86	3.97	3.65	3.88	3.53	3.85	4.15	3.56	3.79	4.28	3.73	3.85	3.85	4.03	3.79	3.26
TNT	4.02	4.35	3.77	3.71	3.73	4.15	3.72	4.02	3.95	4.00	4.22	3.83	3.96	4.26	3.95	4.00	4.02	4.22	3.85	4.00
UPS	4.16	4.25	3.98	4.20	3.95	4.19	4.11	4.19	3.67	3.88	4.15	4.27	3.91	4.42	4.11	3.88	4.18	4.37r	3.98	3.16
UK Mail	4.06	4.27	3.73	4.04	4.09	4.06	4.06	4.08	3.98	4.10	4.18	4.16	3.96	3.92	4.09	4.10	4.06	4.27	3.94	3.71
Yodel	3.97	4.25	3.78	4.03	3.49	4.06	3.79	4.00	3.66	4.24	3.74	3.99	3.65	4.43	3.82	4.24	3.99	4.25	3.78	3.53
Amazon Delivery Service/ Logistics	4.14	4.23	4.04	4.17	4.07	4.16	4.11	4.13	4.18	3.84	3.95	4.12	3.98	4.53	4.03	3.84	4.14	4.28	4.06	4.01
Other	4.02	4.47	3.68	4.32	3.33	4.17	3.84	4.14	3.02	2.94	4.45	4.30	3.51	4.59	4.02	2.94	4.14	4.43	3.55	4.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	3.63	3.64	3.57	3.42	3.65	3.43	3.52	3.56	3.71	3.39	2.96	3.53	3.92j	3.62j	3.91ij	3.81j	3.84	3.87	3.39
Collect +	4.05	3.99	4.43	4.34	4.06	4.15	3.92	3.81	4.03	4.01	4.23	2.99	4.50	3.95	4.38	1.00	3.85	4.57	4.05
DHL	3.83	3.97	3.35	3.88	3.84	3.61	4.11	3.73	4.00	3.65	3.41	3.93	4.27	3.66	4.18	3.64	3.13	4.11	3.54
FedEx	4.15	4.11	4.31	3.95	4.14	4.16	4.09	4.36	4.54	4.10	4.04	3.00	4.03	4.16	4.34	4.39	4.16	4.00	4.20
Evri	3.32	3.38	2.97	3.11	3.31	3.21	3.55	3.48	3.66	3.22	3.08	3.45	3.60	3.32	3.57	3.25	2.82	4.59	3.18
DPD	3.89	3.90	3.83	3.81	3.92	3.32	4.16	3.90	3.86	4.06	3.67	3.75	4.14	3.61	4.07	4.07	3.80	3.66	3.31
Parcelforce	3.86	3.87	3.82	3.25	3.85	3.96	3.92	3.68	4.40	3.29	4.32	2.93	3.87	3.60	4.03	4.42	3.96	4.00	3.96
TNT	4.02	3.95	4.38	3.47	3.98	4.54	4.33	3.78	4.35	3.83	3.62	4.39	4.20	3.80	3.96	4.34	3.73	4.15	4.65
UPS	4.16	4.16	4.18	4.77	4.16	4.26	4.19	3.77	4.24	3.78	4.37	3.05	4.26	4.05	4.54	4.33	4.41	4.13	4.27
UK Mail	4.06	4.12	3.74	2.79	4.06	4.25	4.09	3.71	3.80	4.24	3.64	3.17	4.09	3.83	4.37	4.33	3.49	3.00	4.28
Yodel	3.97	3.96	4.07	3.68	4.03	3.63	3.62	3.53	3.13	3.61	3.49	3.27	4.02	3.62	4.55	4.66	4.31	3.42	3.65
Amazon Delivery Service/ Logistics	4.14	4.16	3.97	3.34	4.14	3.95	4.42	3.97	3.96	3.59	3.92	3.93	4.13	4.05	4.63	4.50	3.49	3.85	3.97
Other	4.02	3.99	4.16	3.94	4.04	3.25	4.63	4.12	4.37	4.21	3.47	4.32	4.17	3.19	4.61	4.57	2.83	-	3.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	3.63	3.81bd	3.35	3.75bd	3.47	3.81	4.30	3.64	3.35	3.50	3.53	3.74m	3.77m	3.26	3.22	2.65	3.76m	3.06	3.83st	3.53	3.22	3.01	2.98	3.70t	3.00	3.84z	3.26
Collect +	4.05	4.25	3.71	4.14	3.82	4.25	4.18	4.81	3.71	3.84	3.98	4.41	3.95	3.57	3.49	3.76	4.19	3.60	4.44	3.91	3.33	3.59	3.91	4.15	3.61	4.07	3.94
DHL	3.83	3.92	4.46	3.82	3.79	3.92	4.05	3.39	4.46	5.00	4.05	4.09	3.80	3.56	1.88	5.00	3.96	2.55	3.90	3.78	3.72	3.00	4.84	3.85	4.13	3.92	3.35
FedEx	4.15	4.35	3.86	4.14	3.65	4.35	4.19	4.34	3.86	4.59	4.13	4.54l	4.00	3.69	3.11	3.58	4.32	3.27	4.52s	3.94	3.17	3.00	-	4.26	3.00	4.13	4.24
Evri	3.32	3.69bd	2.74	3.57bd	2.94	3.69	3.70	3.44	2.74	3.43	2.57	3.71l	3.20	2.88	2.65	3.46	3.44	2.85	3.38	3.38	2.79	2.98	4.22	3.38	3.25	3.47z	3.00
DPD	3.89	4.18d	3.23	4.05d	3.56	4.18	3.17	3.57	3.23	3.65	3.21	4.15	3.79	3.31	3.87	3.58	4.01	3.76	4.19	3.78	3.41	2.87	4.04	4.01	3.05	3.90	3.82
Parcelforce	3.86	4.17d	3.39	4.03d	3.56	4.17	3.82	3.95	3.39	4.66	3.24	4.14	4.00	3.31	1.94	4.04	4.08	2.72	4.09	3.91	3.29	2.26	2.61	4.00	2.39	3.92	3.56
TNT	4.02	4.11	4.24	3.99	3.86	4.11	3.35	3.96	4.24	4.66	4.66	4.30	4.04	3.67	3.11	3.75	4.18	3.39	4.36	3.94	3.48	3.27	3.98	4.14	3.41	4.02	4.00
UPS	4.16	4.30	4.12	4.17	3.93	4.30	3.88	3.57	4.12	5.00	3.98	4.45l	3.99	3.74	3.43	4.60	4.25	4.13	4.49s	3.94	3.87	3.36	4.00	4.23	3.53	4.16	4.20
UK Mail	4.06	4.19	4.05	4.07	3.89	4.19	4.26	4.08	4.05	4.33	4.44	4.40	3.95	3.96	2.76	3.17	4.19	2.91	4.51s	3.96	3.11	4.00	2.84	4.24	3.00	4.06	4.15
Yodel	3.97	4.09	4.17	3.95	3.73	4.09	4.33	4.10	4.17	4.45	4.31	4.43l	3.55	3.46	4.18	4.25	4.06l	4.20	4.18	3.83	4.02	1.68	4.00	3.99	2.81	3.98	3.92
Amazon Delivery Service/ Logistics	4.14	4.22	4.07	4.14	3.99	4.22	3.81	4.02	4.07	4.52	4.30	4.42l	4.08	3.71	3.59	4.75	4.25	3.79	4.27	4.09	3.25	3.98	-	4.19	3.98	4.16	4.08
Other	4.02	4.27	2.46	4.14	3.64	4.27	3.36	4.04	2.46	2.26	2.29	4.20	4.17	3.65	2.84	3.00	4.19	2.89	4.37	3.84	3.14	4.00	1.00	4.12	3.84	4.04	3.82

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	3.63	3.62	3.63	3.94	3.57	3.66	3.67	3.62	3.70	4.14	3.62	3.64	3.03
Collect +	4.05	4.36	4.04	3.71	4.03	4.12	3.73	4.07	4.08	3.55	4.00	4.05	3.00
DHL	3.83	3.30	3.85	4.80	4.01	3.63	3.93	3.82	3.95	-	3.59	3.83	-
FedEx	4.15	3.99	4.15	4.86	4.14	4.20	3.81	4.31	3.25	3.60	5.00	4.15	-
Evri	3.32	3.52	3.30	4.00	3.24	3.43	3.06	3.27	3.53	4.20	-	3.32	4.00
DPD	3.89	4.08	3.87	3.89	4.04	3.77	3.70	3.95	3.64	3.70	4.00	3.89	3.00
Parcelforce	3.86	4.21	3.83	4.17	3.81	4.04	3.24	3.96	3.43	3.19	-	3.86	-
TNT	4.02	4.38	3.99	3.85	4.14	3.82	4.33	4.04	3.91	4.04	5.00	4.02	-
UPS	4.16	4.27	4.13	5.00	4.31	4.06	3.94	4.15	4.14	5.00	5.00	4.16	-
UK Mail	4.06	4.24	4.03	4.26	4.05	4.17	3.70	4.12	4.13	2.78	4.55	4.06	4.00
Yodel	3.97	3.87	3.97	4.14	4.08	4.04	3.37	4.02	3.70	4.29	-	3.97	-
Amazon Delivery Service/ Logistics	4.14	4.39	4.10	4.74	4.05	4.21	4.01	4.13	4.21	4.68	-	4.14	-
Other	4.02	4.23	4.00	4.15	4.10	3.89	3.99	3.93	4.46	4.67	5.00	4.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	3.63	3.63	3.56	3.69	3.65	3.61	3.76i	3.47	3.70	3.27	3.82	3.25	3.60i	3.66ip	3.86	3.81i	3.30
Collect +	4.05	3.97	4.25	3.83	4.21	4.25	4.11	3.27	3.93	4.22	4.63	3.11	4.05	4.30	4.63	4.04	3.61
DHL	3.83	3.30	3.94	3.91	4.42	3.49	3.31	3.16	4.12	3.43	3.78	3.94	3.87	3.95	4.38	4.77	3.71
FedEx	4.15	4.18	4.14	4.01	4.21	4.13	4.28	4.15	4.15	3.85	4.39	4.35	3.92	3.95	4.12	4.38	4.31
Evri	3.32	3.37	3.28	3.29	3.30	3.37	3.48	3.28	3.92	2.25	2.98	3.28	3.06	3.43	3.32	3.69	2.69
DPD	3.89	3.84	3.96	3.72	4.04	3.72	3.87	4.08	3.76	3.94	4.10	3.58	3.70	3.85	4.02	4.19	3.91
Parcelforce	3.86	4.02	3.53	3.85	3.99	3.58	4.23	4.17	3.28	3.26	3.84	3.65	4.25	3.72	4.26	4.22	3.50
TNT	4.02	3.96	3.84	4.17	4.20	3.59	3.95	4.60	3.76	3.35	4.12	4.03	4.14	4.24	4.16	4.27	4.20
UPS	4.16	4.27	4.01	4.11	4.20	4.14	4.36	4.42	3.86	3.23	4.39	3.75	4.20	4.19	4.35	3.62	4.22
UK Mail	4.06	3.98	3.72	3.87	4.45	3.91	3.68	4.44	3.55	3.75	3.95	3.32	3.86	3.94	4.48	4.41	4.45
Yodel	3.97	4.20	3.50	3.76	4.13	3.99	4.19	4.64	3.66	2.69	4.18	4.07	3.70	3.74	4.21	3.97	4.39
Amazon Delivery Service/ Logistics	4.14	4.34	3.81	4.05	4.30b	4.66	3.95	4.44	3.90	3.68	3.85	4.17	3.91	4.13	4.40	4.43	3.93
Other	4.02	4.13	3.62	4.14	3.99	4.25	3.88	4.46	3.73	3.75	3.34	4.04	4.23	4.09	4.07	4.69	3.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 419

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	459	34	425	183	276	222	236	110	99	85	71	54	29	11	209	156	94	40	383	71
Weighted Base	525	43**	482	211	314	259	264	140*	121*	91*	69*	60*	31**	13**	261	159*	105*	44**	412	107*
Effective Base	305	29	276	118	188	146	159	80	69	55	40	36	18	7	149	95	61	25	242	59
Very dissatisfied (1)	46 9%	6 15%	40 8%	19 9%	27 9%	18 7%	28 11%	10 7%	4 3%	8 9%	5 7%	16 27%ghij	* 1%	3 24%	14 5%	13 8%	19 19%n	3 8%	42 10%	4 4%
Fairly dissatisfied (2)	46 9%	4 10%	42 9%	14 7%	32 10%	19 7%	27 10%	10 7%	13 11%	8 9%	6 9%	6 10%	1 4%	2 17%	23 9%	14 9%	10 10%	4 8%	39 10%	7 6%
Neither satisfied or dissatisfied (3)	84 16%	6 13%	79 16%	32 15%	52 17%	45 17%	40 15%	28 20%	23 19%	13 15%	10 14%	7 12%	3 9%	* 2%	51 19%	23 14%	10 10%	3 7%	57 14%	26 24%
Fairly satisfied (4)	197 37%	18 41%	179 37%	69 33%	128 41%	94 36%	101 38%	48 35%	54 44%	36 39%	26 37%	20 34%	11 36%	2 12%	102 39%	61 38%	33 32%	13 29%	161 39%	33 31%
Very satisfied (5)	131 25%	8 19%	123 25%	67 32%d	64 20%	75 29%	56 21%	41 30%	26 21%	21 23%	19 27%	11 18%	10 33%	3 24%	67 26%	40 25%	24 23%	14 30%	96 23%	33 31%
I don't know / Not applicable	21 4%	1 2%	20 4%	10 5%	10 3%	8 3%	12 5%	3 2%	2 2%	4 5%	4 6%	-	5 15%	3 21%	5 2%	8 5%	8 7%n	8 17%	16 4%	4 4%
NET Very/fairly satisfied	328 62%	26 60%	302 63%	135 64%	192 61%	169 65%	157 60%	89 64%	80 65%	57 63%	44 64%	31 52%	22 70%	5 36%	169 65%	101 63%	58 55%	27 60%	257 62%	66 62%
NET Very/fairly dissatisfied	93 18%	10 24%	82 17%	34 16%	59 19%	37 14%	55 21%	20 14%	17 14%	16 18%	11 16%	22 37%ghij	2 5%	5 42%	37 14%	27 17%	29 28%n	7 16%	81 20%	11 10%
Mean	3.63	3.41	3.65	3.74	3.56	3.75	3.52	3.74k	3.70k	3.62	3.73k	3.06	4.14	2.91	3.72p	3.67	3.34	3.81	3.58	3.81
Std Dev.	1.22	1.33	1.21	1.26	1.19	1.17	1.26	1.17	1.03	1.22	1.19	1.50	0.91	1.76	1.11	1.21	1.47	1.30	1.25	1.08
Std Error	0.06	0.23	0.06	0.09	0.07	0.08	0.08	0.11	0.10	0.14	0.14	0.20	0.18	0.56	0.08	0.10	0.15	0.22	0.06	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	459	153	132	87	87	285	174	343	113	43	43	124	140	91	307	43	400	125	316	18
Weighted Base	525	154*	160*	120*	91*	314	211	424	98*	41**	50**	156*	165*	94*	371	41**	466	130*	372	23**
Effective Base	305	87	92	69	57	180	126	238	67	25	28	90	98	53	216	25	270	79	215	12
Very dissatisfied (1)	46 9%	19 12%c	15 9%	3 2%	10 11%c	34 11%	13 6%	33 8%	13 13%	2 4%	8 16%	10 6%	10 6%	11 11%	28 7%	2 4%	40 9%	11 8%	36 10%	-
Fairly dissatisfied (2)	46 9%	14 9%	12 7%	15 13%	6 6%	26 8%	21 10%	37 9%	9 9%	2 5%	2 4%	9 6%	26 16%k	5 6%	37 10%	2 5%	42 9%	8 6%	38 10%	1 4%
Neither satisfied or dissatisfied (3)	84 16%	26 17%	23 15%	15 12%	20 22%	50 16%	34 16%	69 16%	13 13%	9 22%	8 15%	29 19%	27 16%	10 10%	64 17%	9 22%	73 16%	13 10%	63 17%	8 35%
Fairly satisfied (4)	197 37%	52 34%	67 42%	47 39%	30 34%	119 38%	78 37%	160 38%	37 37%	11 28%	10 21%	57 36%	72 43%	41 44%	139 37%	11 28%	180 39%	47 36%	139 37%	10 44%
Very satisfied (5)	131 25%	39 26%	37 23%	36 30%	19 21%	77 24%	54 26%	108 25%	23 24%	14 34%	19 39%	46 29%l	23 14%	25 27%	88 24%l	14 34%	114 24%	49 38%r	80 21%	2 9%
I don't know / Not applicable	21 4%	3 2%	6 4%	5 4%	6 7%	9 3%	11 5%	17 4%	4 4%	3 7%	3 5%	6 4%	8 5%	2 2%	16 4%	3 7%	18 4%	2 2%	17 4%	2 7%
NET Very/fairly satisfied	328 62%	91 59%	104 65%	83 69%	49 54%	196 62%	132 63%	268 63%	60 61%	25 62%	30 59%	102 66%	95 57%	66 71%	227 61%	25 62%	293 63%	96 74%r	219 59%	12 54%
NET Very/fairly dissatisfied	93 18%	33 21%	27 17%	18 15%	16 17%	59 19%	33 16%	71 17%	22 23%	4 9%	10 20%	18 12%	36 22%	16 17%	65 17%	4 9%	82 18%	18 14%	74 20%	1 4%
Mean	3.63	3.52	3.65	3.85	3.50	3.59	3.70	3.67	3.50	3.88	3.66	3.80l	3.45	3.71	3.63	3.88	3.64	3.91r	3.53	3.64
Std Dev.	1.22	1.31	1.20	1.07	1.24	1.26	1.16	1.19	1.34	1.11	1.48	1.13	1.13	1.26	1.19	1.11	1.21	1.22	1.23	0.73
Std Error	0.06	0.11	0.11	0.12	0.14	0.08	0.09	0.07	0.13	0.17	0.23	0.10	0.10	0.13	0.07	0.17	0.06	0.11	0.07	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	459	328	131	69	276	71	59	53	19	36	31	23	35	40	40	25	27	8	63
Weighted Base	525	451	74*	16**	463	33*	19*	10*	15**	65*	47**	30**	55*	59*	89*	58**	45**	3**	30*
Effective Base	305	269	37	9	249	40	34	34	18	35	30	22	31	37	39	24	26	4	36
Very dissatisfied (1)	46 9%	34 7%	13 17%	5 28%	40 9%	3 9%	3 15%	1 7%	2 11%	9 14%	9 19%	1 4%	2 4%	5 8%	2 3%	5 8%	5 12%	1 25%	2 7%
Fairly dissatisfied (2)	46 9%	42 9%	4 6%	1 6%	38 8%	4 12%	3 14%	2 18%	2 11%	7 10%	4 9%	4 15%	2 4%	3 5%	9 10%	6 11%	1 3%	* 3%	4 13%
Neither satisfied or dissatisfied (3)	84 16%	82 18%b	2 3%	1 4%	74 16%	5 15%	4 18%	2 18%	2 10%	6 10%	9 19%	7 24%	8 15%	8 14%	25 29%	4 8%	3 7%	-	5 17%
Fairly satisfied (4)	197 37%	174 39%	23 31%	2 13%	175 38%	14 44%	4 23%	3 26%	7 48%	30 46%	16 34%	13 45%	27 49%	26 44%	24 27%	14 25%	18 39%	2 58%	13 42%
Very satisfied (5)	131 25%	106 24%	25 33%	8 49%	116 25%	7 20%	6 29%	3 28%	3 20%	11 17%	7 16%	4 12%	15 27%	12 21%	29 32%	24 41%	11 25%	* 14%	6 21%
I don't know / Not applicable	21 4%	14 3%	7 9%	-	20 4%	-	* 1%	* 3%	-	2 3%	1 2%	-	1 2%	5 8%n	-	5 8%	7 14%	-	-
NET Very/fairly satisfied	328 62%	280 62%	48 64%	10 62%	291 63%	21 64%	10 52%	5 54%	10 68%	41 63%	23 50%	17 57%	41 75%	39 65%	53 59%	38 66%	29 64%	2 73%	19 63%
NET Very/fairly dissatisfied	93 18%	76 17%	17 23%	6 34%	78 17%	7 21%	5 29%	2 25%	3 22%	16 24%	13 29%	6 19%	4 7%	7 12%	11 12%	11 19%	7 15%	1 27%	6 20%
Mean	3.63	3.63	3.64	3.49	3.65	3.54	3.39	3.51	3.56	3.43	3.18	3.46	3.93	3.72	3.77	3.86	3.72	3.35	3.56
Std Dev.	1.22	1.17	1.50	1.80	1.21	1.21	1.45	1.35	1.28	1.30	1.37	1.03	0.96	1.14	1.09	1.34	1.32	1.75	1.18
Std Error	0.06	0.07	0.13	0.22	0.07	0.14	0.19	0.19	0.29	0.22	0.25	0.21	0.16	0.19	0.17	0.28	0.27	0.62	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	459	218	140	308	230	218	19	42	140	15	48	164	179	63	34	18	343	52	223	177	33	15	10	400	25	283	176
Weighted Base	525	241	147*	362	268	241	15**	35**	147*	15**	38**	191	217	74*	32**	11**	408	43**	260	203	40**	14**	5**	464	20**	332	193
Effective Base	305	141	91	205	154	141	10	26	91	11	29	106	127	45	20	9	233	28	149	117	24	10	5	266	15	189	116
Very dissatisfied (1)	46 / 9%	15 / 6%	20 / 13%	23 / 6%	28 / 11%	15 / 6%	* / 1%	2 / 5%	20 / 13%	2 / 11%	4 / 10%	20 / 11%	16 / 7%	6 / 8%	2 / 7%	2 / 17%	36 / 9%	4 / 10%	27 / 10%	17 / 9%	2 / 5%	* / 1%	* / 8%	44 / 9%	* / 2%	15 / 4%	32 / 16%y
Fairly dissatisfied (2)	46 / 9%	22 / 9%	15 / 10%	29 / 8%	23 / 8%	22 / 9%	-	5 / 13%	15 / 10%	2 / 15%	2 / 6%	12 / 6%	19 / 9%	8 / 11%	6 / 19%	1 / 9%	31 / 8%	7 / 17%	21 / 8%	21 / 10%	3 / 8%	1 / 6%	1 / 17%	41 / 9%	2 / 9%	23 / 7%	24 / 12%
Neither satisfied or dissatisfied (3)	84 / 16%	34 / 14%	22 / 15%	59 / 16%	46 / 17%	34 / 14%	3 / 23%	7 / 21%	22 / 15%	1 / 9%	3 / 9%	21 / 11%	42 / 19%	18 / 24%k	2 / 7%	1 / 11%	63 / 15%	4 / 8%	31 / 12%	32 / 15%	15 / 38%	5 / 37%	1 / 25%	62 / 13%	7 / 33%	55 / 17%	29 / 15%
Fairly satisfied (4)	197 / 37%	97 / 40%	51 / 35%	143 / 39%	97 / 36%	97 / 40%	4 / 30%	14 / 41%	51 / 35%	6 / 38%	15 / 40%	62 / 33%	90 / 42%	27 / 36%	14 / 44%	3 / 31%	152 / 37%	17 / 40%	87 / 33%	86 / 42%	14 / 35%	7 / 46%	1 / 27%	173 / 37%	8 / 41%	138 / 41%	59 / 31%
Very satisfied (5)	131 / 25%	66 / 27%	31 / 21%	96 / 26%	61 / 23%	66 / 27%	5 / 34%	7 / 20%	31 / 21%	3 / 20%	10 / 25%	67 / 35%lm	45 / 21%	13 / 17%	4 / 8%	4 / 32%	112 / 27%	6 / 14%	88 / 34%s	39 / 19%	2 / 4%	1 / 10%	1 / 23%	126 / 27%	3 / 14%	96 / 29%z	35 / 18%
I don't know / Not applicable	21 / 4%	8 / 3%	8 / 6%	12 / 3%	13 / 5%	8 / 3%	2 / 12%	-	9 / 6%	1 / 7%	4 / 10%	9 / 5%	5 / 2%	2 / 3%	5 / 15%	-	14 / 3%	5 / 11%	8 / 3%	9 / 4%	4 / 10%	-	-	16 / 4%	-	6 / 2%	15 / 8%y
NET Very/fairly satisfied	328 / 62%	163 / 67%	82 / 56%	239 / 66%	158 / 59%	163 / 67%	10 / 64%	21 / 61%	82 / 56%	9 / 58%	25 / 65%	129 / 67%	136 / 62%	40 / 54%	16 / 52%	7 / 63%	264 / 65%	23 / 55%	175 / 67%	125 / 61%	16 / 39%	8 / 56%	3 / 50%	300 / 65%	11 / 55%	234 / 70%z	94 / 49%
NET Very/fairly dissatisfied	93 / 18%	37 / 15%	35 / 24%	53 / 15%	51 / 19%	37 / 15%	* / 1%	6 / 18%	35 / 24%	4 / 25%	6 / 16%	32 / 17%	35 / 16%	14 / 19%	8 / 26%	3 / 26%	67 / 16%	11 / 26%	47 / 18%	38 / 19%	5 / 13%	1 / 7%	1 / 25%	85 / 18%	2 / 12%	37 / 11%	55 / 29%y
Mean	3.63	3.76b	3.42	3.74b	3.55	3.76	4.09	3.59	3.42	3.46	3.71	3.78	3.61	3.45	3.31	3.51	3.69	3.37	3.75	3.56	3.28	3.59	3.41	3.66	3.54	3.85z	3.23
Std Dev.	1.22	1.15	1.33	1.15	1.26	1.15	0.89	1.11	1.33	1.35	1.27	1.31	1.14	1.16	1.18	1.52	1.22	1.27	1.30	1.18	0.91	0.81	1.36	1.25	0.95	1.06	1.38
Std Error	0.06	0.08	0.11	0.07	0.08	0.08	0.21	0.17	0.11	0.36	0.19	0.10	0.09	0.15	0.22	0.36	0.07	0.18	0.09	0.09	0.16	0.21	0.43	0.06	0.19	0.06	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	459	43	408	8	163	259	37	419	28	6	4	453	2
Weighted Base	525	43**	470	12**	176*	311	39**	477	35**	8**	4**	520	2**
Effective Base	305	24	275	6	97	182	27	278	19	4	3	301	1
Very dissatisfied (1)	46 9%	2 5%	44 9%	-	17 10%	28 9%	2 4%	45 9%	1 4%	-	-	46 9%	-
Fairly dissatisfied (2)	46 9%	7 15%	37 8%	3 24%	13 7%	33 11%	1 2%	46 10%	* 1%	*	-	46 9%	-
Neither satisfied or dissatisfied (3)	84 16%	9 21%	71 15%	4 36%	26 15%	40 13%	17 45%	73 15%	7 20%	1 19%	1 36%	81 16%	2 97%
Fairly satisfied (4)	197 37%	14 32%	179 38%	4 35%	69 39%	115 37%	13 33%	172 36%	20 57%	2 25%	2 64%	194 37%	* 3%
Very satisfied (5)	131 25%	11 25%	120 25%	1 4%	47 27%	78 25%	6 15%	121 25%	6 17%	4 54%	-	131 25%	-
I don't know / Not applicable	21 4%	1 2%	20 4%	-	4 2%	17 5%	-	21 4%	-	-	-	21 4%	-
NET Very/fairly satisfied	328 62%	24 57%	299 63%	5 39%	116 66%	193 62%	19 48%	293 61%	26 75%	6 79%	2 64%	325 63%	* 3%
NET Very/fairly dissatisfied	93 18%	8 20%	81 17%	3 24%	29 17%	61 20%	3 7%	91 19%	2 6%	*	-	93 18%	-
Mean	3.63	3.59	3.65	3.19	3.68	3.62	3.53	3.61	3.82	4.32	3.64	3.64	3.03
Std Dev.	1.22	1.17	1.23	0.89	1.23	1.25	0.94	1.25	0.90	0.89	0.56	1.23	-
Std Error	0.06	0.18	0.06	0.32	0.10	0.08	0.15	0.06	0.17	0.36	0.28	0.06	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	459	115	106	121	117	53	34	28	39	40	27	31	41	49	43	35	39
Weighted Base	525	143*	116*	134*	132*	66*	47**	30**	45**	46**	26**	33**	56**	45*	42**	43**	47**
Effective Base	305	82	72	79	72	39	26	18	27	29	15	22	29	30	24	21	28
Very dissatisfied (1)	46 9%	18 13%	10 8%	9 7%	9 7%	8 12%	4 8%	6 20%	3 6%	5 12%	2 7%	2 7%	6 11%	1 2%	3 7%	1 2%	6 12%
Fairly dissatisfied (2)	46 9%	11 8%	7 6%	14 11%	14 11%	5 7%	4 8%	3 9%	4 9%	3 6%	* 1%	4 13%	6 11%	4 9%	3 7%	5 11%	6 13%
Neither satisfied or dissatisfied (3)	84 16%	20 14%	27 24%	21 16%	15 12%	11 16%	5 10%	4 15%	11 25%	8 18%	8 31%	9 28%	8 14%	4 10%	4 9%	7 16%	5 11%
Fairly satisfied (4)	197 37%	56 39%	45 38%	57 42%	39 29%	28 42%	19 41%	9 31%	18 41%	23 49%	4 15%	17 52%	20 35%	20 45%	9 22%	17 41%	12 25%
Very satisfied (5)	131 25%	35 25%	25 21%	31 23%	40 30%	12 19%	15 33%	8 25%	9 20%	4 10%	12 46%	* 1%	15 27%	16 34%	17 40%	11 26%	12 25%
I don't know / Not applicable	21 4%	3 2%	2 2%	1 1%	14 11%abc	3 4%	-	-	-	2 5%	-	-	1 2%	-	6 15%	2 4%	6 14%
NET Very/fairly satisfied	328 62%	91 64%	70 60%	88 66%	78 59%	40 61%	34 73%	17 56%	27 61%	27 59%	16 61%	17 53%	35 62%	36 80%	26 63%	29 67%	23 50%
NET Very/fairly dissatisfied	93 18%	29 20%	17 15%	23 17%	23 18%	13 19%	8 16%	9 29%	7 15%	8 18%	2 8%	6 20%	12 22%	5 10%	6 14%	6 14%	12 25%
Mean	3.63	3.57	3.60	3.65	3.73	3.50	3.82	3.33	3.59	3.41	3.92	3.28	3.58	4.02	3.96	3.80	3.44
Std Dev.	1.22	1.30	1.15	1.15	1.27	1.26	1.22	1.47	1.09	1.16	1.22	0.96	1.31	0.99	1.29	1.06	1.42
Std Error	0.06	0.12	0.11	0.11	0.12	0.18	0.21	0.28	0.17	0.19	0.23	0.17	0.21	0.14	0.20	0.18	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	136	5	131	85	51	90	46	43	40	23	16	9	5	-	83	39	14	5	115	20
Weighted Base	149*	6**	143*	91*	58*	103*	46*	51**	48**	29**	13**	6**	3**	-**	99*	42**	9**	3**	122*	27**
Effective Base	88	4	84	52	36	57	31	29	28	16	9	4	2	-	57	25	7	2	73	15
Very dissatisfied (1)	2 / 2%	-	2 / 2%	2 / 2%	* / *	* / *	2 / 5%	-	2 / 5%	-	-	-	* / 3%	-	2 / 2%	-	* / 1%	* / 3%	2 / 2%	-
Fairly dissatisfied (2)	8 / 6%	-	8 / 6%	4 / 4%	4 / 8%	6 / 6%	2 / 5%	5 / 9%	2 / 4%	-	-	1 / 25%	* / 5%	-	7 / 7%	-	2 / 19%	* / 5%	4 / 3%	5 / 17%
Neither satisfied or dissatisfied (3)	23 / 16%	1 / 15%	22 / 16%	15 / 16%	9 / 15%	16 / 15%	7 / 16%	6 / 12%	6 / 13%	6 / 20%	2 / 16%	* / 2%	2 / 92%	-	13 / 13%	8 / 19%	3 / 30%	2 / 92%	16 / 13%	8 / 28%
Fairly satisfied (4)	56 / 37%	3 / 44%	53 / 37%	38 / 42%	18 / 30%	40 / 39%	16 / 35%	21 / 41%	14 / 30%	14 / 47%	6 / 50%	1 / 13%	-	-	35 / 36%	20 / 48%	1 / 9%	-	50 / 41%	6 / 23%
Very satisfied (5)	60 / 40%	2 / 41%	57 / 40%	32 / 35%	28 / 47%	41 / 40%	18 / 40%	20 / 38%	22 / 47%	10 / 33%	4 / 34%	4 / 60%	-	-	42 / 42%	14 / 34%	4 / 42%	-	51 / 42%	9 / 32%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 77%	5 / 85%	110 / 77%	70 / 77%	45 / 77%	81 / 79%	34 / 75%	41 / 79%	37 / 77%	23 / 80%	11 / 84%	4 / 73%	-	-	77 / 78%	34 / 81%	4 / 50%	-	100 / 82%	15 / 55%
NET Very/fairly dissatisfied	11 / 7%	-	11 / 7%	6 / 7%	5 / 8%	6 / 6%	4 / 10%	5 / 9%	4 / 9%	-	-	1 / 25%	* / 8%	-	9 / 9%	-	2 / 20%	* / 8%	6 / 5%	5 / 17%
Mean	4.09	4.25	4.08	4.04	4.16	4.13	4.00	4.08	4.11	4.13	4.18	4.09	2.89	-	4.09	4.15	3.72	2.89	4.17	3.71
Std Dev.	0.96	0.77	0.97	0.95	0.96	0.89	1.10	0.93	1.11	0.73	0.72	1.39	0.50	-	1.01	0.72	1.29	0.50	0.90	1.11
Std Error	0.08	0.34	0.08	0.10	0.13	0.09	0.16	0.14	0.17	0.15	0.18	0.46	0.22	-	0.11	0.11	0.34	0.22	0.08	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		136	54	35	25	22	89	47	111	25	11	20	35	39	26	94	11	120	60	73	3
Weighted Base		149*	58*	39**	29**	23**	98*	52*	134*	15**	10**	20**	37**	43**	35**	100*	10**	135*	69*	78*	3**
Effective Base		88	33	22	18	15	55	33	75	15	8	12	22	25	18	60	8	77	39	47	3
Very dissatisfied	(1)	2 2%	-	-	2 8%	-	-	2 4%	2 2%	* 1%	-	-	2 6%	*	-	2 2%	-	2 2%	2 3%	*	-
Fairly dissatisfied	(2)	8 6%	2 4%	1 4%	1 4%	3 15%	4 4%	5 9%	8 6%	*	1 14%	4 18%	-	2 5%	1 3%	6 6%	1 14%	7 5%	7 10%	1 1%	-
Neither satisfied or dissatisfied	(3)	23 16%	6 11%	10 26%	7 23%	*	17 17%	7 13%	19 14%	5 32%	* 4%	1 5%	6 16%	11 26%	3 9%	18 18%	* 4%	21 16%	4 6%	17 22%q	2 81%
Fairly satisfied	(4)	56 37%	26 45%	14 35%	10 35%	6 26%	40 41%	16 31%	53 39%	3 22%	1 13%	6 31%	13 36%	15 34%	19 53%	34 34%	1 13%	53 39%	25 37%	30 38%	1 19%
Very satisfied	(5)	60 40%	23 40%	14 35%	9 30%	14 59%	37 38%	22 43%	53 39%	7 46%	7 69%	9 46%	15 42%	15 35%	12 35%	40 40%	7 69%	52 39%	30 43%	30 38%	-
I don't know / Not applicable		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		116 77%	50 85%	28 70%	19 65%	20 85%	77 79%	38 74%	105 78%	10 68%	9 82%	16 77%	29 78%	30 69%	31 88%	74 74%	9 82%	105 77%	55 80%	60 77%	1 19%
NET Very/fairly dissatisfied		11 7%	2 4%	1 4%	3 12%	3 15%	4 4%	7 13%	10 8%	* 1%	1 14%	4 18%	2 6%	2 5%	1 3%	8 8%	1 14%	9 7%	9 14%r	1 2%	-
Mean		4.09	4.22	4.01	3.74	4.29	4.14	3.99	4.08	4.12	4.37	4.06	4.07	3.98	4.21	4.03	4.37	4.08	4.07	4.13	3.19
Std Dev.		0.96	0.79	0.88	1.19	1.08	0.83	1.16	0.96	0.93	1.13	1.13	1.08	0.92	0.73	1.01	1.13	0.95	1.10	0.81	0.50
Std Error		0.08	0.11	0.15	0.24	0.23	0.09	0.17	0.09	0.19	0.34	0.25	0.18	0.15	0.14	0.10	0.34	0.09	0.14	0.09	0.29

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
			Rurality			Nation								Region					
Unweighted Base	136	97	39	16	76	24	23	13	8	8	7	6	10	10	17	1	9	4	20
Weighted Base	149*	130*	20**	3**	129*	10**	8**	3**	7**	16**	11**	8**	16**	14**	39**	2**	15**	2**	8**
Effective Base	88	76	12	3	69	12	16	8	8	8	7	6	10	9	17	1	9	1	11
Very dissatisfied (1)	2 / 2%	2 / 2%	*	* / 2%	2 / 2%	1%	-	-	-	-	-	-	-	-	2 / 6%	-	-	* / 4%	-
Fairly dissatisfied (2)	8 / 6%	8 / 6%	* / 1%	* / 5%	8 / 6%	* / 1%	*	-	-	2 / 13%	-	2 / 30%	-	-	2 / 6%	-	1 / 8%	* / 7%	-
Neither satisfied or dissatisfied (3)	23 / 16%	23 / 17%	1 / 4%	1 / 18%	19 / 15%	2 / 22%	1 / 13%	1 / 25%	1 / 22%	4 / 26%	-	2 / 20%	3 / 19%	5 / 35%	4 / 10%	-	-	* / 4%	2 / 27%
Fairly satisfied (4)	56 / 37%	48 / 37%	8 / 42%	2 / 65%	49 / 38%	1 / 13%	4 / 43%	2 / 64%	2 / 24%	4 / 25%	5 / 43%	1 / 17%	7 / 45%	1 / 8%	16 / 42%	2 / 100%	10 / 70%	-	1 / 16%
Very satisfied (5)	60 / 40%	49 / 38%	10 / 53%	* / 10%	50 / 39%	6 / 63%	4 / 44%	* / 12%	4 / 54%	6 / 36%	6 / 57%	3 / 33%	6 / 35%	8 / 57%	14 / 36%	-	3 / 22%	2 / 85%	4 / 57%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 77%	97 / 75%	19 / 95%	3 / 75%	99 / 77%	7 / 75%	7 / 87%	2 / 75%	5 / 78%	10 / 61%	11 / 100%	4 / 49%	13 / 81%	9 / 65%	31 / 78%	2 / 100%	14 / 92%	2 / 85%	6 / 73%
NET Very/fairly dissatisfied	11 / 7%	10 / 8%	* / 1%	* / 7%	10 / 8%	* / 2%	*	-	-	2 / 13%	-	2 / 30%	-	-	5 / 12%	-	1 / 8%	* / 11%	-
Mean	4.09	4.03	4.46	3.75	4.06	4.35	4.30	3.87	4.31	3.84	4.57	3.52	4.16	4.22	3.97	4.00	4.07	4.54	4.31
Std Dev.	0.96	0.98	0.67	0.93	0.97	0.98	0.75	0.73	0.88	1.09	0.52	1.31	0.75	0.97	1.12	0.00	0.75	-	0.93
Std Error	0.08	0.10	0.11	0.23	0.11	0.20	0.16	0.20	0.31	0.39	0.20	0.54	0.24	0.31	0.27	0.00	0.25	-	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challenges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	136	74	26	108	60	74	6	9	26	3	6	53	56	17	7	3	109	10	48	65	13	7	2	113	9	112	24
Weighted Base	149*	77*	32**	116*	71*	77*	4**	6**	32**	4**	3**	61*	55*	24**	6**	4**	116*	9**	55*	70*	13**	8**	***	126*	9**	130*	20**
Effective Base	88	45	18	69	42	45	3	5	18	3	4	33	36	13	4	2	69	7	34	40	8	5	1	73	6	75	13
Very dissatisfied (1)	2 / 2%	2 / 3%	* / *	2 / 2%	* / *	2 / 3%	-	-	* / *	-	* / 2%	* / *	2 / 4%	-	-	-	2 / 2%	-	2 / 4%	* / *	-	-	-	2 / 2%	-	2 / 2%	* / *
Fairly dissatisfied (2)	8 / 6%	1 / 1%	7 / 22%	1 / 1%	7 / 10%c	1 / 1%	-	* / 1%	7 / 22%	1 / 39%	-	2 / 4%	1 / 2%	3 / 14%	* / 1%	1 / 38%	3 / 3%	1 / 16%	2 / 3%	4 / 6%	-	2 / 29%	* / 9%	6 / 5%	2 / 28%	7 / 5%	1 / 6%
Neither satisfied or dissatisfied (3)	23 / 16%	12 / 15%	5 / 17%	18 / 15%	12 / 16%	12 / 15%	* / 11%	2 / 31%	5 / 17%	-	2 / 55%	5 / 8%	14 / 25%	4 / 17%	1 / 9%	-	19 / 16%	1 / 6%	6 / 12%	11 / 16%	3 / 23%	3 / 34%	-	17 / 14%	3 / 32%	21 / 16%	3 / 13%
Fairly satisfied (4)	56 / 37%	27 / 36%	10 / 31%	46 / 40%	28 / 40%	27 / 36%	-	3 / 47%	10 / 31%	-	-	21 / 34%	25 / 46%	6 / 25%	3 / 60%	* / 9%	46 / 40%	4 / 39%	17 / 30%	28 / 40%	8 / 62%	1 / 10%	* / 91%	45 / 36%	1 / 14%	47 / 36%	9 / 45%
Very satisfied (5)	60 / 40%	35 / 45%	10 / 30%	49 / 42%	24 / 33%	35 / 45%	4 / 89%	1 / 21%	10 / 30%	2 / 61%	1 / 42%	33 / 54%l	13 / 23%	11 / 44%	2 / 30%	2 / 52%	45 / 39%	4 / 39%	28 / 51%	27 / 39%	2 / 16%	2 / 27%	-	55 / 44%	2 / 26%	53 / 41%	7 / 36%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 77%	62 / 81%	19 / 60%	95 / 82%	52 / 73%	62 / 81%	4 / 89%	4 / 68%	19 / 60%	2 / 61%	1 / 42%	54 / 88%l	38 / 69%	17 / 69%	5 / 90%	2 / 62%	91 / 79%	7 / 79%	45 / 81%	55 / 78%	10 / 77%	3 / 37%	* / 91%	100 / 80%	3 / 40%	100 / 77%	16 / 81%
NET Very/fairly dissatisfied	11 / 7%	3 / 4%	7 / 23%	3 / 3%	7 / 10%	3 / 4%	-	* / 1%	7 / 23%	1 / 39%	* / 2%	2 / 4%	3 / 6%	3 / 14%	* / 1%	1 / 38%	6 / 5%	1 / 16%	4 / 7%	4 / 6%	-	2 / 29%	* / 9%	8 / 6%	2 / 28%	9 / 7%	1 / 6%
Mean	4.09	4.18	3.67	4.19	3.96	4.18	4.79	3.88	3.67	3.84	3.80	4.38l	3.82	3.98	4.20	3.76	4.11	4.02	4.21	4.11	3.93	3.36	3.83	4.15	3.38	4.08	4.10
Std Dev.	0.96	0.95	1.15	0.87	0.96	0.95	0.71	0.80	1.15	1.70	1.28	0.80	0.95	1.11	0.68	1.64	0.92	1.10	1.04	0.89	0.64	1.24	-	0.96	1.22	0.97	0.88
Std Error	0.08	0.11	0.22	0.08	0.12	0.11	0.29	0.27	0.22	0.98	0.52	0.11	0.13	0.27	0.26	0.95	0.09	0.35	0.15	0.11	0.18	0.47	-	0.09	0.41	0.09	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 420

QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	136	18	115	3	65	63	8	114	16	4	1	134	1
Weighted Base	149*	10**	135*	5**	61*	77*	12**	127*	18**	4**	***	149*	***
Effective Base	88	9	78	2	38	44	7	75	10	2	1	88	1
Very dissatisfied (1)	2 / 2%	2 / 23%	* / *	-	2 / 4%	-	-	* / *	2 / 12%	-	-	2 / 2%	-
Fairly dissatisfied (2)	8 / 6%	* / *	8 / 6%	-	1 / 2%	5 / 6%	2 / 21%	5 / 4%	1 / 6%	2 / 55%	-	8 / 6%	-
Neither satisfied or dissatisfied (3)	23 / 16%	1 / 15%	20 / 15%	2 / 36%	11 / 17%	11 / 14%	2 / 17%	18 / 14%	5 / 28%	-	-	23 / 16%	100%
Fairly satisfied (4)	56 / 37%	3 / 27%	50 / 37%	3 / 64%	26 / 43%	25 / 32%	5 / 42%	49 / 38%	7 / 40%	-	-	56 / 38%	-
Very satisfied (5)	60 / 40%	3 / 33%	56 / 42%	-	21 / 34%	36 / 48%	2 / 20%	55 / 44%	2 / 13%	2 / 45%	100%	60 / 40%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 77%	6 / 60%	107 / 79%	3 / 64%	47 / 77%	61 / 80%	7 / 62%	104 / 82%	10 / 53%	2 / 45%	* / 100%	116 / 77%	-
NET Very/fairly dissatisfied	11 / 7%	2 / 25%	8 / 6%	-	4 / 6%	5 / 6%	2 / 21%	5 / 4%	3 / 18%	2 / 55%	-	11 / 7%	-
Mean	4.09	3.46	4.15	3.64	4.01	4.22	3.62	4.22	3.36	3.36	5.00	4.09	3.00
Std Dev.	0.96	1.61	0.89	0.54	0.98	0.90	1.07	0.83	1.20	1.70	-	0.96	-
Std Error	0.08	0.38	0.08	0.31	0.12	0.11	0.38	0.08	0.30	0.85	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	136	39	22	37	38	15	14	10	6	9	7	12	11	14	18	10	10
Weighted Base	149*	49**	28**	35**	37**	21**	16**	12**	11**	8**	10**	11**	12**	11**	18**	10**	10**
Effective Base	88	27	16	23	22	12	9	6	6	5	6	7	8	8	10	5	7
Very dissatisfied (1)	2 / 2%	2 / 5%	-	-	*	2 / 11%	-	-	-	-	-	-	-	-	-	* / 1%	-
Fairly dissatisfied (2)	8 / 6%	5 / 9%	*	2 / 6%	1 / 4%	2 / 10%	2 / 14%	-	-	*	-	-	1 / 10%	1 / 9%	-	-	1 / 15%
Neither satisfied or dissatisfied (3)	23 / 16%	3 / 5%	5 / 17%	12 / 35%	4 / 10%	*	* / 1%	2 / 19%	3 / 29%	2 / 21%	-	6 / 53%	3 / 24%	3 / 31%	-	-	4 / 38%
Fairly satisfied (4)	56 / 37%	17 / 36%	9 / 32%	12 / 36%	17 / 46%	9 / 43%	2 / 12%	7 / 56%	3 / 28%	3 / 36%	3 / 32%	2 / 20%	6 / 45%	5 / 40%	11 / 63%	6 / 54%	* / 5%
Very satisfied (5)	60 / 40%	22 / 45%	14 / 51%	8 / 23%	15 / 41%	7 / 36%	12 / 72%	3 / 25%	5 / 42%	3 / 42%	7 / 68%	3 / 26%	3 / 22%	2 / 20%	6 / 37%	5 / 45%	4 / 42%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 77%	40 / 81%	24 / 83%	20 / 58%	32 / 86%	16 / 79%	14 / 84%	9 / 81%	8 / 71%	6 / 78%	10 / 100%	5 / 47%	8 / 66%	7 / 60%	18 / 100%	10 / 99%	4 / 47%
NET Very/fairly dissatisfied	11 / 7%	7 / 14%	*	2 / 6%	2 / 4%	4 / 21%	2 / 14%	-	-	*	-	-	1 / 10%	1 / 9%	-	* / 1%	1 / 15%
Mean	4.09	4.08	4.33	3.74	4.22	3.83	4.42	4.06	4.13	4.19	4.68	3.73	3.78	3.71	4.37	4.43	3.74
Std Dev.	0.96	1.14	0.77	0.89	0.80	1.34	1.10	0.69	0.88	0.84	0.49	0.89	0.93	0.92	0.50	0.61	1.22
Std Error	0.08	0.18	0.16	0.15	0.13	0.35	0.29	0.22	0.36	0.28	0.19	0.26	0.28	0.25	0.12	0.19	0.39

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 421

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	132	7	125	72	60	76	56	39	35	29	15	10	1	3	74	44	14	4	103	28
Weighted Base	150*	8**	142*	82*	68*	86*	64*	44**	44**	36**	12**	12**	2**	***	88*	48**	14**	2**	111*	38**
Effective Base	80	6	75	43	37	42	39	26	21	19	8	6	1	3	46	27	7	1	59	21
Very dissatisfied (1)	9 / 6%	1 / 16%	8 / 5%	4 / 4%	5 / 8%	5 / 5%	4 / 7%	1 / 1%	4 / 10%	-	-	4 / 32%	-	* / 77%	5 / 6%	-	4 / 29%	* / 9%	7 / 6%	2 / 6%
Fairly dissatisfied (2)	4 / 3%	2 / 22%	2 / 2%	2 / 2%	2 / 4%	2 / 3%	2 / 3%	* / 1%	2 / 3%	*	-	* / 4%	2 / 100%	-	2 / 2%	*	2 / 16%	2 / 88%	4 / 3%	* / 1%
Neither satisfied or dissatisfied (3)	23 / 15%	-	23 / 16%	11 / 13%	12 / 17%	12 / 14%	11 / 17%	9 / 22%	7 / 16%	4 / 11%	2 / 16%	-	-	-	17 / 19%	6 / 12%	-	-	15 / 13%	8 / 20%
Fairly satisfied (4)	78 / 52%	3 / 39%	75 / 53%	44 / 53%	34 / 51%	43 / 49%	35 / 55%	26 / 59%	21 / 48%	22 / 60%	6 / 51%	3 / 27%	-	-	47 / 53%	28 / 58%	3 / 23%	-	58 / 52%	18 / 49%
Very satisfied (5)	37 / 24%	2 / 24%	35 / 24%	23 / 27%	14 / 21%	25 / 29%	11 / 18%	8 / 18%	10 / 23%	10 / 29%	4 / 33%	4 / 36%	-	* / 23%	18 / 21%	14 / 30%	4 / 31%	* / 3%	27 / 25%	9 / 24%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	114 / 76%	5 / 63%	109 / 77%	66 / 80%	48 / 71%	68 / 79%	46 / 73%	34 / 77%	31 / 70%	32 / 89%	10 / 84%	7 / 64%	-	* / 23%	65 / 74%	42 / 87%	7 / 55%	* / 3%	86 / 77%	27 / 73%
NET Very/fairly dissatisfied	13 / 9%	3 / 37%	10 / 7%	5 / 6%	8 / 11%	7 / 8%	6 / 10%	1 / 2%	6 / 13%	*	-	4 / 36%	2 / 100%	* / 77%	7 / 8%	*	6 / 45%	2 / 97%	10 / 9%	3 / 7%
Mean	3.86	3.33	3.89	3.97	3.73	3.95	3.75	3.92	3.70	4.17	4.16	3.31	2.00	1.93	3.81	4.17	3.12	1.99	3.87	3.84
Std Dev.	1.01	1.54	0.97	0.95	1.08	1.01	1.02	0.73	1.17	0.62	0.71	1.80	-	-	0.98	0.64	1.74	-	1.02	1.01
Std Error	0.09	0.58	0.09	0.11	0.14	0.12	0.14	0.12	0.20	0.12	0.18	0.57	-	-	0.11	0.10	0.46	-	0.10	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		132	64	30	14	24	94	38	108	24	12	14	27	42	36	83	12	119	50	77	5
Weighted Base		150*	72*	33**	23**	22**	105*	45**	139*	11**	7**	15**	39**	45*	43**	98*	7**	141*	52**	90*	7**
Effective Base		80	37	17	12	14	55	26	72	11	6	7	18	30	21	53	6	74	27	51	3
Very dissatisfied	(1)	9 6%	5 6%	2 6%	2 10%	- -	7 6%	2 5%	7 5%	1 14%	- -	* *	4 9%	4 9%	1 3%	8 8%	- -	9 6%	4 7%	5 6%	- -
Fairly dissatisfied	(2)	4 3%	2 2%	* 1%	- -	2 8%	2 2%	2 4%	3 3%	1 5%	* 1%	1 10%	* 1%	* 1%	2 4%	2 2%	* 1%	4 3%	2 3%	3 3%	- -
Neither satisfied or dissatisfied	(3)	23 15%	13 18%	4 14%	2 9%	3 15%	17 16%	5 12%	21 15%	2 17%	* 1%	2 12%	2 6%	11 24%	8 18%	15 15%	* 1%	23 16%	5 10%	15 17%	2 26%
Fairly satisfied	(4)	78 52%	36 50%	19 57%	11 47%	12 57%	55 52%	23 52%	74 53%	4 35%	3 36%	5 31%	21 55%	22 49%	26 61%	48 49%	3 36%	74 52%	25 48%	50 55%	3 36%
Very satisfied	(5)	37 24%	17 24%	7 22%	8 34%	4 20%	25 23%	12 27%	33 24%	3 29%	5 63%	7 47%	11 29%	8 17%	6 15%	26 26%	5 63%	32 23%	17 32%	17 19%	3 37%
I don't know / Not applicable		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied		114 76%	53 73%	26 79%	18 81%	17 77%	79 75%	35 79%	107 77%	7 64%	7 99%	11 78%	33 84%	30 66%	32 75%	74 75%	7 99%	106 75%	42 80%	67 74%	5 74%
NET Very/fairly dissatisfied		13 9%	6 9%	2 8%	2 10%	2 8%	9 8%	4 9%	11 8%	2 19%	* 1%	2 10%	4 10%	5 10%	3 7%	10 10%	* 1%	13 9%	5 10%	8 9%	- -
Mean		3.86	3.82	3.87	3.95	3.88	3.84	3.92	3.88	3.60	4.61	4.14	3.93	3.64	3.80	3.83	4.61	3.82	3.95	3.79	4.11
Std Dev.		1.01	1.03	0.99	1.18	0.83	1.02	1.01	0.98	1.39	0.57	1.03	1.12	1.08	0.84	1.09	0.57	1.02	1.09	0.98	0.85
Std Error		0.09	0.13	0.18	0.32	0.17	0.10	0.16	0.09	0.28	0.17	0.28	0.21	0.17	0.14	0.12	0.17	0.09	0.15	0.11	0.38

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	132	89	43	16	71	26	22	13	4	8	8	4	12	11	13	7	4	3	23
Weighted Base	150*	117*	33**	3**	129*	11**	7**	3**	3**	16**	12**	5**	20**	17**	31**	19**	7**	1**	10**
Effective Base	80	68	14	2	63	17	12	9	4	8	8	4	11	9	13	7	4	2	15
Very dissatisfied (1)	9 / 6%	5 / 4%	4 / 12%	* / 7%	7 / 6%	1 / 11%	1 / 8%	-	-	-	1 / 11%	-	-	-	2 / 7%	4 / 19%	-	-	1 / 12%
Fairly dissatisfied (2)	4 / 3%	4 / 3%	* / *	* / 1%	3 / 3%	-	1 / 9%	* / 9%	-	-	1 / 13%	-	-	-	-	2 / 9%	-	-	-
Neither satisfied or dissatisfied (3)	23 / 15%	20 / 17%	2 / 7%	* / 7%	18 / 14%	3 / 26%	1 / 9%	1 / 32%	-	4 / 22%	1 / 12%	-	3 / 14%	3 / 17%	2 / 6%	2 / 13%	3 / 46%	-	3 / 29%
Fairly satisfied (4)	78 / 52%	58 / 50%	19 / 59%	2 / 76%	69 / 53%	5 / 44%	3 / 50%	1 / 30%	3 / 100%	8 / 52%	4 / 38%	2 / 45%	16 / 81%	9 / 53%	17 / 56%	5 / 24%	4 / 54%	1 / 100%	4 / 38%
Very satisfied (5)	37 / 24%	30 / 25%	7 / 21%	* / 9%	32 / 25%	2 / 19%	2 / 25%	1 / 29%	-	4 / 27%	3 / 25%	3 / 55%	1 / 6%	5 / 29%	9 / 30%	7 / 35%	-	-	2 / 21%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	114 / 76%	88 / 75%	26 / 81%	3 / 85%	101 / 78%	7 / 63%	5 / 75%	2 / 59%	3 / 100%	13 / 78%	7 / 64%	5 / 100%	17 / 86%	14 / 83%	27 / 86%	11 / 59%	4 / 54%	1 / 100%	6 / 59%
NET Very/fairly dissatisfied	13 / 9%	9 / 7%	4 / 13%	* / 8%	10 / 8%	1 / 11%	1 / 16%	* / 9%	-	-	3 / 24%	-	-	-	2 / 7%	5 / 28%	-	-	1 / 12%
Mean	3.86	3.89	3.77	3.80	3.89	3.61	3.76	3.79	4.00	4.05	3.54	4.55	3.92	4.12	4.01	3.46	3.54	4.00	3.56
Std Dev.	1.01	0.96	1.18	1.06	0.99	1.17	1.24	1.21	0.00	0.72	1.36	0.56	0.44	0.69	1.03	1.55	0.54	-	1.24
Std Error	0.09	0.10	0.18	0.26	0.12	0.23	0.26	0.33	0.00	0.25	0.48	0.28	0.13	0.21	0.29	0.59	0.27	-	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	132	86	11	119	44	86	7	15	11	1	4	48	53	20	7	3	101	10	60	48	19	2	3	108	5	113	19
Weighted Base	150*	95*	12**	134*	51**	95*	3**	8**	12**	1**	2**	64*	56*	23**	5**	1**	120*	7**	71*	56*	21**	1**	1**	127*	2**	127*	22**
Effective Base	80	52	6	72	26	52	3	7	6	1	2	30	35	12	4	1	63	5	36	33	11	2	1	68	3	69	12
Very dissatisfied (1)	9 6%	5 6%	1 10%	5 4%	1 2%	5 6%	-	1 17%	1 10%	-	* 10%	4 7%	1 2%	1 6%	2 43%	-	5 4%	2 34%	9 12%s	-	-	-	-	* 2%	9 7%	* 2%	4 3%	4 20%
Fairly dissatisfied (2)	4 3%	3 3%	* 4%	4 3%	1 1%	3 3%	* 1%	* *	* 4%	-	* 27%	1 2%	2 4%	1 2%	-	-	4 3%	-	2 3%	2 4%	* 1%	-	-	4 3%	-	2 1%	2 10%
Neither satisfied or dissatisfied (3)	23 15%	14 14%	2 20%	20 15%	9 17%	14 14%	* 2%	2 22%	2 20%	-	-	5 7%	12 22%	3 14%	2 46%	-	17 14%	2 36%	10 14%	8 14%	4 21%	-	-	18 14%	-	19 15%	4 17%
Fairly satisfied (4)	78 52%	49 52%	7 57%	69 52%	27 53%	49 52%	2 71%	3 39%	7 57%	-	-	34 53%	30 54%	13 57%	* 9%	* 10%	64 53%	1 9%	24 34%	39 69%r	14 66%	1 100%	* 9%	63 49%	1 44%	72 56%	6 28%
Very satisfied (5)	37 24%	24 25%	1 9%	35 26%	13 26%	24 25%	1 26%	2 21%	1 9%	1 100%	1 63%	20 31%	10 19%	5 21%	* 1%	1 90%	30 25%	1 20%	26 37%s	7 13%	2 10%	-	1 89%	33 26%	1 55%	31 24%	6 26%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	114 76%	73 76%	8 67%	105 78%	40 79%	73 76%	3 97%	5 60%	8 67%	1 100%	1 63%	54 84%	40 73%	18 78%	1 10%	1 100%	94 79%	2 29%	50 71%	46 82%	16 78%	1 100%	1 98%	96 76%	2 98%	102 80%	12 53%
NET Very/fairly dissatisfied	13 9%	9 9%	2 14%	9 7%	2 4%	9 9%	* 1%	1 18%	2 14%	-	1 37%	6 9%	3 5%	2 8%	2 43%	-	9 7%	2 34%	11 15%	2 4%	* 1%	-	* 2%	13 10%	* 2%	6 5%	7 30%
Mean	3.86	3.86	3.53	3.94	3.99	3.86	4.22	3.45	3.53	5.00	3.77	3.99	3.84	3.86	2.25	4.90	3.92	2.81	3.80	3.91	3.87	4.00	4.81	3.85	4.50	3.96	3.29
Std Dev.	1.01	1.02	1.10	0.94	0.84	1.02	0.64	1.40	1.10	-	-	1.05	0.83	0.98	1.27	-	0.95	1.62	1.31	0.65	0.60	-	-	1.07	0.88	0.87	1.49
Std Error	0.09	0.11	0.33	0.09	0.13	0.11	0.24	0.36	0.33	-	-	0.15	0.11	0.22	0.48	-	0.09	0.51	0.17	0.09	0.14	-	-	0.10	0.39	0.08	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	132	17	112	3	54	60	18	113	17	-	2	130	-
Weighted Base	150*	13**	132*	5**	64*	65*	20**	130*	19**	-**	***	150*	-**
Effective Base	80	7	72	2	30	38	13	69	11	-	2	80	-
Very dissatisfied (1)	9 6%	4 29%	5 4%	-	4 6%	5 8%	-	9 7%	-	-	-	9 6%	-
Fairly dissatisfied (2)	4 3%	-	4 3%	-	2 2%	2 4%	-	3 2%	2 8%	-	-	4 3%	-
Neither satisfied or dissatisfied (3)	23 15%	4 27%	19 14%	-	6 9%	11 16%	6 31%	18 14%	4 22%	-	100%	22 15%	-
Fairly satisfied (4)	78 52%	3 26%	74 56%	* 10%	30 47%	38 59%	9 47%	68 52%	10 51%	-	-	78 52%	-
Very satisfied (5)	37 24%	2 18%	30 23%	4 90%	23 36%e	9 14%	4 22%	33 25%	4 19%	-	-	37 24%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	114 76%	6 44%	104 79%	5 100%	53 83%	47 72%	14 69%	101 77%	13 70%	-	-	114 76%	-
NET Very/fairly dissatisfied	13 9%	4 29%	9 7%	-	5 8%	8 12%	-	11 9%	2 8%	-	-	13 9%	-
Mean	3.86	3.05	3.90	4.90	4.05	3.66	3.91	3.87	3.81	-	3.00	3.86	-
Std Dev.	1.01	1.52	0.92	0.34	1.04	1.03	0.74	1.04	0.86	-	-	1.01	-
Std Error	0.09	0.37	0.09	0.20	0.14	0.13	0.18	0.10	0.21	-	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)**

QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	132	39	23	36	34	14	13	12	9	5	9	9	13	14	19	9	6
Weighted Base	150*	51**	22**	41**	36**	12**	22**	17**	13**	3**	5**	4**	20**	17**	18**	13**	5**
Effective Base	80	25	15	22	19	8	10	8	8	2	6	3	8	11	10	6	5
Very dissatisfied (1)	9 / 6%	7 / 15%	* / *	1 / 2%	1 / 2%	* / 2%	1 / 6%	6 / 36%	- / -	* / 1%	- / -	* / 5%	* / *	- / -	- / -	- / -	1 / 14%
Fairly dissatisfied (2)	4 / 3%	* / 1%	2 / 8%	2 / 4%	- / -	* / 4%	- / -	- / -	* / 2%	- / -	2 / 31%	* / 1%	- / -	2 / 10%	- / -	- / -	- / -
Neither satisfied or dissatisfied (3)	23 / 15%	8 / 16%	5 / 25%	7 / 17%	2 / 7%	2 / 16%	2 / 11%	4 / 21%	1 / 10%	3 / 97%	1 / 14%	* / 4%	6 / 29%	1 / 7%	1 / 3%	* / *	2 / 36%
Fairly satisfied (4)	78 / 52%	19 / 36%	10 / 47%	23 / 57%	26 / 71%	9 / 78%	7 / 31%	2 / 15%	9 / 68%	- / -	1 / 21%	3 / 79%	10 / 51%	10 / 58%	14 / 80%	10 / 78%	1 / 22%
Very satisfied (5)	37 / 24%	17 / 33%	4 / 20%	8 / 20%	7 / 20%	* / 1%	12 / 53%	5 / 28%	3 / 20%	* / 2%	2 / 33%	* / 10%	4 / 18%	4 / 25%	3 / 17%	3 / 21%	2 / 28%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	114 / 76%	35 / 69%	15 / 67%	32 / 77%	33 / 91%	9 / 78%	19 / 83%	7 / 43%	12 / 88%	* / *	3 / 54%	4 / 90%	13 / 69%	14 / 83%	18 / 97%	13 / 100%	3 / 51%
NET Very/fairly dissatisfied	13 / 9%	8 / 15%	2 / 8%	3 / 6%	1 / 2%	1 / 6%	1 / 6%	6 / 36%	* / 2%	* / 1%	2 / 31%	* / 7%	- / 3%	2 / 10%	- / -	- / -	1 / 14%
Mean	3.86	3.72	3.79	3.89	4.07	3.72	4.25	2.99	4.07	3.02	3.56	3.88	3.82	3.98	4.15	4.21	3.51
Std Dev.	1.01	1.33	0.88	0.84	0.68	0.65	1.07	1.70	0.63	0.41	1.39	0.93	0.84	0.87	0.44	0.43	1.42
Std Error	0.09	0.21	0.18	0.14	0.12	0.17	0.30	0.49	0.21	0.18	0.46	0.31	0.23	0.23	0.10	0.14	0.58

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	126	3	123	73	53	79	46	32	45	31	13	3	1	1	77	44	5	2	98	27
Weighted Base	146*	4**	142*	82*	64*	95*	50*	40**	56**	35**	8**	3**	2**	2**	96*	43**	7**	4**	109*	37**
Effective Base	81	3	78	44	38	47	35	22	29	21	6	2	1	1	51	26	4	2	62	19
Very dissatisfied (1)	1 1%	-	1 1%	1 2%	- *	- *	1 3%	1 3%	- *	- *	-	-	-	-	1 1%	- *	-	-	1 1%	- *
Fairly dissatisfied (2)	3 2%	-	3 2%	1 1%	2 3%	1 1%	2 4%	2 5%	* 1%	* 1%	-	-	-	-	2 2%	* 1%	-	-	1 1%	2 5%
Neither satisfied or dissatisfied (3)	20 14%	-	20 14%	9 11%	12 18%	9 9%	12 24%	12 31%	5 10%	3 7%	-	-	-	-	18 19%	3 6%	-	-	14 13%	6 18%
Fairly satisfied (4)	60 41%	2 45%	58 41%	33 40%	27 42%	34 36%	26 51%	6 16%	31 54%	14 40%	4 46%	1 42%	2 100%	2 100%	37 39%	18 41%	5 73%	4 100%	47 43%	13 35%
Very satisfied (5)	62 42%	2 55%	59 42%	38 47%	23 37%	51 54%f	9 18%	18 44%	20 35%	18 52%	4 54%	2 54%	-	-	37 39%	22 52%	2 25%	-	46 42%	16 42%
I don't know / Not applicable	* *	-	* *	* *	-	* *	-	-	-	-	-	4%	-	-	-	-	2%	-	* *	-
NET Very/fairly satisfied	122 83%	4 100%	117 83%	71 87%	51 79%	85 90%f	35 69%	24 61%	51 90%	32 91%	8 100%	3 96%	2 100%	2 100%	75 78%	40 93%	7 98%	4 100%	93 85%	28 77%
NET Very/fairly dissatisfied	4 3%	-	4 3%	2 2%	2 3%	1 1%	3 7%	3 8%	* 1%	* 1%	-	-	-	-	4 4%	* 1%	-	-	2 2%	2 5%
Mean	4.22	4.55	4.21	4.29	4.12	4.44f	3.78	3.94	4.24	4.42	4.54	4.56	4.00	4.00	4.12	4.44	4.25	4.00	4.24	4.15
Std Dev.	0.82	0.57	0.83	0.82	0.82	0.69	0.89	1.13	0.65	0.70	0.53	0.60	-	-	0.89	0.67	0.47	0.00	0.80	0.90
Std Error	0.07	0.33	0.07	0.10	0.11	0.08	0.13	0.20	0.10	0.13	0.15	0.42	-	-	0.10	0.10	0.23	0.00	0.08	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		126	57	31	16	22	88	38	110	16	13	16	29	36	30	81	13	112	53	71	2
Weighted Base		146*	57*	39**	25**	25**	96*	50**	136*	10**	11**	24**	34**	43**	31**	101*	11**	134*	59*	85*	2**
Effective Base		81	31	21	13	16	52	29	74	8	9	12	18	26	18	54	9	73	32	48	1
Very dissatisfied	(1)	1 1%	1 2%	*	-	-	1 1%	-	1 1%	-	-	-	-	1 3%	*	1 1%	-	1 1%	-	1 2%	-
Fairly dissatisfied	(2)	3 2%	* 1%	2 5%	-	* 1%	2 2%	*	2 2%	* 4%	-	-	1 2%	2 5%	*	3 3%	-	3 2%	*	2 3%	-
Neither satisfied or dissatisfied	(3)	20 14%	6 11%	6 15%	3 10%	6 23%	12 13%	8 16%	18 13%	2 25%	4 33%	6 24%	2 7%	4 8%	5 16%	12 11%	4 33%	17 12%	3 5%	16 19%	2 89%
Fairly satisfied	(4)	60 41%	23 41%	18 46%	10 38%	9 37%	41 43%	19 37%	59 43%	1 15%	2 20%	7 30%	17 51%	22 51%	11 37%	46 46%	2 20%	58 43%	23 40%	37 43%	* 11%
Very satisfied	(5)	62 42%	25 45%	13 34%	13 52%	10 40%	39 40%	23 46%	56 41%	5 56%	5 47%	11 46%	14 40%	15 34%	14 46%	39 39%	5 47%	56 42%	32 55%	29 34%	-
I don't know / Not applicable		* *	* *	- -	- -	- -	* *	- -	* *	- -	- -	- -	- -	- -	* *	- -	- -	* *	- -	* *	- -
NET Very/fairly satisfied		122 83%	49 86%	31 80%	23 90%	19 76%	80 83%	42 83%	115 84%	7 71%	8 67%	18 76%	31 92%	36 84%	26 83%	85 85%	8 67%	114 85%	56 **99%r**	66 77%	* 11%
NET Very/fairly dissatisfied		4 3%	2 3%	2 5%	-	* 1%	4 4%	*	4 3%	* 4%	-	-	1 2%	3 8%	* 1%	4 4%	-	4 3%	*	4 4%	-
Mean		4.22	4.26	4.08	4.41	4.15	4.18	4.28	4.22	4.23	4.14	4.22	4.30	4.07	4.29	4.18	4.14	4.22	**4.50r**	4.05	3.11
Std Dev.		0.82	0.86	0.85	0.68	0.81	0.86	0.76	0.81	1.02	0.93	0.82	0.68	0.94	0.77	0.83	0.93	0.82	0.61	0.89	0.45
Std Error		0.07	0.11	0.15	0.17	0.17	0.09	0.12	0.08	0.26	0.26	0.21	0.13	0.16	0.14	0.09	0.26	0.08	0.08	0.11	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	126	90	36	12	73	17	25	11	4	7	7	5	13	10	10	8	9	2	15
Weighted Base	146*	120*	26**	3**	129*	6**	8**	3**	3**	13**	10**	7**	22**	15**	22**	22**	14**	1**	5**
Effective Base	81	70	12	2	66	10	16	7	4	7	7	5	13	9	10	8	9	1	9
Very dissatisfied (1)	1 / 1%	1 / 1%	*	3%	1 / 1%	-	-	3%	-	-	-	-	-	-	-	-	1 / 9%	-	-
Fairly dissatisfied (2)	3 / 2%	2 / 2%	* / 1%	* / 3%	2 / 1%	* / 1%	1 / 7%	* / 11%	-	-	-	-	-	-	-	2 / 8%	-	-	* / 2%
Neither satisfied or dissatisfied (3)	20 / 14%	20 / 17%	* / 1%	* / 6%	18 / 14%	* / 1%	1 / 13%	1 / 32%	1 / 17%	-	3 / 27%	2 / 37%	3 / 14%	1 / 8%	3 / 12%	4 / 19%	1 / 11%	-	* / 1%
Fairly satisfied (4)	60 / 41%	47 / 40%	13 / 47%	2 / 79%	53 / 41%	3 / 57%	3 / 34%	1 / 28%	2 / 53%	11 / 84%	4 / 42%	-	14 / 64%	6 / 40%	5 / 20%	6 / 26%	5 / 39%	1 / 100%	2 / 48%
Very satisfied (5)	62 / 42%	48 / 40%	13 / 50%	* / 5%	55 / 42%	2 / 38%	3 / 45%	1 / 26%	1 / 30%	2 / 16%	3 / 31%	4 / 63%	5 / 23%	8 / 53%	14 / 60%	12 / 55%	6 / 41%	-	2 / 47%
I don't know / Not applicable	*	-	* / 1%	* / 4%	-	* / 2%	-	-	-	-	-	-	-	-	-	-	-	-	*
NET Very/fairly satisfied	122 / 83%	96 / 80%	26 / 97%	3 / 84%	108 / 84%	6 / 95%	6 / 80%	1 / 54%	3 / 83%	13 / 100%	8 / 73%	4 / 63%	19 / 86%	14 / 92%	18 / 81%	18 / 81%	11 / 80%	1 / 100%	5 / 94%
NET Very/fairly dissatisfied	4 / 3%	4 / 3%	* / 1%	* / 6%	3 / 2%	* / 1%	1 / 7%	* / 14%	-	-	-	-	-	-	-	2 / 8%	-	1 / 9%	-	* / 2%
Mean	4.22	4.16	4.47	3.84	4.23	4.35	4.18	3.63	4.13	4.16	4.04	4.26	4.09	4.45	4.33	4.36	4.02	4.00	4.43
Std Dev.	0.82	0.85	0.60	0.85	0.81	0.63	0.98	1.34	0.80	0.38	0.80	1.05	0.61	0.65	0.98	0.80	1.21	-	0.69
Std Error	0.07	0.09	0.10	0.26	0.10	0.16	0.20	0.40	0.40	0.14	0.30	0.47	0.17	0.21	0.31	0.28	0.40	-	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 422

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	126	80	12	111	43	80	8	6	12	3	6	53	45	13	11	4	98	15	59	52	11	3	-	111	3	114	12
Weighted Base	146*	95*	10**	130*	45**	95*	7**	3**	10**	2**	5**	68*	48*	16**	9**	5**	116*	14**	72*	60*	9**	4**	-**	132*	4**	129*	17**
Effective Base	81	52	8	71	26	52	5	2	8	2	4	33	31	9	7	3	63	10	35	37	6	3	-	72	3	73	8
Very dissatisfied (1)	1 / 1%	*	-	1 / 1%	1 / 3%	*	-	-	-	-	-	*	-	-	1 / 14%	-	*	1 / 9%	*	1 / 2%	-	-	-	1 / 1%	-	1 / 1%	-
Fairly dissatisfied (2)	3 / 2%	1 / 1%	* / 2%	2 / 2%	2 / 4%	1 / 1%	-	* / 8%	* / 2%	-	* / 4%	-	2 / 5%	-	* / 3%	-	2 / 2%	* / 2%	*	2 / 2%	* / 3%	-	-	2 / 2%	-	1 / 1%	2 / 10%
Neither satisfied or dissatisfied (3)	20 / 14%	11 / 12%	2 / 18%	18 / 14%	9 / 21%	11 / 12%	2 / 26%	2 / 66%	2 / 18%	1 / 30%	1 / 12%	7 / 10%	8 / 16%	2 / 15%	* / 5%	3 / 56%	15 / 13%	3 / 23%	6 / 8%	5 / 9%	5 / 58%	4 / 100%	-	11 / 9%	4 / 100%	20 / 15%	1 / 3%
Fairly satisfied (4)	60 / 41%	45 / 48%	4 / 38%	54 / 42%	13 / 28%	45 / 48%	2 / 30%	-	4 / 38%	* / 11%	1 / 23%	28 / 40%	25 / 52%	6 / 41%	1 / 12%	-	52 / 45%	1 / 8%	24 / 33%	34 / 57%s+r	* / 9%	-	-	58 / 44%	-	52 / 40%	8 / 48%
Very satisfied (5)	62 / 42%	38 / 40%	4 / 40%	53 / 41%	20 / 43%	38 / 40%	3 / 43%	1 / 26%	4 / 40%	1 / 59%	3 / 61%	33 / 49%	13 / 27%	7 / 45%	6 / 66%	2 / 44%	46 / 40%	8 / 59%	42 / 58%s	17 / 29%	3 / 30%	-	-	59 / 45%	-	55 / 43%	7 / 39%
I don't know / Not applicable	*	-	* / 1%	*	*	-	-	-	* / 1%	-	-	*	-	-	-	-	*	-	*	-	-	-	-	*	-	*	-
NET Very/fairly satisfied	122 / 83%	83 / 88%	8 / 78%	108 / 83%	32 / 72%	83 / 88%	5 / 74%	1 / 26%	8 / 78%	1 / 70%	4 / 84%	61 / 89%	38 / 79%	13 / 85%	7 / 78%	2 / 44%	99 / 85%	9 / 66%	66 / 91%	51 / 85%	3 / 40%	-	-	117 / 89%	-	106 / 83%	15 / 87%
NET Very/fairly dissatisfied	4 / 3%	1 / 1%	* / 2%	4 / 3%	3 / 7%	1 / 1%	-	* / 8%	* / 2%	-	* / 4%	*	2 / 5%	-	2 / 17%	-	2 / 2%	2 / 11%	*	3 / 6%	* / 3%	-	-	4 / 3%	-	2 / 2%	2 / 10%
Mean	4.22	4.27	4.18	4.20	4.05	4.27	4.17	3.43	4.18	4.29	4.41	4.39l	4.00	4.30	4.14	3.88	4.23	4.05	4.49s	4.06	3.68	3.00	-	4.29	3.00	4.23	4.16
Std Dev.	0.82	0.70	0.84	0.83	1.05	0.70	0.89	1.21	0.84	-	0.95	0.68	0.80	0.73	1.52	1.11	0.75	1.35	0.67	0.85	1.00	0.00	-	0.79	0.00	0.81	0.92
Std Error	0.07	0.08	0.25	0.08	0.16	0.08	0.31	0.49	0.25	-	0.39	0.09	0.12	0.20	0.46	0.56	0.08	0.35	0.09	0.12	0.30	0.00	-	0.07	0.00	0.08	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	126	15	108	3	52	62	12	102	19	4	1	125	-
Weighted Base	146*	18**	124*	4**	65*	69*	11**	122*	20**	4**	***	146*	-**
Effective Base	81	9	69	3	32	42	9	67	12	3	1	81	-
Very dissatisfied (1)	1 / 1%	-	1 / 1%	-	1 / 2%	* / *	-	1 / 1%	-	-	-	1 / 1%	-
Fairly dissatisfied (2)	3 / 2%	-	3 / 2%	-	2 / 4%	* / *	-	2 / 2%	* / *	* / *	-	3 / 2%	-
Neither satisfied or dissatisfied (3)	20 / 14%	3 / 15%	18 / 14%	-	4 / 6%	12 / 17%	4 / 37%	12 / 10%	5 / 24%	3 / 83%	-	20 / 14%	-
Fairly satisfied (4)	60 / 41%	9 / 52%	49 / 40%	1 / 40%	24 / 38%	32 / 47%	3 / 28%	50 / 41%	10 / 49%	* / 11%	-	60 / 41%	-
Very satisfied (5)	62 / 42%	6 / 33%	53 / 43%	2 / 60%	33 / 51%	25 / 35%	4 / 35%	56 / 46%	5 / 26%	-	1 / 100%	61 / 42%	-
I don't know / Not applicable	* / *	-	* / *	-	-	* / *	-	* / *	-	-	-	* / *	-
NET Very/fairly satisfied	122 / 83%	16 / 85%	102 / 83%	4 / 100%	57 / 88%	57 / 82%	7 / 63%	106 / 87%	15 / 75%	* / 11%	* / 100%	121 / 83%	-
NET Very/fairly dissatisfied	4 / 3%	-	4 / 3%	-	4 / 6%	* / 1%	-	4 / 3%	* / 1%	* / 5%	-	4 / 3%	-
Mean	4.22	4.18	4.21	4.60	4.31	4.17	3.97	4.29	4.00	3.06	5.00	4.22	-
Std Dev.	0.82	0.69	0.85	0.58	0.90	0.73	0.89	0.81	0.76	0.47	-	0.82	-
Std Error	0.07	0.18	0.08	0.33	0.12	0.09	0.26	0.08	0.17	0.24	-	0.07	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

		Total	Quarter				Month											
			Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base		126	33	28	23	42	11	13	9	11	9	8	6	6	11	25	8	9
Weighted Base		146*	42**	36**	27**	40**	15**	13**	14**	17**	9**	10**	4**	8**	15**	24**	8**	8**
Effective Base		81	21	21	16	24	9	6	6	9	6	6	3	5	8	13	6	5
Very dissatisfied	(1)	1 1%	-	-	1 5%	*	-	-	-	-	-	-	-	1 16%	-	*	-	-
Fairly dissatisfied	(2)	3 2%	* 1%	2 6%	-	*	-	* 2%	-	* 1%	2 21%	-	-	-	-	-	* 1%	* 1%
Neither satisfied or dissatisfied	(3)	20 14%	5 13%	4 12%	5 17%	6 14%	1 9%	3 23%	1 7%	2 11%	1 16%	1 11%	* 11%	1 17%	3 20%	4 16%	2 22%	-
Fairly satisfied	(4)	60 41%	14 34%	15 41%	12 46%	18 46%	4 29%	2 17%	8 55%	7 42%	4 41%	4 39%	4 85%	1 12%	8 53%	12 49%	4 47%	2 33%
Very satisfied	(5)	62 42%	22 52%	15 41%	9 32%	16 39%	9 62%	8 58%	5 38%	8 46%	2 22%	5 50%	* 3%	5 56%	4 27%	8 33%	2 30%	5 66%
I don't know / Not applicable		* *	-	-	-	* *	-	-	-	-	-	-	-	-	-	* 1%	-	-
NET Very/fairly satisfied		122 83%	37 86%	30 82%	21 78%	34 85%	14 91%	10 75%	13 93%	15 88%	6 63%	9 89%	4 89%	6 67%	12 80%	20 83%	6 77%	8 99%
NET Very/fairly dissatisfied		4 3%	* 1%	2 6%	1 5%	* 1%	-	* 2%	-	* 1%	2 21%	-	-	1 16%	-	*	* 1%	* 1%
Mean		4.22	4.38	4.17	4.01	4.23	4.53	4.31	4.30	4.33	3.64	4.39	3.92	3.92	4.08	4.16	4.06	4.63
Std Dev.		0.82	0.74	0.88	0.98	0.73	0.68	0.92	0.62	0.73	1.11	0.72	0.42	1.55	0.71	0.73	0.79	0.60
Std Error		0.07	0.13	0.17	0.20	0.11	0.21	0.26	0.21	0.22	0.37	0.25	0.17	0.63	0.21	0.15	0.28	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	273	27	246	121	152	115	158	65	59	67	37	21	15	9	124	104	45	24	236	35
Weighted Base	297	34**	263	124*	172	128*	169	73*	69*	72*	40**	22**	12**	9**	142*	111*	43**	20**	237	56*
Effective Base	177	23	154	73	105	71	106	45	41	43	22	12	9	6	86	65	27	15	145	31
Very dissatisfied (1)	48 / 16%	8 / 24%	40 / 15%	13 / 10%	35 / 20%	15 / 12%	33 / 19%	4 / 5%	3 / 5%	18 / 28%gh	13 / 33%	4 / 17%	3 / 27%	3 / 31%	7 / 5%	31 / 28%n	10 / 22%	6 / 29%	39 / 16%	6 / 11%
Fairly dissatisfied (2)	37 / 13%	7 / 20%	31 / 12%	12 / 9%	26 / 15%	12 / 9%	26 / 15%	5 / 7%	10 / 14%	11 / 15%	4 / 11%	6 / 27%	-	1 / 15%	15 / 10%	15 / 14%	7 / 17%	1 / 6%	33 / 14%	4 / 7%
Neither satisfied or dissatisfied (3)	32 / 11%	1 / 3%	31 / 12%	12 / 9%	21 / 12%	17 / 14%	15 / 9%	14 / 20%i	13 / 19%i	1 / 1%	-	1 / 7%	2 / 20%	-	27 / 19%o	1 / 1%	4 / 9%	2 / 12%	22 / 9%	11 / 19%
Fairly satisfied (4)	114 / 38%	14 / 41%	100 / 38%	52 / 42%	62 / 36%	46 / 36%	68 / 40%	29 / 39%	26 / 38%	29 / 40%	12 / 31%	9 / 40%	5 / 38%	5 / 53%	55 / 39%	41 / 37%	18 / 42%	9 / 45%	89 / 38%	25 / 44%
Very satisfied (5)	64 / 22%	4 / 12%	60 / 23%	34 / 28%	30 / 17%	37 / 29%f	26 / 16%	21 / 29%	17 / 25%	12 / 17%	10 / 25%	2 / 9%	2 / 14%	* / 1%	38 / 27%	22 / 20%	4 / 9%	2 / 9%	52 / 22%	10 / 19%
I don't know / Not applicable	1 / *	-	1 / 1%	1 / 1%	* / *	-	1 / 1%	-	-	1 / 2%	-	* / 1%	-	-	-	1 / 1%	* / *	-	1 / 1%	-
NET Very/fairly satisfied	178 / 60%	18 / 53%	160 / 61%	87 / 70%d	91 / 53%	84 / 66%	94 / 56%	50 / 68%	43 / 63%	41 / 57%	22 / 56%	11 / 49%	6 / 52%	5 / 54%	93 / 65%	63 / 57%	22 / 51%	11 / 53%	141 / 60%	35 / 63%
NET Very/fairly dissatisfied	85 / 29%	15 / 44%	70 / 27%	25 / 20%	60 / 35%c	26 / 20%	59 / 35%e	9 / 12%	13 / 19%	29 / 40%gh	18 / 44%	10 / 43%	3 / 27%	4 / 46%	22 / 15%	46 / 41%n	17 / 40%	7 / 35%	72 / 31%	10 / 18%
Mean	3.37	2.98	3.42	3.68d	3.15	3.63f	3.17	3.79i	3.64	3.10	3.03	2.98	3.12	2.78	3.71o	3.08	2.98	2.98	3.35	3.52
Std Dev.	1.38	1.45	1.36	1.27	1.41	1.31	1.40	1.10	1.14	1.51	1.68	1.34	1.49	1.47	1.12	1.57	1.38	1.45	1.40	1.21
Std Error	0.08	0.28	0.09	0.12	0.11	0.12	0.11	0.14	0.15	0.19	0.28	0.30	0.39	0.49	0.10	0.15	0.21	0.30	0.09	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	273	100	66	53	54	166	107	201	68	18	32	65	76	64	173	19	244	87	171	15
Weighted Base	297	95*	72*	69*	60*	167*	129*	237	55*	15**	33**	80*	79*	70*	192	15**	268	84*	193	20**
Effective Base	177	56	41	41	39	97	81	135	42	12	20	45	50	40	115	13	159	51	115	11
Very dissatisfied (1)	48 16%	11 12%	10 14%	14 20%	12 21%	21 13%	26 20%	35 15%	12 21%	-	7 20%	11 14%	12 15%	12 17%	29 15%	-	43 16%	11 13%	31 16%	6 29%
Fairly dissatisfied (2)	37 13%	8 8%	9 12%	12 17%	9 15%	16 10%	21 16%	29 12%	7 12%	2 16%	6 19%	11 14%	12 16%	5 8%	30 15%	2 16%	35 13%	13 16%	24 12%	* 3%
Neither satisfied or dissatisfied (3)	32 11%	8 9%	12 17%	7 10%	5 8%	20 12%	12 9%	26 11%	6 12%	* 1%	2 5%	8 10%	14 18%	5 8%	24 13%	* 2%	31 11%	2 2%	31 16%q	-
Fairly satisfied (4)	114 38%	34 36%	27 37%	28 40%	25 42%	61 36%	53 41%	90 38%	23 42%	9 59%	10 30%	29 37%	28 36%	33 47%	68 35%	9 59%	102 38%	33 39%	74 38%	7 37%
Very satisfied (5)	64 22%	33 34%cd	15 20%	8 12%	8 14%	47 28%f	17 13%	55 23%	7 13%	4 24%	9 27%	19 24%	13 16%	15 21%	40 21%	4 23%	56 21%	25 29%	33 17%	6 32%
I don't know / Not applicable	1 *	1 1%	*	-	-	1 1%	-	1 1%	-	-	-	1 2%	-	-	1 1%	-	1 1%	1 1%	*	-
NET Very/fairly satisfied	178 60%	67 70%	41 57%	36 52%	34 56%	108 64%	70 54%	145 61%	30 55%	13 83%	19 57%	48 61%	41 52%	48 68%	108 56%	13 82%	158 59%	58 68%	107 55%	13 69%
NET Very/fairly dissatisfied	85 29%	19 20%	19 26%	26 37%	22 36%	38 23%	47 37%e	64 27%	18 33%	2 16%	13 38%	22 27%	24 30%	17 25%	59 30%	2 16%	78 29%	24 28%	55 29%	6 31%
Mean	3.37	3.74cd	3.37	3.07	3.14	3.58f	3.10	3.43	3.13	3.91	3.25	3.44	3.23	3.47	3.32	3.89	3.35	3.57	3.28	3.40
Std Dev.	1.38	1.33	1.32	1.38	1.41	1.34	1.38	1.36	1.38	0.97	1.53	1.37	1.31	1.36	1.37	0.97	1.37	1.40	1.33	1.67
Std Error	0.08	0.13	0.16	0.19	0.19	0.10	0.13	0.10	0.17	0.23	0.27	0.17	0.15	0.17	0.10	0.22	0.09	0.15	0.10	0.43

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	273	191	82	31	156	42	53	22	13	26	13	12	17	27	16	16	16	3	39
Weighted Base	297	252	44**	3**	256	19**	18*	4**	9**	49**	19**	15**	27**	41**	35**	38**	24**	***	19**
Effective Base	177	155	23	28	140	22	31	13	13	25	12	12	16	26	16	15	15	3	22
Very dissatisfied (1)	48 16%	32 13%	15 34%	1 27%	43 17%	2 11%	2 12%	* 6%	1 6%	7 15%	5 25%	4 23%	5 18%	6 14%	2 7%	10 25%	4 19%	-	2 12%
Fairly dissatisfied (2)	37 13%	33 13%	5 11%	* 7%	30 12%	5 26%	3 14%	* 1%	2 24%	6 11%	2 11%	1 9%	1 4%	3 7%	6 17%	3 7%	6 25%	-	5 27%
Neither satisfied or dissatisfied (3)	32 11%	30 12%	2 6%	* 11%	28 11%	2 10%	1 6%	1 23%	1 8%	5 11%	3 19%	1 9%	1 4%	6 14%	6 19%	4 11%	-	-	2 10%
Fairly satisfied (4)	114 38%	101 40%	12 28%	1 29%	99 39%	5 26%	7 40%	3 61%	3 28%	20 40%	4 22%	5 32%	15 58%	18 44%	10 29%	15 40%	9 38%	* 59%	5 25%
Very satisfied (5)	64 22%	55 21%	9 21%	1 27%	54 21%	5 27%	5 26%	* 8%	3 33%	11 22%	4 24%	4 27%	3 12%	8 20%	10 28%	6 16%	4 19%	* 41%	5 27%
I don't know / Not applicable	1 *	1 *	* *	-	1 *	-	* 1%	-	-	-	-	-	1 4%	-	-	-	-	-	-
NET Very/fairly satisfied	178 60%	156 62%	22 49%	2 56%	153 60%	10 53%	12 67%	3 69%	6 62%	31 63%	8 46%	9 59%	18 69%	26 64%	20 57%	22 56%	13 57%	* 100%	10 52%
NET Very/fairly dissatisfied	85 29%	65 26%	20 45%	1 33%	73 29%	7 37%	5 26%	* 7%	3 30%	13 27%	7 36%	5 32%	6 22%	9 22%	9 24%	12 32%	10 43%	-	7 38%
Mean	3.37	3.45	2.90	3.23	3.36	3.32	3.56	3.63	3.59	3.43	3.08	3.31	3.43	3.48	3.53	3.15	3.13	4.41	3.30
Std Dev.	1.38	1.31	1.63	1.89	1.38	1.44	1.38	1.03	1.40	1.37	1.55	1.58	1.33	1.30	1.27	1.47	1.48	-	1.44
Std Error	0.08	0.10	0.18	0.34	0.11	0.22	0.19	0.22	0.39	0.27	0.43	0.46	0.33	0.25	0.32	0.37	0.37	-	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	273	147	72	190	115	147	9	35	72	6	22	98	118	25	23	8	216	31	132	99	25	12	4	231	16	170	103
Weighted Base	297	148*	79*	200	131*	148*	6**	28**	79*	6**	17**	112*	121*	30**	26**	8**	232	34**	152*	104*	25**	11**	3**	255	15**	201	96*
Effective Base	177	91	50	119	77	91	5	21	50	5	14	60	79	18	17	5	138	21	87	63	17	8	2	150	9	115	63
Very dissatisfied (1)	48 / 16%	9 / 6%	24 / 31%ac	21 / 10%	36 / 28%ac	9 / 6%	-	3 / 11%	24 / 31%	-	6 / 37%	15 / 14%	13 / 11%	8 / 25%	10 / 37%	2 / 30%	28 / 12%	12 / 35%	24 / 16%	16 / 15%	* / 1%	6 / 49%	2 / 72%	40 / 16%	8 / 54%	20 / 10%	28 / 29%y
Fairly dissatisfied (2)	37 / 13%	15 / 10%	12 / 15%	17 / 9%	14 / 10%	15 / 10%	* / 2%	1 / 3%	12 / 15%	1 / 22%	3 / 16%	7 / 6%	20 / 17%	2 / 7%	3 / 13%	5 / 62%	27 / 12%	8 / 25%	27 / 18%	8 / 8%	2 / 8%	-	* / 2%	35 / 14%	* / *	23 / 11%	14 / 15%
Neither satisfied or dissatisfied (3)	32 / 11%	17 / 11%	7 / 9%	22 / 11%	13 / 10%	17 / 11%	-	6 / 22%	7 / 9%	* / 3%	* / 1%	7 / 6%	18 / 15%	3 / 11%	3 / 12%	-	26 / 11%	3 / 9%	8 / 6%	9 / 9%	13 / 51%	2 / 18%	-	17 / 7%	2 / 14%	25 / 12%	8 / 8%
Fairly satisfied (4)	114 / 38%	66 / 45%	25 / 31%	87 / 44%	46 / 35%	66 / 45%	4 / 78%	14 / 51%	25 / 31%	3 / 55%	4 / 26%	40 / 36%	55 / 46%	14 / 47%	4 / 16%	* / 4%	95 / 41%	5 / 13%	57 / 37%	45 / 44%	8 / 31%	2 / 20%	* / 4%	102 / 40%	3 / 17%	81 / 40%	33 / 35%
Very satisfied (5)	64 / 22%	40 / 27%b	10 / 12%	52 / 26%b	21 / 16%	40 / 27%	1 / 20%	4 / 13%	10 / 12%	1 / 19%	3 / 20%	42 / 38%l	14 / 12%	3 / 8%	5 / 18%	* / 3%	57 / 24%l	5 / 14%	35 / 23%	24 / 23%	2 / 9%	1 / 12%	1 / 22%	60 / 23%	2 / 14%	52 / 26%z	12 / 12%
I don't know / Not applicable	1 / *	*	1 / 1%	*	1 / 1%	*	-	-	1 / 1%	-	-	*	-	-	1 / 4%	-	*	1 / 3%	*	1 / 1%	-	-	-	1 / *	-	-	1 / 1%
NET Very/fairly satisfied	178 / 60%	106 / 72%bd	34 / 44%	139 / 70%bd	67 / 51%	106 / 72%	6 / 98%	18 / 64%	34 / 44%	4 / 75%	8 / 46%	82 / 74%	69 / 57%	17 / 56%	9 / 34%	1 / 8%	151 / 65%	9 / 28%	92 / 61%	70 / 67%	10 / 40%	4 / 33%	1 / 26%	162 / 63%	5 / 31%	133 / 66%z	45 / 47%
NET Very/fairly dissatisfied	85 / 29%	24 / 17%	36 / 46%ac	38 / 19%	50 / 38%ac	24 / 17%	* / 2%	4 / 14%	36 / 46%	1 / 22%	9 / 53%	22 / 20%	33 / 27%	10 / 33%	13 / 50%	8 / 92%	55 / 24%	20 / 60%	51 / 34%	24 / 23%	2 / 9%	6 / 49%	2 / 74%	75 / 29%	8 / 55%	43 / 21%	42 / 44%y
Mean	3.37	3.77bd	2.79	3.66bd	3.02	3.77	4.16	3.52	2.79	3.73	2.77	3.78l	3.31	3.06	2.64	1.89	3.54	2.45	3.34	3.53	3.40	2.46	2.02	3.42	2.37	3.61z	2.86
Std Dev.	1.38	1.14	1.48	1.25	1.50	1.14	0.55	1.13	1.48	1.11	1.68	1.37	1.20	1.40	1.60	0.94	1.30	1.48	1.42	1.35	0.80	1.61	2.04	1.39	1.65	1.26	1.47
Std Error	0.08	0.09	0.18	0.09	0.14	0.09	0.18	0.19	0.18	0.46	0.36	0.14	0.11	0.28	0.34	0.33	0.09	0.27	0.12	0.14	0.16	0.47	1.02	0.09	0.41	0.10	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	273	17	252	4	110	136	27	243	24	5	-	272	1
Weighted Base	297	14**	279	4**	114*	155*	27**	264	25**	7**	-**	296	***
Effective Base	177	8	167	2	65	96	16	159	14	4	-	177	1
Very dissatisfied (1)	48 / 16%	* / *	48 / 17%	- / -	17 / 15%	24 / 15%	7 / 26%	45 / 17%	- / -	2 / 32%	- / -	48 / 16%	- / -
Fairly dissatisfied (2)	37 / 13%	3 / 18%	34 / 12%	* / 12%	17 / 15%	19 / 12%	2 / 6%	37 / 14%	* / 1%	- / -	- / -	37 / 13%	- / -
Neither satisfied or dissatisfied (3)	32 / 11%	1 / 8%	31 / 11%	- / -	7 / 6%	22 / 14%	3 / 11%	26 / 10%	6 / 25%	- / -	- / -	32 / 11%	- / -
Fairly satisfied (4)	114 / 38%	5 / 37%	106 / 38%	3 / 76%	44 / 38%	61 / 39%	9 / 34%	95 / 36%	13 / 53%	5 / 68%	- / -	114 / 38%	* / 100%
Very satisfied (5)	64 / 22%	5 / 36%	59 / 21%	1 / 12%	30 / 26%	28 / 18%	6 / 22%	59 / 22%	5 / 21%	- / -	- / -	64 / 22%	- / -
I don't know / Not applicable	1 / *	- / -	1 / *	- / -	- / -	1 / 1%	- / -	1 / 1%	- / -	- / -	- / -	1 / *	- / -
NET Very/fairly satisfied	178 / 60%	10 / 73%	164 / 59%	4 / 88%	73 / 64%	89 / 57%	15 / 57%	154 / 58%	19 / 74%	5 / 68%	- / -	178 / 60%	* / 100%
NET Very/fairly dissatisfied	85 / 29%	3 / 19%	82 / 29%	* / *	34 / 29%	43 / 28%	9 / 32%	82 / 31%	* / 1%	2 / 32%	- / -	85 / 29%	- / -
Mean	3.37	3.89	3.34	3.89	3.46	3.33	3.21	3.32	3.94	3.05	-	3.37	4.00
Std Dev.	1.38	1.14	1.39	0.87	1.40	1.33	1.55	1.41	0.72	1.50	-	1.38	-
Std Error	0.08	0.28	0.09	0.44	0.13	0.12	0.30	0.09	0.15	0.67	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	273	77	57	66	73	34	20	23	21	16	20	15	20	31	29	24	20
Weighted Base	297	106*	58*	61*	71*	40**	30**	36**	28**	12**	17**	15**	17**	29**	21**	30**	20**
Effective Base	177	57	36	43	43	24	15	18	17	8	12	9	14	20	14	17	12
Very dissatisfied (1)	48 16%	21 19%	7 11%	9 15%	11 16%	6 14%	8 26%	7 21%	* 1%	* 2%	6 35%	4 28%	2 11%	3 12%	2 10%	3 10%	6 30%
Fairly dissatisfied (2)	37 13%	12 12%	16 27%c	2 3%	7 10%	3 8%	8 27%	1 4%	3 11%	8 67%	4 26%	* *	2 9%	* *	6 27%	1 3%	1 4%
Neither satisfied or dissatisfied (3)	32 11%	14 13%	5 9%	7 12%	5 8%	6 15%	1 2%	8 21%	3 9%	3 21%	-	* 1%	4 25%	3 10%	1 4%	2 8%	2 11%
Fairly satisfied (4)	114 38%	35 33%	21 37%	29 47%	29 41%	19 48%	8 26%	8 22%	17 60%	1 8%	3 19%	8 54%	5 30%	16 53%	9 40%	13 45%	7 37%
Very satisfied (5)	64 22%	24 23%	9 15%	13 21%	18 25%	6 16%	6 20%	12 33%	5 19%	-	4 20%	2 16%	3 19%	7 25%	4 19%	10 34%	4 19%
I don't know / Not applicable	1 *	-	*	*	1 2%	-	-	-	-	* 2%	-	-	1 7%	-	-	-	-
NET Very/fairly satisfied	178 60%	59 55%	30 52%	42 68%	47 66%	26 63%	14 46%	20 54%	22 78%	1 8%	7 39%	10 71%	8 49%	23 78%	13 59%	24 79%	11 55%
NET Very/fairly dissatisfied	85 29%	33 31%	23 39%c	11 18%	18 26%	9 22%	16 52%	9 24%	4 12%	8 69%	11 61%	4 29%	3 20%	4 12%	8 37%	4 13%	7 33%
Mean	3.37	3.28	3.17	3.57	3.50	3.44	2.87	3.42	3.83	2.37	2.64	3.30	3.40	3.80	3.31	3.90	3.12
Std Dev.	1.38	1.44	1.31	1.30	1.39	1.26	1.55	1.51	0.92	0.70	1.64	1.55	1.28	1.19	1.35	1.23	1.57
Std Error	0.08	0.16	0.17	0.16	0.16	0.22	0.35	0.31	0.20	0.18	0.37	0.40	0.29	0.21	0.25	0.25	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	140	6	134	76	64	92	48	31	43	33	18	7	2	6	74	51	15	8	113	26
Weighted Base	160*	7**	153*	86*	74*	107*	53*	34**	51*	43**	17**	9**	4**	2**	86*	59*	15**	6**	120*	40**
Effective Base	91	5	86	49	41	57	34	19	32	23	10	4	2	1	50	33	7	3	70	21
Very dissatisfied (1)	5 3%	- -	5 3%	- -	5 7%	2 2%	2 5%	- -	- -	- -	2 14%	2 26%	- -	* 15%	- -	2 4%	3 18%	* 6%	5 4%	- -
Fairly dissatisfied (2)	12 8%	1 18%	11 7%	7 8%	5 7%	6 6%	6 12%	3 9%	6 12%	3 6%	- -	* 2%	- -	- -	9 11%	3 5%	* 1%	- -	9 7%	4 9%
Neither satisfied or dissatisfied (3)	27 17%	- -	27 17%	16 18%	11 15%	20 19%	7 12%	7 20%	10 19%	9 20%	* 1%	* 2%	1 31%	- -	17 19%	9 15%	1 9%	1 19%	18 15%	8 20%
Fairly satisfied (4)	66 41%	5 75%	61 40%	36 41%	30 41%	39 36%	27 52%	8 23%	24 48%	18 43%	7 44%	6 70%	- -	2 83%	32 38%	26 44%	8 54%	2 31%	48 40%	19 46%
Very satisfied (5)	50 31%	* 7%	50 32%	28 32%	22 31%	40 37%	10 20%	17 49%	11 21%	13 31%	7 41%	- -	3 69%	* 2%	27 32%	20 33%	3 19%	3 44%	40 34%	10 25%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	116 73%	6 82%	110 72%	63 73%	53 72%	79 73%	38 71%	24 71%	35 69%	32 74%	14 85%	6 70%	3 69%	2 85%	60 70%	46 77%	11 72%	5 75%	88 73%	28 71%
NET Very/fairly dissatisfied	17 11%	1 18%	16 10%	7 8%	10 13%	9 8%	9 16%	3 9%	6 12%	3 6%	2 14%	2 28%	- -	* 15%	9 11%	5 8%	3 19%	* 6%	13 11%	4 9%
Mean	3.90	3.72	3.91	3.97	3.82	4.00	3.70	4.11	3.77	3.98	3.98	3.16	4.39	3.58	3.91	3.98	3.55	4.09	3.91	3.86
Std Dev.	1.03	0.90	1.04	0.92	1.14	1.00	1.07	1.03	0.92	0.88	1.33	1.41	1.07	1.45	0.98	1.01	1.35	1.16	1.07	0.90
Std Error	0.09	0.37	0.09	0.11	0.14	0.10	0.15	0.19	0.14	0.15	0.31	0.53	0.76	0.59	0.11	0.14	0.35	0.41	0.10	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 424

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	140	56	36	21	27	92	48	118	22	8	16	40	41	31	97	8	128	59	76	5
Weighted Base	160*	50**	45**	35**	30**	95*	65*	146*	14**	5**	17**	56**	48**	31**	121*	5**	152*	66*	85*	9**
Effective Base	91	27	25	18	21	52	38	80	13	5	11	30	28	16	68	5	85	38	48	4
Very dissatisfied (1)	5 / 3%	1 / 1%	4 / 10%	-	-	5 / 5%	-	5 / 3%	* / 2%	-	-	2 / 4%	-	3 / 9%	2 / 2%	-	5 / 3%	-	5 / 6%	-
Fairly dissatisfied (2)	12 / 8%	7 / 14%	3 / 6%	2 / 4%	1 / 4%	9 / 10%	3 / 4%	9 / 6%	3 / 22%	2 / 32%	1 / 6%	2 / 4%	4 / 9%	3 / 9%	7 / 6%	2 / 32%	10 / 7%	5 / 7%	4 / 4%	4 / 40%
Neither satisfied or dissatisfied (3)	27 / 17%	8 / 16%	6 / 13%	6 / 18%	7 / 22%	14 / 14%	13 / 20%	22 / 15%	5 / 32%	-	2 / 9%	9 / 16%	11 / 22%	6 / 18%	21 / 17%	-	27 / 17%	5 / 7%	22 / 26%q	-
Fairly satisfied (4)	66 / 41%	21 / 41%	19 / 41%	15 / 42%	12 / 41%	39 / 41%	27 / 41%	62 / 43%	4 / 25%	1 / 24%	8 / 49%	20 / 35%	25 / 53%	10 / 31%	53 / 44%	1 / 24%	63 / 41%	28 / 42%	36 / 42%	3 / 30%
Very satisfied (5)	50 / 31%	14 / 28%	14 / 30%	13 / 36%	10 / 32%	28 / 29%	22 / 34%	47 / 33%	3 / 19%	2 / 44%	6 / 36%	23 / 41%	8 / 16%	11 / 34%	37 / 31%	2 / 44%	48 / 31%	29 / 44%r	18 / 22%	3 / 29%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 73%	35 / 69%	32 / 72%	27 / 78%	22 / 73%	67 / 70%	49 / 76%	110 / 75%	6 / 44%	4 / 68%	14 / 85%	43 / 76%	33 / 69%	20 / 65%	90 / 75%	4 / 68%	111 / 73%	57 / 86%r	54 / 64%	5 / 60%
NET Very/fairly dissatisfied	17 / 11%	7 / 15%	7 / 15%	2 / 4%	1 / 4%	14 / 15%	3 / 4%	14 / 9%	3 / 24%	2 / 32%	1 / 6%	4 / 8%	4 / 9%	5 / 17%	10 / 8%	2 / 32%	15 / 10%	5 / 7%	9 / 10%	4 / 40%
Mean	3.90	3.82	3.77	4.09	4.01	3.79	4.06	3.95	3.36	3.81	4.16	4.06	3.76	3.74	3.95	3.81	3.91	4.22r	3.70	3.48
Std Dev.	1.03	1.04	1.23	0.85	0.86	1.13	0.85	1.01	1.13	1.44	0.84	1.05	0.84	1.27	0.95	1.44	1.02	0.88	1.05	1.36
Std Error	0.09	0.14	0.21	0.19	0.17	0.12	0.12	0.09	0.24	0.51	0.21	0.17	0.13	0.23	0.10	0.51	0.09	0.11	0.12	0.61

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		140	100	40	22	80	26	19	15	7	8	8	4	10	13	14	4	12	2	24
Weighted Base		160*	141*	19**	4**	140*	10**	7**	3**	6**	16**	12**	5**	17**	21**	34**	10**	19**	***	10**
Effective Base		91	80	11	4	73	14	13	9	7	8	8	4	10	12	14	4	12	2	13
Very dissatisfied	(1)	5 3%	4 3%	1 3%	* 8%	4 3%	* 3%	* 3%	- -	- -	- -	- -	- -	- -	- -	2 6%	2 23%	- -	* 33%	* 3%
Fairly dissatisfied	(2)	12 8%	12 8%	* 2%	* 3%	9 6%	2 20%	1 10%	1 23%	1 25%	2 12%	1 10%	- -	- -	1 5%	- -	- -	3 17%	- -	2 21%
Neither satisfied or dissatisfied	(3)	27 17%	24 17%	3 14%	* 3%	21 15%	4 40%	1 13%	1 12%	1 15%	2 14%	3 21%	3 51%	1 8%	2 11%	5 15%	- -	4 23%	- -	4 40%
Fairly satisfied	(4)	66 41%	58 42%	8 40%	3 65%	60 43%	2 22%	3 42%	1 35%	2 29%	10 62%	6 53%	- -	11 65%	13 62%	12 34%	2 18%	5 24%	* 67%	2 21%
Very satisfied	(5)	50 31%	42 30%	8 42%	1 20%	46 32%	1 14%	2 32%	1 31%	2 30%	2 13%	2 16%	3 49%	5 27%	4 22%	15 45%	6 58%	7 36%	- -	1 15%
I don't know / Not applicable		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied		116 73%	100 71%	16 82%	3 85%	105 75%	4 37%	5 74%	2 65%	4 60%	12 75%	8 69%	3 49%	16 92%	17 83%	27 79%	8 77%	11 60%	* 67%	4 36%
NET Very/fairly dissatisfied		17 11%	16 12%	1 4%	* 12%	13 9%	2 24%	1 13%	1 23%	1 25%	2 12%	1 10%	- -	- -	1 5%	2 6%	2 23%	3 17%	* 33%	2 24%
Mean		3.90	3.86	4.17	3.85	3.95	3.23	3.91	3.73	3.65	3.76	3.75	3.98	4.19	4.00	4.11	3.89	3.80	3.00	3.24
Std Dev.		1.03	1.04	0.94	1.21	1.01	1.09	1.12	1.45	1.26	0.85	0.89	1.11	0.58	0.75	1.08	1.72	1.14	-	1.09
Std Error		0.09	0.10	0.15	0.26	0.11	0.21	0.26	0.37	0.48	0.30	0.31	0.55	0.18	0.21	0.29	0.86	0.33	-	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	140	78	23	114	59	78	5	11	23	2	6	64	42	22	8	4	106	12	60	58	12	7	2	118	9	116	24
Weighted Base	160*	90*	26**	132*	68*	90*	3**	8**	26**	2**	2**	78*	47**	24**	7**	4**	125*	11**	72*	61*	17**	7**	1**	133*	9**	137*	23**
Effective Base	91	50	15	74	39	50	3	7	15	2	3	41	29	14	5	3	69	7	39	37	8	5	1	76	6	78	13
Very dissatisfied (1)	5 / 3%	* / *	5 / 19%	* / *	5 / 7%c	* / *	-	-	5 / 19%	-	* / 17%	1 / 1%	2 / 5%	2 / 10%	-	-	3 / 2%	-	* / *	2 / 4%	2 / 13%	-	-	3 / 2%	-	4 / 3%	1 / 2%
Fairly dissatisfied (2)	12 / 8%	5 / 6%	3 / 12%	8 / 6%	6 / 9%	5 / 6%	1 / 34%	1 / 15%	3 / 12%	1 / 34%	1 / 28%	3 / 4%	3 / 7%	3 / 13%	1 / 21%	1 / 32%	6 / 5%	3 / 25%	5 / 7%	3 / 5%	1 / 4%	3 / 43%	* / 4%	8 / 6%	3 / 37%	8 / 6%	4 / 17%
Neither satisfied or dissatisfied (3)	27 / 17%	10 / 11%	9 / 36%	17 / 13%	17 / 25%	10 / 11%	-	3 / 37%	9 / 36%	-	-	6 / 8%	9 / 19%	9 / 37%	3 / 44%	-	15 / 12%	3 / 28%	5 / 7%	8 / 14%	9 / 55%	2 / 28%	-	14 / 10%	2 / 24%	22 / 16%	5 / 20%
Fairly satisfied (4)	66 / 41%	40 / 45%	8 / 29%	58 / 44%	25 / 37%	40 / 45%	1 / 40%	3 / 34%	8 / 29%	-	-	36 / 46%	22 / 46%	7 / 30%	* / 6%	1 / 13%	58 / 46%	1 / 9%	32 / 45%	31 / 50%	2 / 10%	2 / 23%	-	63 / 47%	2 / 19%	57 / 42%	9 / 40%
Very satisfied (5)	50 / 31%	35 / 39%	1 / 4%	49 / 37%	15 / 22%	35 / 39%	1 / 26%	1 / 14%	1 / 4%	1 / 66%	1 / 55%	33 / 42%	11 / 23%	2 / 9%	2 / 29%	2 / 54%	44 / 35%	4 / 38%	29 / 40%	16 / 27%	3 / 18%	* / 6%	1 / 96%	45 / 34%	2 / 20%	45 / 33%	5 / 21%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 73%	75 / 83%d	9 / 34%	107 / 81%d	40 / 60%	75 / 83%	2 / 66%	4 / 48%	9 / 34%	1 / 66%	1 / 55%	69 / 88%	33 / 70%	10 / 40%	2 / 35%	3 / 68%	101 / 81%	5 / 47%	61 / 85%	47 / 77%	5 / 28%	2 / 29%	1 / 96%	108 / 81%	3 / 39%	102 / 75%	14 / 61%
NET Very/fairly dissatisfied	17 / 11%	5 / 6%	8 / 30%	8 / 6%	11 / 16%	5 / 6%	1 / 34%	1 / 15%	8 / 30%	1 / 34%	1 / 45%	4 / 5%	5 / 11%	5 / 23%	1 / 21%	1 / 32%	9 / 7%	3 / 25%	6 / 8%	6 / 9%	3 / 17%	3 / 43%	* / 4%	11 / 8%	3 / 37%	13 / 9%	4 / 19%
Mean	3.90	4.18d	2.89	4.12d	3.60	4.16	3.57	3.46	2.89	3.99	3.49	4.24	3.77	3.17	3.43	3.90	4.07	3.60	4.17	3.91	3.17	2.92	4.88	4.05	3.22	3.95	3.60
Std Dev.	1.03	0.85	1.17	0.86	1.14	0.85	1.46	0.97	1.17	-	2.40	0.81	1.04	1.11	1.20	1.56	0.93	1.28	0.89	0.99	1.20	1.02	-	0.94	1.22	1.01	1.09
Std Error	0.09	0.10	0.24	0.08	0.15	0.10	0.65	0.29	0.24	-	0.98	0.10	0.16	0.24	0.42	0.78	0.09	0.37	0.12	0.13	0.35	0.39	-	0.09	0.41	0.09	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	140	20	117	3	65	67	3	117	18	3	1	138	1
Weighted Base	160*	13**	142*	5**	75*	74*	11**	131*	23**	5**	***	159*	1**
Effective Base	91	10	79	2	41	43	7	75	13	2	1	90	1
Very dissatisfied (1)	5 3%	* 1%	5 3%	-	-	5 7%	-	3 2%	-	2 41%	-	5 3%	-
Fairly dissatisfied (2)	12 8%	1 8%	11 8%	* 11%	8 11%	2 3%	2 22%	7 5%	5 21%	-	-	12 7%	1 100%
Neither satisfied or dissatisfied (3)	27 17%	3 23%	24 17%	-	9 12%	16 22%	1 12%	22 17%	4 18%	-	-	27 17%	-
Fairly satisfied (4)	66 41%	4 27%	58 41%	4 89%	31 41%	28 38%	7 66%	54 41%	11 50%	* 8%	-	66 41%	-
Very satisfied (5)	50 31%	5 41%	45 31%	-	27 36%	23 31%	-	45 34%	11%	3 51%	100%	50 31%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 73%	9 68%	103 73%	4 89%	58 77%	51 69%	7 66%	99 76%	14 61%	3 59%	* 100%	116 73%	-
NET Very/fairly dissatisfied	17 11%	1 9%	16 11%	* 11%	8 11%	7 9%	2 22%	10 7%	5 21%	2 41%	-	17 10%	1 100%
Mean	3.90	4.00	3.90	3.79	4.03	3.84	3.44	4.00	3.51	3.30	5.00	3.91	2.00
Std Dev.	1.03	1.05	1.04	0.70	0.96	1.11	0.87	0.96	0.97	2.13	-	1.02	-
Std Error	0.09	0.23	0.10	0.40	0.12	0.14	0.31	0.09	0.23	1.23	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	140	33	27	38	42	15	12	6	7	10	10	10	16	12	20	10	12
Weighted Base	160*	41**	31**	41**	46**	17**	17**	7**	7**	13**	12**	9**	21**	11**	16**	16**	15**
Effective Base	91	22	19	24	25	10	9	4	4	8	7	6	11	6	10	7	9
Very dissatisfied (1)	5 / 3%	2 / 6%	* / 1%	2 / 6%	* / *	2 / 13%	-	* / *	-	-	* / 2%	-	2 / 11%	-	* / *	-	-
Fairly dissatisfied (2)	12 / 8%	3 / 6%	3 / 11%	4 / 9%	3 / 6%	1 / 3%	1 / 9%	1 / 8%	1 / 15%	1 / 8%	1 / 10%	-	4 / 17%	-	* / 1%	-	2 / 17%
Neither satisfied or dissatisfied (3)	27 / 17%	8 / 19%	6 / 18%	8 / 18%	6 / 12%	2 / 14%	5 / 32%	-	1 / 21%	4 / 34%	* / 1%	1 / 16%	6 / 29%	-	1 / 9%	1 / 3%	4 / 25%
Fairly satisfied (4)	66 / 41%	15 / 37%	14 / 43%	20 / 48%	17 / 38%	10 / 56%	2 / 12%	4 / 53%	4 / 64%	5 / 42%	4 / 33%	6 / 62%	5 / 21%	10 / 89%	6 / 36%	10 / 62%	2 / 13%
Very satisfied (5)	50 / 31%	13 / 32%	9 / 27%	8 / 19%	21 / 44%	3 / 15%	8 / 47%	2 / 36%	-	2 / 16%	7 / 54%	2 / 22%	5 / 22%	1 / 11%	9 / 54%	5 / 34%	7 / 45%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	116 / 73%	28 / 69%	22 / 70%	28 / 67%	38 / 82%	12 / 70%	10 / 60%	6 / 89%	4 / 64%	7 / 58%	11 / 87%	7 / 84%	9 / 43%	11 / 100%	14 / 89%	15 / 97%	8 / 58%
NET Very/fairly dissatisfied	17 / 11%	5 / 12%	4 / 11%	6 / 14%	3 / 6%	3 / 16%	1 / 9%	1 / 11%	1 / 15%	1 / 8%	1 / 12%	-	6 / 28%	-	* / 1%	-	2 / 17%
Mean	3.90	3.83	3.86	3.66	4.21	3.57	3.98	4.11	3.48	3.65	4.27	4.06	3.25	4.11	4.42	4.31	3.86
Std Dev.	1.03	1.13	0.98	1.07	0.88	1.21	1.10	1.04	0.81	0.88	1.06	0.65	1.31	0.33	0.75	0.55	1.21
Std Error	0.09	0.20	0.19	0.17	0.14	0.31	0.32	0.42	0.31	0.28	0.34	0.21	0.33	0.10	0.17	0.17	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	133	5	128	72	61	86	47	28	29	38	19	11	3	5	57	57	19	8	114	18
Weighted Base	141*	6**	135*	70*	71*	90*	51*	30**	36**	41**	14**	14**	2**	5**	66*	55*	20**	7**	111*	29**
Effective Base	80	4	76	39	40	48	32	18	19	22	9	7	2	4	37	31	12	5	66	14
Very dissatisfied (1)	4 3%	-	4 3%	3 4%	1 2%	4 4%	* 1%	* 1%	2 7%	-	-	-	* 5%	1 22%	3 4%	-	1 6%	1 18%	4 4%	-
Fairly dissatisfied (2)	7 5%	-	7 5%	*	6 9%	4 4%	3 6%	-	3 8%	* 1%	2 15%	1 11%	-	-	3 4%	2 4%	1 7%	-	6 6%	*
Neither satisfied or dissatisfied (3)	27 19%	2 30%	25 19%	10 14%	17 24%	11 12%	16 31%e	9 31%	6 16%	3 8%	3 24%	3 23%	-	2 37%	15 23%	7 12%	5 25%	2 28%	20 18%	7 22%
Fairly satisfied (4)	48 34%	1 22%	47 35%	23 33%	25 35%	26 29%	22 43%	10 32%	10 26%	18 44%	4 26%	5 40%	-	2 40%	19 29%	21 39%	7 37%	2 31%	37 33%	10 34%
Very satisfied (5)	52 37%	3 48%	49 37%	33 47%	20 28%	42 47%f	10 20%	9 30%	16 44%	18 44%	5 35%	4 26%	1 79%	* 1%	25 38%	23 42%	5 24%	1 19%	40 36%	13 44%
I don't know / Not applicable	3 2%	-	3 2%	2 2%	2 3%	3 3%	*	2 5%	-	2 4%	-	-	* 16%	-	2 2%	2 3%	* 1%	* 4%	3 3%	-
NET Very/fairly satisfied	101 71%	4 70%	96 71%	56 79%	45 63%	69 76%	32 63%	19 62%	25 70%	36 87%	9 61%	9 66%	1 79%	2 41%	44 67%	44 81%	12 61%	3 50%	76 69%	23 77%
NET Very/fairly dissatisfied	11 7%	-	11 8%	3 4%	8 11%	7 8%	3 6%	* 1%	5 14%	* 1%	2 15%	1 11%	* 5%	1 22%	5 8%	2 4%	3 13%	1 18%	10 9%	*
Mean	4.00	4.18	4.00	4.21	3.81	4.15	3.76	3.95	3.93	4.36	3.81	3.82	4.78	2.98	3.94	4.21	3.66	3.35	3.95	4.20
Std Dev.	1.02	0.94	1.02	0.98	1.02	1.07	0.86	0.89	1.24	0.67	1.11	0.98	-	1.28	1.09	0.84	1.13	1.44	1.07	0.81
Std Error	0.09	0.42	0.09	0.12	0.13	0.12	0.13	0.17	0.23	0.11	0.26	0.30	-	0.57	0.15	0.11	0.27	0.54	0.10	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		133	59	33	19	22	92	41	112	20	12	11	43	37	28	91	12	119	63	67	3
Weighted Base		141*	63*	31**	24**	23**	94*	47*	128*	12**	7**	15**	50**	38**	31**	103*	7**	133*	58*	78*	5**
Effective Base		80	32	19	15	16	50	30	69	12	7	7	29	22	16	58	7	73	34	43	3
Very dissatisfied	(1)	4 3%	- -	3 9%	1 5%	* *	3 3%	1 3%	2 2%	2 13%	- -	- -	4 8%	* *	- -	4 4%	- -	4 3%	3 5%	1 2%	- -
Fairly dissatisfied	(2)	7 5%	- -	5 16%	- -	2 7%	5 5%	2 3%	7 5%	- -	- -	- -	4 9%	- -	2 7%	4 4%	- -	7 5%	2 3%	5 6%	- -
Neither satisfied or dissatisfied	(3)	27 19%	10 16%	2 7%	7 28%	8 33%	12 13%	14 31%	26 20%	1 6%	2 36%	3 18%	9 19%	8 21%	4 14%	20 20%	2 36%	24 18%	6 11%	20 26%	- -
Fairly satisfied	(4)	48 34%	23 37%	14 44%	6 23%	5 24%	37 39%	11 23%	43 33%	5 46%	4 32%	2 17%	17 34%	14 36%	12 41%	33 33%	2 32%	46 34%	17 30%	27 34%	4 72%
Very satisfied	(5)	52 37%	29 47%	6 18%	9 38%	8 36%	35 37%	17 37%	47 37%	4 33%	2 33%	9 63%	15 30%	13 35%	12 38%	37 36%	2 33%	49 37%	29 51%	23 30%	- -
I don't know / Not applicable		3 2%	- -	2 6%	2 6%	- -	2 2%	2 3%	3 2%	* 2%	- -	* 2%	- -	3 8%	- -	3 3%	- -	3 3%	- -	2 2%	2 28%
NET Very/fairly satisfied		101 71%	53 84%	19 62%	15 61%	14 60%	72 77%	29 60%	90 70%	9 78%	4 64%	12 80%	32 65%	27 71%	24 79%	71 69%	4 64%	95 71%	47 81%	50 64%	4 72%
NET Very/fairly dissatisfied		11 7%	- -	8 25%	1 5%	2 7%	8 8%	3 6%	9 7%	2 13%	- -	- -	8 16%	* *	2 7%	8 8%	- -	10 8%	4 8%	6 8%	- -
Mean		4.00	4.30	3.49	3.96	3.88	4.05	3.92	4.01	3.86	3.97	4.45	3.71	4.14	4.10	3.97	3.97	4.00	4.20	3.86	4.00
Std Dev.		1.02	0.74	1.27	1.10	1.01	1.01	1.04	0.99	1.32	0.89	0.82	1.22	0.78	0.91	1.06	0.89	1.02	1.07	0.98	0.00
Std Error		0.09	0.10	0.23	0.26	0.21	0.11	0.16	0.09	0.30	0.26	0.26	0.19	0.13	0.17	0.11	0.26	0.09	0.14	0.12	0.00

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Rurality: Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation: England (d)	Scotland (e)	Wales (f)	NI (g)	Region: North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	133	85	48	18	70	23	27	13	5	7	3	6	11	11	14	5	8	2	21
Weighted Base	141*	118*	23**	3**	121*	10**	8**	2**	4**	14**	5**	8**	19**	16**	33**	13**	10**	1**	9**
Effective Base	80	67	13	6	62	11	18	9	5	7	3	6	11	11	14	5	8	1	10
Very dissatisfied (1)	4 / 3%	4 / 3%	* / 1%	* / 2%	4 / 3%	* / 1%	* / 4%	-	-	1 / 8%	-	-	-	-	2 / 7%	-	-	-	* / 1%
Fairly dissatisfied (2)	7 / 5%	6 / 5%	* / 1%	* / 3%	6 / 5%	-	* / 2%	* / 4%	-	-	1 / 26%	1 / 19%	-	2 / 10%	2 / 6%	-	-	-	-
Neither satisfied or dissatisfied (3)	27 / 19%	22 / 19%	5 / 20%	-	23 / 19%	2 / 18%	1 / 17%	* / 22%	1 / 14%	5 / 35%	-	3 / 36%	5 / 24%	3 / 20%	5 / 15%	-	3 / 25%	-	2 / 20%
Fairly satisfied (4)	48 / 34%	41 / 34%	7 / 32%	2 / 51%	41 / 34%	4 / 38%	3 / 32%	1 / 26%	3 / 86%	4 / 28%	1 / 32%	3 / 45%	4 / 21%	4 / 29%	11 / 32%	6 / 48%	4 / 36%	* / 15%	4 / 40%
Very satisfied (5)	52 / 37%	42 / 36%	11 / 45%	1 / 37%	44 / 36%	4 / 43%	3 / 44%	1 / 35%	-	4 / 30%	2 / 42%	-	11 / 55%	5 / 32%	13 / 39%	7 / 52%	2 / 25%	1 / 85%	4 / 39%
I don't know / Not applicable	3 / 2%	3 / 3%	* / 1%	* / 8%	3 / 3%	-	-	* / 13%	-	-	-	-	-	-	2 / 10%	-	2 / 15%	-	-
NET Very/fairly satisfied	101 / 71%	83 / 70%	18 / 77%	3 / 88%	85 / 70%	8 / 81%	6 / 76%	1 / 61%	3 / 86%	8 / 57%	3 / 74%	3 / 45%	14 / 76%	9 / 61%	24 / 72%	13 / 100%	6 / 60%	1 / 100%	7 / 79%
NET Very/fairly dissatisfied	11 / 7%	10 / 9%	* / 1%	* / 5%	10 / 8%	* / 1%	* / 6%	* / 4%	-	1 / 8%	1 / 26%	1 / 19%	-	2 / 10%	5 / 14%	-	-	-	* / 1%
Mean	4.00	3.96	4.22	4.27	3.98	4.23	4.10	4.06	3.86	3.71	3.91	3.26	4.31	3.93	3.90	4.52	4.00	4.85	4.17
Std Dev.	1.02	1.04	0.86	1.00	1.03	0.83	1.11	-	0.40	1.17	1.36	0.81	0.86	1.04	1.22	0.52	0.81	-	0.84
Std Error	0.09	0.11	0.12	0.24	0.12	0.17	0.21	-	0.18	0.44	0.78	0.33	0.26	0.33	0.33	0.23	0.31	-	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	133	68	32	98	62	68	7	8	32	2	7	55	48	17	7	5	103	12	59	57	8	5	4	116	9	107	26
Weighted Base	141*	72*	34**	105*	67*	72*	4**	5**	34**	2**	4**	59*	50*	22**	6**	4**	109*	10**	64*	59*	12**	4**	3**	122*	7**	118*	24**
Effective Base	80	39	21	57	40	39	4	5	21	2	4	30	33	12	4	2	62	7	35	34	6	3	2	69	5	66	14
Very dissatisfied (1)	4 3%	2 3%	1 3%	2 2%	1 2%	2 3%	-	* 1%	1 3%	-	1 33%	2 4%	* 1%	*	1 20%	-	3 3%	1 12%	*	3 5%	-	* 2%	1 43%	3 2%	1 17%	2 2%	2 6%
Fairly dissatisfied (2)	7 5%	2 2%	5 14%	2 2%	5 7%	2 2%	-	-	5 14%	-	-	*	5 10%	-	1 24%	-	5 5%	1 15%	3 4%	2 3%	2 18%	-	-	4 4%	-	5 4%	2 7%
Neither satisfied or dissatisfied (3)	27 19%	8 10%	12 33%	15 15%	19 29%a	8 10%	* 11%	-	12 33%	1 34%	1 21%	8 14%	11 21%	8 35%	* 3%	-	19 17%	* 2%	11 18%	11 18%	3 24%	2 52%	-	22 18%	2 32%	25 21%	2 8%
Fairly satisfied (4)	48 34%	24 33%	9 26%	37 36%	23 34%	24 33%	2 57%	3 54%	9 26%	-	-	16 28%	23 45%	7 33%	2 27%	-	39 36%	2 17%	20 31%	21 36%	6 54%	* 11%	* 9%	41 33%	1 10%	38 32%	10 44%
Very satisfied (5)	52 37%	37 51%d	5 13%	48 46%d	16 23%	37 51%	1 31%	2 46%	5 13%	1 66%	1 39%	30 51%l	12 23%	7 32%	* 1%	4 100%	42 38%	4 38%	29 46%	21 36%	* 4%	-	1 47%	51 41%	1 18%	46 39%	6 27%
I don't know / Not applicable	3 2%	-	3 10%	-	3 5%	-	-	-	3 10%	-	* 7%	2 3%	-	-	2 26%	-	2 2%	2 16%	*	2 3%	-	2 35%	-	2 1%	2 22%	2 1%	2 8%
NET Very/fairly satisfied	101 71%	60 84%d	13 39%	85 82%d	38 57%	60 84%	3 89%	5 99%	13 39%	1 66%	1 39%	46 79%	34 68%	14 65%	2 28%	4 100%	81 74%	5 55%	49 78%	42 72%	7 58%	* 11%	1 57%	92 75%	2 28%	84 71%	17 72%
NET Very/fairly dissatisfied	11 7%	4 6%	6 18%	4 4%	6 9%	4 6%	-	* 1%	6 18%	-	1 33%	3 4%	5 10%	*	3 43%	-	8 7%	3 27%	3 4%	4 7%	2 18%	* 2%	1 43%	7 6%	1 17%	7 6%	3 13%
Mean	4.00	4.26d	3.34	4.21d	3.73	4.26	4.20	4.43	3.34	4.33	3.13	4.25	3.81	3.96	2.53	5.00	4.04	3.63	4.20	3.99	3.45	3.12	3.18	4.10	3.15	4.03	3.86
Std Dev.	1.02	0.98	1.05	0.92	0.99	0.98	0.73	0.65	1.05	-	2.09	1.01	0.93	0.85	1.42	0.00	0.99	1.64	0.89	1.06	0.87	0.64	2.44	0.98	1.53	0.99	1.16
Std Error	0.09	0.12	0.20	0.09	0.13	0.12	0.28	0.23	0.20	-	0.85	0.14	0.13	0.20	0.58	0.00	0.10	0.50	0.12	0.14	0.31	0.32	1.22	0.09	0.54	0.10	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	11	119	3	64	60	9	111	18	4	-	133	-
Weighted Base	141*	9**	126*	6**	73*	58*	10**	117*	20**	4**	-**	141*	-**
Effective Base	80	6	72	2	38	36	7	65	12	3	-	80	-
Very dissatisfied (1)	4 3%	* 4%	4 3%	- -	4 5%	* *	- -	4 3%	* 2%	- -	- -	4 3%	- -
Fairly dissatisfied (2)	7 5%	- -	7 5%	- -	1 2%	5 9%	- -	4 4%	- -	2 50%	- -	7 5%	- -
Neither satisfied or dissatisfied (3)	27 19%	1 6%	24 19%	2 43%	14 19%	6 10%	7 72%	15 12%	12 61%	* 5%	- -	27 19%	- -
Fairly satisfied (4)	48 34%	6 65%	39 31%	3 48%	24 33%	21 37%	2 23%	43 37%	5 24%	* 10%	- -	48 34%	- -
Very satisfied (5)	52 37%	2 25%	50 39%	* 9%	28 38%	24 41%	* 5%	50 42%	3 14%	- -	- -	52 37%	- -
I don't know / Not applicable	3 2%	- -	3 3%	- -	2 2%	2 3%	- -	2 2%	- -	2 36%	- -	3 2%	- -
NET Very/fairly satisfied	101 71%	8 91%	89 70%	3 57%	52 72%	45 78%	3 28%	93 79%	8 38%	* 10%	- -	101 71%	- -
NET Very/fairly dissatisfied	11 7%	* 4%	10 8%	- -	5 7%	5 9%	- -	8 7%	* 2%	2 50%	- -	11 7%	- -
Mean	4.00	4.08	4.01	3.65	3.99	4.14	3.33	4.13	3.48	2.38	-	4.00	-
Std Dev.	1.02	0.85	1.04	0.70	1.08	0.95	0.60	0.99	0.82	0.93	-	1.02	-
Std Error	0.09	0.26	0.10	0.40	0.14	0.12	0.20	0.10	0.19	0.53	-	0.09	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	36	29	31	37	10	15	11	10	5	14	6	10	15	19	8	10
Weighted Base	141*	44**	32**	31**	34**	13**	19**	12**	13**	5**	14**	5**	8**	18**	12**	11**	11**
Effective Base	80	22	20	19	19	7	9	7	8	3	9	4	5	11	8	5	7
Very dissatisfied (1)	4	*	4	*	-	-	*	*	2	-	1	-	*	-	-	-	-
	3%	1%	11%	*	-	-	2%	1%	18%	-	8%	-	1%	-	-	-	-
Fairly dissatisfied (2)	7	2	2	1	2	2	-	-	-	2	-	1	-	-	*	-	1
	5%	5%	5%	4%	5%	17%	-	-	-	33%	-	27%	-	-	1%	-	13%
Neither satisfied or dissatisfied (3)	27	12	5	9	1	6	4	2	2	*	3	-	1	8	1	-	-
	19%	28%	17%	28%	1%	48%	19%	20%	13%	9%	23%	-	13%	42%	4%	-	-
Fairly satisfied (4)	48	16	13	6	13	5	7	4	5	1	7	*	3	4	5	4	3
	34%	36%	41%	20%	38%	35%	37%	36%	37%	21%	50%	2%	32%	20%	43%	41%	30%
Very satisfied (5)	52	13	9	13	18	*	8	5	4	2	3	1	4	7	6	6	5
	37%	30%	27%	42%	52%	*	43%	44%	32%	37%	20%	32%	54%	38%	52%	59%	43%
I don't know / Not applicable	3	-	-	2	2	-	-	-	-	-	-	2	-	-	-	-	2
	2%	-	-	6%	5%	-	-	-	-	-	-	39%	-	-	-	-	14%
NET Very/fairly satisfied	101	29	22	19	31	5	15	9	9	3	10	2	7	10	12	11	8
	71%	66%	68%	62%	89%	35%	79%	80%	69%	58%	70%	34%	86%	58%	95%	100%	73%
NET Very/fairly dissatisfied	11	3	5	1	2	2	*	*	2	2	1	1	*	-	*	-	1
	7%	6%	16%	4%	5%	17%	2%	1%	18%	33%	8%	27%	1%	-	1%	-	13%
Mean	4.00	3.89	3.68	4.05	4.43	3.19	4.19	4.22	3.65	3.63	3.73	3.65	4.39	3.96	4.47	4.59	4.20
Std Dev.	1.02	0.93	1.25	0.98	0.76	0.73	0.87	0.84	1.45	1.44	1.07	1.84	0.81	0.92	0.64	0.52	1.09
Std Error	0.09	0.16	0.23	0.18	0.13	0.23	0.23	0.25	0.46	0.65	0.29	0.92	0.26	0.24	0.15	0.18	0.36

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	106	4	102	69	37	75	31	28	35	23	15	4	-	1	63	38	5	1	86	18
Weighted Base	118*	4**	114*	74*	44**	82*	36**	32**	41**	28**	10**	7**	-**	***	73*	38**	7**	***	90*	26**
Effective Base	68	4	65	42	26	46	22	19	24	14	8	3	-	1	43	22	3	1	52	15
Very dissatisfied (1)	2 2%	-	2 2%	2 2%	1 1%	1 2%	1 2%	1 2%	-	1 5%	-	-	-	-	1 1%	1 4%	-	-	* *	2 7%
Fairly dissatisfied (2)	4 3%	-	4 3%	2 2%	2 4%	-	4 10%	2 5%	-	2 6%	-	-	-	-	2 2%	2 5%	-	-	2 2%	2 7%
Neither satisfied or dissatisfied (3)	20 17%	-	20 18%	12 16%	8 19%	14 17%	6 18%	9 27%	6 15%	* 2%	3 32%	2 25%	-	-	15 20%	4 10%	2 25%	-	15 17%	5 21%
Fairly satisfied (4)	50 43%	3 61%	48 42%	33 45%	17 39%	38 47%	12 34%	14 43%	18 45%	11 40%	4 42%	3 42%	-	-	32 44%	15 41%	3 41%	-	33 37%	16 60%
Very satisfied (5)	42 35%	2 39%	40 35%	25 35%	16 37%	28 35%	14 37%	7 23%	16 40%	13 47%	2 25%	2 33%	-	* 100%	24 32%	16 42%	2 33%	* 100%	40 44%	2 6%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	92 78%	4 100%	88 77%	59 79%	34 76%	66 81%	26 71%	21 66%	35 85%	24 87%	7 68%	5 75%	-	* 100%	56 76%	31 82%	5 75%	* 100%	73 81%	17 66%
NET Very/fairly dissatisfied	6 5%	-	6 5%	3 4%	2 5%	1 2%	4 11%	2 7%	-	3 11%	-	-	-	-	2 3%	3 8%	-	-	2 2%	4 14%
Mean	4.07	4.39	4.06	4.08	4.06	4.12	3.95	3.79	4.25	4.18	3.93	4.08	-	5.00	4.05	4.12	4.08	5.00	4.24	3.50
Std Dev.	0.89	0.56	0.90	0.88	0.92	0.81	1.05	0.93	0.71	1.09	0.80	0.82	-	-	0.84	1.02	0.82	-	0.80	0.99
Std Error	0.09	0.28	0.09	0.11	0.15	0.09	0.19	0.18	0.12	0.23	0.21	0.41	-	-	0.11	0.17	0.37	-	0.09	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	106	55	25	13	13	80	26	94	12	8	11	27	36	23	74	8	97	53	52	1
Weighted Base	118*	53**	29**	21**	16**	81*	37**	109*	9**	7**	12**	32**	42**	25**	86*	7**	111*	52*	63*	3**
Effective Base	68	29	17	12	10	46	22	62	6	6	7	20	24	12	51	6	63	31	36	1
Very dissatisfied (1)	2 2%	1 1%	1 5%	- -	- -	2 2%	- -	- -	2 23%	1 8%	- -	- -	1 3%	- -	1 2%	1 8%	1 1%	1 3%	1 1%	- -
Fairly dissatisfied (2)	4 3%	- -	2 6%	2 8%	- -	2 2%	2 5%	4 3%	- -	- -	- -	- -	4 8%	- -	4 4%	- -	4 3%	2 3%	2 3%	- -
Neither satisfied or dissatisfied (3)	20 17%	9 18%	3 10%	5 24%	3 20%	12 15%	8 23%	20 19%	* *	1 20%	3 27%	5 14%	4 10%	7 28%	12 14%	1 20%	19 17%	5 9%	16 25%	- -
Fairly satisfied (4)	50 43%	19 36%	16 54%	11 52%	5 34%	34 42%	16 44%	47 43%	3 36%	1 20%	3 25%	17 54%	25 60%	3 14%	46 53%	1 20%	49 44%	21 40%	27 42%	3 100%
Very satisfied (5)	42 35%	24 46%	7 25%	3 16%	7 46%	31 38%	10 29%	38 35%	4 41%	4 52%	6 48%	10 32%	8 18%	14 59%	24 27%	4 52%	38 34%	23 45%	18 29%	- -
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	92 78%	43 81%	23 79%	14 67%	12 80%	66 81%	27 73%	86 78%	7 77%	5 72%	9 73%	28 86%	33 78%	18 72%	69 80%	5 72%	87 78%	44 85%	45 71%	3 100%
NET Very/fairly dissatisfied	6 5%	1 1%	3 11%	2 8%	- -	4 5%	2 5%	4 3%	2 23%	1 8%	- -	- -	5 12%	- -	5 6%	1 8%	5 4%	3 6%	2 4%	- -
Mean	4.07	4.25	3.89	3.75	4.26	4.12	3.97	4.10	3.72	4.07	4.21	4.18	3.81	4.31	4.00	4.07	4.07	4.21	3.96	4.00
Std Dev.	0.89	0.83	1.03	0.84	0.80	0.91	0.85	0.81	1.64	1.31	0.88	0.67	0.95	0.90	0.86	1.31	0.87	0.94	0.86	0.00
Std Error	0.09	0.11	0.21	0.23	0.22	0.10	0.17	0.08	0.47	0.46	0.26	0.13	0.16	0.19	0.10	0.46	0.09	0.13	0.12	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

		Total	Rurality: Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation: England (d)	Scotland (e)	Wales (f)	NI (g)	Region: North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		106	71	35	14	62	14	19	11	6	8	7	5	11	9	9	3	4	2	12
Weighted Base		118*	101*	17**	3**	106*	4**	5**	3**	5**	17**	12**	7**	18**	12**	22**	7**	6**	1**	3**
Effective Base		68	58	10	3	56	8	10	7	6	8	7	5	10	9	9	3	4	1	6
Very dissatisfied	(1)	2 / 2%	2 / 2%	*	-	2 / 2%	-	* / 1%	-	1 / 12%	-	-	-	-	-	-	-	1 / 23%	-	-
Fairly dissatisfied	(2)	4 / 3%	2 / 2%	2 / 10%	2 / 58%	4 / 3%	-	-	-	-	-	2 / 15%	-	-	-	2 / 8%	-	-	-	-
Neither satisfied or dissatisfied	(3)	20 / 17%	19 / 19%	1 / 9%	* / 5%	18 / 18%	-	1 / 10%	1 / 48%	-	4 / 23%	3 / 28%	4 / 65%	1 / 7%	-	-	2 / 34%	3 / 54%	-	-
Fairly satisfied	(4)	50 / 43%	46 / 46%	4 / 26%	1 / 20%	44 / 42%	3 / 68%	2 / 41%	1 / 47%	3 / 56%	4 / 24%	7 / 57%	-	10 / 56%	5 / 47%	10 / 46%	5 / 66%	-	1 / 100%	2 / 59%
Very satisfied	(5)	42 / 35%	32 / 32%	9 / 55%	1 / 17%	38 / 36%	1 / 32%	3 / 48%	* / 5%	2 / 32%	9 / 54%	-	2 / 35%	7 / 37%	6 / 53%	10 / 46%	-	1 / 24%	-	1 / 41%
I don't know / Not applicable		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		92 / 78%	79 / 78%	14 / 81%	1 / 37%	82 / 77%	4 / 100%	5 / 89%	1 / 52%	4 / 88%	13 / 77%	7 / 57%	2 / 35%	17 / 93%	12 / 100%	20 / 92%	5 / 66%	1 / 24%	1 / 100%	3 / 100%
NET Very/fairly dissatisfied		6 / 5%	4 / 4%	2 / 11%	2 / 58%	5 / 5%	-	* / 1%	-	1 / 12%	-	2 / 15%	-	-	-	2 / 8%	-	1 / 23%	-	-
Mean		4.07	4.04	4.25	2.96	4.06	4.32	4.35	3.58	3.98	4.31	3.42	3.69	4.30	4.53	4.30	3.66	3.02	4.00	4.41
Std Dev.		0.89	0.87	1.04	1.48	0.91	0.53	0.81	0.76	1.31	0.84	0.77	1.03	0.61	0.52	0.86	0.51	1.49	-	0.59
Std Error		0.09	0.10	0.18	0.40	0.12	0.14	0.19	0.23	0.54	0.30	0.29	0.46	0.18	0.17	0.29	0.29	0.75	-	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	106	67	11	95	39	67	5	9	11	2	2	41	35	16	8	5	76	13	41	46	12	4	3	87	7	103	3
Weighted Base	118*	75*	14**	104*	43**	75*	4**	6**	14**	2**	2**	46**	40**	21**	6**	5**	86*	11**	46**	50**	15**	6**	1**	96*	7**	112*	6**
Effective Base	68	41	8	60	27	41	3	4	8	2	2	24	26	12	4	3	49	8	27	28	8	4	1	55	5	65	3
Very dissatisfied (1)	2 / 2%	* / *	1 / 4%	1 / 1%	2 / 4%	* / *	-	* / 1%	1 / 4%	1 / 34%	1 / 34%	-	1 / 1%	* / *	-	1 / 28%	1 / 1%	1 / 12%	* / *	1 / 1%	1 / 9%	-	-	1 / 1%	-	2 / 2%	-
Fairly dissatisfied (2)	4 / 3%	2 / 2%	-	4 / 3%	2 / 4%	2 / 2%	-	-	-	-	-	2 / 4%	-	-	2 / 28%	-	2 / 2%	2 / 16%	2 / 4%	-	2 / 12%	-	-	2 / 2%	-	4 / 3%	-
Neither satisfied or dissatisfied (3)	20 / 17%	9 / 12%	4 / 32%	16 / 15%	11 / 26%	9 / 12%	-	* / 1%	4 / 32%	-	-	3 / 6%	8 / 19%	7 / 35%	2 / 35%	-	11 / 12%	2 / 20%	6 / 13%	9 / 18%	3 / 23%	2 / 37%	* / 2%	15 / 15%	2 / 30%	20 / 18%	-
Fairly satisfied (4)	50 / 43%	34 / 45%	5 / 35%	46 / 44%	17 / 39%	34 / 45%	1 / 36%	3 / 56%	5 / 35%	-	-	16 / 34%	25 / 62%	8 / 36%	1 / 9%	2 / 41%	40 / 47%	3 / 23%	19 / 41%	26 / 53%	3 / 23%	1 / 24%	* / 9%	45 / 47%	2 / 21%	44 / 40%	6 / 100%
Very satisfied (5)	42 / 35%	30 / 40%	4 / 29%	38 / 36%	12 / 27%	30 / 40%	2 / 64%	2 / 42%	4 / 29%	1 / 66%	1 / 66%	26 / 56%	7 / 17%	6 / 29%	2 / 28%	2 / 31%	33 / 38%	3 / 30%	19 / 42%	14 / 28%	5 / 33%	2 / 39%	1 / 89%	33 / 35%	4 / 49%	42 / 37%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	92 / 78%	64 / 85%	9 / 64%	84 / 80%	29 / 66%	64 / 85%	4 / 100%	6 / 99%	9 / 64%	1 / 66%	1 / 66%	41 / 90%	31 / 79%	14 / 65%	2 / 37%	4 / 72%	73 / 85%	6 / 52%	39 / 83%	40 / 81%	8 / 56%	4 / 63%	1 / 98%	79 / 82%	5 / 70%	86 / 77%	6 / 100%
NET Very/fairly dissatisfied	6 / 5%	2 / 3%	1 / 4%	5 / 5%	4 / 8%	2 / 3%	-	* / 1%	1 / 4%	1 / 34%	1 / 34%	2 / 4%	1 / 1%	* / *	2 / 28%	1 / 28%	2 / 2%	3 / 28%	2 / 4%	1 / 1%	3 / 21%	-	-	2 / 3%	-	6 / 5%	-
Mean	4.07	4.23	3.84	4.10	3.80	4.23	4.64	4.39	3.84	3.65	3.65	4.41	3.93	3.93	3.37	3.48	4.19	3.42	4.21	4.07	3.60	4.03	4.86	4.14	4.19	4.08	4.00
Std Dev.	0.89	0.76	1.02	0.88	1.03	0.76	0.56	0.65	1.02	-	-	0.79	0.71	0.83	1.27	1.79	0.79	1.44	0.83	0.75	1.34	0.96	-	0.79	0.94	0.92	0.00
Std Error	0.09	0.09	0.31	0.09	0.17	0.09	0.25	0.22	0.31	-	-	0.12	0.12	0.21	0.45	0.80	0.09	0.40	0.13	0.11	0.39	0.48	-	0.08	0.35	0.09	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	106	17	87	2	52	45	9	87	16	2	1	105	-
Weighted Base	118*	10**	105*	3**	58*	52*	8**	97*	19**	2**	***	118*	-**
Effective Base	68	7	60	1	31	31	6	55	11	1	1	68	-
Very dissatisfied (1)	2 / 2%	*	2 / 2%	-	1 / 2%	1 / 1%	-	1 / 1%	1 / 7%	-	-	2 / 2%	-
Fairly dissatisfied (2)	4 / 3%	-	4 / 3%	-	2 / 3%	2 / 4%	-	4 / 4%	-	-	-	4 / 3%	-
Neither satisfied or dissatisfied (3)	20 / 17%	3 / 26%	18 / 17%	-	8 / 14%	10 / 19%	3 / 33%	16 / 17%	4 / 20%	-	-	20 / 17%	-
Fairly satisfied (4)	50 / 43%	4 / 38%	44 / 42%	3 / 85%	20 / 34%	28 / 53%	3 / 38%	43 / 45%	7 / 36%	* / 4%	-	50 / 43%	-
Very satisfied (5)	42 / 35%	4 / 35%	38 / 36%	* / 15%	27 / 47%	12 / 23%	2 / 30%	33 / 34%	7 / 37%	* / 96%	* / 100%	42 / 35%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	92 / 78%	7 / 73%	82 / 78%	3 / 100%	47 / 81%	40 / 76%	5 / 67%	77 / 79%	14 / 72%	2 / 100%	* / 100%	92 / 78%	-
NET Very/fairly dissatisfied	6 / 5%	*	5 / 5%	-	3 / 5%	2 / 5%	-	4 / 4%	1 / 7%	-	-	6 / 5%	-
Mean	4.07	4.08	4.07	4.15	4.20	3.94	3.97	4.08	3.95	4.96	5.00	4.07	-
Std Dev.	0.89	0.85	0.91	0.44	0.96	0.82	0.84	0.84	1.13	-	-	0.89	-
Std Error	0.09	0.21	0.10	0.31	0.13	0.12	0.28	0.09	0.28	-	-	0.09	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	106	30	25	22	29	13	11	6	9	6	10	5	6	11	19	7	3
Weighted Base	118*	43**	30**	21**	24**	15**	20**	9**	12**	5**	12**	4**	6**	10**	13**	8**	3**
Effective Base	68	23	18	12	14	10	9	5	7	3	7	3	4	6	9	4	2
Very dissatisfied (1)	2 / 2%	2 / 4%	-	*	-	1 / 9%	-	1 / 6%	-	-	-	-	* / 1%	-	-	-	-
Fairly dissatisfied (2)	4 / 3%	-	4 / 12%	-	-	-	-	-	2 / 15%	2 / 33%	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	20 / 17%	7 / 17%	11 / 36%	2 / 8%	1 / 2%	3 / 21%	3 / 13%	2 / 20%	3 / 25%	2 / 39%	6 / 46%	-	2 / 26%	-	-	* / 1%	* / 14%
Fairly satisfied (4)	50 / 43%	14 / 31%	14 / 46%	9 / 42%	15 / 60%	6 / 39%	8 / 40%	-	8 / 61%	1 / 27%	5 / 39%	2 / 62%	-	6 / 60%	7 / 50%	6 / 81%	2 / 52%
Very satisfied (5)	42 / 35%	20 / 47%	2 / 6%	10 / 50%	9 / 38%	5 / 31%	9 / 47%	7 / 74%	-	* / 1%	2 / 14%	2 / 38%	5 / 73%	4 / 40%	7 / 50%	1 / 17%	1 / 34%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	92 / 78%	34 / 79%	16 / 52%	19 / 92%	24 / 98%	10 / 70%	17 / 87%	7 / 74%	8 / 61%	1 / 28%	7 / 54%	4 / 100%	5 / 73%	10 / 100%	13 / 100%	8 / 99%	3 / 86%
NET Very/fairly dissatisfied	6 / 5%	2 / 4%	4 / 12%	*	-	1 / 9%	-	1 / 6%	2 / 15%	2 / 33%	-	-	* / 1%	-	-	-	-
Mean	4.07	4.17	3.46	4.41	4.36	3.83	4.34	4.35	3.46	2.96	3.68	4.38	4.45	4.40	4.50	4.16	4.20
Std Dev.	0.89	1.02	0.79	0.67	0.54	1.19	0.71	1.25	0.77	0.89	0.74	0.56	1.01	0.52	0.52	0.43	0.79
Std Error	0.09	0.19	0.16	0.14	0.10	0.33	0.22	0.51	0.26	0.36	0.23	0.25	0.41	0.16	0.12	0.16	0.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_12_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	121	5	116	79	42	80	41	25	40	32	14	5	3	2	65	46	10	5	97	23
Weighted Base	143*	6**	137*	93*	50**	96*	47*	34**	50**	35**	13**	5**	5**	2**	84*	48**	12**	7**	109*	34**
Effective Base	79	4	75	49	30	49	31	19	27	19	8	3	2	1	46	27	6	3	60	19
Very dissatisfied (1)	3 2%	-	3 2%	2 2%	2 3%	2 2%	2 3%	-	1 3%	* *	2 13%	-	-	-	1 2%	2 4%	-	-	3 3%	-
Fairly dissatisfied (2)	4 3%	-	4 3%	2 3%	2 3%	2 2%	2 4%	-	1 3%	3 7%	-	-	-	-	1 2%	3 5%	-	-	4 4%	-
Neither satisfied or dissatisfied (3)	23 16%	1 19%	22 16%	9 10%	14 27%	11 12%	11 24%	8 23%	7 14%	5 14%	3 26%	-	-	-	15 17%	8 17%	-	-	21 19%	2 6%
Fairly satisfied (4)	53 37%	3 50%	50 37%	39 42%	14 29%	32 33%	21 45%	11 33%	18 36%	10 28%	4 34%	3 66%	5 100%	2 97%	29 35%	14 29%	10 86%	7 99%	40 37%	13 37%
Very satisfied (5)	60 42%	2 31%	58 42%	41 44%	19 37%	49 51%f	11 23%	15 44%	22 44%	18 51%	3 27%	2 34%	-	* 3%	37 44%	21 45%	2 14%	* 1%	40 37%	19 56%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	113 79%	5 81%	108 79%	80 86%	33 66%	81 84%	32 68%	26 77%	40 80%	28 79%	8 61%	5 100%	5 100%	2 100%	66 79%	35 74%	12 100%	7 100%	81 74%	32 94%
NET Very/fairly dissatisfied	7 5%	-	7 5%	4 4%	3 6%	4 4%	4 8%	-	3 6%	3 7%	2 13%	-	-	-	3 4%	4 9%	-	-	7 7%	-
Mean	4.14	4.12	4.14	4.24	3.94	4.30f	3.79	4.21	4.16	4.22	3.62	4.34	4.00	4.03	4.18	4.06	4.14	4.01	4.02	4.50
Std Dev.	0.94	0.76	0.95	0.87	1.04	0.88	0.97	0.80	0.98	0.97	1.30	0.54	0.00	-	0.91	1.09	0.36	0.10	0.99	0.62
Std Error	0.09	0.34	0.09	0.10	0.16	0.10	0.15	0.16	0.16	0.17	0.35	0.24	0.00	-	0.11	0.16	0.11	0.04	0.10	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		121	67	19	20	15	86	35	107	13	9	12	31	38	29	81	9	111	61	58	2
Weighted Base		143*	71*	21**	33**	18**	91*	51**	133*	8**	7**	17**	46**	42**	31**	105*	7**	136*	71*	71*	1**
Effective Base		79	38	13	17	11	51	28	72	8	6	8	23	25	18	56	6	74	37	41	1
Very dissatisfied	(1)	3 2%	* *	- -	2 5%	1 8%	* *	3 6%	3 2%	- -	- -	1 9%	- -	2 4%	- -	3 3%	- -	3 2%	1 2%	2 2%	- -
Fairly dissatisfied	(2)	4 3%	1 2%	* 2%	1 4%	1 6%	2 2%	2 5%	3 2%	1 15%	1 15%	1 8%	1 3%	* *	* *	3 3%	1 15%	3 2%	2 3%	2 2%	- -
Neither satisfied or dissatisfied	(3)	23 16%	9 13%	3 14%	8 24%	3 15%	12 13%	11 21%	20 15%	1 7%	4 53%	2 10%	9 20%	7 17%	1 3%	18 17%	4 53%	19 14%	10 14%	13 18%	- -
Fairly satisfied	(4)	53 37%	27 38%	5 23%	14 41%	8 44%	32 35%	21 42%	51 38%	3 33%	* 5%	4 25%	16 34%	20 47%	12 41%	40 38%	* 5%	53 39%	25 36%	28 39%	* 16%
Very satisfied	(5)	60 42%	34 48%	12 60%	9 27%	5 26%	46 50%	14 27%	56 42%	3 45%	2 27%	8 49%	19 42%	13 31%	17 57%	40 39%	2 27%	58 43%	32 45%	27 38%	1 84%
I don't know / Not applicable		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		113 79%	61 85%	17 83%	23 68%	13 70%	78 85%	35 68%	107 80%	6 78%	2 32%	12 74%	35 77%	33 78%	30 97%	80 77%	2 32%	110 81%	57 81%	54 77%	1 100%
NET Very/fairly dissatisfied		7 5%	1 2%	* 2%	3 9%	3 14%	2 2%	5 11%	6 5%	1 15%	1 15%	3 17%	1 3%	2 4%	* *	6 6%	1 15%	6 5%	4 5%	3 5%	- -
Mean		4.14	4.31	4.41	3.81	3.74	4.33	3.78	4.16	4.09	3.44	3.97	4.16	4.00	4.54	4.06	3.44	4.17	4.18	4.08	4.84
Std Dev.		0.94	0.77	0.84	1.05	1.19	0.78	1.09	0.93	1.13	1.13	1.34	0.86	0.94	0.57	0.98	1.13	0.92	0.94	0.94	-
Std Error		0.09	0.09	0.19	0.23	0.31	0.08	0.18	0.09	0.31	0.38	0.39	0.16	0.15	0.11	0.11	0.38	0.09	0.12	0.12	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	121	85	36	12	70	18	21	12	4	9	8	5	12	14	9	6	3	2	16
Weighted Base	143*	114*	28**	3**	124*	9**	7**	2**	3**	19**	14**	7**	20**	20**	20**	17**	5**	1**	8**
Effective Base	79	68	12	2	63	13	13	7	4	9	8	5	11	13	9	6	3	1	11
Very dissatisfied (1)	3 / 2%	1 / 1%	2 / 6%	-	3 / 3%	-	-	* / 5%	-	-	1 / 11%	2 / 25%	-	-	-	-	-	-	-
Fairly dissatisfied (2)	4 / 3%	4 / 3%	* / 1%	-	3 / 3%	-	* / 1%	1 / 26%	-	-	-	2 / 34%	-	1 / 5%	-	-	-	-	1 / 10%
Neither satisfied or dissatisfied (3)	23 / 16%	20 / 18%	2 / 9%	-	20 / 16%	1 / 9%	1 / 21%	-	-	6 / 30%	6 / 46%	1 / 20%	1 / 7%	4 / 19%	2 / 10%	-	-	-	1 / 10%
Fairly satisfied (4)	53 / 37%	45 / 39%	8 / 29%	3 / 77%	43 / 35%	6 / 66%	2 / 35%	1 / 59%	2 / 72%	6 / 32%	4 / 32%	1 / 20%	11 / 55%	8 / 42%	2 / 9%	5 / 27%	4 / 71%	1 / 100%	5 / 61%
Very satisfied (5)	60 / 42%	44 / 39%	16 / 55%	1 / 23%	54 / 44%	2 / 25%	3 / 43%	* / 10%	1 / 28%	7 / 38%	1 / 11%	-	7 / 38%	7 / 33%	16 / 81%	13 / 73%	1 / 29%	-	2 / 29%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	113 / 79%	89 / 78%	24 / 85%	3 / 100%	98 / 78%	8 / 91%	5 / 78%	2 / 69%	3 / 100%	13 / 70%	6 / 43%	1 / 20%	18 / 93%	15 / 75%	18 / 90%	17 / 100%	5 / 100%	1 / 100%	7 / 90%
NET Very/fairly dissatisfied	7 / 5%	5 / 5%	2 / 7%	-	6 / 5%	-	* / 1%	1 / 31%	-	-	1 / 11%	4 / 59%	-	1 / 5%	-	-	-	-	-
Mean	4.14	4.10	4.27	4.23	4.14	4.17	4.20	3.44	4.28	4.08	3.32	2.36	4.31	4.03	4.71	4.73	4.29	4.00	4.19
Std Dev.	0.94	0.90	1.09	0.50	0.96	0.59	0.86	1.49	0.54	0.84	1.09	1.16	0.61	0.88	0.65	0.46	0.51	-	0.63
Std Error	0.09	0.10	0.18	0.15	0.11	0.14	0.19	0.43	0.27	0.28	0.38	0.52	0.18	0.24	0.22	0.19	0.29	-	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	121	78	11	110	43	78	5	6	11	1	3	51	48	14	5	3	99	8	48	52	13	4	2	100	6	113	8
Weighted Base	143*	89*	17**	125*	54**	89*	2**	2**	17**	1**	3**	64*	51*	22**	2**	4**	114*	6**	63*	59*	15**	4**	1**	121*	5**	133*	9**
Effective Base	79	49	9	70	29	49	3	2	9	1	3	32	33	11	3	2	64	4	31	35	9	3	1	65	5	74	5
Very dissatisfied (1)	3 / 2%	3 / 4%	-	3 / 3%	-	3 / 4%	-	-	-	-	-	1 / 2%	2 / 3%	-	-	-	3 / 3%	-	-	3 / 6%	-	-	-	3 / 3%	-	3 / 2%	-
Fairly dissatisfied (2)	4 / 3%	3 / 3%	-	4 / 3%	1 / 2%	3 / 3%	1 / 47%	1 / 49%	-	-	-	1 / 2%	1 / 3%	1 / 4%	1 / 21%	-	3 / 2%	* / 8%	1 / 2%	1 / 2%	* / 3%	-	1 / 100%	2 / 2%	1 / 27%	3 / 2%	1 / 11%
Neither satisfied or dissatisfied (3)	23 / 16%	12 / 13%	2 / 13%	20 / 16%	11 / 21%	12 / 13%	* / 19%	-	2 / 13%	-	-	3 / 5%	11 / 21%k	6 / 28%	1 / 23%	2 / 56%	14 / 12%	3 / 43%	5 / 8%	13 / 22%	5 / 34%	-	-	18 / 15%	-	22 / 17%	1 / 6%
Fairly satisfied (4)	53 / 37%	30 / 34%	8 / 44%	45 / 36%	23 / 42%	30 / 34%	-	-	8 / 44%	-	1 / 33%	24 / 38%	20 / 40%	6 / 26%	1 / 54%	1 / 40%	45 / 39%	3 / 45%	16 / 25%	29 / 50%r	4 / 27%	3 / 69%	-	45 / 37%	3 / 51%	48 / 36%	5 / 50%
Very satisfied (5)	60 / 42%	41 / 46%	8 / 43%	52 / 42%	19 / 35%	41 / 46%	1 / 35%	1 / 51%	8 / 43%	1 / 100%	2 / 67%	34 / 53%	16 / 32%	9 / 42%	* / 3%	* / 4%	50 / 44%	* / 4%	41 / 65%s	12 / 21%	5 / 36%	1 / 31%	-	53 / 44%s	1 / 23%	57 / 42%	3 / 33%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	113 / 79%	71 / 80%	15 / 87%	98 / 78%	42 / 77%	71 / 80%	1 / 35%	1 / 51%	15 / 87%	1 / 100%	3 / 100%	58 / 91%l	37 / 72%	15 / 68%	1 / 57%	2 / 44%	95 / 83%	3 / 49%	57 / 90%	42 / 71%	9 / 63%	4 / 100%	-	98 / 81%	4 / 73%	105 / 79%	8 / 83%
NET Very/fairly dissatisfied	7 / 5%	6 / 6%	-	7 / 6%	1 / 1%	6 / 7%	1 / 47%	1 / 49%	-	-	-	3 / 4%	3 / 3%	1 / 4%	1 / 21%	-	6 / 5%	* / 8%	1 / 2%	4 / 7%	* / 3%	-	1 / 100%	5 / 4%	1 / 27%	6 / 5%	1 / 11%
Mean	4.14	4.15	4.30	4.11	4.11	4.15	3.23	3.52	4.30	5.00	4.67	4.38	3.94	4.06	3.38	3.48	4.19	3.44	4.54s	3.79	3.96	4.31	2.00	4.18	3.70	4.14	4.05
Std Dev.	0.94	1.02	0.71	0.97	0.80	1.02	1.79	2.01	0.71	-	0.56	0.85	0.99	0.96	1.11	0.68	0.94	0.76	0.72	0.98	0.95	0.54	-	0.93	1.22	0.94	0.97
Std Error	0.09	0.12	0.21	0.09	0.12	0.12	0.80	0.82	0.21	-	0.32	0.12	0.14	0.26	0.50	0.39	0.09	0.27	0.10	0.14	0.26	0.27	-	0.09	0.50	0.09	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	121	19	101	1	54	57	10	102	17	1	1	120	-
Weighted Base	143*	23**	118*	2**	66*	66*	11**	117*	23**	3**	***	143*	-**
Effective Base	79	11	67	1	32	41	7	65	13	1	1	79	-
Very dissatisfied (1)	3 / 2%	-	3 / 3%	-	1 / 2%	2 / 3%	-	2 / 1%	1 / 7%	-	-	3 / 2%	-
Fairly dissatisfied (2)	4 / 3%	2 / 10%	2 / 1%	-	3 / 5%	1 / 1%	-	4 / 3%	-	-	-	4 / 3%	-
Neither satisfied or dissatisfied (3)	23 / 16%	-	23 / 19%	-	4 / 6%	15 / 23%	4 / 33%	20 / 17%	3 / 12%	-	-	23 / 16%	-
Fairly satisfied (4)	53 / 37%	9 / 41%	44 / 37%	-	21 / 32%	27 / 41%	5 / 48%	43 / 36%	8 / 34%	3 / 100%	-	53 / 37%	-
Very satisfied (5)	60 / 42%	11 / 48%	47 / 40%	2 / 100%	36 / 54%	22 / 33%	2 / 19%	49 / 42%	11 / 47%	-	100%	60 / 42%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	113 / 79%	20 / 90%	91 / 77%	2 / 100%	57 / 86%	49 / 74%	7 / 67%	91 / 78%	19 / 81%	3 / 100%	100%	113 / 79%	-
NET Very/fairly dissatisfied	7 / 5%	2 / 10%	5 / 4%	-	5 / 7%	2 / 4%	-	6 / 5%	1 / 7%	-	-	7 / 5%	-
Mean	4.14	4.27	4.10	5.00	4.31	4.01	3.86	4.14	4.15	4.00	5.00	4.14	-
Std Dev.	0.94	0.93	0.94	-	0.97	0.92	0.74	0.92	1.10	0.00	-	0.94	-
Std Error	0.09	0.21	0.09	-	0.13	0.12	0.24	0.09	0.27	0.00	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	121	35	21	31	34	15	12	8	6	5	10	9	6	16	21	5	8
Weighted Base	143*	47**	29**	35**	32**	21**	16**	10**	10**	5**	14**	7**	10**	18**	18**	5**	9**
Effective Base	79	23	17	20	19	12	8	4	6	4	7	5	4	11	10	4	5
Very dissatisfied (1)	3 / 2%	2 / 4%	1 / 5%	-	-	2 / 8%	-	* / 1%	-	-	1 / 11%	-	-	-	-	-	-
Fairly dissatisfied (2)	4 / 3%	1 / 1%	1 / 4%	1 / 3%	1 / 4%	-	* / 1%	* / 5%	-	1 / 21%	-	1 / 16%	-	-	-	1 / 7%	-
Neither satisfied or dissatisfied (3)	23 / 16%	2 / 4%	13 / 44%	5 / 13%	4 / 12%	-	1 / 7%	* / 4%	6 / 54%	3 / 63%	4 / 28%	-	2 / 16%	3 / 16%	-	2 / 39%	2 / 21%
Fairly satisfied (4)	53 / 37%	18 / 38%	8 / 26%	11 / 30%	17 / 53%	13 / 62%	5 / 28%	* / 4%	5 / 46%	-	3 / 21%	5 / 82%	-	5 / 28%	10 / 55%	3 / 60%	4 / 47%
Very satisfied (5)	60 / 42%	25 / 54%	6 / 22%	19 / 54%	10 / 31%	6 / 31%	10 / 64%	8 / 85%	-	1 / 15%	6 / 40%	* / 2%	8 / 84%	10 / 56%	7 / 38%	* / 1%	3 / 32%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	113 / 79%	43 / 91%	14 / 48%	29 / 84%	27 / 84%	19 / 92%	15 / 92%	9 / 89%	5 / 46%	1 / 15%	8 / 61%	6 / 84%	8 / 84%	15 / 84%	17 / 93%	3 / 61%	7 / 79%
NET Very/fairly dissatisfied	7 / 5%	2 / 5%	3 / 9%	1 / 3%	1 / 4%	2 / 8%	* / 1%	1 / 6%	-	1 / 21%	1 / 11%	1 / 16%	-	-	-	1 / 7%	-
Mean	4.14	4.36	3.55	4.35	4.11	4.07	4.55	4.67	3.46	3.09	3.79	3.71	4.67	4.40	4.24	3.62	4.10
Std Dev.	0.94	0.92	1.05	0.83	0.77	1.03	0.69	0.91	0.52	1.01	1.32	0.81	0.78	0.77	0.80	0.56	0.76
Std Error	0.09	0.16	0.23	0.15	0.13	0.27	0.20	0.32	0.21	0.45	0.42	0.27	0.32	0.19	0.17	0.25	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	130	7	123	77	53	84	46	38	36	29	18	7	-	2	74	47	9	2	103	25
Weighted Base	152*	8**	144*	83*	69*	98*	55*	55**	40**	31**	14**	10**	-**	2**	95*	45**	12**	2**	107*	44**
Effective Base	82	6	76	45	37	50	32	29	22	16	8	5	-	1	51	24	6	1	60	21
Very dissatisfied (1)	4 / 2%	-	4 / 3%	4 / 4%	* / *	4 / 4%	* / *	-	-	4 / 12%	-	-	-	-	-	4 / 8%	-	-	* / *	4 / 8%
Fairly dissatisfied (2)	4 / 3%	-	4 / 3%	2 / 2%	2 / 3%	4 / 4%	1 / 1%	2 / 4%	1 / 1%	1 / 4%	-	-	-	-	3 / 3%	1 / 3%	-	-	2 / 2%	2 / 5%
Neither satisfied or dissatisfied (3)	39 / 25%	3 / 34%	36 / 25%	18 / 22%	20 / 30%	22 / 22%	17 / 32%	17 / 31%	11 / 28%	4 / 13%	2 / 15%	2 / 22%	-	2 / 97%	29 / 30%	6 / 13%	4 / 34%	2 / 97%	32 / 30%	7 / 16%
Fairly satisfied (4)	47 / 31%	2 / 27%	45 / 31%	22 / 26%	25 / 36%	23 / 24%	23 / 43%	15 / 27%	16 / 41%	9 / 28%	3 / 20%	4 / 41%	-	-	31 / 33%	12 / 26%	4 / 34%	-	41 / 39%	6 / 13%
Very satisfied (5)	59 / 39%	3 / 39%	56 / 39%	38 / 46%	21 / 30%	45 / 47%	13 / 25%	21 / 37%	12 / 30%	13 / 43%	9 / 65%	4 / 37%	-	* / 3%	33 / 34%	23 / 50%	4 / 32%	* / 3%	32 / 30%	26 / 58%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	106 / 69%	6 / 66%	100 / 70%	60 / 72%	46 / 67%	69 / 71%	37 / 67%	35 / 64%	28 / 70%	22 / 71%	12 / 85%	8 / 78%	-	*	64 / 67%	34 / 76%	8 / 66%	* / 3%	73 / 69%	31 / 70%
NET Very/fairly dissatisfied	8 / 5%	-	8 / 5%	5 / 6%	3 / 4%	7 / 7%	1 / 1%	2 / 4%	1 / 1%	5 / 16%	-	-	-	-	3 / 3%	5 / 11%	-	-	2 / 2%	6 / 13%
Mean	4.01	4.05	4.00	4.07	3.93	4.06	3.91	3.98	3.99	3.87	4.49	4.15	-	3.06	3.98	4.07	3.98	3.06	3.97	4.07
Std Dev.	0.99	0.91	0.99	1.07	0.87	1.08	0.79	0.94	0.80	1.35	0.78	0.79	-	-	0.88	1.23	0.85	-	0.82	1.31
Std Error	0.09	0.34	0.09	0.12	0.12	0.12	0.12	0.15	0.13	0.25	0.18	0.30	-	-	0.10	0.18	0.28	-	0.08	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	130	55	33	21	21	88	42	109	20	10	17	39	42	20	98	10	118	63	60	7
Weighted Base	152*	59**	36**	34**	23**	95*	57*	135*	17**	10**	22**	52**	45**	23**	119*	10**	142*	64*	80*	8**
Effective Base	82	29	21	18	14	50	32	70	14	6	12	25	26	12	64	6	76	35	42	4
Very dissatisfied (1)	4 2%	2 4%	1 4%	- -	- -	4 4%	- -	2 2%	1 8%	- -	- -	* *	4 8%	- -	4 3%	- -	4 3%	1 2%	2 3%	- -
Fairly dissatisfied (2)	4 3%	2 4%	- -	1 4%	1 2%	2 3%	2 3%	4 3%	- -	- -	2 8%	- -	2 5%	- -	4 3%	- -	4 3%	1 2%	2 3%	1 7%
Neither satisfied or dissatisfied (3)	39 25%	10 17%	11 29%	13 38%	5 23%	21 22%	18 32%	33 24%	6 35%	3 35%	3 13%	16 30%	12 26%	5 23%	30 25%	3 35%	35 25%	9 14%	26 33%	3 41%
Fairly satisfied (4)	47 31%	18 30%	12 34%	6 17%	11 49%	30 31%	17 30%	42 31%	5 27%	2 19%	10 43%	17 32%	14 31%	4 19%	40 34%	2 19%	45 32%	17 26%	27 34%	3 35%
Very satisfied (5)	59 39%	27 46%	12 33%	14 42%	6 25%	39 41%	20 35%	54 40%	5 29%	5 46%	8 35%	20 38%	14 30%	13 58%	41 34%	5 46%	54 38%	36 56%r	22 27%	1 17%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	106 69%	44 75%	24 67%	20 58%	17 75%	69 72%	37 65%	96 71%	10 57%	6 65%	17 79%	37 70%	27 61%	18 77%	82 68%	6 65%	99 70%	53 82%	49 61%	4 52%
NET Very/fairly dissatisfied	8 5%	5 8%	1 4%	1 4%	1 2%	6 6%	2 3%	6 5%	1 8%	- -	2 8%	* *	6 13%	- -	8 7%	- -	8 5%	3 4%	5 6%	1 7%
Mean	4.01	4.09	3.92	3.96	3.98	4.03	3.97	4.04	3.71	4.11	4.06	4.07	3.70	4.35	3.93	4.11	4.00	4.31r	3.80	3.63
Std Dev.	0.99	1.07	0.99	0.99	0.77	1.04	0.90	0.96	1.16	0.94	0.92	0.84	1.19	0.85	1.01	0.94	0.99	0.94	0.97	0.90
Std Error	0.09	0.14	0.17	0.22	0.17	0.11	0.14	0.09	0.26	0.30	0.22	0.13	0.18	0.19	0.10	0.30	0.09	0.12	0.13	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	130	91	39	22	75	17	25	13	5	8	8	6	9	11	17	7	4	1	16
Weighted Base	152*	131*	21**	5**	135*	7**	8**	3**	4**	15**	14**	8**	14**	17**	40**	19**	6**	***	6**
Effective Base	82	72	10	5	67	10	15	8	5	8	8	6	8	10	17	7	4	1	9
Very dissatisfied (1)	4 2%	4 3%	* 1%	* 2%	4 3%	- 2%	- -	- -	- -	2 14%	- -	- -	- -	- -	- -	- -	1 24%	* 100%	- -
Fairly dissatisfied (2)	4 3%	4 3%	- -	- -	4 3%	- -	1 7%	- -	- -	- -	- -	1 17%	- -	- -	2 6%	- -	- -	- -	1 -
Neither satisfied or dissatisfied (3)	39 25%	33 25%	6 26%	3 64%	36 26%	1 19%	1 8%	1 40%	1 24%	4 24%	9 66%	1 16%	3 19%	5 28%	6 15%	4 22%	3 58%	- -	1 19%
Fairly satisfied (4)	47 31%	35 27%	11 54%	1 14%	40 29%	3 44%	3 39%	1 53%	2 57%	5 31%	5 34%	1 18%	6 43%	9 55%	4 11%	6 32%	1 19%	- -	3 44%
Very satisfied (5)	59 39%	55 42%	4 19%	1 20%	53 39%	2 36%	3 46%	* 8%	1 19%	5 31%	- -	4 49%	5 38%	3 17%	27 68%	8 46%	- -	- -	2 37%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	106 69%	90 69%	15 73%	2 34%	92 68%	5 80%	6 85%	2 60%	3 76%	9 61%	5 34%	5 67%	11 81%	12 72%	32 79%	14 78%	1 19%	- -	5 81%
NET Very/fairly dissatisfied	8 5%	8 6%	* 1%	* 2%	7 5%	- 2%	1 7%	- -	- -	2 14%	- -	1 17%	- -	- -	2 6%	- -	1 24%	* 100%	- -
Mean	4.01	4.02	3.91	3.50	3.99	4.12	4.24	3.68	3.95	3.64	3.34	3.99	4.19	3.89	4.40	4.23	2.71	1.00	4.18
Std Dev.	0.99	1.02	0.72	1.00	1.00	0.91	0.93	0.76	0.76	1.35	0.49	1.24	0.76	0.68	0.96	0.81	1.13	-	0.79
Std Error	0.09	0.11	0.12	0.21	0.12	0.22	0.19	0.21	0.34	0.48	0.17	0.50	0.25	0.21	0.23	0.31	0.57	-	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	130	79	20	109	50	79	7	10	20	2	6	47	55	14	9	5	102	14	50	58	17	1	4	108	5	120	10
Weighted Base	152*	88*	27**	123*	61*	88*	7**	7**	27**	2**	7**	65**	58*	18**	7**	4**	123*	11**	66*	64*	17**	1**	5**	130*	6**	140*	13**
Effective Base	82	46	15	66	35	46	4	5	15	2	5	29	37	11	6	2	64	8	32	36	12	1	3	67	4	76	6
Very dissatisfied (1)	4 / 2%	-	*	4 / 3%	4 / 6%	-	-	-	*	-	-	-	2 / 4%	-	-	1 / 33%	2 / 2%	1 / 12%	*	2 / 3%	1 / 8%	-	-	2 / 2%	-	4 / 3%	* / 1%
Fairly dissatisfied (2)	4 / 3%	1 / 1%	3 / 11%	1 / 1%	3 / 5%	1 / 1%	-	-	3 / 11%	-	-	2 / 4%	1 / 2%	-	1 / 7%	-	4 / 3%	1 / 4%	-	1 / 1%	2 / 14%	-	1 / 27%	1 / *	1 / 23%	4 / 3%	-
Neither satisfied or dissatisfied (3)	39 / 25%	18 / 20%	11 / 42%	28 / 22%	21 / 34%	18 / 20%	3 / 50%	3 / 40%	11 / 42%	-	2 / 32%	3 / 4%	20 / 35%	7 / 40%	6 / 81%	2 / 57%	23 / 19%	8 / 73%	8 / 12%	21 / **32%r**	8 / 48%	-	2 / 49%	28 / 22%	2 / 42%	37 / 26%	2 / 16%
Fairly satisfied (4)	47 / 31%	29 / 33%	5 / 21%	39 / 31%	15 / 25%	29 / 33%	-	1 / 20%	5 / 21%	1 / 34%	3 / 51%	18 / 27%	20 / 35%	8 / 45%	1 / 10%	* / 3%	38 / 31%	1 / 7%	24 / 36%	17 / 27%	5 / 27%	-	1 / 25%	41 / 32%	1 / 21%	39 / 28%	8 / 59%
Very satisfied (5)	59 / 39%	41 / 46%	7 / 26%	52 / 42%	18 / 30%	41 / 46%	3 / 50%	3 / 40%	7 / 26%	1 / 66%	1 / 17%	42 / 65%	14 / 24%	3 / 15%	* / 2%	* / 7%	56 / **45%l**	* / 4%	34 / 52%	23 / 36%	* / 2%	1 / 100%	-	58 / 44%	1 / 14%	56 / 40%	3 / 24%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	106 / 69%	69 / **79%d**	12 / 47%	91 / 74%	34 / 55%	69 / 79%	3 / 50%	4 / 60%	12 / 47%	2 / 100%	4 / 68%	60 / 92%	34 / 59%	11 / 60%	1 / 12%	* / 10%	93 / 76%	1 / 11%	58 / **88%s**	41 / 64%	5 / 30%	1 / 100%	1 / 25%	99 / 76%	2 / 35%	95 / 68%	11 / 83%
NET Very/fairly dissatisfied	8 / 5%	1 / 1%	3 / 11%	5 / 4%	7 / 11%	1 / 1%	-	-	3 / 11%	-	-	2 / 4%	4 / 6%	-	1 / 7%	1 / 1%	6 / 5%	2 / 16%	* / *	3 / 4%	4 / 22%	-	1 / 27%	3 / 2%	1 / 23%	8 / 6%	* / 1%
Mean	4.01	**4.23d**	3.61	4.09	3.68	4.23	4.00	4.00	3.61	4.66	3.86	4.53	3.72	3.75	3.07	2.52	**4.15l**	2.87	**4.40s**	3.92	3.03	5.00	2.98	4.17	3.26	4.00	4.05
Std Dev.	0.99	0.82	1.02	0.97	1.13	0.82	1.08	0.96	1.02	-	0.74	0.75	0.99	0.72	0.53	1.35	0.96	0.89	0.71	1.02	0.94	-	0.80	0.90	1.06	1.01	0.72
Std Error	0.09	0.09	0.23	0.09	0.16	0.09	0.41	0.30	0.23	-	0.30	0.11	0.13	0.19	0.18	0.61	0.09	0.24	0.10	0.13	0.23	-	0.40	0.09	0.48	0.09	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	130	20	107	3	61	55	14	107	15	5	2	127	1
Weighted Base	152*	17**	130*	6**	70*	66*	16**	123*	23**	7**	***	152*	***
Effective Base	82	8	72	2	36	35	11	67	12	3	2	82	1
Very dissatisfied (1)	4 / 2%	-	4 / 3%	-	1 / 2%	* / *	2 / 13%	2 / 2%	1 / 6%	-	-	4 / 2%	-
Fairly dissatisfied (2)	4 / 3%	1 / 8%	2 / 2%	1 / 9%	4 / 5%	-	1 / 3%	4 / 3%	-	-	-	4 / 3%	-
Neither satisfied or dissatisfied (3)	39 / 25%	* / *	36 / 28%	2 / 43%	14 / 21%	16 / 24%	9 / 53%	29 / 23%	4 / 17%	6 / 93%	-	39 / 25%	100%
Fairly satisfied (4)	47 / 31%	7 / 39%	38 / 29%	3 / 48%	25 / 36%	16 / 25%	5 / 31%	35 / 29%	12 / 51%	* / 1%	* / 45%	47 / 31%	-
Very satisfied (5)	59 / 39%	9 / 53%	50 / 39%	-	25 / 36%	34 / 51%	-	52 / 43%	6 / 26%	* / 6%	* / 55%	59 / 39%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	106 / 69%	15 / 92%	88 / 67%	3 / 48%	50 / 72%	50 / 76%	5 / 31%	88 / 71%	17 / 77%	* / 7%	* / 100%	106 / 69%	-
NET Very/fairly dissatisfied	8 / 5%	1 / 8%	6 / 5%	1 / 9%	5 / 7%	* / *	3 / 17%	6 / 5%	1 / 6%	-	-	8 / 5%	-
Mean	4.01	4.37	3.99	3.39	3.99	4.27	3.00	4.07	3.92	3.14	4.55	4.01	3.00
Std Dev.	0.99	0.86	1.00	0.71	0.98	0.84	0.97	0.98	1.00	0.53	-	0.99	-
Std Error	0.09	0.19	0.10	0.41	0.13	0.11	0.26	0.10	0.26	0.24	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	130	31	23	28	48	12	11	8	9	7	7	5	8	15	27	11	10
Weighted Base	152*	44**	29**	29**	51**	21**	12**	11**	12**	9**	7**	2**	11**	16**	24**	16**	11**
Effective Base	82	21	19	17	26	10	7	4	7	6	6	3	6	9	12	7	7
Very dissatisfied (1)	4 / 2%	4 / 8%	-	-	-	4 / 17%	-	* / 1%	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	4 / 3%	2 / 5%	-	-	2 / 4%	2 / 12%	-	-	-	-	-	-	-	-	1 / 5%	-	1 / 5%
Neither satisfied or dissatisfied (3)	39 / 25%	11 / 25%	16 / 56%	8 / 29%	3 / 6%	8 / 40%	2 / 19%	* / 5%	9 / 75%	4 / 42%	3 / 43%	1 / 47%	4 / 38%	3 / 20%	1 / 2%	2 / 11%	1 / 7%
Fairly satisfied (4)	47 / 31%	14 / 32%	9 / 31%	11 / 39%	13 / 25%	2 / 10%	6 / 51%	6 / 51%	3 / 25%	4 / 38%	2 / 30%	1 / 46%	4 / 31%	7 / 44%	6 / 24%	4 / 23%	3 / 29%
Very satisfied (5)	59 / 39%	13 / 29%	4 / 13%	9 / 32%	33 / 65%	4 / 21%	4 / 30%	5 / 43%	-	2 / 19%	2 / 26%	* / 7%	4 / 31%	6 / 36%	16 / 68%	11 / 66%	6 / 59%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	106 / 69%	27 / 61%	13 / 44%	21 / 71%	46 / 90%	6 / 31%	10 / 81%	10 / 94%	3 / 25%	5 / 58%	4 / 57%	1 / 53%	7 / 62%	13 / 80%	22 / 92%	14 / 89%	9 / 88%
NET Very/fairly dissatisfied	8 / 5%	6 / 14%	-	-	2 / 4%	6 / 29%	-	* / 1%	-	-	-	-	-	-	1 / 5%	-	1 / 5%
Mean	4.01	3.68	3.57	4.03	4.52	3.07	4.12	4.35	3.25	3.77	3.83	3.60	3.93	4.16	4.54	4.55	4.42
Std Dev.	0.99	1.20	0.72	0.79	0.77	1.35	0.72	0.70	0.45	0.80	0.88	0.86	0.87	0.76	0.80	0.71	0.86
Std Error	0.09	0.22	0.15	0.15	0.11	0.39	0.22	0.25	0.15	0.30	0.33	0.38	0.31	0.20	0.15	0.21	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	133	9	124	79	54	80	53	28	36	34	25	7	1	2	64	59	10	3	111	21
Weighted Base	141*	11**	130*	77*	64*	89*	52*	30**	44**	35**	23**	7**	***	2**	74*	58*	9**	2**	106*	34**
Effective Base	82	7	75	46	37	49	34	20	24	20	14	4	1	1	44	34	5	1	63	19
Very dissatisfied (1)	4 / 3%	2 / 19%	2 / 2%	- / -	4 / 7%	2 / 2%	2 / 5%	- / -	2 / 4%	* / *	2 / 8%	1 / 9%	* / 100%	- / -	2 / 2%	2 / 3%	1 / 9%	* / 8%	2 / 2%	2 / 5%
Fairly dissatisfied (2)	7 / 5%	2 / 17%	6 / 4%	4 / 5%	4 / 6%	6 / 7%	1 / 2%	3 / 9%	4 / 8%	1 / 2%	* / *	- / -	- / -	- / -	6 / 9%	1 / 2%	- / -	- / -	7 / 6%	1 / 2%
Neither satisfied or dissatisfied (3)	13 / 9%	- / -	13 / 10%	7 / 9%	6 / 9%	6 / 6%	7 / 14%	3 / 11%	4 / 10%	2 / 6%	2 / 7%	1 / 21%	- / -	- / -	8 / 10%	4 / 6%	1 / 16%	- / -	9 / 9%	4 / 11%
Fairly satisfied (4)	76 / 54%	6 / 59%	70 / 54%	38 / 49%	38 / 60%	44 / 49%	32 / 62%	12 / 40%	20 / 45%	23 / 66%	14 / 62%	5 / 70%	- / -	2 / 100%	32 / 43%	37 / 64%	7 / 75%	2 / 92%	57 / 54%	18 / 52%
Very satisfied (5)	39 / 27%	* / 5%	38 / 29%	27 / 35%	11 / 18%	30 / 33%	9 / 17%	12 / 40%	13 / 29%	9 / 26%	5 / 22%	- / -	- / -	- / -	24 / 33%	14 / 24%	- / -	- / -	30 / 29%	8 / 24%
I don't know / Not applicable	2 / 1%	- / -	2 / 1%	2 / 3%	- / -	2 / 2%	- / -	- / -	2 / 4%	- / -	- / -	- / -	- / -	- / -	2 / 3%	- / -	- / -	- / -	- / -	2 / 6%
NET Very/fairly satisfied	115 / 81%	7 / 64%	108 / 83%	65 / 84%	50 / 78%	74 / 82%	41 / 79%	24 / 80%	32 / 74%	32 / 92%	19 / 84%	5 / 70%	- / -	2 / 100%	56 / 76%	51 / 89%	7 / 75%	2 / 92%	87 / 83%	26 / 76%
NET Very/fairly dissatisfied	12 / 8%	4 / 36%	8 / 6%	4 / 5%	8 / 13%	8 / 9%	4 / 7%	3 / 9%	5 / 12%	1 / 3%	2 / 9%	1 / 9%	* / 100%	- / -	8 / 11%	3 / 5%	1 / 16%	* / *	9 / 9%	3 / 8%
Mean	3.99	3.13	4.06	4.17	3.77	4.07	3.85	4.11	3.91	4.14	3.90	3.53	1.00	4.00	3.99	4.05	3.58	3.75	4.01	3.93
Std Dev.	0.93	1.37	0.85	0.79	1.04	0.94	0.90	0.94	1.05	0.65	1.04	0.95	-	-	1.00	0.83	0.92	1.14	0.92	1.00
Std Error	0.08	0.46	0.08	0.09	0.14	0.11	0.12	0.18	0.18	0.11	0.21	0.36	-	-	0.13	0.11	0.29	0.66	0.09	0.22

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	133	62	36	18	17	98	35	112	20	7	15	35	37	36	87	7	123	60	70	3
Weighted Base	141*	56*	40**	25**	20**	96*	45**	125*	14**	6**	17**	42**	35**	37**	94*	6**	130	60*	75*	5**
Effective Base	82	32	23	15	13	55	28	71	12	4	10	24	24	19	57	4	76	35	45	3
Very dissatisfied (1)	4 3%	* 1%	3 8%	-	1 3%	4 4%	1 1%	3 3%	1 6%	* 3%	2 13%	-	*	-	2 2%	* 3%	2 2%	1 1%	4 5%	-
Fairly dissatisfied (2)	7 5%	4 7%	1 3%	3 10%	-	5 5%	3 6%	6 5%	1 10%	-	*	3 7%	1 3%	3 9%	4 4%	-	7 6%	1 1%	5 7%	1 24%
Neither satisfied or dissatisfied (3)	13 9%	6 11%	2 6%	3 11%	2 8%	8 9%	4 10%	9 8%	3 24%	-	*	4 9%	6 17%	3 8%	10 10%	-	13 10%	3 6%	9 12%	-
Fairly satisfied (4)	76 54%	27 49%	22 56%	14 54%	13 66%	49 52%	27 59%	69 55%	5 34%	4 63%	8 48%	23 54%	18 52%	21 59%	49 52%	4 63%	71 54%	29 48%	43 57%	4 76%
Very satisfied (5)	39 27%	19 33%	9 22%	6 25%	5 23%	28 29%	11 24%	35 28%	4 26%	2 34%	6 38%	13 30%	8 22%	9 25%	27 28%	2 34%	36 27%	26 44%r	12 16%	-
I don't know / Not applicable	2 1%	-	2 5%	-	-	2 2%	-	2 2%	-	-	-	-	2 6%	-	2 2%	-	2 1%	-	2 3%	-
NET Very/fairly satisfied	115 81%	46 82%	31 78%	20 79%	18 89%	77 80%	38 83%	104 83%	8 60%	6 97%	14 86%	35 84%	26 74%	30 83%	76 81%	6 97%	106 81%	55 92%r	55 73%	4 76%
NET Very/fairly dissatisfied	12 8%	4 7%	4 11%	3 10%	1 3%	9 9%	3 7%	9 8%	2 16%	* 3%	2 13%	3 7%	1 3%	3 9%	6 7%	* 3%	10 7%	1 2%	9 12%	1 24%
Mean	3.99	4.08	3.85	3.94	4.07	3.98	3.99	4.03	3.63	4.24	3.99	4.06	3.97	3.99	4.02	4.24	4.01	4.32r	3.75	3.53
Std Dev.	0.93	0.88	1.10	0.89	0.78	0.97	0.84	0.90	1.20	0.83	1.29	0.83	0.76	0.84	0.90	0.83	0.88	0.75	0.98	0.94
Std Error	0.08	0.11	0.19	0.21	0.19	0.10	0.14	0.09	0.27	0.31	0.33	0.14	0.13	0.14	0.10	0.31	0.08	0.10	0.12	0.55

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	133	88	45	16	71	22	32	8	7	11	2	4	12	12	16	3	4	3	19
Weighted Base	141*	124*	17**	5**	121*	8**	10**	2**	5**	19**	3**	5**	20**	18**	37**	7**	6**	***	8**
Effective Base	82	71	12	4	64	9	19	5	7	11	2	4	12	12	16	3	4	3	8
Very dissatisfied (1)	4 3%	4 3%	* 2%	* 4%	3 3%	* 2%	1 6%	* 12%	-	1 8%	-	-	-	2 10%	-	-	-	* 40%	-
Fairly dissatisfied (2)	7 5%	6 5%	2 11%	1 29%	5 4%	1 13%	1 13%	-	1 15%	2 10%	-	3 49%	-	-	-	-	-	-	1 14%
Neither satisfied or dissatisfied (3)	13 9%	12 10%	1 4%	* 7%	11 9%	1 8%	1 9%	-	1 12%	3 14%	-	-	-	2 8%	5 13%	-	1 22%	-	1 8%
Fairly satisfied (4)	76 54%	66 53%	10 58%	1 16%	67 55%	5 59%	3 30%	1 83%	4 73%	5 28%	1 51%	-	16 79%	12 68%	25 67%	2 25%	2 24%	-	4 58%
Very satisfied (5)	39 27%	34 28%	4 26%	2 44%	33 27%	2 19%	4 42%	* 6%	-	8 40%	1 49%	3 51%	2 11%	2 13%	7 20%	6 75%	4 55%	-	2 20%
I don't know / Not applicable	2 1%	2 2%	-	-	2 2%	-	-	-	-	-	-	-	2 10%	-	-	-	-	-	-
NET Very/fairly satisfied	115 81%	101 81%	14 83%	3 60%	100 82%	6 77%	7 72%	1 88%	4 73%	13 68%	3 100%	3 51%	18 90%	15 82%	32 87%	7 100%	5 78%	* 60%	6 78%
NET Very/fairly dissatisfied	12 8%	9 8%	2 13%	1 33%	8 7%	1 15%	2 19%	* 12%	1 15%	3 17%	-	3 49%	-	-	2 10%	-	-	* 40%	1 14%
Mean	3.99	3.99	3.93	3.67	4.01	3.79	3.88	3.70	3.58	3.84	4.49	3.54	4.12	3.75	4.07	4.75	4.33	2.81	3.84
Std Dev.	0.93	0.92	0.99	1.55	0.89	1.03	1.32	-	0.82	1.30	0.62	1.67	0.34	1.05	0.58	0.46	0.88	-	0.96
Std Error	0.08	0.10	0.15	0.39	0.11	0.22	0.23	-	0.31	0.39	0.44	0.83	0.10	0.30	0.14	0.27	0.44	-	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

Column key:

- Stamp usage: (a) 1st class - all/most of the time, (b) 2nd class - all/most of the time, (c) Use 1st class, (d) Use 2nd class
- 1st class usage: (e) Use 1st class all/most of the time, (f) Use 1st class all/most of the time and HH income <£11.5, (g) Use 1st class all/most of the time and Not Working
- 2nd class usage: (h) Use 2nd class all/most of the time, (i) Use 2nd class all/most of the time and HH income <£11.5, (j) Use 2nd class all/most of the time and Not Working
- Reliance on postal service for sending/receiving letters and cards: (k) Very reliant, (l) Fairly reliant, (m) Neither reliant nor not reliant, (n) Not very reliant, (o) Not at all reliant, (p) Net reliant, (q) Net not reliant
- Reliance on postal service for sending/receiving parcels: (r) Very reliant, (s) Fairly reliant, (t) Neither reliant nor not reliant, (u) Not very reliant, (v) Not at all reliant, (w) Net reliant, (x) Net not reliant
- Affordability challenges: (y) ANY affordability challenges, (z) No affordability challenges

	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)
Unweighted Base	133	85	15	117	47	85	4	12	15	2	4	54	47	20	8	4	101	12	54	62	11	3	3	116	6	112	21
Weighted Base	141*	94*	14**	127*	47**	94*	2**	8**	14**	1**	2**	65*	46*	23**	5**	2**	111*	7**	60*	66*	13**	1**	1**	125*	3**	120*	21**
Effective Base	82	54	8	74	29	54	2	7	8	1	2	33	31	14	4	2	63	6	34	39	7	2	1	73	3	72	11
Very dissatisfied (1)	4 / 3%	4 / 4%	* / 1%	4 / 3%	* / 1%	4 / 4%	-	1 / 8%	* / 1%	* / 14%	* / 11%	2 / 3%	2 / 5%	-	-	-	4 / 4%	-	2 / 4%	2 / 3%	-	-	* / 8%	4 / 3%	* / 4%	2 / 2%	2 / 10%
Fairly dissatisfied (2)	7 / 5%	3 / 3%	2 / 15%	5 / 4%	4 / 9%	3 / 3%	-	-	2 / 15%	-	* / 8%	1 / 1%	4 / 8%	3 / 12%	* / 1%	-	5 / 4%	* / 1%	*	5 / 8%	1 / 7%	1 / 66%	*	6 / 4%	1 / 36%	6 / 5%	1 / 5%
Neither satisfied or dissatisfied (3)	13 / 9%	3 / 4%	3 / 18%	10 / 8%	9 / 20%	3 / 4%	-	1 / 16%	3 / 18%	-	-	-	9 / 20%k	3 / 14%	* / 5%	-	9 / 8%	* / 4%	3 / 5%	5 / 8%	4 / 32%	1 / 34%	-	8 / 7%	1 / 17%	8 / 7%	4 / 20%
Fairly satisfied (4)	76 / 54%	47 / 50%	7 / 47%	69 / 55%	29 / 61%	47 / 50%	2 / 67%	4 / 46%	7 / 47%	-	* / 12%	35 / 53%	23 / 49%	16 / 72%	2 / 44%	* / 17%	57 / 51%	3 / 37%	31 / 52%	38 / 58%	7 / 57%	-	-	69 / 55%	-	67 / 56%	9 / 41%
Very satisfied (5)	39 / 27%	34 / 37%	3 / 18%	36 / 28%	4 / 9%	34 / 37%	1 / 33%	2 / 30%	3 / 18%	1 / 86%	1 / 68%	28 / 42%l	6 / 14%	* / 2%	3 / 51%	1 / 83%	34 / 30%	4 / 58%	23 / 39%	13 / 21%	* / 4%	-	1 / 88%	37 / 29%	1 / 43%	34 / 28%	5 / 24%
I don't know / Not applicable	2 / 1%	2 / 2%	-	2 / 2%	-	2 / 2%	-	-	-	-	-	-	2 / 4%	-	-	-	2 / 2%	-	-	2 / 3%	-	-	-	2 / 2%	-	2 / 2%	-
NET Very/fairly satisfied	115 / 81%	81 / 87%	9 / 65%	105 / 83%	33 / 70%	81 / 87%	2 / 100%	6 / 76%	9 / 65%	1 / 86%	1 / 81%	62 / 95%l	29 / 63%	17 / 74%	5 / 94%	2 / 100%	91 / 82%l	7 / 96%	54 / 91%	51 / 79%	8 / 61%	-	1 / 88%	106 / 84%	1 / 43%	101 / 84%	14 / 65%
NET Very/fairly dissatisfied	12 / 8%	7 / 7%	2 / 17%	9 / 7%	5 / 10%	7 / 8%	-	1 / 8%	2 / 17%	* / *	* / 19%	3 / 5%	6 / 13%	3 / 12%	* / 1%	-	9 / 8%	* / *	2 / 4%	7 / 11%	1 / 7%	1 / 66%	* / 12%	10 / 8%	1 / 40%	9 / 7%	3 / 15%
Mean	3.99	4.14	3.65	4.03	3.69	4.14	4.33	3.89	3.65	4.45	4.19	4.30	3.61	3.64	4.44	4.83	4.02	4.53	4.22	3.88	3.57	2.34	4.55	4.04	3.42	4.05	3.64
Std Dev.	0.93	0.96	1.02	0.91	0.79	0.96	0.61	1.17	1.02	-	-	0.82	1.01	0.73	0.70	-	0.96	0.65	0.88	0.94	0.72	-	-	0.92	1.77	0.86	1.21
Std Error	0.08	0.10	0.26	0.08	0.12	0.10	0.31	0.34	0.26	-	-	0.11	0.15	0.16	0.25	-	0.10	0.19	0.12	0.12	0.22	-	-	0.09	0.72	0.08	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	13	116	4	64	54	15	111	19	3	-	133	-
Weighted Base	141*	10**	124*	7**	68*	55*	19**	118*	22**	1**	-**	141*	-**
Effective Base	82	7	73	3	38	33	11	68	14	2	-	82	-
Very dissatisfied (1)	4 3%	-	4 3%	-	1 1%	2 3%	2 9%	4 4%	-	-	-	4 3%	-
Fairly dissatisfied (2)	7 5%	-	7 6%	-	2 3%	4 7%	2 9%	6 5%	1 6%	* 9%	-	7 5%	-
Neither satisfied or dissatisfied (3)	13 9%	2 20%	7 6%	4 55%	4 6%	6 11%	3 14%	7 6%	5 24%	-	-	13 9%	-
Fairly satisfied (4)	76 54%	4 43%	69 56%	3 38%	37 55%	28 51%	11 59%	66 56%	10 45%	* 29%	-	76 54%	-
Very satisfied (5)	39 27%	4 37%	34 28%	* 7%	23 34%	14 25%	2 9%	33 28%	6 25%	* 62%	-	39 27%	-
I don't know / Not applicable	2 1%	-	2 2%	-	-	2 4%	-	2 2%	-	-	-	2 1%	-
NET Very/fairly satisfied	115 81%	8 80%	104 83%	3 45%	60 89%	42 76%	13 67%	99 83%	15 70%	1 91%	-	115 81%	-
NET Very/fairly dissatisfied	12 8%	-	12 9%	-	3 4%	5 10%	3 19%	10 9%	1 6%	* 9%	-	12 8%	-
Mean	3.99	4.17	4.00	3.52	4.18	3.92	3.48	4.00	3.89	4.43	-	3.99	-
Std Dev.	0.93	0.78	0.95	0.67	0.79	0.97	1.12	0.94	0.87	-	-	0.93	-
Std Error	0.08	0.22	0.09	0.34	0.10	0.13	0.29	0.09	0.20	-	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	39	18	30	46	15	18	6	10	3	5	7	11	12	27	13	6
Weighted Base	141*	49**	20**	35**	36**	20**	20**	9**	11**	6**	4**	4**	15**	16**	17**	15**	4**
Effective Base	82	27	13	20	23	12	11	5	7	3	3	4	7	9	12	7	4
Very dissatisfied (1)	4 3%	* *	2 9%	2 6%	-	-	* 1%	-	* 2%	2 32%	-	* 2%	2 14%	-	-	-	-
Fairly dissatisfied (2)	7 5%	3 6%	1 7%	-	3 8%	1 5%	2 10%	-	1 13%	-	-	-	-	-	1 5%	2 14%	-
Neither satisfied or dissatisfied (3)	13 9%	7 15%	-	3 10%	2 6%	5 24%	3 12%	* 1%	-	-	-	2 45%	2 10%	-	* 1%	2 13%	-
Fairly satisfied (4)	76 54%	20 40%	13 65%	19 55%	24 66%	12 64%	6 29%	1 14%	7 64%	4 68%	2 64%	1 16%	7 45%	12 74%	11 62%	11 73%	3 61%
Very satisfied (5)	39 27%	19 39%	4 19%	8 24%	7 20%	1 8%	10 48%	8 86%	2 22%	-	1 36%	2 37%	5 31%	2 14%	6 32%	* *	2 39%
I don't know / Not applicable	2 1%	-	-	2 6%	-	-	-	-	-	-	-	-	-	2 12%	-	-	-
NET Very/fairly satisfied	115 81%	39 79%	17 83%	28 79%	31 86%	14 71%	16 77%	9 99%	10 85%	4 68%	4 100%	2 53%	11 75%	14 88%	16 94%	11 73%	4 100%
NET Very/fairly dissatisfied	12 8%	3 6%	3 17%	2 6%	3 8%	1 5%	2 11%	-	2 15%	2 32%	-	* 2%	2 14%	-	1 5%	2 14%	-
Mean	3.99	4.11	3.76	3.95	3.98	3.74	4.14	4.85	3.91	3.04	4.36	3.87	3.78	4.16	4.20	3.59	4.39
Std Dev.	0.93	0.90	1.15	0.98	0.77	0.69	1.05	0.40	0.98	1.55	0.56	1.14	1.32	0.38	0.73	0.75	0.56
Std Error	0.08	0.14	0.27	0.18	0.11	0.18	0.25	0.16	0.31	0.89	0.25	0.43	0.40	0.11	0.14	0.21	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	195	23	172	89	106	104	91	44	58	39	26	15	8	5	102	65	28	13	158	34
Weighted Base	217	28**	189	97*	120*	113*	104*	49**	76*	35**	32**	12**	7**	5**	125*	67*	25**	13**	162*	51**
Effective Base	127	20	108	53	75	62	66	30	41	23	18	9	4	3	71	41	16	7	97	28
Very dissatisfied (1)	3 / 2%	-	3 / 2%	1 / 1%	2 / 2%	1 / 1%	2 / 2%	1 / 2%	1 / 1%	1 / 3%	-	* / 2%	-	-	2 / 2%	1 / 2%	* / 1%	-	3 / 2%	-
Fairly dissatisfied (2)	8 / 4%	-	8 / 4%	1 / 1%	7 / 6%	3 / 3%	5 / 4%	4 / 7%	* / *	* / 1%	* / 1%	1 / 12%	2 / 32%	-	4 / 3%	* / 1%	4 / 15%	2 / 19%	8 / 5%	-
Neither satisfied or dissatisfied (3)	40 / 19%	-	40 / 21%	19 / 19%	22 / 18%	19 / 17%	21 / 21%	8 / 16%	20 / 27%	5 / 14%	4 / 12%	2 / 15%	1 / 17%	-	28 / 23%	9 / 13%	3 / 12%	1 / 10%	31 / 19%	10 / 19%
Fairly satisfied (4)	80 / 37%	17 / 60%	63 / 34%	35 / 36%	45 / 37%	35 / 31%	45 / 44%	14 / 29%	27 / 36%	16 / 46%	13 / 40%	6 / 53%	1 / 15%	2 / 47%	41 / 33%	29 / 43%	10 / 41%	4 / 29%	59 / 36%	18 / 35%
Very satisfied (5)	85 / 39%	11 / 40%	74 / 39%	41 / 42%	44 / 37%	55 / 48%f	30 / 29%	22 / 46%	28 / 37%	13 / 36%	15 / 47%	2 / 17%	3 / 35%	3 / 53%	50 / 40%	28 / 41%	7 / 30%	5 / 43%	62 / 38%	23 / 46%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	166 / 76%	28 / 100%	138 / 73%	76 / 79%	89 / 74%	90 / 79%	76 / 73%	36 / 74%	55 / 72%	29 / 82%	28 / 87%	8 / 70%	4 / 51%	5 / 100%	92 / 73%	57 / 84%	17 / 71%	9 / 71%	121 / 74%	41 / 81%
NET Very/fairly dissatisfied	11 / 5%	-	11 / 6%	2 / 2%	9 / 8%	5 / 4%	7 / 6%	5 / 10%	1 / 1%	1 / 4%	* / *	2 / 14%	2 / 32%	-	6 / 4%	2 / 2%	4 / 17%	2 / 19%	11 / 7%	-
Mean	4.09	4.40	4.04	4.17	4.02	4.23	3.94	4.08	4.07	4.11	4.33	3.71	3.54	4.53	4.07	4.22	3.83	3.95	4.04	4.27
Std Dev.	0.93	0.50	0.96	0.86	0.98	0.91	0.93	1.06	0.86	0.91	0.72	1.01	1.36	0.55	0.94	0.83	1.08	1.18	0.97	0.77
Std Error	0.07	0.10	0.07	0.09	0.09	0.09	0.10	0.16	0.11	0.15	0.14	0.26	0.48	0.25	0.09	0.10	0.20	0.33	0.08	0.13

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	195	72	44	34	45	116	79	146	47	15	24	48	55	40	127	15	171	77	112	6
Weighted Base	217	74*	45*	43**	55*	119*	98*	175*	41*	18**	27**	59*	60*	38**	146*	18**	187	79*	134*	4**
Effective Base	127	40	30	26	33	69	58	98	30	11	15	32	37	23	84	11	109	45	79	4
Very dissatisfied (1)	3 2%	2 3%	*	*	1 2%	2 2%	1 1%	1 1%	2 6%	-	1 4%	1 2%	*	1 2%	3 2%	-	3 2%	2 3%	1 1%	-
Fairly dissatisfied (2)	8 4%	1 1%	4 10%	1 2%	2 4%	5 4%	3 3%	5 3%	3 8%	* 1%	1 2%	4 7%	1 1%	2 5%	6 4%	* 1%	8 4%	2 3%	6 4%	-
Neither satisfied or dissatisfied (3)	40 19%	14 19%	10 21%	10 24%	6 12%	24 20%	17 17%	34 20%	4 10%	8 42%	1 4%	13 22%	16 27%	3 7%	30 21%	8 42%	33 18%	9 12%	31 23%	-
Fairly satisfied (4)	80 37%	24 33%	14 30%	19 43%	24 43%	38 32%	42 43%	65 38%	15 36%	1 6%	14 52%	20 33%	27 45%	15 40%	60 41%	1 6%	77 41%	29 37%	49 36%	2 53%
Very satisfied (5)	85 39%	33 45%	17 38%	14 31%	22 40%	50 42%	35 36%	69 39%	17 41%	9 51%	10 39%	21 36%	16 26%	18 46%	47 32%	9 51%	67 36%	36 46%	47 35%	2 47%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	166 76%	57 77%	31 69%	32 74%	45 83%	88 74%	78 79%	134 77%	31 77%	10 57%	24 90%	41 69%	42 71%	33 86%	108 74%	10 57%	143 77%	65 83%	96 72%	4 100%
NET Very/fairly dissatisfied	11 5%	3 4%	4 10%	1 2%	3 6%	7 6%	4 4%	6 3%	5 13%g	* 1%	2 6%	6 9%	1 2%	3 7%	8 6%	* 1%	11 6%	5 6%	7 5%	-
Mean	4.09	4.16	3.97	4.03	4.15	4.09	4.09	4.12	3.99	4.07	4.19	3.93	3.96	4.23	3.99	4.07	4.05	4.20	4.01	4.47
Std Dev.	0.93	0.95	1.01	0.83	0.91	0.97	0.87	0.86	1.16	1.01	0.93	1.04	0.79	0.94	0.92	1.01	0.92	0.96	0.91	0.57
Std Error	0.07	0.11	0.15	0.14	0.14	0.09	0.10	0.07	0.17	0.26	0.19	0.15	0.11	0.15	0.08	0.26	0.07	0.11	0.09	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	195	142	53	28	116	23	37	19	8	5	11	11	23	15	19	9	15	5	18
Weighted Base	217	192	25**	7**	192	10**	11**	4**	6**	9**	17**	15**	34**	22**	41**	25**	23**	2**	9**
Effective Base	127	116	12	6	104	15	21	11	8	5	11	11	22	14	18	9	14	3	13
Very dissatisfied (1)	3 2%	3 2%	* 2%	* 4%	2 1%	1 8%	* 2%	* 2%	-	-	-	-	-	-	-	-	2 9%	-	1 9%
Fairly dissatisfied (2)	8 4%	7 4%	1 3%	1 9%	5 3%	1 8%	2 15%	* 7%	-	-	-	1 10%	2 6%	2 7%	-	-	-	* 16%	1 6%
Neither satisfied or dissatisfied (3)	40 19%	38 20%	2 9%	2 32%	37 20%	* 1%	1 10%	2 47%	1 20%	3 39%	7 38%	4 24%	8 23%	3 14%	6 16%	-	6 24%	-	* 2%
Fairly satisfied (4)	80 37%	74 39%	6 23%	3 41%	72 37%	5 52%	2 22%	1 21%	3 42%	5 61%	7 41%	6 38%	12 36%	14 62%	10 23%	5 20%	10 45%	1 76%	4 48%
Very satisfied (5)	85 39%	70 36%	16 63%	1 14%	76 39%	3 30%	5 50%	1 24%	2 38%	-	4 21%	4 29%	12 35%	4 18%	25 61%	20 80%	5 22%	* 8%	3 34%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	166 76%	144 75%	22 86%	4 55%	147 77%	9 83%	8 73%	2 45%	5 80%	5 61%	11 62%	10 66%	24 71%	18 79%	35 84%	25 100%	15 67%	1 84%	7 82%
NET Very/fairly dissatisfied	11 5%	10 5%	1 5%	1 13%	7 4%	2 16%	2 17%	* 8%	-	-	-	1 10%	2 6%	2 7%	-	-	2 9%	* 16%	1 16%
Mean	4.09	4.05	4.42	3.52	4.11	3.89	4.03	3.58	4.18	3.61	3.84	3.85	3.99	3.90	4.45	4.80	3.70	3.76	3.91
Std Dev.	0.93	0.92	0.92	1.06	0.89	1.22	1.25	1.16	0.81	0.52	0.77	0.98	0.92	0.79	0.76	0.41	1.12	-	1.28
Std Error	0.07	0.08	0.13	0.20	0.08	0.25	0.21	0.27	0.29	0.23	0.23	0.30	0.19	0.20	0.17	0.14	0.29	-	0.30

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	195	115	31	158	74	115	10	24	31	2	12	60	85	28	15	7	145	22	93	80	11	10	-	173	10	141	54
Weighted Base	217	130*	36**	177	83*	130*	12**	20**	36**	1**	12**	81*	90*	27**	16**	3**	171*	19**	108*	85*	11**	11**	-**	193	11**	158*	59*
Effective Base	127	75	22	102	49	75	7	17	22	1	8	41	59	16	11	3	98	13	59	53	8	7	-	112	7	92	36
Very dissatisfied (1)	3 2%	1 1%	2 5%	1 1%	2 2%	1 1%	-	1 6%	2 5%	-	1 9%	1 2%	2 2%	*	-	-	3 2%	-	1 1%	2 3%	-	-	-	3 2%	-	1 1%	2 4%
Fairly dissatisfied (2)	8 4%	1 1%	6 18%	1 1%	7 8%ac	1 1%	-	1 3%	6 18%	* 16%	3 21%	3 4%	2 3%	1 2%	2 11%	-	5 3%	2 9%	1 1%	4 5%	-	2 19%	-	6 3%	2 19%	4 2%	4 7%
Neither satisfied or dissatisfied (3)	40 19%	21 16%	8 21%	33 18%	20 24%	21 16%	4 34%	3 17%	8 21%	-	* 1%	5 6%	25 28%k	4 15%	6 39%	-	30 18%	6 32%	12 11%	15 18%	9 82%	4 34%	-	27 14%	4 34%	33 21%	7 13%
Fairly satisfied (4)	80 37%	54 41%	12 32%	67 38%	25 30%	54 41%	1 9%	11 54%	12 32%	-	2 15%	29 36%	37 41%	10 37%	3 19%	1 25%	66 39%	4 20%	37 34%	38 45%	-	4 35%	-	75 39%	4 35%	57 36%	23 40%
Very satisfied (5)	85 39%	53 41%	9 24%	74 42%	30 36%	53 41%	7 57%	4 20%	9 24%	84%	6 54%	42 52%l	24 26%	12 45%	5 30%	3 75%	66 39%	7 38%	57 53%s	25 29%	2 18%	1 12%	-	82 42%	1 12%	64 40%	21 37%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	166 76%	107 82%d	20 56%	142 80%	55 66%	107 82%	8 66%	15 75%	20 56%	1 84%	8 69%	71 88%l	61 67%	22 82%	8 49%	3 100%	132 77%	11 58%	94 87%	63 74%	2 18%	5 47%	-	157 81%	5 47%	121 76%	45 76%
NET Very/fairly dissatisfied	11 5%	2 2%	8 23%	3 2%	9 10%ac	2 2%	-	2 9%	8 23%	*	4 30%	4 5%	4 5%	1 3%	2 11%	-	9 5%	2 9%	2 2%	7 8%	-	2 19%	-	9 5%	2 19%	5 3%	6 11%
Mean	4.09	4.20	3.52	4.20	3.89	4.20	4.22	3.80	3.52	4.52	3.84	4.34l	3.87	4.24	3.68	4.75	4.09	3.87	4.36s	3.93	3.36	3.40	-	4.17	3.40	4.13	3.98
Std Dev.	0.93	0.81	1.19	0.82	1.06	0.81	0.97	1.02	1.19	-	1.54	0.88	0.91	0.84	1.06	0.52	0.92	1.06	0.81	0.96	0.81	0.97	-	0.90	0.97	0.87	1.07
Std Error	0.07	0.08	0.21	0.07	0.12	0.08	0.31	0.21	0.21	-	0.44	0.11	0.10	0.16	0.27	0.19	0.08	0.23	0.08	0.11	0.24	0.31	-	0.07	0.31	0.07	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	195	18	174	3	73	102	20	174	19	2	-	195	-
Weighted Base	217	17**	195	5**	72*	120*	25**	194	22**	1**	-**	217	-**
Effective Base	127	9	116	3	40	72	16	114	13	2	-	127	-
Very dissatisfied (1)	3 2%	*	3 2%	-	2 3%	1 1%	-	2 1%	1 5%	-	-	3 2%	-
Fairly dissatisfied (2)	8 4%	*	8 4%	-	6 8%e	1 1%	1 4%	8 4%	-	* 32%	-	8 4%	-
Neither satisfied or dissatisfied (3)	40 19%	2 12%	36 18%	2 45%	8 11%	24 20%	8 33%	33 17%	7 32%	-	-	40 19%	-
Fairly satisfied (4)	80 37%	5 27%	74 38%	1 26%	24 34%	52 43%	4 18%	72 37%	8 36%	-	-	80 37%	-
Very satisfied (5)	85 39%	10 59%	74 38%	2 29%	32 44%	43 36%	11 45%	79 41%	6 27%	* 68%	-	85 39%	-
I don't know / Not applicable	- -	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	166 76%	14 86%	148 76%	3 55%	56 77%	94 78%	16 63%	151 78%	14 63%	* 68%	-	166 76%	-
NET Very/fairly dissatisfied	11 5%	* 2%	11 6%	-	8 11%e	2 2%	1 4%	10 5%	1 5%	* 32%	-	11 5%	-
Mean	4.09	4.43	4.07	3.85	4.07	4.11	4.03	4.12	3.80	4.04	-	4.09	-
Std Dev.	0.93	0.81	0.93	0.94	1.08	0.81	0.99	0.91	1.02	-	-	0.93	-
Std Error	0.07	0.19	0.07	0.54	0.13	0.08	0.22	0.07	0.23	-	-	0.07	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	195	43	38	58	56	16	16	11	12	12	14	18	22	18	26	17	13
Weighted Base	217	57**	50*	51*	60*	22**	21**	14**	16**	17**	16**	17**	21**	14**	30**	16**	13**
Effective Base	127	29	30	37	33	13	11	6	10	10	10	10	16	11	15	10	10
Very dissatisfied (1)	3 / 2%	*	1	*	2 / 3%	-	* 1%	-	-	1 / 6%	-	*	*	*	-	1 / 7%	1 / 6%
Fairly dissatisfied (2)	8 / 4%	*	1 / 2%	3 / 5%	4 / 7%	*	-	-	1 / 1%	1 / 4%	-	2 / 13%	1 / 3%	-	2 / 7%	* 2%	2 / 13%
Neither satisfied or dissatisfied (3)	40 / 19%	10 / 17%	18 / 36%cd	7 / 14%	5 / 9%	4 / 18%	4 / 19%	2 / 14%	5 / 32%	7 / 41%	6 / 36%	1 / 4%	5 / 26%	1 / 8%	1 / 2%	3 / 17%	2 / 16%
Fairly satisfied (4)	80 / 37%	17 / 29%	19 / 38%	28 / 54%d	17 / 29%	5 / 22%	10 / 45%	2 / 16%	6 / 40%	6 / 36%	6 / 38%	9 / 54%	10 / 48%	9 / 65%	10 / 33%	5 / 33%	2 / 13%
Very satisfied (5)	85 / 39%	30 / 53%	11 / 22%	13 / 26%	31 / 52%bc	13 / 59%	7 / 35%	10 / 70%	4 / 27%	2 / 14%	4 / 26%	5 / 29%	5 / 23%	4 / 27%	17 / 58%	7 / 41%	7 / 53%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	166 / 76%	47 / 82%	30 / 60%	41 / 80%	48 / 81%	18 / 81%	17 / 80%	12 / 86%	11 / 67%	9 / 49%	10 / 64%	14 / 82%	15 / 71%	13 / 92%	27 / 91%	12 / 74%	9 / 66%
NET Very/fairly dissatisfied	11 / 5%	*	2 / 4%	3 / 6%	6 / 10%	*	* 1%	-	1 / 1%	2 / 10%	-	2 / 13%	1 / 3%	*	2 / 7%	1 / 8%	2 / 19%
Mean	4.09	4.34	3.76	4.00	4.20	4.40	4.14	4.57	3.93	3.47	3.90	3.97	3.90	4.18	4.43	4.00	3.94
Std Dev.	0.93	0.80	0.89	0.81	1.07	0.81	0.80	0.75	0.82	1.01	0.80	0.97	0.81	0.62	0.85	1.16	1.36
Std Error	0.07	0.12	0.14	0.11	0.14	0.20	0.20	0.23	0.24	0.29	0.21	0.23	0.17	0.15	0.17	0.28	0.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	328 62%	26 60%	302 63%	135 64%	192 61%	169 65%	157 60%	89 64%	80 65%	57 63%	44 64%	31 52%	22 70%	5 36%	169 65%	101 63%	58 55%	27 60%	257 62%	66 62%
Collect +	116 77%	5 85%	110 77%	70 77%	45 77%	81 79%	34 75%	41 79%	37 77%	23 80%	11 84%	4 73%	-	-	77 78%	34 81%	4 50%	-	100 82%	15 55%
DHL	114 76%	5 63%	109 77%	66 80%	48 71%	68 79%	46 73%	34 77%	31 70%	32 89%	10 84%	7 64%	-	* 23%	65 74%	42 87%	7 55%	* 3%	86 77%	27 73%
FedEx	122 83%	4 100%	117 83%	71 87%	51 79%	85 80%ef	35 69%	24 61%	51 90%	32 91%	8 100%	3 96%	2 100%	2 100%	75 78%	40 93%	7 98%	4 100%	93 85%	28 77%
Evri	178 60%	18 53%	160 61%	87 70%d	91 53%	84 66%	94 56%	50 68%	43 63%	41 57%	22 56%	11 49%	6 52%	5 54%	93 65%	63 57%	22 51%	11 53%	141 60%	35 63%
DPD	116 73%	6 82%	110 72%	63 73%	53 72%	79 73%	38 71%	24 71%	35 69%	32 74%	14 85%	6 70%	3 69%	2 85%	60 70%	46 77%	11 72%	5 75%	88 73%	28 71%
Parcelforce	101 71%	4 70%	96 71%	56 79%	45 63%	69 76%	32 63%	19 62%	25 70%	36 87%	9 61%	9 66%	1 79%	2 41%	44 67%	44 81%	12 61%	3 50%	76 69%	23 77%
TNT	92 78%	4 100%	88 77%	59 79%	34 76%	66 81%	26 71%	21 66%	35 85%	24 87%	7 68%	5 75%	-	* 100%	56 76%	31 82%	5 75%	* 100%	73 81%	17 66%
UPS	113 79%	5 81%	108 79%	80 86%	33 66%	81 84%	32 68%	26 77%	40 80%	28 79%	8 61%	5 100%	5 100%	2 100%	66 79%	35 74%	12 100%	7 100%	81 74%	32 94%
UK Mail	106 69%	6 66%	100 70%	60 72%	46 67%	69 71%	37 67%	35 64%	28 70%	22 71%	12 85%	8 78%	-	* 3%	64 67%	34 76%	8 66%	* 3%	73 69%	31 70%
Yodel	115 81%	7 64%	108 83%	65 84%	50 78%	74 82%	41 79%	24 80%	32 74%	32 92%	19 84%	5 70%	-	2 100%	56 76%	51 89%	7 75%	2 92%	87 83%	26 76%
Amazon Delivery Service/ Logistics	166 76%	28 100%	138 73%	76 79%	89 74%	90 79%	76 73%	36 74%	55 72%	29 82%	28 87%	8 70%	4 51%	5 100%	92 73%	57 84%	17 71%	9 71%	121 74%	41 81%
Other	87 82%	* 28%	87 83%	57 86%	30 76%	58 88%	29 73%	14 69%	28 87%	28 93%	11 90%	3 54%	3 100%	-	42 80%	39 92%	6 53%	3 53%	68 80%	19 90%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	328 62%	91 59%	104 65%	83 69%	49 54%	196 62%	132 63%	268 63%	60 61%	25 62%	30 59%	102 66%	95 57%	66 71%	227 61%	25 62%	293 63%	96 74%r	219 59%	12 54%
Collect +	116 77%	50 85%	28 70%	19 65%	20 85%	77 79%	38 74%	105 78%	10 68%	9 82%	16 77%	29 78%	30 69%	31 88%	74 74%	9 82%	105 77%	55 80%	60 77%	1 19%
DHL	114 76%	53 73%	26 79%	18 81%	17 77%	79 75%	35 79%	107 77%	7 64%	7 99%	11 78%	33 84%	30 66%	32 75%	74 75%	7 99%	106 75%	42 80%	67 74%	5 74%
FedEx	122 83%	49 86%	31 80%	23 90%	19 76%	80 83%	42 83%	115 84%	7 71%	8 67%	18 76%	31 92%	36 84%	26 83%	85 85%	8 67%	114 85%	56 95%r	66 77%	* 11%
Evri	178 60%	67 70%	41 57%	36 52%	34 56%	108 64%	70 54%	145 61%	30 55%	13 83%	19 57%	48 61%	41 52%	48 68%	108 56%	13 82%	158 59%	58 68%	107 55%	13 69%
DPD	116 73%	35 69%	32 72%	27 78%	22 73%	67 70%	49 76%	110 75%	6 44%	4 68%	14 85%	43 76%	33 69%	20 65%	90 75%	4 68%	111 73%	57 85%r	54 64%	5 60%
Parcelforce	101 71%	53 84%	19 62%	15 61%	14 60%	72 77%	29 60%	90 70%	9 78%	5 64%	12 80%	32 65%	27 71%	24 79%	71 69%	5 64%	95 71%	47 81%	50 64%	4 72%
TNT	92 78%	43 81%	23 79%	14 67%	12 80%	66 81%	27 73%	86 78%	7 77%	5 72%	9 73%	28 86%	33 78%	18 72%	69 80%	5 72%	87 78%	44 85%	45 71%	3 100%
UPS	113 79%	61 85%	17 83%	23 68%	13 70%	78 85%	35 68%	107 80%	6 78%	2 32%	12 74%	35 77%	33 78%	30 97%	80 77%	2 32%	110 81%	57 81%	54 77%	1 100%
UK Mail	106 69%	44 75%	24 67%	20 58%	17 75%	69 72%	37 65%	96 71%	10 57%	6 65%	17 79%	37 70%	27 61%	18 77%	82 68%	6 65%	99 70%	53 82%	49 61%	4 52%
Yodel	115 81%	46 82%	31 78%	20 79%	18 89%	77 80%	38 83%	104 83%	8 60%	6 97%	14 86%	35 84%	26 74%	30 83%	76 81%	6 97%	106 81%	55 92%r	55 73%	4 76%
Amazon Delivery Service/ Logistics	166 76%	57 77%	31 69%	32 74%	45 83%	88 74%	78 79%	134 77%	31 77%	10 57%	24 90%	41 69%	42 71%	33 86%	108 74%	10 57%	143 77%	65 83%	96 72%	4 100%
Other	87 82%	34 94%	16 74%	20 83%	16 72%	50 86%	37 78%	83 87%	5 42%	6 54%	14 88%	27 91%	21 69%	20 99%	62 82%	6 54%	81 85%	49 88%	36 75%	3 100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	328 62%	280 62%	48 64%	10 62%	291 63%	21 64%	10 52%	5 54%	10 68%	41 63%	23 50%	17 57%	41 75%	39 65%	53 59%	38 66%	29 64%	2 73%	19 63%
Collect +	116 77%	97 75%	19 95%	3 75%	99 77%	7 75%	7 87%	2 75%	5 78%	10 61%	11 100%	4 49%	13 81%	9 65%	31 78%	2 100%	14 92%	2 85%	6 73%
DHL	114 76%	88 75%	26 81%	3 85%	101 78%	7 63%	5 75%	2 59%	3 100%	13 78%	7 64%	5 100%	17 86%	14 83%	27 86%	11 59%	4 54%	1 100%	6 59%
FedEx	122 83%	96 80%	26 97%	3 84%	108 84%	6 95%	6 80%	1 54%	3 83%	8 100%	4 73%	4 63%	19 86%	14 92%	18 81%	18 81%	11 80%	1 100%	5 94%
Evri	178 60%	156 62%	22 49%	2 56%	153 60%	10 53%	12 67%	3 69%	6 62%	31 63%	8 46%	9 59%	18 69%	26 64%	20 57%	22 57%	13 57%	* 100%	10 52%
DPD	116 73%	100 71%	16 82%	3 85%	105 75%	4 37%	5 74%	2 65%	4 60%	12 75%	8 49%	3 49%	16 92%	17 83%	27 79%	8 77%	11 60%	* 67%	4 36%
Parcelforce	101 71%	83 70%	18 77%	3 88%	85 70%	8 81%	6 76%	1 61%	3 86%	8 57%	3 74%	3 45%	14 76%	9 61%	24 72%	13 100%	6 60%	1 100%	7 79%
TNT	92 78%	79 78%	14 81%	1 37%	82 77%	4 100%	5 89%	1 52%	4 88%	13 77%	7 57%	2 35%	17 93%	12 100%	20 92%	5 66%	1 24%	1 100%	3 100%
UPS	113 79%	89 78%	24 85%	3 100%	98 78%	8 91%	5 78%	2 69%	3 100%	13 70%	6 43%	1 20%	18 93%	15 75%	18 90%	17 100%	5 100%	1 100%	7 90%
UK Mail	106 69%	90 69%	15 73%	2 34%	92 68%	5 80%	6 85%	2 60%	3 76%	9 61%	5 34%	5 67%	11 81%	12 72%	32 79%	14 78%	1 19%	-	5 81%
Yodel	115 81%	101 81%	14 83%	3 60%	100 82%	6 77%	7 72%	2 88%	4 73%	13 68%	3 100%	3 51%	18 90%	15 82%	32 87%	7 100%	5 78%	* 60%	6 78%
Amazon Delivery Service/ Logistics	166 76%	144 75%	22 86%	4 55%	147 77%	9 83%	8 73%	2 45%	5 80%	5 61%	11 62%	10 66%	24 79%	18 79%	35 84%	25 100%	15 67%	1 84%	7 82%
Other	87 82%	70 83%	17 79%	3 62%	79 84%	3 57%	4 83%	1 57%	3 100%	12 86%	2 53%	3 66%	13 89%	5 53%	20 100%	13 100%	8 70%	-	3 57%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Stamp usage 1st class all/most of the time (a)	2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most time and HH income <£11.5 (f)	Use 1st class all/most time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most time and HH income <£11.5 (i)	Use 2nd class all/most time and Not Working (j)	Reliance letters/cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability ANY challenges (y)	No challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	64	342	221
Royal Mail	328 62%	163 67%	82 56%	239 66%	158 59%	163 67%	10 64%	21 61%	82 56%	9 58%	25 65%	129 67%	136 64%	40 54%	16 52%	7 63%	264 65%	23 55%	175 67%	125 61%	16 39%	8 56%	3 50%	300 65%	11 55%	234 70%z	94 49%
Collect +	116 77%	62 81%	19 60%	95 82%	52 73%	62 81%	4 89%	4 68%	19 60%	2 61%	1 42%	54 88%l	38 69%	17 69%	5 90%	2 62%	91 79%	7 79%	45 81%	55 78%	10 77%	3 37%	*	100 80%	3 40%	100 77%	16 81%
DHL	114 76%	73 76%	8 67%	105 78%	40 79%	73 76%	3 97%	5 60%	8 67%	1 100%	1 63%	54 84%	40 73%	18 78%	1 10%	1 100%	94 79%	2 29%	50 71%	46 82%	16 78%	1 100%	1 98%	96 76%	2 98%	102 80%	12 53%
FedEx	122 83%	83 88%	8 78%	108 83%	32 72%	83 88%	5 74%	4 26%	8 78%	1 70%	4 84%	61 89%	38 79%	13 85%	7 78%	2 44%	99 85%	9 66%	66 91%	51 85%	3 40%	-	-	117 89%	-	106 83%	15 87%
Evri	178 60%	106 72%bd	34 44%	139 70%bd	67 51%	106 72%	6 98%	18 64%	34 44%	4 75%	8 46%	82 74%	70 57%	17 56%	9 34%	1 8%	151 65%	9 28%	92 61%	70 67%	10 40%	4 33%	1 26%	162 63%	5 31%	133 66%z	45 47%
DPD	116 73%	75 83%d	9 34%	107 81%d	40 60%	75 83%	2 66%	4 48%	9 34%	1 66%	1 55%	69 88%	33 70%	10 40%	2 35%	3 68%	101 81%	5 47%	61 85%	47 77%	5 28%	2 29%	1 96%	108 81%	3 39%	102 75%	14 61%
Parcelforce	101 71%	60 84%d	13 39%	85 82%d	38 57%	60 84%	3 89%	5 99%	13 39%	1 66%	1 39%	46 79%	34 68%	14 65%	2 28%	4 100%	81 74%	5 55%	49 78%	42 72%	7 58%	* 11%	1 57%	92 71%	2 28%	84 71%	17 72%
TNT	92 78%	64 85%	9 64%	84 80%	29 66%	64 85%	4 100%	6 99%	9 64%	1 66%	1 66%	41 90%	31 79%	14 65%	2 37%	4 72%	73 85%	6 52%	39 83%	40 81%	8 56%	4 63%	1 98%	79 82%	5 70%	86 77%	6 100%
UPS	113 79%	71 80%	15 87%	98 78%	42 77%	71 80%	1 35%	1 51%	15 87%	1 100%	1 100%	58 91%l	37 72%	15 68%	1 57%	2 44%	95 83%	3 49%	57 90%	42 71%	8 63%	4 100%	-	98 81%	7 73%	105 79%	8 63%
UK Mail	106 69%	69 79%d	12 47%	91 74%	34 55%	69 79%	3 50%	4 60%	12 47%	2 100%	4 68%	71 92%	34 59%	11 60%	1 12%	1 10%	93 76%	1 11%	58 88%s	41 64%	5 30%	1 100%	1 25%	99 76%	2 35%	95 68%	11 83%
Yodel	115 81%	81 87%	9 65%	105 83%	33 70%	81 87%	2 100%	6 76%	9 65%	1 86%	1 81%	71 95%l	29 63%	17 74%	5 94%	2 100%	82 82%l	7 96%	54 91%	51 79%	8 61%	-	1 88%	106 84%	1 43%	101 84%	14 65%
Amazon Delivery Service/ Logistics	166 76%	107 82%d	20 56%	142 80%	55 66%	107 82%	8 66%	15 75%	20 56%	1 84%	8 69%	71 88%l	61 67%	22 82%	8 49%	3 100%	132 77%	11 58%	94 87%	63 74%	2 18%	5 47%	-	157 81%	5 47%	121 76%	45 76%
Other	87 82%	59 94%	1 19%	84 86%	26 63%	59 94%	8 81%	1 52%	1 19%	1 32%	1 18%	53 90%	20 88%	10 57%	2 39%	1 100%	74 90%	4 56%	46 93%	35 81%	3 29%	1 100%	* 100%	82 88%	1 100%	79 83%	8 76%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	328 62%	24 57%	299 63%	5 39%	116 66%	193 62%	19 48%	293 61%	26 75%	6 79%	2 64%	325 63%	* 3%
Collect +	116 77%	6 60%	107 79%	3 64%	47 77%	61 80%	7 62%	104 82%	10 53%	2 45%	* 100%	116 77%	-
DHL	114 76%	6 44%	104 79%	5 100%	53 83%	47 72%	14 69%	101 77%	13 70%	-	-	114 76%	-
FedEx	122 83%	16 85%	102 83%	4 100%	57 88%	57 82%	7 63%	106 87%	15 75%	* 11%	* 100%	121 83%	-
Evri	178 60%	10 73%	164 59%	4 88%	73 64%	89 57%	15 57%	154 58%	19 74%	5 68%	-	178 60%	* 100%
DPD	116 73%	9 68%	103 73%	4 89%	58 77%	51 69%	7 66%	99 76%	14 61%	3 59%	* 100%	116 73%	-
Parcelforce	101 71%	8 91%	89 70%	3 57%	52 72%	45 78%	3 28%	93 79%	8 38%	* 10%	-	101 71%	-
TNT	92 78%	7 73%	82 78%	3 100%	47 81%	40 76%	5 67%	77 79%	14 72%	2 100%	* 100%	92 78%	-
UPS	113 79%	20 90%	91 77%	2 100%	57 86%	49 74%	7 67%	91 78%	19 81%	3 100%	* 100%	113 79%	-
UK Mail	106 69%	15 92%	88 67%	3 48%	50 72%	50 76%	5 31%	88 71%	17 77%	* 7%	* 100%	106 69%	-
Yodel	115 81%	8 80%	104 83%	3 45%	60 89%	42 76%	13 67%	99 83%	15 70%	1 91%	-	115 81%	-
Amazon Delivery Service/ Logistics	166 76%	14 86%	148 76%	3 55%	56 77%	94 78%	16 63%	151 78%	14 63%	* 68%	-	166 76%	-
Other	87 82%	7 76%	77 83%	3 85%	51 85%	28 81%	9 73%	74 82%	9 76%	5 99%	* 100%	87 82%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	328 62%	91 64%	70 60%	88 66%	78 59%	40 61%	34 73%	17 56%	27 61%	27 59%	16 61%	17 53%	35 62%	36 80%	26 63%	29 67%	23 50%
Collect +	116 77%	40 81%	24 83%	20 58%	32 86%	16 79%	14 84%	9 81%	8 71%	6 78%	10 100%	5 47%	8 66%	7 60%	18 100%	10 99%	4 47%
DHL	114 76%	35 69%	15 67%	32 77%	33 91%	9 78%	19 83%	7 43%	12 88%	* 2%	3 54%	4 90%	13 69%	14 83%	18 97%	13 100%	3 51%
FedEx	122 83%	37 86%	30 82%	21 78%	34 85%	14 91%	10 75%	13 93%	15 88%	6 63%	9 89%	4 89%	6 67%	12 80%	20 83%	6 77%	8 99%
Evri	178 60%	59 55%	30 52%	42 68%	47 66%	26 63%	14 46%	20 54%	22 78%	1 8%	7 39%	10 71%	8 49%	23 59%	13 59%	24 79%	11 55%
DPD	116 73%	28 69%	22 70%	28 67%	38 82%	12 70%	10 60%	6 89%	4 64%	7 58%	11 87%	7 84%	9 43%	11 100%	14 89%	15 97%	8 58%
Parcelforce	101 71%	29 66%	22 68%	19 62%	31 89%	5 35%	15 79%	9 80%	9 69%	3 58%	10 70%	2 34%	7 86%	10 58%	12 95%	11 100%	8 73%
TNT	92 78%	34 79%	16 52%	19 92%	24 98%	10 70%	17 87%	7 74%	8 61%	1 28%	7 54%	4 100%	5 73%	10 100%	13 100%	8 99%	3 86%
UPS	113 79%	43 91%	14 48%	29 84%	27 84%	19 92%	15 92%	9 89%	5 46%	1 15%	8 61%	6 84%	8 84%	15 84%	17 93%	3 61%	7 79%
UK Mail	106 69%	27 61%	13 44%	21 71%	46 90%	6 31%	10 81%	10 94%	3 25%	5 58%	4 57%	1 53%	7 62%	13 80%	22 92%	14 89%	9 88%
Yodel	115 81%	39 79%	17 83%	28 79%	31 86%	14 71%	16 77%	9 99%	10 85%	4 68%	4 100%	2 53%	11 75%	14 88%	16 94%	11 73%	4 100%
Amazon Delivery Service/ Logistics	166 76%	47 82%	30 60%	41 80%	48 81%	18 81%	17 80%	12 86%	11 67%	9 49%	10 64%	14 82%	15 71%	13 92%	27 91%	12 74%	9 66%
Other	87 82%	28 90%	9 64%	20 81%	30 83%	13 100%	11 82%	5 91%	4 73%	2 35%	3 83%	3 100%	8 79%	9 77%	12 90%	12 99%	6 57%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	93 18%	10 24%	82 17%	34 16%	59 19%	37 14%	55 21%	20 14%	17 14%	16 18%	11 16%	22 37%ghij	2 5%	5 42%	37 14%	27 17%	29 28%n	7 16%	81 20%	11 10%
Collect +	11 7%	-	11 7%	6 7%	5 8%	6 6%	4 10%	5 9%	4 9%	-	-	1 25%	* 8%	-	9 9%	-	2 20%	* 8%	6 5%	5 17%
DHL	13 9%	3 37%	10 7%	5 6%	8 11%	7 8%	6 10%	1 2%	6 13%	*	-	4 36%	2 100%	* 77%	7 8%	*	6 45%	2 97%	10 9%	3 7%
FedEx	4 3%	-	4 3%	2 2%	2 3%	1 1%	3 7%	3 8%	* 1%	* 1%	-	-	-	-	4 4%	* 1%	-	-	2 2%	2 5%
Evri	85 29%	15 44%	70 27%	25 20%	60 35%c	26 21%	59 35%e	9 12%	13 19%	29 40%gh	18 44%	10 43%	3 27%	4 46%	22 15%	46 41%n	17 40%	7 35%	72 31%	10 18%
DPD	17 11%	1 18%	16 10%	7 8%	10 13%	9 8%	9 16%	3 9%	6 12%	3 6%	2 14%	2 28%	-	* 15%	9 11%	2 8%	3 19%	* 6%	13 11%	4 9%
Parcelforce	11 7%	-	11 8%	3 4%	8 11%	7 8%	5 6%	* 1%	5 14%	* 1%	2 15%	1 11%	* 5%	1 22%	5 8%	2 4%	3 13%	1 18%	9 9%	*
TNT	6 5%	-	6 5%	3 4%	2 5%	1 2%	4 11%	2 7%	-	3 11%	-	-	-	-	2 3%	3 8%	-	-	2 2%	4 14%
UPS	7 5%	-	7 5%	4 4%	3 6%	4 4%	4 8%	-	3 6%	3 7%	2 13%	-	-	-	3 4%	4 9%	-	-	7 7%	-
UK Mail	8 5%	*	8 5%	5 6%	3 4%	7 7%	1 1%	2 4%	1 1%	5	-	-	-	-	3 3%	5 11%	-	-	2 2%	6 13%
Yodel	12 8%	4 36%	8 6%	4 5%	8 13%	8 9%	4 7%	3 9%	5 12%	1 3%	2 9%	1 9%	* 100%	-	8 11%	3 5%	1 9%	* 8%	9 9%	3 8%
Amazon Delivery Service/ Logistics	11 5%	-	11 6%	2 2%	9 8%	5 4%	7 6%	5 10%	1 1%	1 4%	* 1%	2 14%	2 32%	-	6 4%	2 2%	4 17%	2 19%	11 7%	-
Other	9 9%	1 72%	8 8%	4 6%	5 13%	1 1%	9 21%	4 21%	*	* 1%	-	2 46%	-	2 100%	4 8%	* 1%	5 47%	2 47%	8 9%	2 8%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (Declared) Under £11,500 per yea (i)	£11,500-£17,499 per ye (j)	£17,500-£29,999 per ye (k)	£30,000-£49,999 per ye (l)	£50,000+ per yea (m)	£11,500-£49,999 (n)	Income (Combined) Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	195	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25*
Royal Mail	93 18%	33 21%	27 17%	18 15%	16 17%	59 19%	33 16%	71 17%	22 23%	4 9%	10 20%	18 12%	36 22%	16 17%	65 17%	4 9%	82 18%	18 14%	74 20%	1 4%
Collect +	11 7%	2 4%	1 4%	3 12%	3 15%	4 4%	7 13%	10 8%	* 1%	1 14%	4 18%	2 6%	2 5%	1 3%	8 8%	1 14%	9 7%	9 14%r	1 2%	- -
DHL	13 9%	6 9%	2 8%	2 10%	2 8%	9 8%	4 9%	11 8%	2 19%	* 1%	10%	4 10%	5 10%	3 7%	10 10%	* 1%	13 9%	5 10%	8 9%	- -
FedEx	4 3%	2 3%	2 5%	- -	* 1%	4 4%	* *	4 3%	* 4%	- -	- -	2 2%	8 8%	1 1%	4 4%	- -	4 3%	* *	4 4%	- -
Evri	85 29%	19 20%	19 26%	26 37%	22 36%	38 23%	47 37%e	64 27%	18 33%	2 16%	13 38%	22 27%	24 30%	17 25%	59 30%	2 16%	78 29%	24 28%	55 29%	6 31%
DPD	17 11%	7 15%	7 15%	2 4%	1 4%	14 15%	3 4%	14 9%	3 24%	2 32%	1 6%	4 8%	4 9%	5 17%	10 8%	2 32%	15 10%	5 7%	9 10%	4 40%
Parcelforce	11 7%	- -	8 25%	1 5%	2 7%	8 8%	3 6%	9 7%	2 13%	- -	- -	8 16%	* *	2 7%	8 8%	- -	10 8%	4 8%	6 6%	- -
TNT	6 5%	1 1%	3 11%	2 8%	- -	4 5%	2 5%	4 3%	2 23%	1 8%	- -	- -	5 12%	- -	5 6%	1 8%	5 4%	3 6%	2 4%	- -
UPS	7 5%	1 2%	* 2%	3 9%	3 14%	2 2%	5 11%	6 5%	1 15%	1 15%	3 17%	1 3%	2 4%	* *	6 6%	1 15%	6 5%	4 5%	3 5%	- -
UK Mail	8 5%	5 8%	1 4%	1 4%	1 2%	6 6%	2 3%	6 5%	1 8%	- -	2 8%	- -	6 13%	- -	7 7%	- -	8 5%	4 4%	5 6%	7 7%
Yodel	12 8%	4 7%	4 11%	3 10%	1 3%	9 9%	3 7%	9 8%	2 16%	* 3%	2 13%	3 7%	1 3%	3 9%	6 7%	* 3%	10 7%	1 2%	9 12%	1 24%
Amazon Delivery Service/ Logistics	11 5%	3 4%	4 10%	1 2%	3 6%	7 6%	4 4%	6 3%	5 13%g	* *	2 6%	6 9%	1 2%	3 7%	8 6%	* 1%	11 6%	5 6%	7 5%	- -
Other	9 9%	* *	2 11%	4 17%	3 12%	3 4%	7 14%	4 5%	5 48%	2 23%	* *	* *	6 20%	* 1%	7 9%	2 23%	7 7%	4 8%	5 10%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	93 / 18%	76 / 17%	17 / 23%	6 / 34%	78 / 17%	7 / 21%	5 / 29%	2 / 25%	3 / 22%	16 / 24%	13 / 29%	6 / 19%	4 / 7%	7 / 12%	11 / 12%	11 / 19%	7 / 15%	1 / 27%	6 / 20%
Collect +	11 / 7%	10 / 8%	* / 1%	* / 7%	10 / 8%	* / 2%	*	-	-	2 / 13%	-	2 / 30%	-	-	5 / 12%	-	1 / 8%	* / 11%	-
DHL	13 / 9%	9 / 7%	4 / 13%	* / 8%	10 / 8%	1 / 11%	1 / 16%	* / 9%	-	-	3 / 24%	-	-	-	2 / 7%	5 / 28%	-	-	1 / 12%
FedEx	4 / 3%	4 / 3%	* / 1%	* / 6%	3 / 2%	* / 1%	1 / 7%	* / 14%	-	-	-	-	-	-	2 / 8%	-	1 / 9%	-	* / 2%
Evri	85 / 29%	65 / 26%	20 / 45%	1 / 33%	73 / 29%	7 / 37%	5 / 26%	* / 7%	3 / 30%	13 / 27%	7 / 36%	5 / 32%	6 / 22%	9 / 22%	9 / 24%	12 / 32%	10 / 43%	-	7 / 38%
DPD	17 / 11%	16 / 12%	1 / 4%	* / 12%	13 / 9%	2 / 24%	1 / 13%	1 / 23%	1 / 25%	2 / 12%	1 / 10%	-	-	1 / 5%	2 / 6%	2 / 23%	3 / 17%	* / 33%	2 / 24%
Parcelforce	11 / 7%	10 / 9%	* / 1%	* / 5%	10 / 8%	* / 1%	* / 6%	* / 4%	-	1 / 8%	1 / 26%	1 / 19%	-	2 / 10%	5 / 14%	-	-	-	* / 1%
TNT	6 / 5%	4 / 4%	2 / 11%	2 / 58%	5 / 5%	-	* / 1%	-	1 / 12%	-	2 / 15%	-	-	-	2 / 8%	-	1 / 23%	-	-
UPS	7 / 5%	5 / 5%	2 / 7%	-	6 / 5%	-	* / 1%	1 / 31%	-	-	1 / 11%	4 / 59%	-	1 / 5%	-	-	-	-	-
UK Mail	8 / 5%	8 / 6%	* / 1%	* / 2%	7 / 5%	* / 2%	1 / 7%	-	-	2 / 14%	-	1 / 17%	-	-	2 / 6%	-	1 / 24%	* / 100%	-
Yodel	12 / 8%	9 / 8%	2 / 13%	2 / 33%	8 / 7%	1 / 15%	2 / 19%	* / 12%	1 / 15%	3 / 17%	-	3 / 49%	-	2 / 10%	-	-	-	* / 40%	1 / 14%
Amazon Delivery Service/ Logistics	11 / 5%	10 / 5%	1 / 5%	1 / 13%	7 / 4%	2 / 16%	2 / 17%	* / 8%	-	-	-	1 / 10%	2 / 6%	2 / 7%	-	-	2 / 9%	* / 16%	1 / 16%
Other	9 / 9%	8 / 9%	2 / 9%	2 / 36%	7 / 8%	1 / 23%	1 / 17%	-	-	2 / 14%	2 / 47%	-	-	-	-	-	4 / 30%	-	1 / 23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 432

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	93 18%	37 15%	35 24%	53 15%	51 19%	37 15%	* 1%	6 18%	35 24%	4 25%	6 16%	32 17%	35 16%	14 19%	8 26%	3 26%	67 16%	11 26%	47 18%	38 19%	5 13%	1 7%	1 25%	85 18%	2 12%	37 11%	55 29%y
Collect +	11 7%	3 4%	7 23%	3 3%	7 10%	3 4%	-	* 1%	7 23%	1 39%	* 2%	2 4%	3 6%	3 14%	* 1%	1 38%	6 5%	1 16%	4 7%	4 6%	-	2 29%	* 9%	8 6%	2 28%	9 7%	1 6%
DHL	13 9%	9 9%	2 14%	9 7%	2 4%	9 9%	* 1%	1 18%	2 14%	-	1 37%	6 9%	3 5%	2 8%	2 43%	-	9 7%	2 34%	11 15%	2 4%	1%	-	* 2%	13 10%	* 2%	6 5%	7 30%
FedEx	4 3%	1 1%	* 2%	4 3%	3 7%	1 1%	-	* 8%	* 2%	-	* 4%	*	2 5%	-	2 17%	-	2 2%	2 11%	*	3 6%	* 3%	-	-	4 3%	-	2 2%	2 10%
Evri	85 29%	24 17%	36 46%ac	38 19%	50 38%ac	24 17%	* 2%	4 14%	36 46%	1 22%	9 53%	22 20%	33 27%	10 33%	13 50%	8 92%	55 24%	20 60%	51 34%	24 23%	2 9%	6 49%	2 74%	75 29%	8 55%	43 21%	42 44%y
DPD	17 11%	5 6%	8 30%	8 6%	11 16%	5 6%	1 34%	1 15%	8 30%	1 34%	1 45%	4 5%	5 11%	5 23%	1 21%	1 32%	9 7%	3 25%	6 8%	6 9%	3 17%	3 43%	* 4%	11 6%	3 37%	13 9%	4 19%
Parcelforce	11 7%	4 6%	6 18%	4 4%	6 9%	4 6%	-	* 1%	6 18%	-	1 33%	3 4%	5 10%	*	3 43%	-	8 7%	3 27%	3 4%	7 7%	2 18%	2 2%	1 43%	6 6%	1 17%	6 6%	3 13%
TNT	6 5%	2 3%	1 4%	5 5%	4 8%	2 3%	-	* 1%	1 4%	1 34%	1 34%	2 4%	1 1%	*	2 28%	1 28%	2 3%	3 28%	2 4%	1 1%	3 21%	-	-	2 3%	-	6 5%	-
UPS	7 5%	6 7%	-	7 6%	1 2%	6 7%	47%	1 49%	-	-	-	3 4%	3 6%	1 4%	2 21%	-	6 5%	1 8%	1 2%	4 7%	3 3%	-	1 100%	5 4%	1 27%	6 5%	1 11%
UK Mail	8 5%	1 1%	3 11%	5 4%	7 11%	1 1%	-	-	3 11%	-	-	2 4%	4 6%	-	1 7%	1 33%	6 5%	2 16%	*	3 4%	4 22%	-	1 27%	3 2%	1 23%	8 6%	1%
Yodel	12 8%	7 8%	3 17%	9 7%	5 10%	7 8%	-	1 8%	2 17%	* 14%	1 19%	3 5%	6 13%	3 12%	* 1%	-	9 8%	* 1%	2 4%	7 11%	1 7%	1 66%	* 12%	10 8%	1 40%	9 7%	3 15%
Amazon Delivery Service/ Logistics	11 5%	2 2%	5 23%	2 2%	7 10%ac	2 2%	-	2 9%	5 23%	* 16%	4 30%	4 5%	4 5%	1 3%	2 11%	-	9 5%	2 9%	2 2%	5 8%	-	2 19%	-	9 5%	2 19%	5 3%	6 11%
Other	9 9%	2 3%	5 74%	4 4%	7 18%	2 3%	-	-	5 74%	2 68%	5 82%	4 6%	1 5%	3 16%	2 38%	-	5 6%	2 27%	3 5%	5 11%	2 22%	-	-	7 8%	-	7 7%	2 24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	93 18%	8 20%	81 17%	3 24%	29 17%	61 20%	3 7%	91 19%	2 6%	* 2%	-	93 18%	-
Collect +	11 7%	2 25%	8 6%	-	4 6%	5 6%	2 21%	5 4%	3 18%	2 55%	-	11 7%	-
DHL	13 9%	4 29%	9 7%	-	5 8%	8 12%	-	11 9%	2 8%	-	-	13 9%	-
FedEx	4 3%	-	4 3%	-	4 6%	* 1%	-	4 3%	* 1%	* 5%	-	4 3%	-
Evri	85 29%	3 19%	82 29%	* 12%	34 29%	43 28%	9 32%	82 31%	* 1%	2 32%	-	85 29%	-
DPD	17 11%	1 9%	16 11%	* 11%	8 11%	7 9%	2 22%	10 7%	5 21%	2 41%	-	17 10%	1 100%
Parcelforce	11 7%	* 4%	10 8%	-	5 7%	5 9%	-	8 7%	* 2%	2 50%	-	11 7%	-
TNT	6 5%	* *	5 5%	-	3 5%	2 5%	-	4 4%	1 7%	-	-	6 5%	-
UPS	7 5%	2 10%	5 4%	-	5 7%	2 4%	-	6 5%	1 7%	-	-	7 5%	-
UK Mail	8 5%	1 8%	6 5%	1 9%	5 7%	* *	3 17%	6 5%	1 6%	-	-	8 5%	-
Yodel	12 8%	-	12 9%	-	3 4%	5 10%	3 19%	10 9%	1 6%	* 9%	-	12 8%	-
Amazon Delivery Service/ Logistics	11 5%	* 2%	11 6%	-	8 11%e	2 2%	1 4%	10 5%	1 5%	* 32%	-	11 5%	-
Other	9 9%	1 13%	8 8%	* 15%	7 11%	2 7%	* 4%	9 10%	* 4%	-	-	9 9%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	93 18%	29 20%	17 15%	23 17%	23 18%	13 19%	8 16%	9 29%	7 15%	8 18%	2 8%	6 20%	12 22%	5 10%	6 14%	6 14%	12 25%
Collect +	11 7%	7 14%	* *	2 6%	2 4%	4 21%	2 14%	-	-	* *	-	-	1 10%	1 9%	-	* 1%	1 15%
DHL	13 9%	8 15%	2 8%	3 6%	1 2%	1 6%	1 6%	6 36%	* 2%	* 1%	2 31%	* 7%	* 3%	2 10%	-	-	1 14%
FedEx	4 3%	* 1%	2 6%	1 5%	* 1%	-	* 2%	-	* 1%	2 21%	-	-	1 16%	-	* *	* 1%	* 1%
Evri	85 29%	33 31%	23 39%c	11 18%	18 26%	9 22%	16 52%	9 24%	4 12%	8 69%	11 61%	4 29%	3 20%	4 12%	8 37%	4 13%	7 33%
DPD	17 11%	5 12%	4 11%	6 14%	3 6%	3 16%	1 9%	1 11%	1 15%	1 8%	1 12%	-	6 28%	-	* 1%	-	2 17%
Parcelforce	11 7%	3 6%	5 16%	1 4%	2 5%	2 17%	* *	* *	2 18%	2 33%	1 8%	1 27%	* 1%	-	* 1%	-	1 13%
TNT	6 5%	2 4%	4 12%	* *	-	1 9%	-	1 6%	2 15%	2 33%	-	-	* 1%	-	-	-	-
UPS	7 5%	2 5%	3 9%	1 3%	1 4%	2 8%	* 1%	1 6%	-	1 21%	1 11%	1 16%	-	-	1 7%	-	-
UK Mail	8 5%	6 14%	-	-	2 4%	6 29%	-	* 1%	-	-	-	-	-	-	1 5%	-	1 5%
Yodel	12 8%	3 6%	3 17%	2 6%	3 8%	1 5%	2 11%	-	2 15%	2 32%	-	* 2%	2 14%	-	1 5%	2 14%	-
Amazon Delivery Service/ Logistics	11 5%	* 1%	2 4%	3 6%	6 10%	* *	* 1%	-	* 1%	2 10%	-	2 13%	1 3%	* *	2 7%	1 8%	2 19%
Other	9 9%	* *	2 13%	2 7%	6 17%	* *	-	-	-	2 40%	-	-	2 17%	-	1 10%	* 1%	5 43%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	3.63	3.41	3.65	3.74	3.56	3.76f	3.52	3.74k	3.70k	3.62k	3.73k	3.06	4.14	2.91	3.72p	3.67	3.34	3.81	3.58	3.81
Collect +	4.09	4.25	4.08	4.04	4.16	4.13	4.00	4.08	4.11	4.13	4.18	4.09	2.89	-	4.09	4.15	3.72	2.89	4.17	3.71
DHL	3.86	3.33	3.89	3.97	3.73	3.95	3.75	3.92	3.70	4.17	4.16	3.31	2.00	1.93	3.81	4.17	3.12	1.99	3.87	3.84
FedEx	4.22	4.55	4.21	4.29	4.12	4.44f	3.78	3.94	4.24	4.42	4.54	4.56	4.00	4.00	4.12	4.44	4.25	4.00	4.24	4.15
Evri	3.37	2.98	3.42	3.68d	3.15	3.63f	3.17	3.79l	3.64	3.10	3.03	2.98	3.12	2.78	3.71o	3.08	2.98	2.98	3.35	3.52
DPD	3.90	3.72	3.91	3.97	3.82	4.00	3.70	4.11	3.77	3.98	3.98	3.16	4.39	3.58	3.91	3.98	3.55	4.09	3.91	3.86
Parcelforce	4.00	4.18	4.00	4.21	3.81	4.15	3.76	3.95	3.93	4.36	3.81	3.82	4.78	2.98	3.94	4.21	3.66	3.35	3.95	4.20
TNT	4.07	4.39	4.06	4.08	4.06	4.12	3.95	3.79	4.25	4.18	3.93	4.08	-	5.00	4.05	4.12	4.08	5.00	4.24	3.50
UPS	4.14	4.12	4.14	4.24	3.94	4.30f	3.79	4.21	4.16	4.22	3.62	4.34	4.00	4.03	4.18	4.06	4.14	4.01	4.02	4.50
UK Mail	4.01	4.05	4.00	4.07	3.93	4.06	3.91	3.98	3.99	3.87	4.49	4.15	-	3.06	3.98	4.07	3.98	3.06	3.97	4.07
Yodel	3.99	3.13	4.06	4.17	3.77	4.07	3.85	4.11	3.91	4.14	3.90	3.53	1.00	4.00	3.99	4.05	3.58	3.75	4.01	3.93
Amazon Delivery Service/ Logistics	4.09	4.40	4.04	4.17	4.02	4.23	3.94	4.08	4.07	4.11	4.33	3.71	3.54	4.53	4.07	4.22	3.83	3.95	4.04	4.27
Other	4.09	2.13	4.12	4.23	3.85	4.34	3.68	3.71	4.53	4.32	4.25	2.62	4.00	1.00	4.21	4.30	2.60	2.58	4.00	4.45

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	3.63	3.52	3.65	3.85a	3.50	3.59	3.70	3.67	3.50	3.88i	3.66	3.90l	3.45	3.71	3.63	3.88	3.64	3.91r	3.53	3.64
Collect +	4.09	4.22	4.01	3.74	4.29	4.14	3.99	4.08	4.12	4.37	4.06	4.07	3.98	4.21	4.03	4.37	4.08	4.07	4.13	3.19
DHL	3.86	3.82	3.87	3.95	3.88	3.84	3.92	3.88	3.60	4.61	4.14	3.93	3.64	3.80	3.83	4.61	3.82	3.95	3.79	4.11
FedEx	4.22	4.26	4.08	4.41	4.15	4.18	4.28	4.22	4.23	4.14	4.22	4.30	4.07	4.29	4.18	4.14	4.22	4.50r	4.05	3.11
Evri	3.37	3.74cd	3.37	3.07	3.14	3.58f	3.10	3.43	3.13	3.91	3.25	3.44	3.23	3.47	3.32	3.89	3.35	3.57	3.28	3.40
DPD	3.90	3.82	3.77	4.09	4.01	3.79	4.06	3.95	3.36	3.81	4.16	4.06	3.76	3.74	3.95	3.81	3.91	4.22r	3.70	3.48
Parcelforce	4.00	4.30	3.49	3.96	3.88	4.05	3.92	4.01	3.86	3.97	4.45	3.71	4.14	4.10	3.97	3.97	4.00	4.20	3.86	4.00
TNT	4.07	4.25	3.89	3.75	4.26	4.12	3.97	4.10	3.72	4.07	4.21	4.18	3.81	4.31	4.00	4.07	4.07	4.21	3.96	4.00
UPS	4.14	4.31	4.41	3.81	3.74	4.33	3.78	4.16	4.09	3.44	3.97	4.16	4.00	4.54	4.06	3.44	4.17	4.18	4.08	4.84
UK Mail	4.01	4.09	3.92	3.96	3.98	4.03	3.97	4.04	3.71	4.11	4.06	4.07	3.70	4.35	3.93	4.11	4.00	4.31r	3.80	3.63
Yodel	3.99	4.08	3.85	3.94	4.07	3.98	3.99	4.03	3.63	4.24	3.99	4.06	3.97	3.99	4.02	4.24	4.01	4.32r	3.75	3.53
Amazon Delivery Service/ Logistics	4.09	4.16	3.97	4.03	4.15	4.09	4.09	4.12	3.99	4.07	4.19	3.93	3.96	4.23	3.99	4.07	4.05	4.20	4.01	4.47
Other	4.09	4.42	3.78	4.14	3.83	4.17	3.99	4.26	2.62	3.45	4.55	4.25	3.59	4.55	4.06	3.45	4.16	4.29	3.87	4.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	3.63	3.63	3.64	3.49	3.65	3.54	3.39	3.51	3.56	3.43	3.18	3.46	3.93j	3.72j	3.77j	3.86j	3.72	3.35	3.56
Collect +	4.09	4.03	4.46	3.75	4.06	4.35	4.30	3.87	4.31	3.84	4.57	3.52	4.16	4.22	3.97	4.00	4.07	4.54	4.31
DHL	3.86	3.89	3.77	3.80	3.89	3.61	3.76	3.79	4.00	4.05	3.54	4.55	3.92	4.12	4.01	3.46	3.54	4.00	3.56
FedEx	4.22	4.16	4.47	3.84	4.23	4.35	4.18	3.63	4.13	4.16	4.04	4.26	4.09	4.45	4.33	4.36	4.02	4.00	4.43
Evri	3.37	3.45	2.90	3.23	3.36	3.32	3.56	3.63	3.59	3.43	3.08	3.31	3.43	3.48	3.53	3.15	3.13	4.41	3.30
DPD	3.90	3.86	4.17	3.85	3.95	3.23	3.91	3.73	3.65	3.76	3.75	3.98	4.19	4.00	4.11	3.89	3.80	3.00	3.24
Parcelforce	4.00	3.96	4.22	4.27	3.98	4.23	4.10	4.06	3.86	3.71	3.91	3.26	4.31	3.93	3.90	4.52	4.00	4.85	4.17
TNT	4.07	4.04	4.25	2.96	4.06	4.32	4.35	3.58	3.98	4.31	3.42	3.69	4.30	4.53	4.30	3.66	3.02	4.00	4.41
UPS	4.14	4.10	4.27	4.23	4.14	4.17	4.20	3.44	4.28	4.08	3.32	2.36	4.31	4.03	4.71	4.73	4.29	4.00	4.19
UK Mail	4.01	4.02	3.91	3.50	3.99	3.64	4.24	3.68	3.95	3.64	3.34	3.99	4.19	3.89	4.40	4.23	2.71	1.00	4.18
Yodel	3.99	3.99	3.93	3.67	4.01	3.79	3.88	3.70	3.58	3.84	4.49	3.54	4.12	3.75	4.07	4.75	4.33	2.81	3.84
Amazon Delivery Service/ Logistics	4.09	4.05	4.42	3.52	4.11	3.89	4.03	3.58	4.18	3.61	3.84	3.85	3.99	3.90	4.45	4.80	3.70	3.76	3.91
Other	4.09	4.08	4.12	3.31	4.14	3.36	4.22	3.69	4.28	4.06	3.60	3.99	4.33	3.70	4.61	4.50	3.33	-	3.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	3.63	3.76b	3.42	3.74b	3.55	3.76	4.09	3.59	3.42	3.46	3.71	3.78	3.61	3.45	3.31	3.51	3.69	3.37	3.75	3.56	3.28	3.59	3.41	3.66	3.54	3.85z	3.23
Collect +	4.09	4.18	3.67	4.19	3.96	4.18	4.79	3.88	3.67	3.84	3.80	4.38	3.82	3.98	4.20	3.76	4.11	4.02	4.21	4.11	3.93	3.36	3.83	4.15	3.38	4.08	4.10
DHL	3.86	3.86	3.53	3.94	3.99	3.86	4.22	3.45	3.53	5.00	3.77	3.99	3.84	3.86	2.25	4.90	3.92	2.81	3.80	3.91	3.87	4.00	4.81	3.85	4.50	3.96	3.29
FedEx	4.22	4.27	4.18	4.20	4.05	4.27	4.17	3.43	4.18	4.29	4.41	4.39l	4.00	4.30	4.14	3.88	4.23	4.05	4.49s	4.06	3.68	3.00	-	4.29	3.00	4.23	4.16
Evri	3.37	3.77bd	2.79	3.66bd	3.02	3.77	4.16	3.52	2.79	3.73	2.77	3.78l	3.31	3.06	2.64	1.89	3.54	2.45	3.34	3.53	3.40	2.46	2.02	3.42	2.37	3.61z	2.86
DPD	3.90	4.16d	2.89	4.12d	3.60	4.16	3.57	3.46	2.89	3.99	3.49	4.24	3.77	3.17	3.43	3.90	4.07	3.60	4.17	3.91	3.17	2.92	4.88	4.05	3.22	3.95	3.60
Parcelforce	4.00	4.26d	3.34	4.21d	3.73	4.26	4.20	4.43	3.34	4.33	3.13	4.25	3.81	3.96	2.53	5.00	4.04	3.63	4.20	3.99	3.45	3.12	3.18	4.10	3.15	4.03	3.86
TNT	4.07	4.23	3.84	4.10	3.80	4.23	4.64	4.39	3.84	3.65	3.65	4.41	3.93	3.93	3.37	3.48	4.19	3.42	4.21	4.07	3.60	4.03	4.86	4.14	4.19	4.08	4.00
UPS	4.14	4.15	4.30	4.11	4.11	4.15	3.23	3.52	4.30	5.00	4.67	4.38	3.94	4.06	3.38	3.48	4.19	3.44	4.54s	3.79	3.96	4.31	2.00	4.18	3.70	4.14	4.05
UK Mail	4.01	4.23d	3.61	4.09	3.68	4.23	4.00	4.00	3.61	4.66	3.86	4.53	3.72	3.75	3.07	2.52	4.15l	2.87	4.40s	3.92	3.03	5.00	2.98	4.17	3.26	4.00	4.05
Yodel	3.99	4.14	3.65	4.03	3.69	4.14	4.33	3.89	3.65	4.45	4.19	4.30	3.61	3.64	4.44	4.83	4.02	4.53	4.22	3.88	3.57	2.34	4.55	4.04	3.42	4.05	3.64
Amazon Delivery Service/ Logistics	4.09	4.20	3.52	4.20	3.89	4.20	4.22	3.80	3.52	4.52	3.84	4.34l	3.87	4.24	3.68	4.75	4.09	3.87	4.36s	3.93	3.36	3.40	-	4.17	3.40	4.13	3.98
Other	4.09	4.39	1.91	4.25	3.63	4.39	4.32	3.60	1.91	2.26	1.76	4.15	4.18	3.85	3.35	5.00	4.16	3.82	4.41	3.86	3.30	4.92	4.00	4.15	4.87	4.14	3.59

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	3.63	3.59	3.65	3.19	3.68	3.62	3.53	3.61	3.82	4.32	3.64	3.64	3.03
Collect +	4.09	3.46	4.15	3.64	4.01	4.22	3.62	4.22	3.36	3.36	5.00	4.09	3.00
DHL	3.86	3.05	3.90	4.90	4.05	3.66	3.91	3.87	3.81	-	3.00	3.86	-
FedEx	4.22	4.18	4.21	4.60	4.31	4.17	3.97	4.29	4.00	3.06	5.00	4.22	-
Evri	3.37	3.89	3.34	3.89	3.46	3.33	3.21	3.32	3.94	3.05	-	3.37	4.00
DPD	3.90	4.00	3.90	3.79	4.03	3.84	3.44	4.00	3.51	3.30	5.00	3.91	2.00
Parcelforce	4.00	4.08	4.01	3.65	3.99	4.14	3.33	4.13	3.48	2.38	-	4.00	-
TNT	4.07	4.08	4.07	4.15	4.20	3.94	3.97	4.08	3.95	4.96	5.00	4.07	-
UPS	4.14	4.27	4.10	5.00	4.31	4.01	3.86	4.14	4.15	4.00	5.00	4.14	-
UK Mail	4.01	4.37	3.99	3.39	3.99	4.27	3.00	4.07	3.92	3.14	4.55	4.01	3.00
Yodel	3.99	4.17	4.00	3.52	4.18	3.92	3.48	4.00	3.89	4.43	-	3.99	-
Amazon Delivery Service/ Logistics	4.09	4.43	4.07	3.85	4.07	4.11	4.03	4.12	3.80	4.04	-	4.09	-
Other	4.09	3.75	4.14	3.54	4.09	4.22	3.71	4.05	4.33	4.30	5.00	4.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	3.63	3.57	3.60	3.65	3.73	3.50	3.82	3.33	3.59	3.41	3.92	3.28	3.58	4.02eip	3.96	3.80	3.44
Collect +	4.09	4.08	4.33	3.74	4.22	3.83	4.42	4.06	4.13	4.19	4.68	3.73	3.78	3.71	4.37	4.43	3.74
DHL	3.86	3.72	3.79	3.89	4.07	3.72	4.25	2.99	4.07	3.02	3.56	3.88	3.82	3.98	4.15	4.21	3.51
FedEx	4.22	4.38	4.17	4.01	4.23	4.53	4.31	4.30	4.33	3.64	4.39	3.92	3.92	4.08	4.16	4.06	4.63
Evri	3.37	3.28	3.17	3.57	3.50	3.44	2.87	3.42	3.83	2.37	2.64	3.30	3.40	3.80	3.31	3.90	3.12
DPD	3.90	3.83	3.86	3.66	4.21	3.57	3.98	4.11	3.48	3.65	4.27	4.06	3.25	4.11	4.42	4.31	3.86
Parcelforce	4.00	3.89	3.68	4.05	4.43	3.19	4.19	4.22	3.65	3.63	3.73	3.65	4.39	3.96	4.47	4.59	4.20
TNT	4.07	4.17	3.46	4.41	4.36	3.83	4.34	4.35	3.46	2.96	3.68	4.38	4.45	4.40	4.50	4.16	4.20
UPS	4.14	4.36	3.55	4.35	4.11	4.07	4.55	4.67	3.46	3.09	3.79	3.71	4.67	4.40	4.24	3.62	4.10
UK Mail	4.01	3.68	3.57	4.03	4.52	3.07	4.12	4.35	3.25	3.77	3.83	3.60	3.93	4.16	4.54	4.55	4.42
Yodel	3.99	4.11	3.76	3.95	3.98	3.74	4.14	4.85	3.91	3.04	4.36	3.87	3.78	4.16	4.20	3.59	4.39
Amazon Delivery Service/ Logistics	4.09	4.34	3.76	4.00	4.20	4.40	4.14	4.57	3.93	3.47	3.90	3.97	3.90	4.18	4.43	4.00	3.94
Other	4.09	4.53	3.71	4.09	3.85	4.70	4.40	4.45	3.73	2.95	4.49	4.44	3.81	4.22	3.94	4.46	3.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 434

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	459	34	425	183	276	222	236	110	99	85	71	54	29	11	209	156	94	40	383	71
Weighted Base	525	43**	482	211	314	259	264	140*	121*	91*	69*	60*	31**	13**	261	159*	105*	44**	412	107*
Effective Base	305	29	276	118	188	146	159	80	69	55	40	36	18	7	149	95	61	25	242	59
Very dissatisfied (1)	46 9%	4 10%	42 9%	12 6%	34 11%	17 6%	29 11%	6 4%	7 6%	7 8%	6 9%	13 21%ghi	1 5%	5 39%	13 5%	13 8%	19 19%n	7 15%	37 9%	8 8%
Fairly dissatisfied (2)	48 9%	5 12%	43 9%	22 11%	26 8%	25 10%	23 9%	17 12%	5 4%	8 9%	6 9%	10 16%h	3 8%	* 2%	22 8%	14 9%	12 12%	3 7%	37 9%	10 9%
Neither satisfied or dissatisfied (3)	77 15%	6 15%	71 15%	26 12%	52 16%	37 14%	40 15%	19 14%	21 17%	12 14%	14 20%	5 8%	6 20%	* 2%	40 15%	26 16%	11 11%	6 14%	56 14%	21 20%
Fairly satisfied (4)	192 37%	16 38%	176 36%	72 34%	120 38%	102 39%	89 34%	55 39%	44 36%	31 35%	27 40%	21 35%	9 30%	5 36%	99 38%	59 37%	35 33%	14 31%	154 37%	33 31%
Very satisfied (5)	144 27%	9 21%	135 28%	71 34%d	73 23%	71 27%	73 28%	41 29%	42 35%	29 32%	14 20%	12 20%	7 22%	- -	83 32%p	42 27%	19 18%	7 16%	112 27%	32 30%
I don't know / Not applicable	18 3%	2 4%	16 3%	8 4%	9 3%	7 3%	10 4%	3 2%	2 2%	4 4%	2 3%	* *	5 15%	3 21%	5 2%	5 3%	8 7%n	8 17%	15 4%	2 2%
NET Very/fairly satisfied	336 64%	25 59%	311 64%	143 68%	193 61%	172 67%	162 61%	96 68%	86 71%	60 66%	41 60%	33 54%	16 52%	5 36%	182 70%p	101 63%	53 51%	21 47%	266 65%	65 61%
NET Very/fairly dissatisfied	94 18%	10 22%	84 18%	34 16%	60 19%	42 16%	52 20%	23 16%	12 10%	15 16%	12 18%	22 37%ghi	4 13%	5 42%	35 13%	27 17%	32 30%n	9 21%	74 18%	18 17%
Mean	3.67	3.50	3.69	3.83	3.56	3.73	3.61	3.79k	3.91k	3.77k	3.54	3.15	3.66	2.42	3.84p	3.67p	3.22	3.32	3.67	3.67
Std Dev.	1.23	1.27	1.23	1.19	1.25	1.17	1.30	1.13	1.12	1.23	1.19	1.47	1.15	1.55	1.12	1.22	1.43	1.37	1.24	1.23
Std Error	0.06	0.22	0.06	0.09	0.08	0.08	0.09	0.11	0.11	0.14	0.14	0.20	0.23	0.49	0.08	0.10	0.15	0.23	0.06	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	459	153	132	87	87	285	174	343	113	43	43	124	140	91	307	43	400	125	316	18
Weighted Base	525	154*	160*	120*	91*	314	211	424	98*	41**	50**	156*	165*	94*	371	41**	466	130*	372	23**
Effective Base	305	87	92	69	57	180	126	238	67	25	28	90	98	53	216	25	270	79	215	12
Very dissatisfied (1)	46 9%	15 10%c	20 13%c	1 1%	10 11%c	35 11%	11 5%	31 7%	15 15%g	1 2%	8 17%	12 8%	16 10%	7 8%	36 10%	1 2%	43 9%	10 8%	36 10%	-
Fairly dissatisfied (2)	48 9%	17 11%	12 7%	10 8%	9 10%	29 9%	19 9%	33 8%	14 14%	4 10%	2 3%	9 5%	20 12%	8 9%	30 8%	4 10%	40 9%	8 7%	40 11%	*
Neither satisfied or dissatisfied (3)	77 15%	16 10%	26 16%	21 18%	14 16%	42 13%	36 17%	65 15%	12 12%	3 7%	4 8%	33 21%	27 16%	8 9%	64 17%	3 7%	72 15%	14 11%	55 15%	8 37%
Fairly satisfied (4)	192 37%	56 37%	58 36%	43 36%	34 38%	114 36%	78 37%	159 37%	32 32%	12 30%	18 35%	59 38%	64 39%	33 35%	140 38%	12 30%	173 37%	47 36%	136 37%	9 39%
Very satisfied (5)	144 27%	46 30%	40 25%	40 33%	19 21%	86 27%	58 28%	123 29%	21 21%	19 47%	16 31%	40 26%	31 19%	36 38%In	86 23%	19 47%	122 26%	47 36%	93 25%	4 16%
I don't know / Not applicable	18 3%	3 2%	4 3%	5 4%	5 5%	8 3%	10 5%	13 3%	5 5%	2 4%	3 5%	4 2%	8 5%	2 2%	14 4%	2 4%	16 3%	3 2%	13 3%	2 7%
NET Very/fairly satisfied	336 64%	102 67%	98 61%	83 69%	53 59%	200 64%	136 65%	282 66%	53 54%	31 77%	33 66%	98 63%	95 57%	69 73%	226 61%	31 77%	295 63%	94 72%	229 62%	13 55%
NET Very/fairly dissatisfied	94 18%	32 21%c	32 20%	11 9%	19 21%	65 21%	29 14%	64 15%	29 29%g	5 12%	10 20%	21 13%	36 22%	15 16%	67 18%	5 12%	83 18%	19 14%	75 20%	*
Mean	3.67	3.67	3.54	3.97bd	3.50	3.61	3.77	3.75h	3.32	4.15	3.65	3.69	3.47	3.88l	3.59	4.15	3.64	3.89	3.59	3.77
Std Dev.	1.23	1.29	1.30	0.97	1.26	1.30	1.13	1.18	1.39	1.07	1.43	1.16	1.23	1.23	1.23	1.07	1.24	1.21	1.26	0.75
Std Error	0.06	0.11	0.12	0.11	0.14	0.08	0.09	0.06	0.13	0.17	0.22	0.11	0.11	0.13	0.07	0.17	0.06	0.11	0.07	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	459	328	131	69	276	71	59	53	19	36	31	23	35	40	40	25	27	8	63
Weighted Base	525	451	74*	16**	463	33*	19*	10*	15**	65*	47**	30**	55*	59*	89*	58**	45**	3**	30*
Effective Base	305	269	37	9	249	40	34	34	18	35	30	22	31	37	39	24	26	3	36
Very dissatisfied (1)	46 9%	36 8%	10 13%	1 6%	41 9%	2 6%	3 14%	* 2%	1 6%	8 13%	9 20%	-	3 6%	2 3%	6 7%	6 11%	5 12%	-	2 7%
Fairly dissatisfied (2)	48 9%	44 10%	4 6%	4 25%	39 8%	5 14%	3 16%	1 15%	2 16%	7 11%	6 14%	4 15%	1 2%	4 7%	8 9%	4 6%	2 3%	1 27%	4 13%
Neither satisfied or dissatisfied (3)	77 15%	74 16%b	3 4%	* 3%	64 14%	10 30%d	2 13%	1 12%	1 4%	11 16%	6 13%	7 23%	9 16%	5 8%	21 23%	2 4%	3 7%	-	10 33%m
Fairly satisfied (4)	192 37%	160 35%	32 44%	5 30%	173 37%	10 29%	4 20%	5 53%ef	8 53%	20 31%	17 37%	12 40%	20 36%	31 52%r	29 32%	17 29%	19 42%	2 58%	8 26%
Very satisfied (5)	144 27%	125 28%	19 26%	6 35%	130 28%	6 18%	7 36%	1 14%	3 22%	17 26%	7 14%	7 22%	21 38%	14 24%	25 28%	27 46%	10 21%	* 14%	5 18%
I don't know / Not applicable	18 3%	12 3%	5 7%	* 1%	16 3%	1 3%	* 1%	* 3%	-	2 3%	1 2%	-	1 2%	3 5%	-	2 4%	7 14%	-	1 3%
NET Very/fairly satisfied	336 64%	285 63%	51 69%	11 65%	303 66%e	16 47%	11 56%	7 68%	11 74%	37 57%	24 52%	19 62%	41 74%r	45 76%r	54 61%	43 75%	29 63%	2 73%	13 44%
NET Very/fairly dissatisfied	94 18%	80 18%	14 19%	5 31%	80 17%	7 20%	6 30%	2 17%	3 22%	15 24%	15 33%	4 15%	4 8%	6 10%	14 16%	10 17%	7 15%	1 27%	6 20%
Mean	3.67	3.67	3.67	3.63	3.70	3.39	3.48	3.64	3.68	3.47	3.14	3.69	4.01r	3.93r	3.67	3.96	3.67	3.60	3.37
Std Dev.	1.23	1.22	1.34	1.39	1.23	1.15	1.50	1.05	1.19	1.35	1.39	0.99	1.09	0.96	1.18	1.36	1.30	1.27	1.16
Std Error	0.06	0.07	0.12	0.17	0.08	0.14	0.20	0.15	0.27	0.23	0.25	0.21	0.19	0.16	0.19	0.28	0.26	0.45	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Total	Stamp usage — 1st class - all/most of the time (a)	Stamp usage — 2nd class - all/most of the time (b)	Stamp usage — Use 1st class (c)	Stamp usage — Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	1st class usage — Use 1st class all/most of the time and HH income <£11.5 (f)	1st class usage — Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	2nd class usage — Use 2nd class all/most of the time and HH income <£11.5 (i)	2nd class usage — Use 2nd class all/most of the time and Not Working (j)	Reliance letters — Very reliant (k)	Reliance letters — Fairly reliant (l)	Reliance letters — Neither reliant nor not reliant (m)	Reliance letters — Not very reliant (n)	Reliance letters — Not at all reliant (o)	Reliance letters — Net reliant (p)	Reliance letters — Net not reliant (q)	Reliance parcels — Very reliant (r)	Reliance parcels — Fairly reliant (s)	Reliance parcels — Neither reliant nor not reliant (t)	Reliance parcels — Not very reliant (u)	Reliance parcels — Not at all reliant (v)	Reliance parcels — Net reliant (w)	Reliance parcels — Net not reliant (x)	Affordability — ANY affordability challenges (y)	Affordability — No affordability challenges (z)
Unweighted Base	459	218	140	308	230	218	19	42	140	15	48	164	179	63	34	18	343	52	223	177	33	15	10	400	25	283	176
Weighted Base	525	241	147*	362	268	241	15**	35**	147*	15**	38**	191	217	74*	32**	11**	408	43**	260	203	40**	14**	5**	464	20**	332	193
Effective Base	305	141	91	205	154	141	10	26	91	11	29	106	127	45	20	9	233	28	149	117	24	10	5	266	15	189	116
Very dissatisfied (1)	46 / 9%	14 / 6%	16 / 11%	26 / 7%	28 / 10%	14 / 6%	-	2 / 6%	16 / 11%	1 / 4%	3 / 8%	15 / 8%	16 / 7%	5 / 7%	6 / 19%	4 / 33%	31 / 8%	10 / 23%	26 / 10%	16 / 8%	2 / 5%	-	* / 8%	42 / 9%	* / 2%	20 / 6%	26 / 14%y
Fairly dissatisfied (2)	48 / 9%	24 / 10%	16 / 11%	30 / 8%	22 / 8%	24 / 10%	2 / 15%	8 / 24%	16 / 11%	1 / 6%	5 / 14%	16 / 8%	20 / 9%	9 / 12%	2 / 7%	2 / 18%	35 / 9%	4 / 10%	22 / 8%	16 / 8%	3 / 8%	7 / 48%	1 / 8%	37 / 8%	7 / 38%	16 / 5%	32 / 17%y
Neither satisfied or dissatisfied (3)	77 / 15%	31 / 13%	27 / 18%	48 / 13%	44 / 17%	31 / 13%	* / 1%	3 / 10%	27 / 18%	3 / 19%	5 / 14%	19 / 10%	25 / 12%	26 / 38%klp	5 / 14%	2 / 14%	45 / 11%	6 / 14%	31 / 12%	33 / 16%	8 / 20%	5 / 34%	* / 3%	64 / 14%	5 / 25%	51 / 15%	26 / 14%
Fairly satisfied (4)	192 / 37%	89 / 37%	48 / 33%	141 / 39%	101 / 38%	89 / 37%	5 / 35%	14 / 41%	48 / 33%	4 / 26%	11 / 28%	60 / 31%	97 / 45%k	22 / 29%	11 / 36%	2 / 17%	157 / 38%	13 / 31%	90 / 35%	83 / 41%	13 / 33%	3 / 19%	3 / 51%	173 / 37%	5 / 28%	130 / 39%	62 / 32%
Very satisfied (5)	144 / 27%	80 / 33%bd	31 / 21%	110 / 30%	60 / 22%	80 / 33%	7 / 50%	7 / 19%	31 / 21%	5 / 32%	9 / 23%	73 / 38%lm	57 / 26%	9 / 13%	2 / 8%	2 / 18%	130 / 32%m	4 / 10%	83 / 32%	50 / 25%	9 / 23%	-	1 / 24%	133 / 29%	1 / 7%	110 / 33%z	34 / 18%
I don't know / Not applicable	18 / 3%	4 / 2%	10 / 7%a	8 / 2%	14 / 5%	4 / 2%	-	-	10 / 7%	2 / 12%	5 / 12%	7 / 4%	3 / 1%	3 / 4%	5 / 15%	-	10 / 2%	5 / 11%	8 / 3%	6 / 3%	4 / 10%	-	-	13 / 3%	-	6 / 2%	12 / 6%y
NET Very/fairly satisfied	336 / 64%	169 / 70%b	79 / 54%	251 / 69%b	161 / 60%	169 / 70%	13 / 85%	21 / 60%	79 / 54%	9 / 58%	20 / 51%	133 / 70%m	154 / 71%m	31 / 42%	14 / 44%	4 / 35%	287 / 70%m	18 / 41%	173 / 67%	133 / 66%	23 / 56%	3 / 19%	4 / 75%	307 / 66%	7 / 34%	240 / 72%z	96 / 50%
NET Very/fairly dissatisfied	94 / 18%	38 / 16%	32 / 22%	56 / 15%	50 / 19%	38 / 16%	2 / 15%	11 / 30%	32 / 22%	2 / 11%	9 / 23%	31 / 16%	35 / 16%	14 / 19%	8 / 27%	6 / 51%	66 / 16%	14 / 33%	48 / 18%	32 / 16%	5 / 13%	7 / 48%	1 / 22%	80 / 17%	8 / 40%	36 / 11%	58 / 30%y
Mean	3.67	3.63b	3.45	3.78b	3.56	3.83	4.20	3.43	3.45	3.86	3.49	3.88m	3.74m	3.31	3.07	2.69	3.80m	2.96	3.72	3.69	3.69	2.71	3.69	3.71	2.98	3.90z	3.25
Std Dev.	1.23	1.18	1.28	1.18	1.25	1.18	1.06	1.23	1.28	1.18	1.31	1.26	1.16	1.08	1.36	1.59	1.21	1.42	1.29	1.17	1.14	0.79	1.33	1.24	1.03	1.11	1.34
Std Error	0.06	0.08	0.11	0.07	0.08	0.08	0.24	0.19	0.11	0.33	0.20	0.10	0.09	0.14	0.25	0.37	0.07	0.21	0.09	0.09	0.20	0.20	0.42	0.06	0.21	0.07	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			Disability			Internet access					
Unweighted Base	459	43	408	8	163	259	37	419	28	6	4	453	2
Weighted Base	525	43**	470	12**	176*	311	39**	477	35**	8**	4**	520	2**
Effective Base	305	24	275	6	97	182	27	278	19	4	3	301	1
Very dissatisfied (1)	46 / 9%	7 / 16%	39 / 8%	-	18 / 10%	27 / 9%	1 / 2%	45 / 9%	1 / 3%	-	-	46 / 9%	-
Fairly dissatisfied (2)	48 / 9%	4 / 9%	42 / 9%	2 / 18%	19 / 11%	26 / 8%	3 / 9%	46 / 10%	* / 1%	1 / 19%	* / 1%	48 / 9%	-
Neither satisfied or dissatisfied (3)	77 / 15%	7 / 16%	69 / 15%	1 / 11%	18 / 10%	47 / 15%	12 / 31%	65 / 14%	7 / 21%	2 / 21%	1 / 36%	74 / 14%	2 / 100%
Fairly satisfied (4)	192 / 37%	11 / 25%	174 / 37%	8 / 66%	65 / 37%	112 / 36%	15 / 38%	166 / 35%	19 / 55%	5 / 60%	2 / 63%	190 / 36%	-
Very satisfied (5)	144 / 27%	14 / 32%	130 / 28%	1 / 4%	52 / 30%	85 / 27%	8 / 20%	137 / 29%	7 / 20%	-	-	144 / 28%	-
I don't know / Not applicable	18 / 3%	1 / 2%	17 / 4%	-	5 / 3%	13 / 4%	-	18 / 4%	-	-	-	18 / 3%	-
NET Very/fairly satisfied	336 / 64%	24 / 57%	303 / 65%	8 / 71%	117 / 66%	197 / 63%	23 / 58%	303 / 64%	26 / 74%	5 / 60%	2 / 63%	334 / 64%	-
NET Very/fairly dissatisfied	94 / 18%	11 / 25%	81 / 17%	2 / 18%	36 / 21%	53 / 17%	4 / 11%	91 / 19%	1 / 1%	1 / 19%	* / 1%	94 / 18%	-
Mean	3.67	3.50	3.69	3.57	3.67	3.67	3.65	3.66	3.87	3.41	3.62	3.67	3.00
Std Dev.	1.23	1.45	1.22	0.87	1.29	1.23	0.98	1.27	0.86	0.85	0.60	1.24	-
Std Error	0.06	0.22	0.06	0.31	0.10	0.08	0.16	0.06	0.16	0.35	0.30	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	459	115	106	121	117	53	34	28	39	40	27	31	41	49	43	35	39
Weighted Base	525	143*	116*	134*	132*	66*	47**	30**	45**	46**	26**	33**	56**	45*	42**	43**	47**
Effective Base	305	82	72	79	72	39	26	18	27	29	15	22	29	30	24	21	28
Very dissatisfied (1)	46 9%	13 9%	9 8%	7 6%	16 12%	8 12%	- -	5 17%	4 10%	5 11%	* *	4 11%	3 5%	1 2%	7 16%	4 10%	5 11%
Fairly dissatisfied (2)	48 9%	14 10%	11 9%	13 10%	10 8%	9 13%	2 5%	3 10%	5 11%	4 10%	2 6%	5 14%	5 9%	4 8%	2 5%	3 6%	5 11%
Neither satisfied or dissatisfied (3)	77 15%	21 14%	15 13%	28 21%	14 11%	8 13%	9 20%	3 10%	4 9%	4 8%	7 27%	10 31%	11 19%	7 16%	1 2%	4 9%	9 20%
Fairly satisfied (4)	192 37%	53 37%	47 40%	52 39%	40 30%	25 38%	18 37%	11 36%	19 42%	23 51%	5 18%	14 42%	18 32%	20 45%	11 26%	15 34%	14 30%
Very satisfied (5)	144 27%	41 29%	32 27%	32 24%	39 29%	15 23%	18 38%	8 28%	13 28%	7 15%	12 48%	* 1%	18 32%	14 30%	15 36%	17 41%	6 13%
I don't know / Not applicable	18 3%	1 *	2 2%	1 1%	14 10%abcd	1 1%	- -	- -	- -	2 5%	- -	- -	1 2%	- -	6 15%	* *	7 16%
NET Very/fairly satisfied	336 64%	95 66%	79 68%	85 63%	78 59%	41 61%	35 75%	19 63%	31 70%	30 66%	17 66%	14 44%	36 65%	34 75%	26 62%	32 75%	20 43%
NET Very/fairly dissatisfied	94 18%	27 19%	20 18%	21 15%	26 20%	17 25%	2 5%	8 27%	9 21%	9 20%	2 7%	8 25%	8 14%	4 10%	9 21%	7 16%	10 21%
Mean	3.67	3.67	3.71	3.66	3.64	3.48	4.08	3.47	3.67	3.54	4.07	3.08	3.79	3.94	3.72	3.90	3.28
Std Dev.	1.23	1.25	1.21	1.12	1.37	1.32	0.88	1.45	1.28	1.22	1.04	1.05	1.17	0.97	1.53	1.29	1.24
Std Error	0.06	0.12	0.12	0.10	0.13	0.19	0.15	0.27	0.20	0.19	0.20	0.19	0.18	0.14	0.24	0.22	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	136	5	131	85	51	90	46	43	40	23	16	9	5	-	83	39	14	5	115	20
Weighted Base	149*	6**	143*	91*	58*	103*	46*	51**	48**	29**	13**	6**	3**	-**	99*	42**	9**	3**	122*	27**
Effective Base	88	4	84	52	36	57	31	29	28	16	9	4	2	-	57	25	7	2	73	15
Very dissatisfied (1)	1 1%	-	1 1%	1 1%	* *	1 1%	- -	- -	1 2%	- -	- -	- -	* 3%	- -	1 1%	- -	* 1%	* 3%	1 1%	- -
Fairly dissatisfied (2)	16 11%	-	16 11%	6 7%	10 17%	9 8%	7 16%	5 10%	4 8%	5 18%	- -	1 25%	- -	- -	9 9%	5 12%	1 17%	- -	12 9%	4 16%
Neither satisfied or dissatisfied (3)	34 22%	1 19%	32 23%	21 23%	13 22%	20 20%	13 29%	15 30%	9 20%	2 5%	4 30%	2 35%	1 57%	- -	25 25%	5 13%	4 42%	1 57%	26 21%	8 28%
Fairly satisfied (4)	46 31%	2 41%	44 31%	28 30%	19 32%	38 37%	9 18%	16 32%	14 29%	13 46%	1 11%	* 5%	1 40%	- -	30 30%	15 35%	1 16%	1 40%	39 32%	7 27%
Very satisfied (5)	53 35%	2 41%	50 35%	36 39%	17 29%	36 35%	17 37%	15 29%	20 41%	9 30%	8 59%	2 35%	- -	- -	35 35%	16 39%	2 24%	- -	45 37%	8 30%
I don't know / Not applicable	* *	-	* *	* *	- -	- -	* *	- -	- -	* *	- -	- -	- -	- -	- -	* *	- -	- -	* *	- -
NET Very/fairly satisfied	99 66%	5 81%	94 66%	63 70%	36 61%	74 71%	26 55%	31 60%	33 70%	22 77%	9 70%	2 40%	1 40%	- -	65 65%	31 75%	3 40%	1 40%	84 69%	15 56%
NET Very/fairly dissatisfied	17 11%	-	17 12%	7 7%	10 17%	9 9%	7 16%	5 10%	5 10%	5 18%	- -	1 25%	* 3%	- -	10 10%	5 12%	2 18%	* 3%	12 10%	4 16%
Mean	3.90	4.22	3.89	4.01	3.73	3.96	3.77	3.79	4.00	3.90	4.28	3.51	3.34	-	3.89	4.02	3.46	3.34	3.94	3.70
Std Dev.	1.03	0.81	1.03	0.99	1.07	0.98	1.12	0.98	1.06	1.05	0.94	1.32	0.80	-	1.02	1.02	1.13	0.80	1.01	1.07
Std Error	0.09	0.36	0.09	0.11	0.15	0.10	0.17	0.15	0.17	0.22	0.23	0.44	0.36	-	0.11	0.17	0.30	0.36	0.09	0.24

QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		136	54	35	25	22	89	47	111	25	11	20	35	39	26	94	11	120	60	73	3
Weighted Base		149*	58*	39**	29**	23**	98*	52*	134*	15**	10**	20**	37**	43**	35**	100*	10**	135*	69*	78*	3**
Effective Base		88	33	22	18	15	55	33	75	15	8	12	22	25	18	60	8	77	39	47	3
Very dissatisfied	(1)	1 1%	- -	1 2%	* *	- -	1 1%	* *	1 1%	* 1%	- -	- -	- -	1 2%	- -	1 1%	- -	1 1%	1 1%	* *	- -
Fairly dissatisfied	(2)	16 11%	3 5%	6 15%	6 19%	1 5%	9 9%	7 13%	16 12%	- -	1 14%	2 10%	4 11%	4 8%	5 14%	10 10%	1 14%	14 11%	3 4%	13 17%	- -
Neither satisfied or dissatisfied	(3)	34 22%	11 18%	3 8%	9 30%	11 48%	14 14%	20 38%e	31 23%	3 18%	- -	9 43%	8 22%	12 27%	4 12%	28 28%	- -	33 24%	18 26%	15 20%	1 19%
Fairly satisfied	(4)	46 31%	15 26%	25 63%	3 11%	3 14%	40 41%f	7 13%	42 31%	5 31%	3 32%	3 13%	12 34%	18 41%	7 21%	33 33%	3 32%	40 30%	19 28%	26 33%	1 35%
Very satisfied	(5)	53 35%	29 50%	5 12%	11 39%	8 32%	34 35%	19 36%	45 34%	8 50%	6 54%	7 34%	12 34%	9 21%	19 54%	28 28%	6 54%	47 35%	28 41%	23 30%	1 45%
I don't know / Not applicable		* *	- -	- -	- -	* *	- -	* *	* *	- -	- -	- -	* *	- -	- -	* *	- -	* *	- -	* *	- -
NET Very/fairly satisfied		99 66%	44 76%	30 75%	14 50%	11 47%	74 76%f	25 49%	87 65%	12 81%	9 86%	9 47%	25 68%	27 62%	26 75%	61 61%	9 86%	88 65%	48 69%	49 63%	2 81%
NET Very/fairly dissatisfied		17 11%	3 5%	7 17%	6 20%	1 5%	10 10%	7 13%	17 12%	* 1%	1 14%	2 10%	4 11%	4 10%	5 14%	10 10%	1 14%	15 11%	3 5%	13 17%	- -
Mean		3.90	4.21	3.68	3.70	3.75	4.00	3.72	3.86	4.30	4.26	3.70	3.91	3.71	4.15	3.78	4.26	3.88	4.05	3.76	4.26
Std Dev.		1.03	0.94	0.95	1.20	0.99	0.97	1.10	1.04	0.83	1.07	1.07	1.00	0.97	1.10	0.99	1.07	1.03	0.97	1.07	0.97
Std Error		0.09	0.13	0.16	0.24	0.22	0.10	0.16	0.10	0.17	0.32	0.24	0.17	0.16	0.22	0.10	0.32	0.09	0.12	0.13	0.56

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	136	97	39	16	76	24	23	13	8	8	7	6	10	10	17	1	9	4	20
Weighted Base	149*	130*	20**	3**	129*	10**	8**	3**	7**	16**	11**	8**	16**	14**	39**	2**	15**	2**	8**
Effective Base	88	76	12	3	69	12	16	8	8	8	7	6	10	9	17	1	9	1	11
Very dissatisfied (1)	1 1%	1 1%	*	* 2%	1 1%	* 1%	- -	- -	1 12%	- -	- -	- -	- -	- -	- -	- -	- -	* 4%	- -
Fairly dissatisfied (2)	16 11%	16 12%	*	- -	15 12%	* 1%	- -	* 10%	1 14%	4 14%	- -	4 51%	- -	- -	4 10%	- -	4 29%	- -	* 1%
Neither satisfied or dissatisfied (3)	34 22%	31 24%	2 12%	* 12%	29 22%	3 27%	2 22%	1 18%	1 20%	6 36%	3 27%	- -	1 9%	3 21%	7 17%	2 100%	5 34%	* 4%	2 32%
Fairly satisfied (4)	46 31%	35 27%	11 56%	1 15%	39 30%	3 26%	4 44%	1 38%	2 26%	6 38%	3 30%	1 16%	9 58%	9 65%	9 20%	- -	- -	* 7%	2 31%
Very satisfied (5)	53 35%	47 36%	6 31%	2 68%	45 35%	4 46%	3 32%	1 34%	2 28%	2 12%	5 43%	3 33%	5 33%	2 14%	21 53%	- -	5 36%	2 85%	3 36%
I don't know / Not applicable	* *	- -	*	* 3%	- -	- -	* 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	99 66%	82 63%	17 86%	3 83%	84 65%	7 72%	6 76%	2 72%	4 54%	8 50%	8 73%	4 49%	15 91%	11 79%	29 73%	- -	5 36%	2 92%	5 67%
NET Very/fairly dissatisfied	17 11%	17 13%	* 1%	* 2%	16 13%	* 1%	- -	* 10%	2 26%	2 14%	- -	4 51%	- -	- -	4 10%	- -	4 29%	* 4%	* 1%
Mean	3.90	3.86	4.17	4.50	3.87	4.15	4.10	3.96	3.44	3.48	4.16	3.32	4.24	3.94	4.17	3.00	3.44	4.68	4.03
Std Dev.	1.03	1.06	0.69	1.05	1.05	0.94	0.79	1.19	1.46	0.91	0.86	1.47	0.62	0.61	1.05	0.00	1.29	-	0.91
Std Error	0.09	0.11	0.11	0.27	0.12	0.19	0.17	0.33	0.51	0.32	0.33	0.60	0.20	0.19	0.25	0.00	0.43	-	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	136	74	26	108	60	74	6	9	26	3	6	53	56	17	7	3	109	10	48	65	13	7	2	113	9	112	24
Weighted Base	149*	77*	32**	116*	71*	77*	4**	6**	32**	4**	3**	61*	55*	24**	6**	4**	116*	9**	55*	70*	13**	8**	***	126*	9**	130*	20**
Effective Base	88	45	18	69	42	45	3	5	18	3	4	33	36	13	4	2	69	7	34	40	8	5	1	73	6	75	13
Very dissatisfied (1)	1 1%	-	*	1 1%	1 1%	-	-	-	*	-	* 2%	1 1%	-	-	-	-	1 1%	-	-	*	-	1 9%	-	*	1 9%	1 1%	*
Fairly dissatisfied (2)	16 11%	3 4%	6 20%	9 8%	13 18%a	3 4%	-	-	6 20%	1 39%	-	4 6%	7 14%	2 8%	1 23%	1 38%	11 10%	3 29%	2 4%	10 14%	4 27%	-	-	12 10%	-	11 9%	5 23%
Neither satisfied or dissatisfied (3)	34 22%	19 24%	7 22%	26 23%	15 21%	19 24%	-	2 26%	7 22%	-	1 20%	6 10%	14 25%	12 48%	2 29%	* 9%	20 17%	2 21%	11 20%	15 22%	* 1%	5 57%	* 91%	27 21%	5 58%	32 24%	2 9%
Fairly satisfied (4)	46 31%	25 33%	4 12%	42 37%	21 30%	25 33%	2 52%	1 16%	4 12%	-	* 9%	22 36%	20 36%	2 7%	3 48%	-	42 36%	3 28%	20 37%	21 30%	3 26%	2 20%	* 9%	41 33%	2 19%	41 32%	5 25%
Very satisfied (5)	53 35%	30 39%	15 46%	37 32%	21 30%	30 39%	2 48%	3 58%	15 46%	2 61%	2 69%	28 46%	14 25%	9 37%	-	2 52%	42 36%	2 21%	21 39%	24 34%	6 46%	2 14%	-	45 36%	1 14%	45 34%	8 42%
I don't know / Not applicable	*	-	*	*	*	-	-	-	*	-	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	*	-
NET Very/fairly satisfied	99 66%	56 72%	19 58%	79 69%	42 60%	56 72%	4 100%	4 74%	19 58%	2 61%	3 78%	50 82%	34 61%	11 44%	3 48%	2 52%	84 72%	5 50%	42 75%	45 64%	10 72%	3 34%	* 9%	87 69%	3 33%	86 66%	13 68%
NET Very/fairly dissatisfied	17 11%	3 4%	6 20%	10 9%	14 19%a	3 4%	-	-	6 20%	1 39%	* 2%	4 7%	7 14%	2 8%	1 23%	1 38%	12 10%	3 29%	2 4%	10 14%	4 27%	1 9%	-	12 10%	1 9%	12 9%	5 23%
Mean	3.90	4.07	3.84	3.91	3.70	4.07	4.48	4.32	3.84	3.84	4.42	4.20l	3.73	3.72	3.25	3.67	3.98	3.42	4.10	3.84	3.92	3.30	3.09	3.95	3.29	3.91	3.86
Std Dev.	1.03	0.89	1.23	0.97	1.13	0.89	0.58	0.94	1.23	1.70	1.14	0.95	0.99	1.07	0.89	1.66	1.00	1.18	0.88	1.06	1.29	1.09	-	0.99	1.07	0.99	1.24
Std Error	0.09	0.10	0.25	0.09	0.15	0.10	0.24	0.31	0.25	0.98	0.47	0.13	0.13	0.26	0.34	0.96	0.10	0.37	0.13	0.13	0.36	0.41	-	0.09	0.36	0.09	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

	Total	Housebound Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disability Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Internet access Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	136	18	115	3	65	63	8	114	16	4	1	134	1
Weighted Base	149*	10**	135*	5**	61*	77*	12**	127*	18**	4**	***	149*	***
Effective Base	88	9	78	2	38	44	7	75	10	2	1	88	1
Very dissatisfied (1)	1 / 1%	-	1 / 1%	-	1 / 1%	-	-	1 / 1%	-	-	-	1 / 1%	-
Fairly dissatisfied (2)	16 / 11%	-	14 / 10%	2 / 36%	7 / 11%	9 / 12%	-	11 / 9%	4 / 24%	* / *	-	16 / 11%	-
Neither satisfied or dissatisfied (3)	34 / 22%	5 / 55%	28 / 21%	-	14 / 23%	13 / 17%	7 / 57%	23 / 18%	6 / 35%	4 / 89%	-	33 / 22%	* / 100%
Fairly satisfied (4)	46 / 31%	3 / 28%	43 / 32%	* / 11%	20 / 32%	23 / 29%	4 / 34%	45 / 35%	1 / 8%	-	-	46 / 31%	-
Very satisfied (5)	53 / 35%	2 / 17%	49 / 36%	2 / 53%	20 / 32%	32 / 42%	1 / 9%	46 / 37%	6 / 33%	* / 10%	1 / 100%	53 / 35%	-
I don't know / Not applicable	* / *	-	* / *	-	-	* / *	-	* / *	-	-	-	* / *	-
NET Very/fairly satisfied	99 / 66%	4 / 45%	92 / 68%	3 / 64%	40 / 65%	54 / 71%	5 / 43%	91 / 72%	8 / 42%	* / 10%	* / 100%	99 / 66%	-
NET Very/fairly dissatisfied	17 / 11%	-	15 / 11%	2 / 36%	8 / 13%	9 / 12%	-	12 / 10%	4 / 24%	* / *	-	17 / 11%	-
Mean	3.90	3.62	3.92	3.81	3.83	4.01	3.53	3.98	3.51	3.18	5.00	3.90	3.00
Std Dev.	1.03	0.80	1.02	1.57	1.06	1.03	0.69	0.99	1.21	0.70	-	1.03	-
Std Error	0.09	0.19	0.10	0.91	0.13	0.13	0.24	0.09	0.30	0.35	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	136	39	22	37	38	15	14	10	6	9	7	12	11	14	18	10	10
Weighted Base	149*	49**	28**	35**	37**	21**	16**	12**	11**	8**	10**	11**	12**	11**	18**	10**	10**
Effective Base	88	27	16	23	22	12	9	6	6	5	6	7	8	8	10	5	7
Very dissatisfied (1)	1 / 1%	-	-	-	1 / 2%	-	-	-	-	-	-	-	-	-	1 / 4%	* / 1%	-
Fairly dissatisfied (2)	16 / 11%	2 / 4%	4 / 12%	9 / 25%	2 / 4%	-	-	2 / 17%	3 / 29%	* / 4%	-	5 / 49%	2 / 19%	1 / 9%	-	* / 1%	1 / 15%
Neither satisfied or dissatisfied (3)	34 / 22%	17 / 35%	3 / 9%	7 / 20%	7 / 19%	10 / 47%	5 / 27%	3 / 24%	-	1 / 11%	2 / 18%	2 / 16%	4 / 28%	2 / 14%	1 / 3%	2 / 22%	4 / 44%
Fairly satisfied (4)	46 / 31%	14 / 28%	8 / 29%	9 / 27%	15 / 40%	4 / 21%	6 / 35%	4 / 31%	2 / 22%	2 / 20%	4 / 43%	* / 5%	1 / 10%	8 / 68%	11 / 65%	2 / 24%	1 / 12%
Very satisfied (5)	53 / 35%	16 / 33%	14 / 50%	10 / 27%	13 / 35%	7 / 32%	6 / 38%	3 / 29%	5 / 49%	5 / 65%	4 / 39%	3 / 30%	5 / 43%	1 / 8%	5 / 27%	5 / 52%	3 / 28%
I don't know / Not applicable	* / *	-	-	* / *	-	-	-	-	-	-	-	-	-	* / 1%	-	-	-
NET Very/fairly satisfied	99 / 66%	30 / 61%	22 / 78%	19 / 54%	28 / 75%	11 / 53%	12 / 73%	7 / 60%	8 / 71%	7 / 85%	8 / 82%	4 / 34%	7 / 52%	9 / 76%	16 / 93%	8 / 76%	4 / 41%
NET Very/fairly dissatisfied	17 / 11%	2 / 4%	4 / 12%	9 / 25%	2 / 6%	-	-	2 / 17%	3 / 29%	* / 4%	-	5 / 49%	2 / 19%	1 / 9%	1 / 4%	* / 1%	1 / 15%
Mean	3.90	3.91	4.16	3.56	4.01	3.86	4.11	3.72	3.91	4.46	4.21	3.15	3.76	3.76	4.11	4.26	3.54
Std Dev.	1.03	0.92	1.05	1.16	0.96	0.90	0.83	1.10	1.35	0.90	0.76	1.37	1.24	0.76	0.86	0.92	1.12
Std Error	0.09	0.15	0.22	0.19	0.16	0.23	0.22	0.35	0.55	0.30	0.29	0.40	0.38	0.21	0.20	0.29	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	132	7	125	72	60	76	56	39	35	29	15	10	1	3	74	44	14	4	103	28
Weighted Base	150*	8**	142*	82*	68*	86*	64*	44**	44**	36**	12**	12**	2**	***	88*	48**	14**	2**	111*	38**
Effective Base	80	6	75	43	37	42	39	26	21	19	8	6	1	3	46	27	7	1	59	21
Very dissatisfied (1)	9 6%	1 16%	7 5%	4 4%	5 7%	5 5%	4 6%	1 2%	4 8%	- -	* 1%	4 32%	- -	* 77%	4 5%	* *	4 29%	* 9%	6 5%	3 7%
Fairly dissatisfied (2)	10 7%	2 29%	8 6%	4 4%	7 10%	8 9%	3 4%	5 11%	1 2%	2 5%	- -	1 9%	2 100%	- -	6 7%	2 4%	3 21%	2 88%	8 8%	2 5%
Neither satisfied or dissatisfied (3)	22 15%	- -	22 16%	5 6%	17 26%c	10 12%	12 19%	11 24%	8 17%	4 11%	- -	- -	- -	- -	18 21%	4 8%	- -	- -	18 16%	4 11%
Fairly satisfied (4)	62 41%	4 49%	58 41%	40 48%	22 33%	33 38%	29 45%	14 32%	20 45%	18 51%	6 48%	4 34%	- -	- -	34 38%	24 50%	4 29%	- -	41 37%	19 51%
Very satisfied (5)	47 32%	* 6%	47 33%	31 37%	17 25%	30 35%	17 26%	14 31%	12 28%	12 34%	6 51%	3 24%	- -	* 23%	26 30%	18 38%	3 21%	* 3%	37 34%	10 26%
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	109 73%	4 55%	104 74%	70 85%d	39 57%	64 74%	45 71%	27 63%	32 73%	31 84%	12 99%	7 58%	- -	* 23%	60 68%	42 88%	7 50%	* 3%	78 71%	29 77%
NET Very/fairly dissatisfied	19 13%	4 45%	15 11%	7 9%	11 17%	12 14%	6 10%	6 13%	4 10%	2 5%	* 1%	5 42%	2 100%	* 77%	10 12%	2 4%	7 50%	2 97%	14 13%	4 12%
Mean	3.86	3.01	3.91	4.09d	3.58	3.89	3.82	3.79	3.83	4.13	4.48	3.09	2.00	1.93	3.81	4.22	2.93	1.99	3.86	3.85
Std Dev.	1.11	1.37	1.08	1.01	1.18	1.15	1.06	1.07	1.12	0.80	0.64	1.71	-	-	1.09	0.77	1.64	-	1.13	1.09
Std Error	0.10	0.52	0.10	0.12	0.15	0.13	0.14	0.17	0.19	0.15	0.16	0.54	-	-	0.13	0.12	0.44	-	0.11	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	132	64	30	14	24	94	38	108	24	12	14	27	42	36	83	12	119	50	77	5
Weighted Base	150*	72*	33**	23**	22*	105*	45**	139*	11**	7**	15**	39**	45*	43**	98*	7**	141*	52**	90*	7**
Effective Base	80	37	17	12	14	55	26	72	11	6	7	18	30	21	53	6	74	27	51	3
Very dissatisfied (1)	9 6%	4 5%	2 7%	2 10%	* 1%	6 6%	3 6%	7 5%	1 14%	- -	- -	4 10%	4 9%	* 1%	8 8%	- -	9 6%	4 7%	5 5%	- -
Fairly dissatisfied (2)	10 7%	2 2%	3 8%	- -	6 27%	4 4%	6 13%	7 5%	3 31%	1 8%	4 26%	2 6%	2 4%	2 4%	8 8%	1 8%	10 7%	2 4%	8 9%	- -
Neither satisfied or dissatisfied (3)	22 15%	4 6%	11 33%	2 10%	5 22%	15 14%	7 16%	22 16%	* 2%	* 1%	2 12%	6 14%	6 13%	9 20%	13 13%	* 1%	22 16%	4 7%	16 18%	3 36%
Fairly satisfied (4)	62 41%	38 53%	8 23%	13 60%	3 12%	46 43%	16 36%	60 43%	2 18%	5 65%	5 33%	9 23%	24 53%	19 45%	38 38%	5 65%	57 40%	15 28%	45 50%	2 26%
Very satisfied (5)	47 32%	25 34%	9 29%	5 20%	9 39%	34 32%	13 29%	43 31%	4 35%	2 26%	4 29%	18 46%	9 21%	13 30%	31 32%	2 26%	44 31%	28 54%	17 18%	3 37%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	109 73%	63 87%	17 52%	18 80%	11 50%	80 76%	29 65%	103 74%	6 53%	7 91%	9 61%	27 70%	33 74%	32 74%	69 70%	7 91%	101 72%	43 82%	62 68%	5 64%
NET Very/fairly dissatisfied	19 13%	6 8%	5 14%	2 10%	6 28%	10 10%	8 19%	14 10%	5 45%	1 8%	4 26%	6 16%	6 13%	2 5%	16 16%	1 8%	18 13%	6 11%	13 14%	- -
Mean	3.86	4.08	3.60	3.80	3.60	3.93	3.70	3.90	3.30	4.10	3.64	3.89	3.72	3.98	3.78	4.10	3.84	4.17	3.67	4.01
Std Dev.	1.11	0.99	1.19	1.11	1.30	1.07	1.20	1.06	1.62	0.82	1.19	1.34	1.13	0.88	1.22	0.82	1.13	1.19	1.05	0.92
Std Error	0.10	0.12	0.22	0.30	0.27	0.11	0.19	0.10	0.33	0.24	0.32	0.26	0.17	0.15	0.13	0.24	0.10	0.17	0.12	0.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		132	89	43	16	71	26	22	13	4	8	8	4	12	11	13	7	4	3	23
Weighted Base		150*	117*	33**	3**	129*	11**	7**	3**	3**	16**	12**	5**	20**	17**	31**	19**	7**	1**	10**
Effective Base		80	68	14	2	63	17	12	9	4	8	8	4	11	9	13	7	4	2	15
Very dissatisfied	(1)	9 6%	4 4%	4 13%	* 9%	7 6%	* 4%	1 8%	* 14%	- -	- -	1 11%	- -	- -	- -	2 7%	4 19%	- -	- -	* 4%
Fairly dissatisfied	(2)	10 7%	10 9%	* *	- -	8 6%	1 5%	1 17%	1 29%	- -	2 10%	1 13%	- -	3 15%	- -	- -	2 9%	- -	- -	1 6%
Neither satisfied or dissatisfied	(3)	22 15%	15 13%	7 23%	* 3%	19 15%	2 21%	* 2%	* 14%	- -	4 25%	- -	- -	- -	7 39%	7 22%	- -	2 25%	- -	2 24%
Fairly satisfied	(4)	62 41%	47 40%	15 46%	* 15%	53 41%	6 54%	2 25%	1 35%	1 42%	7 41%	6 50%	5 100%	11 57%	9 54%	5 17%	5 29%	3 46%	1 89%	5 50%
Very satisfied	(5)	47 32%	41 35%	6 19%	2 72%	42 32%	2 16%	3 48%	* 9%	2 58%	4 24%	3 26%	- -	6 28%	1 7%	16 53%	8 43%	2 30%	* 11%	2 16%
I don't know / Not applicable		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied		109 73%	88 75%	21 64%	3 87%	95 73%	8 70%	5 73%	1 44%	3 100%	11 65%	9 76%	5 100%	17 85%	11 61%	22 70%	14 72%	5 75%	1 100%	6 67%
NET Very/fairly dissatisfied		19 13%	14 12%	4 13%	* 9%	15 12%	1 9%	2 25%	1 42%	- -	2 10%	3 24%	- -	3 15%	- -	2 7%	5 28%	- -	- -	1 10%
Mean		3.86	3.94	3.57	4.40	3.89	3.74	3.89	2.97	4.58	3.79	3.67	4.00	3.99	3.68	4.08	3.67	4.05	4.11	3.69
Std Dev.		1.11	1.08	1.20	1.44	1.10	0.96	1.48	1.56	0.60	0.95	1.35	0.00	0.96	0.62	1.21	1.60	0.79	-	1.00
Std Error		0.10	0.11	0.18	0.36	0.13	0.19	0.32	0.43	0.30	0.34	0.48	0.00	0.28	0.19	0.34	0.60	0.40	-	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	132	86	11	119	44	86	7	15	11	1	4	48	53	20	7	3	101	10	60	48	19	2	3	108	5	113	19
Weighted Base	150*	95*	12**	134*	51**	95*	3**	8**	12**	1**	2**	64*	56*	23**	5**	1**	120*	7**	71*	56*	21**	1**	1**	127*	2**	127*	22**
Effective Base	80	52	6	72	26	52	3	7	6	1	2	30	35	12	4	1	63	5	36	33	11	2	1	68	3	69	12
Very dissatisfied (1)	9 6%	6 6%	* 3%	6 4%	1 1%	6 6%	-	1 17%	* 3%	-	* 10%	4 7%	* 1%	1 6%	2 43%	-	5 4%	2 34%	8 11%	-	* 1%	-	* 9%	8 6%	* 6%	4 3%	4 20%
Fairly dissatisfied (2)	10 7%	7 7%	* 4%	10 7%	4 7%	7 7%	1 18%	3 37%	* 4%	-	* 27%	2 3%	4 7%	4 18%	* -	-	6 5%	* 7%	4 5%	4 8%	2 10%	-	-	8 6%	-	7 6%	3 13%
Neither satisfied or dissatisfied (3)	22 15%	12 13%	-	22 17%	10 20%	12 13%	* 3%	* 1%	-	-	-	6 9%	11 20%	5 20%	1 13%	-	17 14%	1 10%	4 5%	10 18%	8 39%	-	-	14 11%	-	20 16%	2 8%
Fairly satisfied (4)	62 41%	34 36%	7 61%	54 41%	28 55%	34 36%	2 53%	1 9%	7 61%	-	-	23 35%	26 46%	11 49%	2 35%	-	49 40%	2 28%	26 36%	26 47%	9 43%	1 100%	* 2%	52 41%	1 40%	54 43%	7 33%
Very satisfied (5)	47 32%	37 39%	4 32%	42 31%	9 17%	37 39%	1 26%	3 35%	4 32%	1 100%	1 63%	30 46%	14 26%	2 7%	-	1 100%	44 37%	1 21%	29 42%	15 27%	1 7%	-	1 89%	45 35%	1 55%	42 33%	6 26%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	109 73%	71 75%	11 93%	96 72%	36 72%	71 75%	2 79%	3 44%	11 93%	1 100%	1 63%	53 82%	40 72%	13 57%	2 35%	1 100%	93 77%	3 49%	55 78%	41 74%	10 49%	1 100%	1 91%	96 76%	2 94%	96 75%	13 59%
NET Very/fairly dissatisfied	19 13%	12 12%	1 7%	16 12%	4 8%	12 13%	1 18%	4 55%	1 7%	-	1 37%	6 9%	4 8%	5 24%	3 52%	-	10 9%	3 41%	12 17%	4 8%	2 11%	-	* 9%	16 13%	* 6%	11 9%	7 33%
Mean	3.86	3.95	4.14	3.87	3.79	3.95	3.86	3.08	4.14	5.00	3.77	4.12	3.88	3.35	2.41	5.00	4.01	2.96	3.91	3.93	3.43	4.00	4.62	3.92	4.38	3.96	3.32
Std Dev.	1.11	1.15	0.92	1.07	0.86	1.15	1.22	1.71	0.92	-	-	1.12	0.91	1.06	1.49	-	1.03	1.73	1.32	0.88	0.83	-	-	1.14	1.27	1.00	1.51
Std Error	0.10	0.12	0.28	0.10	0.13	0.12	0.46	0.44	0.28	-	-	0.16	0.12	0.24	0.56	-	0.10	0.55	0.17	0.13	0.19	-	-	0.11	0.57	0.09	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	132	17	112	3	54	60	18	113	17	-	2	130	-
Weighted Base	150*	13**	132*	5**	64*	65*	20**	130*	19**	-**	***	150*	-**
Effective Base	80	7	72	2	30	38	13	69	11	-	2	80	-
Very dissatisfied (1)	9 6%	4 29%	5 4%	- -	4 6%	5 7%	* 1%	8 6%	* *	- -	- -	9 6%	- -
Fairly dissatisfied (2)	10 7%	3 22%	7 6%	- -	3 4%	5 7%	3 14%	6 4%	5 24%	- -	- -	10 7%	- -
Neither satisfied or dissatisfied (3)	22 15%	* 1%	22 17%	- -	10 15%	11 16%	2 10%	21 16%	1 4%	- -	* 41%	22 15%	- -
Fairly satisfied (4)	62 41%	3 26%	58 44%	* 10%	24 37%	28 42%	10 51%	54 41%	8 40%	- -	* 59%	62 41%	- -
Very satisfied (5)	47 32%	3 21%	40 30%	4 90%	24 38%	18 27%	5 24%	41 32%	6 31%	- -	- -	47 32%	- -
I don't know / Not applicable	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied	109 73%	6 48%	98 74%	5 100%	48 75%	46 70%	15 76%	95 73%	14 71%	- -	* 59%	109 73%	- -
NET Very/fairly dissatisfied	19 13%	7 51%	12 9%	- -	7 10%	9 14%	3 15%	14 11%	5 25%	- -	- -	19 13%	- -
Mean	3.86	2.89	3.92	4.90	3.97	3.76	3.84	3.87	3.78	-	3.59	3.86	-
Std Dev.	1.11	1.64	1.01	0.34	1.11	1.15	1.00	1.11	1.17	-	-	1.11	-
Std Error	0.10	0.40	0.10	0.20	0.15	0.15	0.23	0.10	0.28	-	-	0.10	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	132	39	23	36	34	14	13	12	9	5	9	9	13	14	19	9	6
Weighted Base	150*	51**	22**	41**	36**	12**	22**	17**	13**	3**	5**	4**	20**	17**	18**	13**	5**
Effective Base	80	25	15	22	19	8	10	8	8	2	6	3	8	11	10	6	5
Very dissatisfied (1)	9 6%	7 15%	* 2%	1 2%	-	* 2%	1 6%	6 36%	* 2%	-	* 3%	* 5%	1 3%	-	-	-	-
Fairly dissatisfied (2)	10 7%	2 5%	4 18%	4 10%	-	2 17%	-	* 3%	1 10%	2 57%	1 12%	* 1%	1 3%	3 19%	-	-	-
Neither satisfied or dissatisfied (3)	22 15%	9 18%	3 12%	5 13%	5 15%	2 16%	6 28%	1 5%	2 14%	-	1 15%	* 11%	4 19%	1 7%	-	3 20%	3 49%
Fairly satisfied (4)	62 41%	18 36%	8 37%	22 53%	14 38%	6 54%	9 40%	3 18%	8 57%	* 3%	* 7%	3 81%	8 42%	10 58%	7 40%	5 39%	2 30%
Very satisfied (5)	47 32%	14 27%	7 32%	9 23%	17 48%	1 12%	6 26%	6 38%	2 18%	1 41%	3 64%	* 1%	6 33%	3 16%	11 60%	5 41%	1 21%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	109 73%	32 63%	15 69%	31 75%	31 85%	8 66%	15 66%	9 56%	10 75%	1 43%	3 71%	3 83%	15 75%	13 74%	18 100%	10 80%	3 51%
NET Very/fairly dissatisfied	19 13%	10 19%	4 19%	5 12%	-	2 18%	1 6%	6 39%	2 12%	2 57%	1 14%	* 7%	1 6%	3 19%	-	-	-
Mean	3.86	3.56	3.80	3.85	4.33	3.58	3.81	3.20	3.80	3.28	4.18	3.72	4.00	3.71	4.60	4.21	3.71
Std Dev.	1.11	1.34	1.15	0.96	0.73	1.00	1.03	1.83	0.95	1.74	1.35	0.87	0.97	0.99	0.50	0.79	0.87
Std Error	0.10	0.21	0.24	0.16	0.12	0.27	0.29	0.53	0.32	0.78	0.45	0.29	0.27	0.26	0.12	0.26	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	126	3	123	73	53	79	46	32	45	31	13	3	1	1	77	44	5	2	98	27
Weighted Base	146*	4**	142*	82*	64*	95*	50*	40**	56**	35**	8**	3**	2**	2**	96*	43**	7**	4**	109*	37**
Effective Base	81	3	78	44	38	47	35	22	29	21	6	2	1	1	51	26	4	2	62	19
Very dissatisfied (1)	3 2%	-	3 2%	1 2%	1 2%	-	3 5%	-	-	3 8%	-	-	-	-	-	3 6%	-	-	1 1%	1 4%
Fairly dissatisfied (2)	8 6%	-	8 6%	* *	8 12%c	3 3%	5 10%	6 16%	2 3%	-	-	-	-	-	8 9%	-	-	-	5 5%	3 7%
Neither satisfied or dissatisfied (3)	13 9%	-	13 9%	6 7%	7 12%	6 7%	7 14%	6 15%	6 10%	1 4%	-	* 4%	-	-	12 12%	1 3%	* 2%	-	11 10%	2 7%
Fairly satisfied (4)	60 41%	2 55%	57 40%	38 46%	22 34%	42 45%	17 35%	13 33%	22 39%	19 54%	1 8%	3 96%	2 100%	-	35 36%	19 46%	5 72%	2 51%	49 45%	11 30%
Very satisfied (5)	62 43%	2 45%	60 43%	36 44%	26 41%	43 45%	18 36%	14 35%	27 48%	12 34%	7 92%	-	-	2 100%	41 43%	19 45%	2 26%	2 49%	43 39%	19 52%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	122 83%	4 100%	118 83%	74 91%	48 74%	85 90%f	35 70%	27 69%	49 87%	31 88%	8 100%	3 96%	2 100%	2 100%	76 79%	39 90%	7 98%	4 100%	92 84%	30 82%
NET Very/fairly dissatisfied	11 7%	-	11 8%	2 2%	9 14%c	3 3%	8 16%e	6 16%	2 3%	3 8%	-	-	-	-	8 9%	3 6%	-	-	7 6%	4 11%
Mean	4.17	4.45	4.16	4.31	3.99	4.32f	3.85	3.88	4.32	4.07	4.92	3.96	4.00	5.00	4.14	4.23	4.24	4.49	4.16	4.19
Std Dev.	0.94	0.57	0.95	0.77	1.10	0.74	1.18	1.08	0.79	1.04	0.29	0.24	-	-	0.94	1.00	0.51	0.58	0.88	1.11
Std Error	0.08	0.33	0.09	0.09	0.15	0.08	0.17	0.19	0.12	0.19	0.08	0.14	-	-	0.11	0.15	0.23	0.41	0.09	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	126	57	31	16	22	88	38	110	16	13	16	29	36	30	81	13	112	53	71	2
Weighted Base	146*	57*	39**	25**	25**	96*	50**	136*	10**	11**	24**	34**	43**	31**	101*	11**	134*	59*	85*	2**
Effective Base	81	31	21	13	16	52	29	74	8	9	12	18	26	18	54	9	73	32	48	1
Very dissatisfied (1)	3 2%	1 2%	1 4%	- -	- -	3 3%	- -	2 1%	1 12%	- -	1 6%	1 3%	* *	- -	3 3%	- -	3 2%	- -	3 3%	- -
Fairly dissatisfied (2)	8 6%	1 2%	5 14%	- -	1 6%	7 7%	1 3%	6 5%	2 19%	2 16%	- -	1 2%	1 3%	1 4%	2 2%	2 16%	6 5%	- -	6 7%	2 89%
Neither satisfied or dissatisfied (3)	13 9%	4 7%	6 14%	2 9%	2 8%	9 10%	4 8%	13 10%	* 3%	2 16%	* 1%	4 11%	3 7%	5 15%	7 7%	2 16%	12 9%	3 3%	11 13%	- -
Fairly satisfied (4)	60 41%	28 48%	12 31%	11 44%	9 35%	39 41%	20 40%	58 43%	1 16%	2 17%	11 47%	15 43%	16 36%	16 52%	41 41%	2 17%	58 43%	24 41%	36 42%	* 11%
Very satisfied (5)	62 43%	23 40%	15 38%	12 47%	13 51%	38 39%	25 49%	57 42%	5 51%	6 52%	11 45%	14 40%	23 54%	9 28%	48 47%	6 52%	56 42%	33 56%	29 34%	- -
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	122 83%	51 89%	27 68%	23 91%	21 86%	77 81%	45 89%	115 85%	6 66%	8 68%	22 93%	28 83%	39 90%	25 81%	89 88%	8 68%	114 85%	57 97%r	65 76%	* 11%
NET Very/fairly dissatisfied	11 7%	3 5%	7 17%	- -	1 6%	9 10%	1 3%	8 6%	3 30%	2 16%	1 6%	2 6%	2 4%	1 4%	5 5%	2 16%	9 7%	- -	9 11%	2 89%
Mean	4.17	4.23	3.85	4.39	4.31	4.07	4.35	4.20	3.75	4.04	4.26	4.14	4.39	4.05	4.28	4.04	4.18	4.53r	3.97	2.23
Std Dev.	0.94	0.85	1.19	0.65	0.87	1.01	0.76	0.88	1.60	1.19	0.99	0.95	0.79	0.79	0.89	1.19	0.92	0.57	1.03	0.89
Std Error	0.08	0.11	0.21	0.16	0.19	0.11	0.12	0.08	0.40	0.33	0.25	0.18	0.13	0.14	0.10	0.33	0.09	0.08	0.12	0.63

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	126	90	36	12	73	17	25	11	4	7	7	5	13	10	10	8	9	2	15
Weighted Base	146*	120*	26**	3**	129*	6**	8**	3**	3**	13**	10**	7**	22**	15**	22**	22**	14**	1**	5**
Effective Base	81	70	12	2	66	10	16	7	4	7	7	5	13	9	10	8	9	1	9
Very dissatisfied (1)	3 2%	3 2%	*	3%	3 2%	-	* 1%	-	-	-	1 13%	-	1 5%	-	-	-	-	-	-
Fairly dissatisfied (2)	8 6%	8 7%	*	2%	7 6%	1 10%	-	* 11%	-	-	-	1 20%	-	-	-	5 21%	1 11%	-	1 12%
Neither satisfied or dissatisfied (3)	13 9%	13 11%	1%	8%	10 8%	1 16%	1 16%	1 40%	-	2 12%	-	1 17%	-	1 8%	2 8%	2 11%	2 14%	-	1 19%
Fairly satisfied (4)	60 41%	38 31%	22 83%	* 11%	55 42%	2 27%	2 32%	1 32%	2 46%	2 13%	3 32%	4 63%	15 66%	11 69%	5 24%	9 42%	4 28%	1 87%	1 14%
Very satisfied (5)	62 43%	58 49%	4 15%	2 75%	55 42%	3 48%	4 51%	* 17%	2 54%	10 75%	6 54%	-	6 29%	4 23%	15 68%	6 26%	7 48%	* 13%	3 55%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	122 83%	96 80%	26 98%	3 86%	110 85%	5 75%	6 83%	1 49%	3 100%	12 88%	9 87%	4 63%	21 95%	14 92%	21 92%	15 68%	10 75%	1 100%	4 69%
NET Very/fairly dissatisfied	11 7%	11 9%	* 1%	* 6%	10 8%	1 10%	* 1%	* 11%	-	-	1 13%	1 20%	1 5%	-	-	5 21%	1 11%	-	1 12%
Mean	4.17	4.18	4.12	4.52	4.18	4.13	4.30	3.56	4.54	4.63	4.14	3.43	4.13	4.16	4.61	3.74	4.12	4.13	4.13
Std Dev.	0.94	1.02	0.45	1.18	0.94	1.09	0.90	1.12	0.59	0.72	1.38	0.87	0.87	0.55	0.64	1.09	1.05	-	1.22
Std Error	0.08	0.11	0.08	0.34	0.11	0.27	0.18	0.34	0.30	0.27	0.52	0.39	0.24	0.17	0.20	0.38	0.35	-	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Stamp usage — 1st class all/most of the time (a)	2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage — Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage — Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards — Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels — Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability — ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	126	80	12	111	43	80	8	6	12	3	6	53	45	13	11	4	98	15	59	52	11	3	-	111	3	114	12
Weighted Base	146*	95*	10**	130*	45**	95*	7**	3**	10**	2**	5**	68*	48*	16**	9**	5**	116*	14**	72*	60*	9**	4**	-**	132*	4**	129*	17**
Effective Base	81	52	8	71	26	52	5	2	8	2	4	33	31	9	7	3	63	10	35	37	6	3	-	72	3	73	8
Very dissatisfied (1)	3 / 2%	2 / 2%	1 / 11%	2 / 1%	1 / 2%	2 / 2%	-	-	1 / 11%	-	1 / 23%	-	*	-	1 / 12%	1 / 29%	*	3 / 18%	*	-	-	1 / 34%	-	*	1 / 34%	3 / 2%	-
Fairly dissatisfied (2)	8 / 6%	4 / 4%	1 / 13%	4 / 3%	2 / 4%	4 / 4%	2 / 26%	2 / 66%	1 / 13%	-	-	4 / 6%	2 / 4%	1 / -	-	1 / 27%	6 / 5%	1 / 9%	4 / 6%	3 / 4%	-	1 / 32%	-	7 / 5%	1 / 32%	8 / 6%	1 / 3%
Neither satisfied or dissatisfied (3)	13 / 9%	9 / 9%	1 / 14%	12 / 9%	4 / 10%	9 / 9%	2 / 24%	-	1 / 14%	* / 11%	* / 6%	2 / 4%	9 / 20%k	1 / 6%	1 / 6%	-	12 / 10%	1 / 4%	7 / 10%	5 / 9%	1 / 11%	-	-	12 / 9%	-	10 / 8%	4 / 21%
Fairly satisfied (4)	60 / 41%	37 / 39%	2 / 16%	58 / 44%	22 / 49%	37 / 39%	-	* / 8%	2 / 16%	1 / 30%	1 / 12%	27 / 39%	16 / 33%	11 / 70%	4 / 44%	2 / 41%	42 / 37%	6 / 43%	28 / 39%	28 / 47%	4 / 44%	-	-	56 / 42%	-	53 / 41%	6 / 36%
Very satisfied (5)	62 / 43%	44 / 46%	5 / 46%	55 / 42%	15 / 34%	44 / 46%	3 / 50%	1 / 26%	5 / 46%	1 / 59%	3 / 59%	35 / 51%	20 / 43%	3 / 20%	4 / 38%	* / 3%	55 / 48%	4 / 26%	33 / 45%	24 / 41%	4 / 45%	1 / 34%	-	57 / 43%	1 / 34%	56 / 43%	7 / 39%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	122 / 83%	81 / 85%	6 / 62%	112 / 86%	38 / 84%	81 / 85%	3 / 50%	1 / 34%	6 / 62%	2 / 89%	3 / 71%	61 / 90%	36 / 76%	14 / 90%	8 / 82%	2 / 44%	98 / 84%	10 / 69%	60 / 84%	52 / 87%	8 / 89%	1 / 34%	-	113 / 85%	1 / 34%	109 / 85%	13 / 76%
NET Very/fairly dissatisfied	11 / 7%	5 / 5%	2 / 24%	6 / 4%	3 / 7%	5 / 5%	2 / 26%	2 / 66%	2 / 24%	-	1 / 23%	4 / 6%	2 / 5%	1 / 3%	1 / 12%	3 / 56%	6 / 6%	4 / 27%	4 / 6%	3 / 4%	-	3 / 66%	-	7 / 5%	3 / 66%	10 / 8%	1 / 3%
Mean	4.17	4.24	3.74	4.23	4.09	4.24	3.73	2.94	3.74	4.48	3.84	4.35	4.14	4.07	3.97	2.61	4.26	3.51	4.23	4.23	4.33	2.68	-	4.23	2.68	4.18	4.11
Std Dev.	0.94	0.89	1.50	0.83	0.92	0.89	1.42	1.67	1.50	-	1.84	0.83	0.90	0.65	1.30	1.51	0.86	1.48	0.87	0.79	0.71	1.97	-	0.83	1.97	0.95	0.88
Std Error	0.08	0.10	0.43	0.08	0.14	0.10	0.50	0.68	0.43	-	0.75	0.11	0.13	0.18	0.39	0.75	0.09	0.38	0.11	0.11	0.22	1.14	-	0.08	1.14	0.09	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	126	15	108	3	52	62	12	102	19	4	1	125	-
Weighted Base	146*	18**	124*	4**	65*	69*	11**	122*	20**	4**	***	146*	-**
Effective Base	81	9	69	3	32	42	9	67	12	3	1	81	-
Very dissatisfied (1)	3 / 2%	- / -	3 / 2%	- / -	* / *	3 / 4%	- / -	2 / 1%	1 / 6%	- / -	- / -	3 / 2%	- / -
Fairly dissatisfied (2)	8 / 6%	1 / 7%	7 / 6%	- / -	1 / 2%	7 / 10%	- / -	5 / 4%	* / *	3 / 83%	- / -	8 / 6%	- / -
Neither satisfied or dissatisfied (3)	13 / 9%	1 / 3%	13 / 10%	- / -	4 / 6%	7 / 10%	3 / 24%	12 / 10%	1 / 5%	- / -	- / -	13 / 9%	- / -
Fairly satisfied (4)	60 / 41%	10 / 53%	48 / 39%	2 / 54%	28 / 44%	26 / 38%	5 / 45%	48 / 39%	11 / 54%	* / 11%	- / -	60 / 41%	- / -
Very satisfied (5)	62 / 43%	7 / 37%	54 / 43%	2 / 46%	32 / 49%	27 / 39%	4 / 31%	55 / 45%	7 / 35%	* / 5%	* / 100%	62 / 43%	- / -
I don't know / Not applicable	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -	- / -
NET Very/fairly satisfied	122 / 83%	16 / 90%	102 / 82%	4 / 100%	60 / 92%	53 / 77%	9 / 76%	103 / 84%	18 / 90%	1 / 17%	* / 100%	122 / 83%	- / -
NET Very/fairly dissatisfied	11 / 7%	1 / 7%	10 / 8%	- / -	1 / 2%	9 / 13%	- / -	7 / 5%	1 / 6%	3 / 83%	- / -	11 / 7%	- / -
Mean	4.17	4.20	4.16	4.46	4.38	3.99	4.06	4.23	4.13	2.39	5.00	4.17	-
Std Dev.	0.94	0.83	0.97	0.59	0.71	1.11	0.78	0.88	0.97	1.04	-	0.94	-
Std Error	0.08	0.21	0.09	0.34	0.10	0.14	0.22	0.09	0.22	0.52	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	126	33	28	23	42	11	13	9	11	9	8	6	6	11	25	8	9
Weighted Base	146*	42**	36**	27**	40**	15**	13**	14**	17**	9**	10**	4**	8**	15**	24**	8**	8**
Effective Base	81	21	21	16	24	9	6	6	9	6	6	3	5	8	13	6	5
Very dissatisfied (1)	3 / 2%	1 / 3%	-	-	1 / 3%	1 / 9%	-	-	-	-	-	-	-	-	-	1 / 14%	* / 1%
Fairly dissatisfied (2)	8 / 6%	-	2 / 5%	-	6 / 16%	-	-	-	1 / 9%	* / 4%	-	-	-	-	2 / 8%	2 / 22%	3 / 36%
Neither satisfied or dissatisfied (3)	13 / 9%	4 / 8%	7 / 19%	1 / 4%	2 / 5%	-	3 / 23%	* / 3%	2 / 11%	4 / 40%	1 / 11%	-	-	1 / 8%	1 / 3%	-	1 / 16%
Fairly satisfied (4)	60 / 41%	15 / 36%	10 / 29%	16 / 57%	18 / 46%	4 / 23%	6 / 47%	6 / 39%	4 / 25%	-	6 / 61%	4 / 88%	4 / 47%	8 / 55%	13 / 54%	3 / 41%	2 / 25%
Very satisfied (5)	62 / 43%	22 / 52%	17 / 48%	10 / 38%	12 / 31%	10 / 67%	4 / 30%	8 / 58%	9 / 55%	5 / 56%	3 / 28%	1 / 12%	4 / 53%	5 / 38%	9 / 36%	2 / 24%	2 / 21%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	122 / 83%	37 / 88%	28 / 76%	26 / 96%	31 / 76%	14 / 91%	10 / 77%	14 / 97%	13 / 80%	5 / 56%	9 / 89%	4 / 100%	8 / 100%	13 / 92%	22 / 90%	5 / 65%	4 / 47%
NET Very/fairly dissatisfied	11 / 7%	1 / 3%	2 / 5%	-	8 / 19%	1 / 9%	-	-	1 / 9%	* / 4%	-	-	-	-	2 / 8%	3 / 35%	3 / 37%
Mean	4.17	4.34	4.19	4.34	3.85	4.39	4.07	4.54	4.26	4.08	4.17	4.12	4.53	4.30	4.19	3.39	3.29
Std Dev.	0.94	0.90	0.92	0.57	1.13	1.21	0.75	0.58	1.00	1.12	0.64	0.37	0.53	0.63	0.83	1.50	1.28
Std Error	0.08	0.16	0.17	0.12	0.17	0.36	0.21	0.19	0.30	0.37	0.22	0.15	0.22	0.19	0.17	0.53	0.43

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 438

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	273	27	246	121	152	115	158	65	59	67	37	21	15	9	124	104	45	24	236	35
Weighted Base	297	34**	263	124*	172	128*	169	73*	69*	72*	40**	22**	12**	9**	142*	111*	43**	20**	237	56*
Effective Base	177	23	154	73	105	71	106	45	41	43	22	12	9	6	86	65	27	15	145	31
Very dissatisfied (1)	35 / 12%	6 / 17%	30 / 11%	5 / 4%	30 / 17%c	10 / 8%	25 / 15%	5 / 7%	3 / 5%	11 / 15%	8 / 19%	2 / 9%	3 / 28%	3 / 31%	9 / 6%	18 / 17%n	8 / 19%	6 / 29%	29 / 12%	4 / 7%
Fairly dissatisfied (2)	50 / 17%	9 / 27%	41 / 15%	22 / 17%	28 / 16%	20 / 16%	29 / 17%	13 / 18%	12 / 17%	12 / 16%	6 / 15%	6 / 25%	1 / 12%	-	25 / 18%	18 / 16%	7 / 16%	1 / 7%	36 / 15%	14 / 25%
Neither satisfied or dissatisfied (3)	52 / 18%	1 / 3%	51 / 20%	17 / 14%	35 / 20%	25 / 20%	28 / 16%	22 / 29%	10 / 14%	10 / 14%	4 / 11%	4 / 18%	2 / 19%	1 / 7%	31 / 22%	14 / 13%	7 / 16%	3 / 14%	43 / 18%	9 / 16%
Fairly satisfied (4)	93 / 31%	11 / 32%	82 / 31%	48 / 38%	46 / 26%	40 / 31%	53 / 32%	17 / 23%	28 / 41%	27 / 38%	12 / 29%	7 / 33%	* / 1%	2 / 24%	45 / 32%	39 / 35%	10 / 22%	2 / 10%	74 / 31%	18 / 33%
Very satisfied (5)	61 / 20%	7 / 21%	54 / 20%	31 / 25%	30 / 17%	32 / 25%	28 / 17%	16 / 22%	16 / 23%	11 / 15%	7 / 18%	3 / 14%	5 / 40%	2 / 23%	32 / 23%	18 / 16%	10 / 23%	7 / 33%	50 / 21%	11 / 19%
I don't know / Not applicable	5 / 2%	-	5 / 2%	1 / 1%	4 / 2%	-	5 / 3%	-	-	1 / 2%	3 / 7%	-	-	1 / 14%	-	4 / 4%	1 / 3%	1 / 6%	5 / 2%	-
NET Very/fairly satisfied	154 / 52%	18 / 53%	136 / 52%	79 / 63%d	75 / 44%	72 / 57%	82 / 48%	33 / 45%	44 / 64%	38 / 53%	19 / 47%	11 / 48%	5 / 41%	4 / 47%	77 / 54%	57 / 51%	20 / 46%	9 / 43%	124 / 52%	29 / 52%
NET Very/fairly dissatisfied	85 / 29%	15 / 44%	70 / 27%	27 / 22%	58 / 34%	30 / 24%	54 / 32%	18 / 25%	15 / 22%	22 / 31%	14 / 34%	8 / 34%	5 / 40%	3 / 31%	34 / 24%	36 / 32%	15 / 35%	7 / 36%	65 / 27%	18 / 32%
Mean	3.32	3.13	3.35	3.63d	3.10	3.50	3.19	3.35	3.61	3.22	3.13	3.19	3.13	3.09	3.47	3.19	3.15	3.11	3.35	3.33
Std Dev.	1.31	1.46	1.29	1.16	1.36	1.25	1.34	1.23	1.16	1.33	1.46	1.24	1.76	1.81	1.20	1.37	1.47	1.73	1.31	1.24
Std Error	0.08	0.28	0.08	0.11	0.11	0.12	0.11	0.15	0.15	0.16	0.24	0.27	0.45	0.64	0.11	0.14	0.22	0.36	0.09	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	273	100	66	53	54	166	107	201	68	18	32	65	76	64	173	19	244	87	171	15
Weighted Base	297	95*	72*	69*	60*	167*	129*	237	55*	15**	33**	80*	79*	70*	192	15**	268	84*	193	20**
Effective Base	177	56	41	41	39	97	81	135	42	12	20	45	50	40	115	13	159	51	115	11
Very dissatisfied (1)	35 12%	5 5%	9 12%	9 13%	13 21%a	14 8%	21 17%	23 10%	11 21%	-	7 20%	8 11%	12 15%	3 5%	27 14%	-	33 12%	10 12%	22 11%	3 14%
Fairly dissatisfied (2)	50 17%	18 19%	12 16%	9 13%	11 18%	30 18%	20 15%	40 17%	9 16%	3 17%	2 5%	14 18%	15 19%	13 19%	31 16%	3 17%	44 16%	10 12%	37 19%	3 15%
Neither satisfied or dissatisfied (3)	52 18%	17 18%	12 17%	17 24%	7 11%	29 17%	23 18%	36 15%	17 30%g	5 36%	3 10%	13 16%	14 18%	15 21%	31 16%	6 36%	47 17%	10 12%	40 21%	2 10%
Fairly satisfied (4)	93 31%	30 32%	27 38%	21 30%	15 25%	57 34%	36 28%	85 36%h	8 15%	4 27%	11 34%	29 37%	26 32%	20 29%	66 34%	4 26%	87 33%	31 37%	57 30%	5 25%
Very satisfied (5)	61 20%	24 25%	12 16%	12 17%	13 22%	36 21%	25 19%	49 21%	9 16%	3 21%	9 28%	14 17%	13 16%	16 22%	36 19%	3 21%	52 19%	21 25%	32 17%	7 36%
I don't know / Not applicable	5 2%	1 1%	-	3 4%	1 2%	1 1%	4 3%	4 2%	1 2%	-	1 4%	1 1%	-	3 4%	2 1%	-	5 2%	1 1%	4 2%	-
NET Very/fairly satisfied	154 52%	54 57%	39 54%	32 47%	29 47%	93 56%	61 47%	134 57%h	17 31%	7 48%	21 62%	43 54%	38 48%	36 51%	102 53%	7 47%	140 52%	52 62%	89 46%	12 62%
NET Very/fairly dissatisfied	85 29%	23 24%	21 29%	18 25%	24 39%	44 26%	41 32%	63 26%	20 36%	3 17%	8 25%	23 29%	27 34%	17 24%	58 30%	3 17%	77 29%	20 24%	59 30%	6 29%
Mean	3.32	3.54	3.29	3.27	3.09	3.43	3.18	3.42h	2.91	3.52	3.46	3.32	3.16	3.47	3.28	3.51	3.31	3.51	3.22	3.55
Std Dev.	1.31	1.21	1.28	1.28	1.50	1.24	1.38	1.26	1.36	1.04	1.50	1.26	1.32	1.19	1.33	1.03	1.30	1.33	1.27	1.49
Std Error	0.08	0.12	0.16	0.18	0.21	0.10	0.13	0.09	0.17	0.24	0.27	0.16	0.15	0.15	0.10	0.24	0.08	0.14	0.10	0.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

| | | Total | | Rurality | | | Nation | | | | Region | | | | | | | | | | | |
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		273	191	82	31	156	42	53	22	13	26	13	12	17	27	16	16	16	3	39
Weighted Base		297	252	44**	3**	256	19**	18*	4**	9**	49**	19**	15**	27**	41**	35**	38**	24**	***	19**
Effective Base		177	155	23	28	140	22	31	13	13	25	12	12	16	26	16	15	15	3	22
Very dissatisfied	(1)	35 12%	27 11%	8 18%	1 24%	31 12%	2 12%	2 10%	* 7%	1 6%	7 15%	5 25%	2 15%	4 14%	4 9%	2 7%	2 6%	4 17%	* 21%	2 12%
Fairly dissatisfied	(2)	50 17%	40 16%	10 22%	1 20%	43 17%	4 23%	2 12%	-	2 27%	2 4%	1 7%	1 9%	4 14%	8 20%	6 18%	13 33%	5 23%	-	4 23%
Neither satisfied or dissatisfied	(3)	52 18%	44 18%	8 18%	* 7%	47 18%	2 8%	3 16%	1 26%	1 7%	12 24%	5 29%	4 26%	1 4%	5 12%	10 28%	6 16%	3 14%	-	2 8%
Fairly satisfied	(4)	93 31%	83 33%	10 24%	1 35%	80 31%	6 33%	4 23%	3 63%	2 27%	16 32%	4 24%	5 32%	9 33%	16 39%	5 13%	18 46%	6 26%	-	6 33%
Very satisfied	(5)	61 20%	55 22%	5 12%	* 14%	50 20%	5 24%	5 31%	* 4%	3 33%	9 19%	3 15%	3 18%	8 31%	8 20%	12 34%	-	5 20%	* 79%	4 23%
I don't know / Not applicable		5 2%	2 1%	3 7%	-	4 2%	-	1 7%	-	-	3 6%	-	-	1 4%	-	-	-	-	-	-
NET Very/fairly satisfied		154 52%	138 55%	16 36%	2 49%	131 51%	11 57%	10 54%	3 67%	5 60%	25 51%	7 38%	8 50%	17 64%	24 59%	16 47%	18 46%	11 45%	* 79%	11 57%
NET Very/fairly dissatisfied		85 29%	67 27%	17 39%	1 44%	74 29%	7 35%	4 23%	* 7%	3 33%	9 19%	6 32%	4 24%	7 28%	12 29%	9 25%	15 38%	10 40%	* 21%	7 35%
Mean		3.32	3.39	2.91	2.95	3.30	3.34	3.56	3.56	3.54	3.37	2.96	3.29	3.55	3.42	3.49	3.02	3.07	4.17	3.33
Std Dev.		1.31	1.29	1.34	1.74	1.30	1.42	1.40	1.01	1.43	1.31	1.42	1.33	1.46	1.26	1.33	1.02	1.43	-	1.41
Std Error		0.08	0.09	0.15	0.31	0.10	0.22	0.19	0.22	0.40	0.26	0.39	0.38	0.36	0.24	0.33	0.25	0.36	-	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	273	147	72	190	115	147	9	35	72	6	22	98	118	25	23	8	216	31	132	99	25	12	4	231	16	170	103
Weighted Base	297	148*	79*	200	131*	148*	6**	28**	79*	6**	17**	112*	121*	30**	26**	8**	232	34**	152*	104*	25**	11**	3**	255	15**	201	96*
Effective Base	177	91	50	119	77	91	5	21	50	5	14	60	79	18	17	5	138	21	87	63	17	8	2	150	9	115	63
Very dissatisfied (1)	35 / 12%	8 / 5%	17 / 22%ac	14 / 7%	23 / 18%ac	8 / 5%	-	5 / 17%	17 / 22%	-	5 / 30%	5 / 5%	16 / 13%	8 / 25%	6 / 24%	* / 1%	21 / 9%	6 / 19%	17 / 11%	11 / 10%	3 / 13%	4 / 38%	-	28 / 11%	4 / 30%	18 / 9%	18 / 18%
Fairly dissatisfied (2)	50 / 17%	27 / 18%	13 / 16%	33 / 17%	19 / 15%	27 / 18%	* / 2%	4 / 16%	13 / 16%	1 / 22%	4 / 25%	15 / 14%	16 / 14%	7 / 23%	8 / 30%	3 / 38%	32 / 14%	11 / 32%	31 / 21%	9 / 9%	8 / 30%	2 / 14%	-	41 / 16%	2 / 11%	27 / 14%	22 / 23%
Neither satisfied or dissatisfied (3)	52 / 18%	27 / 18%	10 / 12%	37 / 19%	20 / 15%	27 / 18%	4 / 71%	7 / 25%	10 / 12%	* / 3%	3 / 16%	14 / 13%	28 / 23%	5 / 15%	4 / 14%	2 / 24%	42 / 18%	6 / 16%	16 / 11%	28 / 27%r	5 / 21%	3 / 29%	* / 2%	44 / 17%	3 / 23%	39 / 19%	14 / 14%
Fairly satisfied (4)	93 / 31%	45 / 31%	22 / 28%	71 / 35%	48 / 36%	45 / 31%	-	5 / 20%	22 / 28%	3 / 47%	1 / 4%	39 / 35%	42 / 35%	7 / 23%	2 / 9%	3 / 35%	81 / 35%	5 / 15%	51 / 34%	31 / 30%	8 / 31%	1 / 6%	2 / 76%	82 / 32%	3 / 22%	67 / 34%	26 / 27%
Very satisfied (5)	61 / 20%	41 / 27%d	12 / 15%	45 / 22%	16 / 12%	41 / 27%	2 / 27%	6 / 22%	12 / 15%	2 / 28%	3 / 18%	35 / 31%l	17 / 14%	4 / 13%	5 / 19%	* / 2%	52 / 22%	5 / 15%	33 / 22%	23 / 22%	5 / 5%	12 / 12%	1 / 22%	56 / 22%	2 / 14%	48 / 24%	12 / 13%
I don't know / Not applicable	5 / 2%	-	5 / 7%ac	-	5 / 4%c	-	-	-	5 / 7%	-	1 / 7%	3 / 3%	1 / 1%	-	1 / 4%	-	4 / 2%	1 / 3%	3 / 2%	2 / 2%	-	-	-	5 / 2%	-	1 / 1%	4 / 4%
NET Very/fairly satisfied	154 / 52%	86 / 58%	34 / 43%	116 / 58%	64 / 49%	86 / 58%	2 / 27%	12 / 42%	34 / 43%	4 / 75%	4 / 22%	74 / 66%l	59 / 49%	11 / 36%	7 / 27%	3 / 36%	133 / 57%	10 / 29%	84 / 55%	54 / 52%	9 / 36%	2 / 19%	3 / 98%	138 / 54%	5 / 36%	116 / 58%z	38 / 40%
NET Very/fairly dissatisfied	85 / 29%	35 / 24%	30 / 38%	47 / 24%	42 / 32%	35 / 24%	* / 2%	9 / 33%	30 / 38%	1 / 22%	9 / 55%	21 / 18%	32 / 27%	15 / 49%	14 / 54%	3 / 39%	53 / 23%	17 / 51%	48 / 32%	20 / 19%	11 / 43%	6 / 52%	-	68 / 27%	6 / 41%	45 / 22%	40 / 42%y
Mean	3.32	3.57bd	2.99	3.50bd	3.12	3.57	3.53	3.14	2.99	3.81	2.52	3.76l	3.23	2.75	2.66	2.98	3.48	2.74	3.35	3.46	2.86	2.40	4.21	3.39	2.80	3.51z	2.92
Std Dev.	1.31	1.22	1.44	1.21	1.33	1.22	1.01	1.40	1.44	1.18	1.52	1.19	1.24	1.42	1.47	0.98	1.24	1.36	1.34	1.23	1.17	1.43	0.53	1.30	1.49	1.24	1.35
Std Error	0.08	0.10	0.17	0.09	0.13	0.10	0.34	0.24	0.17	0.48	0.33	0.12	0.12	0.28	0.31	0.35	0.08	0.25	0.12	0.13	0.23	0.41	0.27	0.09	0.37	0.10	0.13

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	273	17	252	4	110	136	27	243	24	5	-	272	1
Weighted Base	297	14**	279	4**	114*	155*	27**	264	25**	7**	-**	296	***
Effective Base	177	8	167	2	65	96	16	159	14	4	-	177	1
Very dissatisfied (1)	35 / 12%	* / 1%	35 / 13%	-	18 / 15%	14 / 9%	4 / 15%	35 / 13%	-	-	-	35 / 12%	-
Fairly dissatisfied (2)	50 / 17%	1 / 9%	48 / 17%	-	20 / 18%	25 / 16%	4 / 16%	48 / 18%	-	1 / 20%	-	50 / 17%	-
Neither satisfied or dissatisfied (3)	52 / 18%	3 / 19%	50 / 18%	-	17 / 15%	34 / 22%	2 / 6%	41 / 15%	10 / 39%	2 / 24%	-	52 / 18%	-
Fairly satisfied (4)	93 / 31%	9 / 63%	81 / 29%	4 / 88%	34 / 30%	47 / 30%	12 / 46%	79 / 30%	11 / 42%	4 / 56%	-	93 / 31%	* / 100%
Very satisfied (5)	61 / 20%	1 / 8%	59 / 21%	1 / 12%	25 / 22%	31 / 20%	5 / 17%	56 / 21%	5 / 19%	-	-	61 / 20%	-
I don't know / Not applicable	5 / 2%	-	5 / 2%	-	1 / 1%	4 / 3%	-	5 / 2%	-	-	-	5 / 2%	-
NET Very/fairly satisfied	154 / 52%	10 / 72%	140 / 50%	4 / 100%	58 / 51%	78 / 51%	17 / 63%	134 / 51%	15 / 61%	4 / 56%	-	154 / 52%	* / 100%
NET Very/fairly dissatisfied	85 / 29%	1 / 10%	83 / 30%	-	38 / 33%	39 / 25%	8 / 30%	83 / 32%	-	1 / 20%	-	85 / 29%	-
Mean	3.32	3.70	3.29	4.12	3.24	3.38	3.36	3.28	3.80	3.36	-	3.32	4.00
Std Dev.	1.31	0.80	1.33	0.37	1.39	1.24	1.35	1.35	0.75	0.85	-	1.31	-
Std Error	0.08	0.19	0.08	0.19	0.13	0.11	0.26	0.09	0.15	0.38	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 438

QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	273	77	57	66	73	34	20	23	21	16	20	15	20	31	29	24	20
Weighted Base	297	106*	58*	61*	71*	40**	30**	36**	28**	12**	17**	15**	17**	29**	21**	30**	20**
Effective Base	177	57	36	43	43	24	15	18	17	8	12	9	14	20	14	17	12
Very dissatisfied (1)	35 / 12%	9 / 8%	7 / 12%	10 / 16%	10 / 13%	5 / 14%	- / -	3 / 9%	* / 1%	2 / 15%	5 / 28%	3 / 20%	3 / 19%	4 / 12%	2 / 10%	5 / 15%	3 / 15%
Fairly dissatisfied (2)	50 / 17%	26 / 26%c	10 / 18%	5 / 8%	8 / 11%	9 / 22%	9 / 29%	9 / 24%	3 / 9%	5 / 42%	3 / 15%	* / *	1 / 9%	4 / 12%	5 / 23%	- / -	3 / 16%
Neither satisfied or dissatisfied (3)	52 / 18%	18 / 17%	13 / 22%	14 / 23%	8 / 12%	5 / 13%	7 / 23%	6 / 16%	7 / 25%	3 / 22%	3 / 15%	3 / 21%	4 / 26%	6 / 21%	3 / 13%	3 / 10%	2 / 12%
Fairly satisfied (4)	93 / 31%	31 / 29%	17 / 30%	18 / 29%	28 / 39%	14 / 34%	9 / 30%	8 / 23%	11 / 37%	3 / 21%	4 / 23%	5 / 34%	4 / 25%	8 / 28%	3 / 16%	16 / 52%	9 / 43%
Very satisfied (5)	61 / 20%	19 / 18%	10 / 16%	14 / 23%	18 / 25%	7 / 18%	2 / 8%	10 / 28%	7 / 26%	- / -	2 / 12%	4 / 24%	3 / 15%	8 / 27%	8 / 38%	7 / 22%	3 / 15%
I don't know / Not applicable	5 / 2%	3 / 3%	1 / 2%	1 / 2%	- / -	- / -	3 / 10%	- / -	- / -	- / -	1 / 7%	- / -	1 / 7%	- / -	- / -	- / -	- / -
NET Very/fairly satisfied	154 / 52%	50 / 47%	27 / 46%	31 / 51%	45 / 64%	21 / 51%	11 / 38%	18 / 51%	18 / 64%	3 / 21%	6 / 35%	8 / 58%	7 / 40%	16 / 55%	12 / 54%	22 / 75%	12 / 58%
NET Very/fairly dissatisfied	85 / 29%	35 / 33%	18 / 30%	15 / 24%	17 / 25%	14 / 36%	9 / 29%	12 / 33%	3 / 11%	7 / 57%	7 / 43%	3 / 20%	5 / 27%	7 / 24%	7 / 33%	5 / 15%	6 / 30%
Mean	3.32	3.25	3.21	3.35	3.51	3.19	3.18	3.36	3.78	2.48	2.74	3.42	3.09	3.45	3.50	3.66	3.28
Std Dev.	1.31	1.27	1.28	1.36	1.34	1.35	1.01	1.37	1.00	1.02	1.48	1.44	1.38	1.34	1.47	1.28	1.33
Std Error	0.08	0.15	0.17	0.17	0.16	0.23	0.23	0.29	0.22	0.26	0.34	0.37	0.32	0.24	0.27	0.26	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	140	6	134	76	64	92	48	31	43	33	18	7	2	6	74	51	15	8	113	26
Weighted Base	160*	7**	153*	86*	74*	107*	53*	34**	51*	43**	17**	9**	4**	2**	86*	59*	15**	6**	120*	40**
Effective Base	91	5	86	49	41	57	34	19	32	23	10	4	2	1	50	33	7	3	70	21
Very dissatisfied (1)	3 2%	- -	3 2%	3 3%	* 1%	2 1%	2 3%	- -	- -	3 7%	* 1%	- -	- -	* 11%	- -	3 5%	* 2%	* 4%	3 3%	- -
Fairly dissatisfied (2)	9 6%	1 18%	8 5%	1 1%	8 11%	5 4%	5 9%	1 2%	1 2%	3 7%	2 11%	2 28%	- -	* 4%	2 2%	5 8%	3 17%	* 1%	8 7%	1 2%
Neither satisfied or dissatisfied (3)	24 15%	- -	24 16%	8 9%	16 22%	19 18%	4 8%	8 22%	8 16%	7 15%	* 1%	* 2%	1 31%	- -	16 18%	7 11%	1 9%	1 19%	16 13%	8 19%
Fairly satisfied (4)	76 48%	4 49%	73 48%	43 50%	33 45%	47 43%	30 56%	13 39%	24 48%	22 52%	7 44%	6 70%	3 69%	- -	38 44%	29 50%	9 59%	3 44%	59 50%	17 42%
Very satisfied (5)	46 29%	2 33%	44 29%	31 36%	15 20%	35 33%	11 21%	12 36%	16 32%	8 19%	7 43%	- -	- -	2 85%	29 34%	16 26%	2 13%	2 32%	33 27%	14 34%
I don't know / Not applicable	1 1%	- -	1 1%	- -	1 2%	- -	1 2%	- -	1 2%	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	1 3%
NET Very/fairly satisfied	122 77%	6 82%	116 76%	74 86%cd	48 65%	82 76%	41 77%	26 76%	41 79%	31 71%	15 87%	6 70%	3 69%	2 85%	67 78%	45 76%	11 72%	5 75%	92 77%	30 75%
NET Very/fairly dissatisfied	12 8%	1 18%	11 7%	4 5%	8 11%	6 6%	6 12%	1 2%	1 2%	6 13%	2 12%	2 28%	- -	* 15%	2 2%	8 13%	3 19%	* 6%	12 10%	1 2%
Mean	3.96	3.98	3.96	4.14d	3.75	4.02	3.85	4.10	4.11	3.71	4.17	3.42	3.69	4.44	4.11	3.84	3.65	3.97	3.92	4.10
Std Dev.	0.93	1.10	0.92	0.89	0.93	0.90	0.98	0.82	0.77	1.07	1.00	0.95	0.53	1.78	0.79	1.07	1.00	1.06	0.96	0.80
Std Error	0.08	0.45	0.08	0.10	0.12	0.09	0.14	0.15	0.12	0.19	0.24	0.36	0.38	0.73	0.09	0.15	0.26	0.37	0.09	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 439

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	140	56	36	21	27	92	48	118	22	8	16	40	41	31	97	8	128	59	76	5
Weighted Base	160*	50**	45**	35**	30**	95*	65*	146*	14**	5**	17**	56**	48**	31**	121*	5**	152*	66*	85*	9**
Effective Base	91	27	25	18	21	52	38	80	13	5	11	30	28	16	68	5	85	38	48	4
Very dissatisfied (1)	3 2%	* 1%	-	1 4%	2 5%	* *	3 4%	3 2%	* 2%	-	1 8%	-	2 3%	* 1%	3 2%	-	3 2%	1 2%	2 2%	-
Fairly dissatisfied (2)	9 6%	1 1%	4 9%	* *	4 14%	5 5%	4 7%	9 6%	* *	-	-	7 12%	2 4%	* *	9 7%	-	9 6%	2 3%	6 8%	* 5%
Neither satisfied or dissatisfied (3)	24 15%	11 22%	7 16%	1 3%	4 15%	18 19%	6 9%	21 15%	3 18%	1 11%	3 17%	3 5%	11 24%	6 20%	17 14%	1 11%	23 15%	5 7%	17 20%	2 21%
Fairly satisfied (4)	76 48%	23 46%	24 53%	20 58%	9 31%	47 49%	30 46%	72 49%	5 32%	2 31%	4 22%	34 61%	19 40%	16 50%	57 47%	2 31%	73 48%	28 43%	43 50%	5 60%
Very satisfied (5)	46 29%	15 30%	9 19%	12 35%	10 35%	24 25%	23 35%	41 28%	5 37%	3 58%	9 53%	12 22%	13 27%	9 29%	34 28%	3 58%	43 28%	30 45%r	16 19%	-
I don't know / Not applicable	1 1%	-	1 3%	-	-	1 1%	-	-	1 9%	-	-	-	1 3%	-	1 1%	-	1 1%	-	-	1 14%
NET Very/fairly satisfied	122 77%	38 76%	32 72%	32 93%	20 66%	70 74%	52 80%	112 77%	10 70%	5 89%	13 76%	47 83%	32 67%	25 79%	91 75%	5 89%	116 76%	58 87%	59 70%	5 60%
NET Very/fairly dissatisfied	12 8%	1 2%	4 9%	1 4%	6 19%	5 6%	7 11%	12 8%	* 3%	-	1 8%	7 12%	3 7%	1 2%	11 9%	-	12 8%	4 5%	8 10%	* 5%
Mean	3.96	4.03	3.84	4.20	3.76	3.94	4.00	3.95	4.12	4.47	4.14	3.93	3.85	4.04	3.93	4.47	3.95	4.25r	3.77	3.63
Std Dev.	0.93	0.82	0.86	0.84	1.23	0.84	1.05	0.93	0.95	0.76	1.21	0.87	0.99	0.80	0.96	0.76	0.93	0.88	0.93	0.64
Std Error	0.08	0.11	0.14	0.18	0.24	0.09	0.15	0.09	0.21	0.27	0.30	0.14	0.16	0.14	0.10	0.27	0.08	0.12	0.11	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		140	100	40	22	80	26	19	15	7	8	8	4	10	13	14	4	12	2	24
Weighted Base		160*	141*	19**	4**	140*	10**	7**	3**	6**	16**	12**	5**	17**	21**	34**	10**	19**	***	10**
Effective Base		91	80	11	4	73	14	13	9	7	8	8	4	10	12	14	4	12	2	13
Very dissatisfied	(1)	3 2%	3 2%	* 2%	* 6%	3 2%	* 3%	* 3%	- -	- -	- -	- -	1 24%	- -	- -	- -	- -	2 8%	* 33%	* 2%
Fairly dissatisfied	(2)	9 6%	9 6%	* 2%	* 8%	6 5%	2 20%	- -	1 27%	1 15%	- -	1 12%	- -	- -	- -	- -	- -	2 23%	2 10%	- -	2 20%
Neither satisfied or dissatisfied	(3)	24 15%	19 13%	5 25%	* 6%	20 14%	2 23%	1 14%	1 29%	1 23%	4 23%	- -	1 25%	2 11%	2 11%	5 14%	- -	4 22%	- -	2 23%
Fairly satisfied	(4)	76 48%	68 48%	8 42%	1 17%	69 50%	4 39%	2 27%	1 31%	2 29%	10 64%	6 46%	- -	11 63%	15 74%	15 45%	4 46%	6 32%	* 67%	4 39%
Very satisfied	(5)	46 29%	41 29%	6 29%	3 63%	40 29%	2 15%	4 56%	* 12%	2 33%	2 13%	4 32%	3 51%	4 25%	3 14%	14 41%	3 31%	5 28%	- -	2 15%
I don't know / Not applicable		1 1%	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied		122 77%	109 77%	14 70%	3 80%	110 78%	5 55%	6 83%	1 44%	4 62%	12 77%	9 77%	3 51%	15 89%	18 89%	29 86%	8 77%	11 60%	* 67%	5 54%
NET Very/fairly dissatisfied		12 8%	12 8%	1 5%	1 14%	9 7%	2 23%	* 3%	1 27%	1 15%	- -	1 12%	1 24%	- -	- -	- -	- -	2 23%	3 18%	* 33%	2 22%
Mean		3.96	3.97	3.92	4.23	3.99	3.45	4.34	3.29	3.79	3.89	4.08	3.54	4.14	4.03	4.27	3.84	3.62	3.00	3.46
Std Dev.		0.93	0.93	0.93	1.41	0.90	1.11	0.98	1.28	1.16	0.61	1.00	1.82	0.61	0.52	0.70	1.16	1.25	-	1.10
Std Error		0.08	0.09	0.15	0.30	0.10	0.22	0.23	0.33	0.44	0.22	0.38	0.91	0.19	0.14	0.19	0.58	0.36	-	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	140	78	23	114	59	78	5	11	23	2	6	64	42	22	8	4	106	12	60	58	12	7	2	118	9	116	24
Weighted Base	160*	90*	26**	132*	68*	90*	3**	8**	26**	2**	2**	78*	47**	24**	7**	4**	125*	11**	72*	61*	17**	7**	1**	133*	9**	137*	23**
Effective Base	91	50	15	74	39	50	3	7	15	2	3	41	29	14	5	3	69	7	39	37	8	5	1	76	6	78	13
Very dissatisfied (1)	3 2%	1 2%	2 7%	1 1%	2 3%	1 2%	-	-	2 7%	-	* 12%	* 1%	1 3%	-	2 22%	-	2 1%	2 14%	*	*	-	2 21%	1 96%	*	3 33%	1 1%	2 9%
Fairly dissatisfied (2)	9 6%	1 2%	4 17%	5 4%	8 11%	1 2%	-	* 2%	4 17%	-	* 4%	2 3%	1 2%	6 25%	* 1%	-	3 2%	* 1%	4 5%	5 9%	-	-	-	9 7%	-	6 4%	4 16%
Neither satisfied or dissatisfied (3)	24 15%	10 11%	9 37%	14 11%	14 21%	10 11%	-	2 19%	9 37%	1 34%	1 28%	12 16%	6 14%	4 19%	1 8%	-	19 15%	1 5%	9 13%	7 12%	7 41%	1 7%	* 4%	16 12%	1 7%	20 15%	3 15%
Fairly satisfied (4)	76 48%	40 45%	5 21%	70 53%	35 52%	40 45%	1 40%	2 29%	5 21%	-	-	33 42%	30 64%	9 39%	3 46%	1 13%	63 50%	4 35%	34 47%	30 49%	9 51%	4 54%	-	64 48%	4 46%	67 49%	9 39%
Very satisfied (5)	46 29%	37 41%d	5 19%	41 31%d	9 13%	37 41%	2 60%	4 50%	5 19%	1 66%	1 55%	30 39%	8 17%	4 17%	2 22%	2 54%	39 31%	4 34%	25 34%	19 31%	1 8%	-	-	43 33%	-	41 30%	5 22%
I don't know / Not applicable	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 32%	-	1 11%	-	-	-	1 17%	-	-	1 15%	1 1%	-
NET Very/fairly satisfied	122 77%	78 86%d	10 39%	112 84%d	44 65%	78 86%	3 100%	7 79%	10 39%	1 66%	1 55%	64 81%	38 81%	13 56%	5 69%	3 68%	102 81%	7 68%	59 81%	48 79%	10 59%	4 54%	-	107 80%	4 46%	109 79%	14 61%
NET Very/fairly dissatisfied	12 8%	3 3%	6 24%	5 5%	9 14%	3 3%	-	* 2%	6 24%	-	* 17%	2 3%	2 5%	6 25%	2 23%	-	5 4%	2 15%	4 6%	6 9%	-	2 21%	1 96%	10 7%	3 33%	7 5%	6 25%
Mean	3.96	4.22d	3.27	4.10d	3.62	4.22	4.60	4.27	3.27	4.33	3.81	4.16	3.91	3.47	3.46	4.80	4.07	3.82	4.10	4.00	3.68	3.14	1.08	4.05	2.77	4.04	3.49
Std Dev.	0.93	0.83	1.18	0.81	0.95	0.83	0.60	0.88	1.18	-	2.03	0.82	0.81	1.07	1.54	0.51	0.82	1.45	0.84	0.91	0.64	1.41	-	0.87	1.53	0.84	1.26
Std Error	0.08	0.09	0.25	0.08	0.12	0.09	0.27	0.27	0.25	-	0.83	0.10	0.12	0.23	0.55	0.29	0.08	0.44	0.11	0.12	0.18	0.58	-	0.08	0.54	0.08	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	140	20	117	3	65	67	8	117	18	3	1	138	1
Weighted Base	160*	13**	142*	5**	75*	74*	11**	131*	23**	5**	***	159*	1**
Effective Base	91	10	79	2	41	43	7	75	13	2	1	90	1
Very dissatisfied (1)	3 / 2%	1 / 10%	2 / 1%	-	1 / 2%	2 / 3%	-	3 / 2%	-	-	-	3 / 2%	-
Fairly dissatisfied (2)	9 / 6%	1 / 7%	8 / 6%	-	6 / 8%	3 / 5%	-	9 / 7%	-	-	-	9 / 6%	-
Neither satisfied or dissatisfied (3)	24 / 15%	3 / 22%	21 / 15%	-	12 / 16%	8 / 11%	4 / 34%	21 / 16%	3 / 14%	-	-	24 / 15%	-
Fairly satisfied (4)	76 / 48%	5 / 39%	66 / 47%	5 / 100%	33 / 43%	36 / 49%	7 / 66%	57 / 44%	14 / 59%	5 / 92%	-	76 / 47%	1 / 100%
Very satisfied (5)	46 / 29%	3 / 22%	43 / 30%	-	22 / 29%	24 / 33%	-	41 / 31%	5 / 21%	* / 8%	1 / 100%	46 / 29%	-
I don't know / Not applicable	1 / 1%	-	1 / 1%	-	1 / 2%	-	-	-	1 / 5%	-	-	1 / 1%	-
NET Very/fairly satisfied	122 / 77%	8 / 61%	110 / 77%	5 / 100%	55 / 73%	61 / 82%	7 / 66%	98 / 75%	18 / 80%	5 / 100%	* / 100%	122 / 76%	1 / 100%
NET Very/fairly dissatisfied	12 / 8%	2 / 17%	10 / 7%	-	7 / 9%	5 / 7%	-	12 / 10%	-	-	-	12 / 8%	-
Mean	3.96	3.56	4.00	4.00	3.93	4.04	3.66	3.94	4.08	4.08	5.00	3.96	4.00
Std Dev.	0.93	1.25	0.90	0.00	0.97	0.93	0.50	0.99	0.62	0.30	-	0.93	-
Std Error	0.08	0.28	0.08	0.00	0.12	0.11	0.18	0.09	0.15	0.18	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	140	33	27	38	42	15	12	6	7	10	10	10	16	12	20	10	12
Weighted Base	160*	41**	31**	41**	46**	17**	17**	7**	7**	13**	12**	9**	21**	11**	16**	16**	15**
Effective Base	91	22	19	24	25	10	9	4	4	8	7	6	11	6	10	7	9
Very dissatisfied (1)	3 / 2%	*	*	1%	3 / 6%	* / 1%	-	* / 1%	-	-	* / 2%	-	-	-	1 / 8%	-	2 / 11%
Fairly dissatisfied (2)	9 / 6%	1 / 2%	2 / 8%	2 / 6%	4 / 8%	1 / 3%	-	* / 1%	1 / 15%	-	1 / 11%	-	2 / 11%	-	1 / 3%	-	3 / 23%
Neither satisfied or dissatisfied (3)	24 / 15%	9 / 22%	5 / 17%	3 / 8%	6 / 13%	2 / 14%	6 / 36%	1 / 8%	3 / 43%	2 / 19%	-	* / 5%	3 / 14%	-	2 / 13%	1 / 9%	3 / 17%
Fairly satisfied (4)	76 / 48%	17 / 42%	12 / 39%	25 / 61%	22 / 47%	10 / 57%	6 / 34%	2 / 24%	1 / 14%	6 / 47%	5 / 44%	8 / 93%	8 / 37%	9 / 82%	7 / 41%	9 / 57%	6 / 42%
Very satisfied (5)	46 / 29%	13 / 31%	11 / 36%	10 / 25%	12 / 26%	4 / 25%	4 / 23%	4 / 65%	2 / 28%	4 / 34%	5 / 43%	* / 3%	8 / 38%	2 / 18%	6 / 35%	5 / 34%	1 / 8%
I don't know / Not applicable	1 / 1%	1 / 3%	-	-	-	-	1 / 8%	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	122 / 77%	30 / 73%	24 / 75%	35 / 86%	34 / 73%	14 / 82%	9 / 56%	6 / 89%	3 / 41%	10 / 81%	11 / 87%	8 / 95%	16 / 75%	11 / 100%	12 / 76%	14 / 91%	7 / 49%
NET Very/fairly dissatisfied	12 / 8%	1 / 2%	3 / 8%	2 / 6%	7 / 14%	1 / 4%	-	1 / 3%	1 / 15%	-	2 / 13%	-	2 / 11%	-	2 / 12%	-	5 / 33%
Mean	3.96	4.04	4.02	4.05	3.78	4.03	3.85	4.50	3.54	4.15	4.15	3.98	4.02	4.18	3.91	4.25	3.13
Std Dev.	0.93	0.82	0.96	0.75	1.12	0.78	0.81	0.88	1.14	0.74	1.05	0.29	1.00	0.40	1.20	0.63	1.21
Std Error	0.08	0.14	0.18	0.12	0.17	0.20	0.24	0.36	0.43	0.24	0.33	0.09	0.25	0.12	0.27	0.20	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	133	5	128	72	61	86	47	28	29	38	19	11	3	5	57	57	19	8	114	18
Weighted Base	141*	6**	135*	70*	71*	90*	51*	30**	36**	41**	14**	14**	2**	5**	66*	55*	20**	7**	111*	29**
Effective Base	80	4	76	39	40	48	32	18	19	22	9	7	2	4	37	31	12	5	66	14
Very dissatisfied (1)	3 / 2%	-	3 / 2%	2 / 2%	2 / 2%	3 / 4%	-	2 / 7%	-	* / *	-	-	* / 5%	1 / 22%	2 / 3%	* / *	1 / 6%	1 / 18%	3 / 3%	* / 2%
Fairly dissatisfied (2)	12 / 8%	-	12 / 9%	* / *	11 / 16%c	5 / 6%	7 / 13%	4 / 14%	3 / 9%	2 / 6%	-	2 / 13%	-	-	7 / 11%	2 / 4%	2 / 9%	-	7 / 6%	5 / 17%
Neither satisfied or dissatisfied (3)	15 / 11%	2 / 30%	13 / 10%	5 / 8%	9 / 13%	5 / 6%	10 / 19%	3 / 10%	5 / 13%	3 / 8%	2 / 14%	-	-	2 / 37%	8 / 12%	5 / 9%	2 / 9%	2 / 28%	15 / 13%	-
Fairly satisfied (4)	66 / 47%	4 / 62%	62 / 46%	36 / 51%	30 / 42%	40 / 44%	26 / 51%	11 / 35%	19 / 52%	18 / 44%	6 / 39%	12 / 86%	-	2 / 40%	29 / 44%	23 / 42%	14 / 68%	2 / 31%	48 / 44%	16 / 56%
Very satisfied (5)	44 / 31%	* / 8%	43 / 32%	27 / 38%	17 / 24%	35 / 39%f	8 / 17%	10 / 33%	9 / 26%	16 / 39%	7 / 47%	* / 1%	1 / 79%	* / 1%	20 / 29%	23 / 41%	1 / 7%	1 / 19%	36 / 33%	7 / 25%
I don't know / Not applicable	2 / 1%	-	2 / 1%	-	2 / 3%	2 / 2%	* / *	-	-	2 / 4%	-	-	* / 16%	-	-	2 / 3%	* / 1%	* / 4%	2 / 2%	-
NET Very/fairly satisfied	110 / 78%	4 / 70%	105 / 78%	63 / 90%d	47 / 66%	75 / 83%	35 / 68%	21 / 69%	28 / 78%	34 / 83%	12 / 86%	12 / 87%	1 / 79%	2 / 41%	49 / 74%	46 / 83%	15 / 75%	3 / 50%	84 / 76%	24 / 81%
NET Very/fairly dissatisfied	15 / 11%	-	15 / 11%	2 / 3%	13 / 18%c	8 / 9%	7 / 13%	6 / 21%	3 / 9%	2 / 6%	-	2 / 13%	* / 5%	1 / 22%	10 / 14%	2 / 4%	3 / 14%	1 / 18%	9 / 8%	6 / 19%
Mean	3.97	3.78	3.98	4.23d	3.71	4.11	3.72	3.74	3.95	4.20	4.33	3.75	4.78	2.98	3.86	4.24	3.62	3.35	4.00	3.86
Std Dev.	0.98	0.62	1.00	0.80	1.09	1.01	0.90	1.27	0.87	0.85	0.74	0.71	-	1.28	1.07	0.81	0.98	1.44	0.98	1.05
Std Error	0.09	0.28	0.09	0.09	0.14	0.11	0.13	0.24	0.16	0.14	0.17	0.21	-	0.57	0.14	0.11	0.23	0.54	0.09	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (Declared) Under £11,500 per yea (i)	Income (Declared) £11,500 - £17,499 per ye (j)	Income (Declared) £17,500 - £29,999 per ye (k)	Income (Declared) £30,000 - £49,999 per ye (l)	Income (Declared) £50,000+ per yea (m)	Income (Declared) £11,500 - £49,999 (n)	Income (Combined) Under £11,500 per year (o)	Income (Combined) Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	133	59	33	19	22	92	41	112	20	12	11	43	37	28	91	12	119	63	67	3
Weighted Base	141*	63*	31**	24**	23**	94*	47*	128*	12**	7**	15**	50**	38**	31**	103*	7**	133*	58*	78*	5**
Effective Base	80	32	19	15	16	50	30	69	12	7	7	29	22	16	58	7	73	34	43	3
Very dissatisfied (1)	3 / 2%	-	1 / 2%	3 / 11%	* / *	1 / 1%	3 / 6%	2 / 1%	2 / 14%	* / 7%	-	1 / 2%	2 / 4%	-	3 / 3%	* / 7%	3 / 2%	* / 1%	1 / 2%	2 / 28%
Fairly dissatisfied (2)	12 / 8%	4 / 7%	* / *	2 / 7%	5 / 24%	4 / 5%	7 / 15%	10 / 8%	2 / 14%	2 / 24%	-	6 / 11%	4 / 11%	-	10 / 10%	2 / 24%	10 / 7%	6 / 10%	6 / 8%	-
Neither satisfied or dissatisfied (3)	15 / 11%	2 / 3%	4 / 11%	2 / 7%	8 / 33%	6 / 6%	9 / 19%	13 / 10%	2 / 14%	* / 2%	4 / 31%	6 / 12%	2 / 6%	2 / 7%	13 / 12%	* / 2%	15 / 11%	6 / 10%	9 / 12%	-
Fairly satisfied (4)	66 / 47%	38 / 59%	17 / 54%	8 / 32%	4 / 18%	54 / 58%f	12 / 25%	64 / 50%	2 / 19%	* / 1%	4 / 28%	23 / 46%	24 / 62%	16 / 51%	51 / 49%	* / 1%	66 / 50%	18 / 31%	45 / 58%q	3 / 49%
Very satisfied (5)	44 / 31%	19 / 30%	8 / 27%	10 / 43%	6 / 25%	27 / 29%	16 / 34%	38 / 30%	4 / 36%	5 / 66%	6 / 39%	14 / 29%	5 / 12%	13 / 42%	25 / 24%	5 / 66%	38 / 28%	28 / 48%r	15 / 19%	1 / 23%
I don't know / Not applicable	2 / 1%	-	2 / 6%	-	-	2 / 2%	-	2 / 1%	* / *	-	* / 2%	-	2 / 4%	-	2 / 2%	-	2 / 1%	-	2 / 2%	-
NET Very/fairly satisfied	110 / 78%	57 / 90%	25 / 81%	18 / 75%	10 / 43%	82 / 87%f	28 / 59%	102 / 80%	7 / 55%	5 / 67%	10 / 68%	37 / 74%	28 / 75%	28 / 93%	75 / 74%	5 / 67%	104 / 78%	46 / 79%	60 / 77%	4 / 72%
NET Very/fairly dissatisfied	15 / 11%	4 / 7%	1 / 2%	4 / 18%	6 / 24%	5 / 5%	10 / 21%e	12 / 9%	3 / 28%	2 / 31%	-	7 / 14%	6 / 15%	-	13 / 12%	2 / 31%	13 / 10%	6 / 11%	7 / 9%	2 / 28%
Mean	3.97	4.14	4.10	3.89	3.43	4.12f	3.67	4.00	3.50	3.96	4.09	3.87	3.70	4.36	3.84	3.96	3.96	4.16	3.87	3.39
Std Dev.	0.98	0.78	0.77	1.35	1.14	0.77	1.26	0.92	1.53	1.62	0.87	1.04	0.99	0.61	1.00	1.62	0.95	1.02	0.87	1.70
Std Error	0.09	0.10	0.14	0.31	0.24	0.08	0.20	0.09	0.35	0.47	0.28	0.16	0.17	0.12	0.11	0.47	0.09	0.13	0.11	0.98

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

			Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	133	85	48	18	70	23	27	13	5	7	3	6	11	11	14	5	8	2	21
Weighted Base	141*	118*	23**	3**	121*	10**	8**	2**	4**	14**	5**	8**	19**	16**	33**	13**	10**	1**	9**
Effective Base	80	67	13	6	62	11	18	9	5	7	3	6	11	11	14	5	8	1	10
Very dissatisfied (1)	3 / 2%	3 / 3%	* / 1%	* / 2%	3 / 2%	* / 1%	* / 6%	-	-	1 / 8%	-	-	-	-	-	-	2 / 15%	-	* / 2%
Fairly dissatisfied (2)	12 / 8%	12 / 10%	*	-	11 / 9%	-	* / 3%	-	1 / 23%	2 / 12%	-	1	2 / 9%	3 / 20%	2 / 7%	1 / 11%	-	-	-
Neither satisfied or dissatisfied (3)	15 / 11%	14 / 12%	1 / 4%	* / 4%	9 / 8%	4 / 38%	1 / 13%	1 / 26%	-	-	1 / 32%	1 / 15%	2 / 8%	3 / 20%	-	-	2 / 22%	-	4 / 42%
Fairly satisfied (4)	66 / 47%	54 / 46%	12 / 52%	1 / 22%	60 / 49%	2 / 24%	3 / 39%	1 / 41%	2 / 38%	7 / 50%	1 / 26%	4 / 51%	11 / 56%	4 / 25%	18 / 54%	8 / 66%	5 / 49%	1 / 85%	2 / 18%
Very satisfied (5)	44 / 31%	34 / 29%	10 / 43%	2 / 64%	37 / 30%	4 / 36%	3 / 38%	* / 20%	2 / 39%	4 / 30%	2 / 42%	3 / 34%	5 / 26%	4 / 25%	13 / 39%	3 / 24%	1 / 14%	* / 15%	4 / 38%
I don't know / Not applicable	2 / 1%	2 / 1%	* / 1%	* / 8%	2 / 1%	-	-	* / 13%	-	-	-	-	-	2 / 10%	-	-	-	-	-
NET Very/fairly satisfied	110 / 78%	88 / 74%	22 / 95%	3 / 86%	96 / 79%	6 / 61%	6 / 78%	1 / 61%	3 / 77%	11 / 80%	3 / 68%	7 / 85%	16 / 83%	8 / 50%	31 / 93%	12 / 89%	6 / 63%	1 / 100%	5 / 57%
NET Very/fairly dissatisfied	15 / 11%	15 / 12%	* / 1%	* / 2%	14 / 12%	* / 1%	1 / 9%	-	1 / 23%	3 / 20%	-	-	2 / 9%	3 / 20%	2 / 7%	1 / 11%	2 / 15%	-	* / 2%
Mean	3.97	3.89	4.37	4.57	3.97	3.94	4.00	3.93	3.93	3.81	4.10	4.19	4.00	3.61	4.24	4.02	3.47	4.15	3.92
Std Dev.	0.98	1.02	0.64	0.98	0.98	0.98	1.17	-	1.31	1.26	0.96	0.72	0.87	1.15	0.80	0.85	1.26	-	1.02
Std Error	0.09	0.11	0.09	0.24	0.12	0.20	0.23	-	0.59	0.47	0.56	0.29	0.26	0.37	0.21	0.38	0.45	-	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	133	68	32	98	62	68	7	8	32	2	7	55	48	17	7	5	103	12	59	57	8	5	4	116	9	107	26
Weighted Base	141*	72*	34**	105*	67*	72*	4**	5**	34**	2**	4**	59*	50*	22**	6**	4**	109*	10**	64*	59*	12**	4**	3**	122*	7**	118*	24**
Effective Base	80	39	21	57	40	39	4	5	21	2	4	30	33	12	4	2	62	7	35	34	6	3	2	69	5	66	14
Very dissatisfied (1)	3 / 2%	* / 1%	3 / 8%	* / *	3 / 4%	* / 1%	* / 13%	* / 9%	3 / 8%	-	1 / 33%	2 / 3%	-	* / 2%	1 / 20%	-	2 / 1%	1 / 12%	-	* / *	-	2 / 48%	1 / 43%	* / *	3 / 46%	2 / 2%	1 / 5%
Fairly dissatisfied (2)	12 / 8%	5 / 6%	4 / 13%	6 / 5%	5 / 8%	5 / 6%	2 / 44%	1 / 27%	4 / 13%	-	* / 6%	4 / 7%	4 / 8%	2 / 8%	2 / 30%	-	8 / 7%	2 / 19%	7 / 12%	* / *	4 / 34%	-	-	8 / 6%	-	10 / 9%	1 / 6%
Neither satisfied or dissatisfied (3)	15 / 11%	6 / 9%	4 / 11%	11 / 10%	8 / 12%	6 / 9%	-	1 / 20%	4 / 11%	-	* / 8%	5 / 9%	5 / 9%	5 / 21%	-	* / 4%	10 / 9%	* / 1%	4 / 6%	11 / 18%	-	* / 3%	-	15 / 12%	* / 2%	12 / 10%	3 / 14%
Fairly satisfied (4)	66 / 47%	31 / 43%	17 / 50%	49 / 47%	35 / 52%	31 / 43%	-	1 / 18%	17 / 50%	-	-	17 / 29%	35 / 70%kp	13 / 57%	2 / 25%	-	52 / 48%	2 / 15%	31 / 49%	27 / 46%	6 / 51%	2 / 49%	* / 5%	58 / 47%	2 / 32%	55 / 47%	11 / 48%
Very satisfied (5)	44 / 31%	29 / 41%	4 / 13%	39 / 37%	14 / 21%	29 / 41%	2 / 43%	1 / 25%	4 / 13%	2 / 100%	2 / 46%	31 / 52%l	7 / 13%	3 / 12%	-	4 / 96%	37 / 34%l	4 / 36%	21 / 33%	19 / 33%	2 / 15%	-	1 / 52%	40 / 33%	1 / 20%	39 / 33%	5 / 19%
I don't know / Not applicable	2 / 1%	-	2 / 5%	-	2 / 3%	-	-	-	2 / 5%	-	* / 7%	-	-	-	2 / 26%	-	* / *	2 / 16%	-	2 / 3%	-	-	-	2 / 1%	-	-	2 / 8%
NET Very/fairly satisfied	110 / 78%	61 / 84%	22 / 63%	88 / 84%	49 / 73%	61 / 84%	2 / 43%	2 / 43%	22 / 63%	2 / 100%	2 / 46%	48 / 81%	42 / 83%	15 / 69%	2 / 25%	4 / 96%	89 / 82%	5 / 51%	52 / 82%	46 / 78%	8 / 66%	2 / 49%	1 / 57%	98 / 80%	4 / 52%	94 / 80%	16 / 67%
NET Very/fairly dissatisfied	15 / 11%	5 / 7%	7 / 21%	6 / 6%	8 / 12%	5 / 7%	2 / 57%	2 / 36%	7 / 21%	-	1 / 39%	6 / 10%	4 / 8%	2 / 10%	3 / 50%	-	10 / 9%	3 / 31%	7 / 12%	* / *	4 / 34%	2 / 48%	1 / 43%	8 / 6%	3 / 46%	12 / 10%	3 / 11%
Mean	3.97	4.17	3.50	4.15	3.81	4.17	3.15	3.23	3.50	5.00	3.23	4.21	3.88	3.69	2.40	4.92	4.06	3.52	4.04	4.14	3.48	2.52	3.23	4.09	2.79	4.01	3.75
Std Dev.	0.98	0.89	1.16	0.84	1.01	0.89	1.91	1.48	1.16	-	2.20	1.06	0.73	0.88	1.35	0.45	0.93	1.66	0.93	0.74	1.16	1.68	2.49	0.84	1.84	0.97	1.06
Std Error	0.09	0.11	0.21	0.09	0.13	0.11	0.72	0.52	0.21	-	0.90	0.14	0.10	0.21	0.55	0.20	0.09	0.50	0.12	0.10	0.41	0.75	1.24	0.08	0.61	0.09	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	11	119	3	64	60	9	111	18	4	-	133	-
Weighted Base	141*	9**	126*	6**	73*	58*	10**	117*	20**	4**	-**	141*	-**
Effective Base	80	6	72	2	38	36	7	65	12	3	-	80	-
Very dissatisfied (1)	3 / 2%	-	3 / 3%	-	3 / 4%	*	-	1 / 1%	* / 2%	2 / 36%	-	3 / 2%	-
Fairly dissatisfied (2)	12 / 8%	2 / 26%	9 / 7%	-	5 / 7%	5 / 8%	2 / 17%	11 / 10%	*	* / 5%	-	12 / 8%	-
Neither satisfied or dissatisfied (3)	15 / 11%	* / 3%	15 / 12%	-	6 / 8%	6 / 10%	3 / 28%	9 / 8%	6 / 28%	-	-	15 / 11%	-
Fairly satisfied (4)	66 / 47%	3 / 35%	57 / 45%	6 / 100%	34 / 46%	28 / 48%	4 / 40%	54 / 46%	10 / 50%	3 / 59%	-	66 / 47%	-
Very satisfied (5)	44 / 31%	3 / 35%	40 / 32%	-	25 / 34%	17 / 30%	1 / 15%	40 / 34%	4 / 19%	-	-	44 / 31%	-
I don't know / Not applicable	2 / 1%	-	2 / 1%	-	-	2 / 3%	-	2 / 2%	-	-	-	2 / 1%	-
NET Very/fairly satisfied	110 / 78%	6 / 71%	98 / 77%	6 / 100%	59 / 80%	45 / 78%	5 / 55%	93 / 80%	14 / 69%	3 / 59%	-	110 / 78%	-
NET Very/fairly dissatisfied	15 / 11%	2 / 26%	12 / 10%	-	8 / 11%	5 / 9%	2 / 17%	13 / 11%	1 / 3%	2 / 41%	-	15 / 11%	-
Mean	3.97	3.80	3.98	4.00	3.99	4.02	3.52	4.03	3.84	2.83	-	3.97	-
Std Dev.	0.98	1.25	0.99	0.00	1.05	0.89	0.99	0.96	0.84	1.63	-	0.98	-
Std Error	0.09	0.38	0.09	0.00	0.13	0.12	0.33	0.09	0.20	0.82	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	36	29	31	37	10	15	11	10	5	14	6	10	15	19	8	10
Weighted Base	141*	44**	32**	31**	34**	13**	19**	12**	13**	5**	14**	5**	8**	18**	12**	11**	11**
Effective Base	80	22	20	19	19	7	9	7	8	3	9	4	5	11	8	5	7
Very dissatisfied (1)	3 / 2%	*	1 / 4%	2 / 5%	* / 1%	-	-	* / 1%	-	-	1 / 8%	2 / 34%	-	-	-	* / 4%	-
Fairly dissatisfied (2)	12 / 8%	6 / 13%	6 / 18%	* / *	-	4 / 30%	-	2 / 15%	3 / 19%	2 / 33%	2 / 12%	-	* / 1%	-	-	-	-
Neither satisfied or dissatisfied (3)	15 / 11%	3 / 8%	3 / 10%	6 / 19%	2 / 7%	2 / 13%	2 / 9%	-	* / 1%	* / 9%	3 / 18%	-	1 / 15%	5 / 26%	* / 1%	1 / 10%	1 / 9%
Fairly satisfied (4)	66 / 47%	23 / 53%	12 / 37%	15 / 50%	15 / 45%	8 / 57%	12 / 60%	4 / 36%	4 / 32%	3 / 58%	5 / 36%	1 / 27%	3 / 38%	11 / 61%	5 / 44%	7 / 61%	4 / 32%
Very satisfied (5)	44 / 31%	11 / 26%	10 / 31%	8 / 25%	14 / 42%	-	6 / 30%	6 / 49%	6 / 48%	-	4 / 25%	2 / 34%	4 / 47%	2 / 13%	7 / 55%	3 / 25%	5 / 44%
I don't know / Not applicable	2 / 1%	-	-	* / 1%	2 / 5%	-	-	-	-	-	-	* / 5%	-	-	-	-	2 / 14%
NET Very/fairly satisfied	110 / 78%	35 / 79%	22 / 68%	23 / 75%	30 / 87%	8 / 57%	17 / 91%	10 / 84%	11 / 80%	3 / 58%	9 / 61%	3 / 61%	7 / 85%	13 / 74%	12 / 99%	9 / 85%	9 / 77%
NET Very/fairly dissatisfied	15 / 11%	6 / 13%	7 / 22%	2 / 5%	* / 1%	4 / 30%	-	2 / 16%	3 / 19%	2 / 33%	2 / 20%	3 / 34%	* / 1%	-	-	* / 4%	-
Mean	3.97	3.91	3.74	3.91	4.33	3.27	4.21	4.17	4.09	3.26	3.58	3.28	4.32	3.87	4.54	4.01	4.40
Std Dev.	0.98	0.94	1.20	0.96	0.75	0.93	0.61	1.10	1.16	1.04	1.27	2.00	0.78	0.63	0.54	0.91	0.72
Std Error	0.09	0.16	0.22	0.18	0.12	0.29	0.16	0.33	0.37	0.46	0.34	0.90	0.25	0.16	0.12	0.32	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	106	4	102	69	37	75	31	28	35	23	15	4	-	1	63	38	5	1	86	18
Weighted Base	118*	4**	114*	74*	44**	82*	36**	32**	41**	28**	10**	7**	-**	***	73*	38**	7**	***	90*	26**
Effective Base	68	4	65	42	26	46	22	19	24	14	8	3	-	1	43	22	3	1	52	15
Very dissatisfied (1)	3 / 3%	-	3 / 3%	1 / 1%	2 / 5%	1 / 1%	2 / 7%	1 / 2%	1 / 2%	2 / 6%	-	-	-	-	1 / 2%	2 / 5%	-	-	3 / 3%	1 / 2%
Fairly dissatisfied (2)	9 / 7%	-	9 / 7%	4 / 6%	4 / 9%	9 / 10%	-	2 / 8%	2 / 5%	2 / 9%	-	2 / 25%	-	-	4 / 6%	2 / 6%	2 / 25%	-	9 / 9%	-
Neither satisfied or dissatisfied (3)	21 / 18%	1 / 27%	20 / 18%	14 / 19%	8 / 17%	15 / 18%	6 / 18%	4 / 14%	13 / 31%	4 / 15%	-	-	-	-	17 / 23%	4 / 11%	-	-	14 / 15%	7 / 28%
Fairly satisfied (4)	42 / 36%	-	42 / 37%	25 / 34%	17 / 38%	30 / 36%	12 / 34%	12 / 38%	11 / 27%	8 / 29%	6 / 60%	5 / 73%	-	-	23 / 32%	14 / 37%	5 / 72%	-	31 / 35%	11 / 42%
Very satisfied (5)	43 / 36%	3 / 73%	40 / 35%	30 / 40%	13 / 30%	28 / 34%	15 / 42%	13 / 39%	15 / 36%	12 / 41%	4 / 40%	* / 2%	-	* / 100%	27 / 37%	15 / 41%	* / 3%	* / 100%	34 / 38%	7 / 28%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	85 / 72%	3 / 73%	82 / 72%	55 / 75%	30 / 68%	58 / 71%	28 / 76%	25 / 77%	26 / 63%	20 / 70%	10 / 100%	5 / 75%	-	* / 100%	51 / 69%	29 / 77%	5 / 75%	* / 100%	65 / 72%	18 / 69%
NET Very/fairly dissatisfied	12 / 10%	-	12 / 10%	5 / 7%	7 / 15%	9 / 11%	2 / 7%	3 / 9%	3 / 6%	4 / 15%	-	2 / 25%	-	-	6 / 8%	4 / 11%	2 / 25%	-	11 / 12%	1 / 2%
Mean	3.96	4.45	3.94	4.07	3.78	3.92	4.04	4.05	3.90	3.89	4.40	3.51	-	5.00	3.97	4.02	3.53	5.00	3.95	3.93
Std Dev.	1.04	1.02	1.04	0.96	1.14	1.02	1.10	1.01	1.02	1.24	0.52	0.97	-	-	1.01	1.12	0.97	-	1.09	0.88
Std Error	0.10	0.51	0.10	0.12	0.19	0.12	0.20	0.19	0.17	0.26	0.13	0.48	-	-	0.13	0.18	0.44	-	0.12	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	106	55	25	13	13	80	26	94	12	8	11	27	36	23	74	8	97	53	52	1
Weighted Base	118*	53**	29**	21**	16**	81*	37**	109*	9**	7**	12**	32**	42**	25**	86*	7**	111*	52*	63*	3**
Effective Base	68	29	17	12	10	46	22	62	6	6	7	20	24	12	51	6	63	31	36	1
Very dissatisfied (1)	3 / 3%	1 / 1%	3 / 9%	-	-	3 / 4%	-	3 / 2%	1 / 7%	1 / 8%	-	-	3 / 6%	-	3 / 3%	1 / 8%	3 / 2%	1 / 1%	2 / 4%	-
Fairly dissatisfied (2)	9 / 7%	4 / 8%	2 / 9%	-	2 / 12%	7 / 8%	2 / 5%	9 / 8%	-	-	2 / 15%	2 / 5%	-	5 / 20%	4 / 4%	-	9 / 8%	-	9 / 13%q	-
Neither satisfied or dissatisfied (3)	21 / 18%	3 / 6%	7 / 25%	10 / 49%	1 / 6%	10 / 12%	11 / 30%	18 / 16%	4 / 41%	-	-	9 / 28%	9 / 21%	3 / 13%	18 / 21%	-	21 / 19%	9 / 17%	13 / 20%	-
Fairly satisfied (4)	42 / 36%	20 / 38%	9 / 32%	6 / 28%	7 / 46%	29 / 36%	13 / 36%	41 / 38%	1 / 12%	3 / 43%	3 / 24%	15 / 46%	15 / 36%	7 / 26%	33 / 38%	3 / 43%	39 / 35%	16 / 31%	23 / 37%	3 / 100%
Very satisfied (5)	43 / 36%	25 / 48%	8 / 26%	5 / 23%	6 / 36%	33 / 40%	10 / 29%	39 / 36%	4 / 41%	3 / 48%	7 / 60%	7 / 21%	16 / 37%	10 / 41%	30 / 34%	3 / 48%	40 / 36%	27 / 51%r	16 / 26%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	85 / 72%	45 / 85%	17 / 58%	11 / 51%	13 / 82%	62 / 76%	24 / 64%	81 / 74%	5 / 53%	6 / 92%	10 / 85%	21 / 67%	31 / 73%	17 / 67%	62 / 72%	6 / 92%	79 / 71%	43 / 82%	40 / 63%	3 / 100%
NET Very/fairly dissatisfied	12 / 10%	5 / 9%	5 / 18%	-	2 / 12%	10 / 12%	2 / 5%	11 / 10%	1 / 7%	1 / 8%	2 / 15%	2 / 5%	3 / 6%	5 / 20%	6 / 7%	1 / 8%	11 / 10%	1 / 1%	11 / 17%q	-
Mean	3.96	4.23	3.57	3.74	4.06	4.00	3.88	3.97	3.80	4.23	4.30	3.82	3.97	3.88	3.96	4.23	3.94	4.30r	3.68	4.00
Std Dev.	1.04	0.96	1.24	0.83	0.98	1.10	0.90	1.03	1.24	1.17	1.11	0.83	1.08	1.17	1.00	1.17	1.03	0.86	1.12	0.00
Std Error	0.10	0.13	0.25	0.23	0.27	0.12	0.18	0.11	0.36	0.41	0.34	0.16	0.18	0.24	0.12	0.41	0.11	0.12	0.16	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	106	71	35	14	62	14	19	11	6	8	7	5	11	9	9	3	4	2	12
Weighted Base	118*	101*	17**	3**	106*	4**	5**	3**	5**	17**	12**	7**	18**	12**	22**	7**	6**	1**	3**
Effective Base	68	58	10	3	56	8	10	7	6	8	7	5	10	9	9	3	4	1	6
Very dissatisfied (1)	3 / 3%	3 / 3%	-	-	3 / 3%	-	-	-	1 / 28%	-	-	-	-	-	2 / 8%	-	-	-	-
Fairly dissatisfied (2)	9 / 7%	9 / 8%	-	-	9 / 8%	-	- / *	-	-	2 / 11%	-	-	-	-	2 / 11%	2 / 34%	2 / 29%	-	-
Neither satisfied or dissatisfied (3)	21 / 18%	21 / 21%	* / *	-	18 / 17%	2 / 36%	* / 8%	1 / 44%	2 / 35%	2 / 12%	4 / 30%	2 / 24%	1 / 8%	4 / 35%	2 / 10%	-	1 / 23%	1 / 85%	1 / 22%
Fairly satisfied (4)	42 / 36%	32 / 32%	10 / 60%	1 / 25%	38 / 36%	* / 8%	3 / 50%	1 / 51%	2 / 37%	6 / 35%	3 / 28%	4 / 57%	12 / 67%	3 / 25%	5 / 23%	2 / 34%	-	* / 15%	* / 6%
Very satisfied (5)	43 / 36%	36 / 36%	7 / 40%	2 / 75%	38 / 36%	2 / 56%	2 / 42%	* / 5%	-	7 / 41%	5 / 43%	1 / 19%	5 / 25%	5 / 41%	10 / 47%	2 / 32%	3 / 48%	-	2 / 71%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	85 / 72%	68 / 68%	17 / 100%	3 / 100%	76 / 72%	3 / 64%	5 / 92%	1 / 56%	2 / 37%	13 / 77%	8 / 70%	5 / 76%	17 / 92%	8 / 65%	15 / 70%	5 / 66%	3 / 48%	* / 15%	3 / 78%
NET Very/fairly dissatisfied	12 / 10%	12 / 12%	-	-	12 / 11%	-	-	-	1 / 28%	2 / 11%	-	-	-	-	4 / 20%	2 / 34%	2 / 29%	-	-
Mean	3.96	3.89	4.40	4.75	3.94	4.20	4.34	3.60	2.82	4.07	4.13	3.94	4.17	4.06	3.89	3.64	3.68	3.15	4.49
Std Dev.	1.04	1.09	0.51	0.53	1.06	1.07	0.68	0.74	1.35	1.01	0.88	0.71	0.57	0.90	1.36	1.34	1.46	-	1.00
Std Error	0.10	0.13	0.09	0.14	0.14	0.29	0.16	0.22	0.55	0.36	0.33	0.32	0.17	0.30	0.45	0.77	0.73	-	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_10_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Stamp usage – 1st class all/most of the time (a)	2nd class all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage – Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage – Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance letters/cards – Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance parcels – Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	106	67	11	95	39	67	5	9	11	2	2	41	35	16	8	5	76	13	41	46	12	4	3	87	7	103	3
Weighted Base	118*	75*	14**	104*	43**	75*	4**	6**	14**	2**	2**	46**	40**	21**	6**	5**	86*	11**	46**	50**	15**	6**	1**	96*	7**	112*	6**
Effective Base	68	41	8	60	27	41	3	4	8	2	2	24	26	12	4	3	49	8	27	28	8	4	1	55	5	65	3
Very dissatisfied (1)	3 / 3%	2 / 2%	1 / 4%	3 / 2%	1 / 3%	2 / 2%	-	-	1 / 4%	1 / 34%	1 / 34%	3 / 6%	1 / 1%	-	-	-	3 / 4%	-	2 / 4%	1 / 1%	-	1 / 13%	-	2 / 2%	1 / 11%	3 / 3%	-
Fairly dissatisfied (2)	9 / 7%	9 / 11%	-	9 / 8%	-	9 / 11%	-	-	-	-	-	2 / 5%	6 / 15%	-	-	-	9 / 10%	-	6 / 13%	2 / 5%	-	-	-	9 / 9%	-	9 / 8%	-
Neither satisfied or dissatisfied (3)	21 / 18%	12 / 16%	3 / 22%	18 / 17%	10 / 22%	12 / 16%	-	2 / 39%	3 / 22%	-	-	4 / 10%	8 / 19%	4 / 17%	2 / 36%	3 / 69%	12 / 14%	6 / 50%	5 / 11%	9 / 19%	5 / 35%	1 / 26%	-	14 / 15%	1 / 21%	20 / 18%	2 / 24%
Fairly satisfied (4)	42 / 36%	21 / 29%	4 / 32%	38 / 36%	21 / 48%	21 / 29%	2 / 43%	1 / 18%	4 / 32%	-	-	12 / 26%	17 / 44%	10 / 49%	2 / 34%	* / 6%	29 / 34%	2 / 22%	11 / 23%	24 / 49%	5 / 34%	2 / 37%	* / 9%	35 / 36%	2 / 31%	37 / 34%	5 / 76%
Very satisfied (5)	43 / 36%	31 / 42%	6 / 42%	37 / 36%	12 / 27%	31 / 42%	2 / 57%	2 / 43%	6 / 42%	1 / 66%	1 / 66%	25 / 53%	8 / 21%	7 / 34%	2 / 29%	1 / 26%	33 / 38%	3 / 28%	23 / 49%	13 / 26%	5 / 30%	1 / 24%	1 / 91%	36 / 37%	3 / 37%	43 / 38%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	85 / 72%	53 / 71%	10 / 74%	75 / 72%	32 / 75%	53 / 71%	4 / 100%	3 / 61%	10 / 74%	1 / 66%	1 / 66%	37 / 79%	25 / 64%	17 / 83%	4 / 64%	2 / 31%	62 / 72%	5 / 50%	33 / 72%	37 / 75%	10 / 65%	4 / 61%	1 / 100%	71 / 74%	5 / 68%	80 / 72%	5 / 76%
NET Very/fairly dissatisfied	12 / 10%	10 / 14%	1 / 4%	11 / 11%	1 / 3%	10 / 14%	-	-	1 / 4%	1 / 34%	1 / 34%	5 / 11%	7 / 17%	-	-	-	12 / 14%	-	8 / 17%	3 / 6%	-	1 / 13%	-	11 / 11%	1 / 11%	12 / 10%	-
Mean	3.96	3.96	4.08	3.94	3.95	3.96	4.57	4.04	4.08	3.65	3.65	4.16	3.67	4.17	3.93	3.57	3.93	3.77	4.00	3.94	3.95	3.58	4.91	3.97	3.84	3.97	3.76
Std Dev.	1.04	1.13	1.04	1.04	0.89	1.13	0.58	1.00	1.04	-	-	1.16	1.03	0.71	0.88	0.98	1.12	0.90	1.23	0.88	0.84	1.36	-	1.06	1.33	1.06	0.47
Std Error	0.10	0.14	0.31	0.11	0.14	0.14	0.26	0.33	0.31	-	-	0.18	0.17	0.18	0.31	0.44	0.13	0.25	0.19	0.13	0.24	0.68	-	0.11	0.50	0.10	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	106	17	87	2	52	45	9	87	16	2	1	105	-
Weighted Base	118*	10**	105*	3**	58*	52*	8**	97*	19**	2**	***	118*	-**
Effective Base	68	7	60	1	31	31	6	55	11	1	1	68	-
Very dissatisfied (1)	3 / 3%	-	3 / 3%	-	1 / 1%	2 / 5%	-	3 / 3%	-	-	-	3 / 3%	-
Fairly dissatisfied (2)	9 / 7%	-	9 / 8%	-	4 / 6%	5 / 10%	-	9 / 9%	-	-	-	9 / 7%	-
Neither satisfied or dissatisfied (3)	21 / 18%	2 / 21%	19 / 18%	-	6 / 11%	14 / 27%	1 / 9%	14 / 15%	5 / 28%	1 / 96%	-	21 / 18%	-
Fairly satisfied (4)	42 / 36%	5 / 50%	34 / 32%	3 / 100%	21 / 36%	14 / 28%	7 / 85%	35 / 36%	7 / 39%	-	-	42 / 36%	-
Very satisfied (5)	43 / 36%	3 / 30%	40 / 38%	-	27 / 46%	16 / 31%	* / 6%	36 / 37%	7 / 34%	* / 4%	1 / 100%	43 / 36%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	85 / 72%	8 / 79%	74 / 71%	3 / 100%	47 / 82%	30 / 59%	7 / 91%	71 / 73%	14 / 72%	* / 4%	* / 100%	85 / 72%	-
NET Very/fairly dissatisfied	12 / 10%	-	12 / 11%	-	4 / 8%	7 / 14%	-	12 / 12%	-	-	-	12 / 10%	-
Mean	3.96	4.09	3.95	4.00	4.18	3.71	3.97	3.95	4.06	3.08	5.00	3.96	-
Std Dev.	1.04	0.74	1.08	0.00	0.96	1.15	0.41	1.09	0.80	-	-	1.04	-
Std Error	0.10	0.18	0.12	0.00	0.13	0.17	0.14	0.12	0.20	-	-	0.10	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_10_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	106	30	25	22	29	13	11	6	9	6	10	5	6	11	19	7	3
Weighted Base	118*	43**	30**	21**	24**	15**	20**	9**	12**	5**	12**	4**	6**	10**	13**	8**	3**
Effective Base	68	23	18	12	14	10	9	5	7	3	7	3	4	6	9	4	2
Very dissatisfied (1)	3 / 3%	1 / 1%	2 / 6%	-	1 / 3%	-	-	1 / 6%	2 / 15%	-	-	-	-	-	1 / 6%	-	-
Fairly dissatisfied (2)	9 / 7%	5 / 11%	2 / 6%	-	2 / 8%	-	5 / 25%	-	-	2 / 33%	-	-	-	-	2 / 14%	-	-
Neither satisfied or dissatisfied (3)	21 / 18%	11 / 27%	6 / 19%	3 / 16%	1 / 3%	6 / 41%	6 / 28%	-	3 / 27%	* / 6%	2 / 16%	1 / 14%	2 / 26%	1 / 11%	-	1 / 10%	-
Fairly satisfied (4)	42 / 36%	11 / 26%	12 / 41%	6 / 29%	12 / 51%	6 / 42%	3 / 17%	2 / 20%	5 / 44%	-	7 / 56%	2 / 48%	1 / 8%	4 / 35%	9 / 68%	3 / 37%	* / 14%
Very satisfied (5)	43 / 36%	15 / 34%	8 / 28%	11 / 54%	8 / 35%	3 / 17%	6 / 29%	7 / 74%	2 / 15%	3 / 62%	3 / 28%	2 / 38%	4 / 66%	6 / 54%	2 / 12%	4 / 53%	3 / 86%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	85 / 72%	26 / 61%	21 / 69%	17 / 84%	21 / 86%	9 / 59%	9 / 47%	8 / 94%	7 / 59%	3 / 62%	10 / 84%	3 / 86%	5 / 74%	9 / 89%	11 / 80%	7 / 90%	3 / 100%
NET Very/fairly dissatisfied	12 / 10%	5 / 13%	4 / 12%	-	3 / 11%	-	5 / 25%	1 / 6%	2 / 15%	2 / 33%	-	-	-	-	3 / 20%	-	-
Mean	3.96	3.81	3.80	4.38	4.07	3.77	3.50	4.55	3.44	3.90	4.11	4.24	4.40	4.43	3.67	4.42	4.86
Std Dev.	1.04	1.08	1.12	0.77	1.01	0.75	1.19	1.06	1.24	1.56	0.68	0.78	0.95	0.72	1.09	0.72	0.41
Std Error	0.10	0.20	0.22	0.16	0.19	0.21	0.36	0.43	0.41	0.64	0.22	0.35	0.39	0.22	0.25	0.27	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	121	5	116	79	42	80	41	25	40	32	14	5	3	2	65	46	10	5	97	23
Weighted Base	143*	6**	137*	93*	50**	96*	47**	34**	50**	35**	13**	5**	5**	2**	84*	48**	12**	7**	109*	34**
Effective Base	79	4	75	49	30	49	31	19	27	19	8	3	2	1	46	27	6	3	60	19
Very dissatisfied (1)	4 / 3%	-	4 / 3%	3 / 3%	1 / 2%	1 / 1%	3 / 6%	-	1 / 3%	2 / 7%	-	-	-	-	1 / 2%	3 / 5%	-	-	4 / 4%	-
Fairly dissatisfied (2)	8 / 6%	-	8 / 6%	5 / 5%	3 / 7%	6 / 6%	2 / 4%	2 / 7%	4 / 9%	2 / 5%	-	-	-	-	7 / 8%	2 / 3%	-	-	8 / 8%	-
Neither satisfied or dissatisfied (3)	24 / 17%	2 / 31%	22 / 16%	16 / 17%	8 / 15%	9 / 10%	14 / 30%e	8 / 24%	10 / 19%	4 / 11%	-	-	-	2 / 97%	18 / 21%	4 / 8%	2 / 17%	2 / 27%	21 / 20%	2 / 6%
Fairly satisfied (4)	55 / 39%	4 / 61%	52 / 38%	36 / 38%	20 / 40%	42 / 44%	13 / 28%	14 / 41%	19 / 38%	10 / 30%	3 / 27%	4 / 97%	5 / 93%	-	33 / 39%	14 / 29%	9 / 79%	5 / 67%	39 / 36%	16 / 48%
Very satisfied (5)	50 / 35%	* / 8%	49 / 36%	33 / 36%	16 / 33%	35 / 37%	15 / 31%	9 / 28%	16 / 31%	17 / 47%	8 / 60%	* / 3%	* / 7%	* / 3%	25 / 30%	24 / 51%	1 / 5%	* / 5%	34 / 31%	16 / 46%
I don't know / Not applicable	2 / 1%	-	2 / 1%	-	2 / 3%	2 / 2%	-	-	-	-	2 / 13%	-	-	-	-	2 / 3%	-	-	2 / 1%	-
NET Very/fairly satisfied	105 / 74%	4 / 69%	101 / 74%	69 / 74%	36 / 73%	77 / 81%f	28 / 59%	23 / 69%	34 / 69%	27 / 77%	11 / 87%	5 / 100%	5 / 100%	* / 3%	58 / 69%	38 / 80%	10 / 83%	5 / 73%	73 / 67%	32 / 94%
NET Very/fairly dissatisfied	12 / 9%	-	12 / 9%	8 / 9%	4 / 9%	7 / 8%	5 / 10%	2 / 7%	6 / 12%	4 / 12%	-	-	-	-	8 / 10%	6 / 9%	-	-	12 / 11%	-
Mean	3.98	3.77	3.99	3.99	3.97	4.10	3.74	3.90	3.86	4.05	4.69	4.03	4.07	3.06	3.87	4.20	3.88	3.78	3.85	4.40
Std Dev.	1.01	0.64	1.02	1.02	1.00	0.93	1.13	0.90	1.06	1.21	0.48	0.19	0.28	-	0.99	1.11	0.46	0.57	1.07	0.61
Std Error	0.09	0.28	0.10	0.11	0.16	0.10	0.18	0.18	0.17	0.21	0.13	0.09	0.16	-	0.12	0.17	0.15	0.26	0.11	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	121	67	19	20	15	86	35	107	13	9	12	31	38	29	81	9	111	61	58	2
Weighted Base	143*	71*	21**	33**	18**	91*	51**	133*	8**	7**	17**	46**	42**	31**	105*	7**	136*	71*	71*	1**
Effective Base	79	38	13	17	11	51	28	72	8	6	8	23	25	18	56	6	74	37	41	1
Very dissatisfied (1)	4 3%	1 2%	-	1 4%	1 8%	1 1%	3 5%	3 2%	2 15%	-	3 17%	1 2%	*	-	4 4%	-	4 3%	3 4%	1 2%	-
Fairly dissatisfied (2)	8 6%	4 6%	1 3%	2 7%	1 6%	5 5%	3 7%	7 5%	2 22%	1 15%	2 15%	4 9%	1 1%	* *	7 7%	1 15%	7 5%	4 6%	4 6%	-
Neither satisfied or dissatisfied (3)	24 17%	9 13%	1 6%	9 26%	5 25%	10 11%	13 26%	23 17%	* 5%	* 6%	-	7 16%	12 28%	4 14%	19 18%	* 6%	23 17%	11 15%	13 18%	-
Fairly satisfied (4)	55 39%	30 42%	11 54%	9 27%	6 33%	41 45%	15 29%	52 39%	1 19%	2 28%	8 45%	15 33%	22 52%	9 28%	45 43%	2 28%	54 39%	22 31%	32 45%	1 100%
Very satisfied (5)	50 35%	26 37%	8 37%	11 32%	5 28%	34 37%	16 30%	47 35%	3 40%	4 51%	4 24%	18 39%	6 15%	18 58%	28 27%	4 51%	46 34%	31 44%	19 27%	-
I don't know / Not applicable	2 1%	-	-	2 5%	-	-	2 3%	2 1%	-	-	-	-	2 4%	-	2 2%	-	2 1%	-	2 2%	-
NET Very/fairly satisfied	105 74%	56 79%	19 91%	20 58%	11 60%	75 82%	30 59%	99 74%	4 58%	6 79%	12 69%	33 72%	28 67%	26 86%	73 70%	6 79%	99 73%	53 75%	51 72%	1 100%
NET Very/fairly dissatisfied	12 9%	6 8%	1 3%	4 11%	2 14%	6 7%	6 12%	10 7%	3 36%	1 15%	5 31%	5 12%	1 2%	* *	11 11%	1 15%	11 8%	7 10%	5 8%	-
Mean	3.98	4.07	4.25	3.80	3.65	4.11	3.74	4.01	3.47	4.15	3.45	3.97	3.83	4.44	3.83	4.15	3.97	4.05	3.91	4.00
Std Dev.	1.01	0.96	0.70	1.12	1.22	0.91	1.15	0.97	1.65	1.16	1.46	1.08	0.71	0.74	1.03	1.16	1.00	1.09	0.93	-
Std Error	0.09	0.12	0.16	0.26	0.31	0.10	0.20	0.09	0.46	0.39	0.42	0.19	0.12	0.14	0.12	0.39	0.10	0.14	0.12	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	121	85	36	12	70	18	21	12	4	9	8	5	12	14	9	6	3	2	16
Weighted Base	143*	114*	28**	3**	124*	9**	7**	2**	3**	19**	14**	7**	20**	20**	20**	17**	5**	1**	8**
Effective Base	79	68	12	2	63	13	13	7	4	9	8	5	11	13	9	6	3	1	11
Very dissatisfied (1)	4 / 3%	4 / 3%	* / *	-	4 / 3%	-	-	* / 5%	-	-	1 / 11%	1 / 20%	1 / 6%	-	-	-	-	-	-	-
Fairly dissatisfied (2)	8 / 6%	6 / 5%	2 / 8%	-	7 / 5%	1 / 10%	1 / 8%	-	-	-	2 / 17%	1 / 15%	-	1 / 5%	2 / 12%	-	-	-	1 / 11%
Neither satisfied or dissatisfied (3)	24 / 17%	24 / 21%	-	-	21 / 17%	1 / 13%	1 / 12%	* / 21%	-	8 / 41%	5 / 40%	-	-	5 / 23%	2 / 9%	-	1 / 30%	-	1 / 15%
Fairly satisfied (4)	55 / 39%	40 / 35%	15 / 54%	1 / 15%	48 / 39%	3 / 34%	3 / 48%	1 / 46%	2 / 70%	6 / 32%	3 / 21%	-	10 / 52%	10 / 50%	2 / 10%	14 / 83%	-	1 / 100%	2 / 25%
Very satisfied (5)	50 / 35%	41 / 36%	9 / 31%	3 / 85%	43 / 35%	4 / 43%	2 / 31%	1 / 28%	1 / 30%	5 / 27%	1 / 10%	3 / 41%	8 / 42%	4 / 22%	14 / 69%	3 / 17%	4 / 70%	-	4 / 49%
I don't know / Not applicable	2 / 1%	-	2 / 6%	-	2 / 1%	-	-	-	-	-	-	2 / 25%	-	-	-	-	-	-	-
NET Very/fairly satisfied	105 / 74%	81 / 71%	24 / 85%	3 / 100%	91 / 73%	7 / 77%	5 / 79%	2 / 74%	3 / 100%	11 / 59%	4 / 32%	3 / 41%	18 / 94%	14 / 72%	16 / 78%	17 / 100%	4 / 70%	1 / 100%	6 / 74%
NET Very/fairly dissatisfied	12 / 9%	10 / 9%	2 / 9%	-	11 / 9%	1 / 10%	1 / 8%	*	-	-	4 / 28%	2 / 34%	1 / 6%	1 / 5%	2 / 12%	-	-	-	1 / 11%
Mean	3.98	3.94	4.14	4.85	3.97	4.10	4.02	3.93	4.30	3.86	3.03	3.37	4.25	3.88	4.35	4.17	4.41	4.00	4.11
Std Dev.	1.01	1.04	0.86	0.43	1.02	1.03	0.95	1.27	0.54	0.83	1.15	2.02	0.96	0.82	1.10	0.39	1.02	-	1.11
Std Error	0.09	0.11	0.14	0.13	0.12	0.24	0.21	0.37	0.27	0.28	0.41	1.01	0.28	0.22	0.37	0.16	0.59	-	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	121	78	11	110	43	78	5	6	11	1	3	51	48	14	5	3	99	8	48	52	13	4	2	100	6	113	8
Weighted Base	143*	89*	17**	125*	54**	89*	2**	2**	17**	1**	3**	64*	51*	22**	2**	4**	114*	6**	63*	59*	15**	4**	1**	121*	5**	133*	9**
Effective Base	79	49	9	70	29	49	3	2	9	1	3	32	33	11	3	2	64	4	31	35	9	3	1	65	5	74	5
Very dissatisfied (1)	4 / 3%	3 / 3%	1 / 6%	3 / 2%	1 / 2%	3 / 3%	-	-	1 / 6%	-	1 / 33%	1 / 2%	1 / 3%	-	1 / 48%	-	3 / 3%	1 / 19%	-	2 / 3%	-	-	1 / 92%	2 / 1%	1 / 24%	4 / 3%	-
Fairly dissatisfied (2)	8 / 6%	4 / 4%	2 / 13%	6 / 5%	5 / 9%	4 / 4%	1 / 47%	1 / 49%	2 / 13%	-	-	4 / 6%	1 / 2%	3 / 15%	1 / 23%	-	4 / 4%	1 / 9%	4 / 6%	3 / 6%	1 / 4%	1 / 23%	-	7 / 6%	1 / 17%	7 / 5%	2 / 17%
Neither satisfied or dissatisfied (3)	24 / 17%	12 / 14%	5 / 27%	19 / 15%	11 / 21%	12 / 14%	* / 19%	-	5 / 27%	-	-	7 / 10%	12 / 24%	2 / 10%	* / 21%	2 / 56%	19 / 16%	2 / 42%	9 / 15%	11 / 19%	3 / 20%	-	-	21 / 17%	-	22 / 17%	2 / 16%
Fairly satisfied (4)	55 / 39%	34 / 38%	4 / 21%	52 / 41%	21 / 40%	34 / 38%	-	-	4 / 21%	-	1 / 35%	22 / 34%	23 / 46%	10 / 46%	* / 6%	* / 4%	45 / 39%	* / 5%	23 / 37%	27 / 45%	4 / 29%	1 / 31%	* / 8%	50 / 41%	1 / 25%	52 / 39%	3 / 34%
Very satisfied (5)	50 / 35%	35 / 39%	6 / 32%	44 / 35%	15 / 28%	35 / 39%	1 / 35%	1 / 51%	6 / 32%	1 / 100%	1 / 33%	30 / 48%	11 / 22%	6 / 29%	* / 3%	1 / 40%	42 / 37%	1 / 25%	26 / 42%	14 / 24%	7 / 48%	2 / 46%	-	41 / 33%	2 / 34%	47 / 35%	3 / 33%
I don't know / Not applicable	2 / 1%	2 / 2%	-	2 / 1%	-	2 / 2%	-	-	-	-	-	-	2 / 3%	-	-	-	2 / 2%	-	-	2 / 3%	-	-	-	2 / 1%	-	2 / 1%	-
NET Very/fairly satisfied	105 / 74%	69 / 77%	9 / 53%	96 / 77%	36 / 68%	69 / 77%	1 / 35%	1 / 51%	9 / 53%	1 / 100%	2 / 67%	52 / 82%	34 / 68%	17 / 75%	* / 9%	2 / 44%	87 / 76%	2 / 30%	50 / 79%	41 / 69%	11 / 77%	3 / 77%	* / 8%	91 / 75%	3 / 59%	99 / 74%	6 / 67%
NET Very/fairly dissatisfied	12 / 9%	6 / 7%	3 / 20%	9 / 7%	6 / 11%	6 / 7%	1 / 47%	1 / 49%	3 / 20%	-	1 / 33%	5 / 8%	2 / 5%	3 / 15%	2 / 70%	-	7 / 6%	2 / 28%	4 / 6%	5 / 8%	1 / 4%	1 / 23%	1 / 92%	8 / 7%	2 / 41%	11 / 8%	2 / 17%
Mean	3.98	4.08	3.59	4.04	3.83	4.08	3.23	3.52	3.59	5.00	3.35	4.19	3.86	3.89	1.94	3.84	4.05	3.08	4.16	3.85	4.21	3.99	1.25	4.01	3.26	3.99	3.83
Std Dev.	1.01	1.00	1.27	0.96	1.01	1.00	1.79	2.01	1.27	-	2.00	0.99	0.90	1.01	1.43	1.14	0.97	1.51	0.89	0.96	0.91	1.37	-	0.93	1.81	1.00	1.13
Std Error	0.09	0.11	0.38	0.09	0.15	0.11	0.80	0.82	0.38	-	1.15	0.14	0.13	0.27	0.64	0.66	0.10	0.53	0.13	0.13	0.25	0.69	-	0.09	0.74	0.09	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_12_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	121	19	101	1	54	57	10	102	17	1	1	120	-
Weighted Base	143*	23**	118*	2**	66*	66*	11**	117*	23**	3**	***	143*	-**
Effective Base	79	11	67	1	32	41	7	65	13	1	1	79	-
Very dissatisfied (1)	4 / 3%	1 / 6%	3 / 2%	-	3 / 4%	1 / 2%	-	1 / 1%	3 / 11%	-	-	4 / 3%	-
Fairly dissatisfied (2)	8 / 6%	2 / 9%	6 / 5%	-	6 / 9%	2 / 4%	-	4 / 4%	4 / 17%	-	-	8 / 6%	-
Neither satisfied or dissatisfied (3)	24 / 17%	-	24 / 20%	-	4 / 6%	17 / 25%d	3 / 24%	20 / 17%	4 / 16%	-	-	24 / 17%	-
Fairly satisfied (4)	55 / 39%	13 / 58%	42 / 36%	-	30 / 46%	19 / 29%	6 / 56%	49 / 41%	4 / 18%	3 / 100%	-	55 / 39%	-
Very satisfied (5)	50 / 35%	6 / 28%	42 / 35%	2 / 100%	23 / 34%	25 / 38%	2 / 19%	41 / 35%	8 / 37%	-	* / 100%	50 / 35%	-
I don't know / Not applicable	2 / 1%	-	2 / 1%	-	-	2 / 2%	-	2 / 1%	-	-	-	2 / 1%	-
NET Very/fairly satisfied	105 / 74%	19 / 86%	84 / 71%	2 / 100%	53 / 80%	44 / 67%	8 / 76%	90 / 77%	13 / 55%	3 / 100%	* / 100%	105 / 74%	-
NET Very/fairly dissatisfied	12 / 9%	3 / 14%	9 / 8%	-	9 / 13%	4 / 5%	-	6 / 5%	7 / 28%	-	-	12 / 9%	-
Mean	3.98	3.93	3.98	5.00	3.97	4.00	3.95	4.07	3.52	4.00	5.00	3.98	-
Std Dev.	1.01	1.09	1.00	-	1.08	0.99	0.69	0.89	1.45	0.00	-	1.01	-
Std Error	0.09	0.25	0.10	-	0.15	0.13	0.22	0.09	0.35	0.00	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_12_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	121	35	21	31	34	15	12	8	6	5	10	9	6	16	21	5	8
Weighted Base	143*	47**	29**	35**	32**	21**	16**	10**	10**	5**	14**	7**	10**	18**	18**	5**	9**
Effective Base	79	23	17	20	19	12	8	4	6	4	7	5	4	11	10	4	5
Very dissatisfied (1)	4 / 3%	*	1	-	2 / 7%	-	-	* / 1%	-	-	1 / 11%	-	-	-	1 / 7%	1 / 23%	-
Fairly dissatisfied (2)	8 / 6%	2 / 5%	3 / 12%	2 / 7%	-	-	-	2 / 25%	2 / 22%	1 / 21%	-	2 / 29%	-	1 / 3%	-	-	-
Neither satisfied or dissatisfied (3)	24 / 17%	6 / 14%	7 / 25%	5 / 15%	5 / 14%	5 / 25%	* / 3%	1 / 9%	3 / 33%	2 / 35%	2 / 14%	2 / 34%	-	3 / 17%	-	2 / 39%	3 / 30%
Fairly satisfied (4)	55 / 39%	22 / 48%	9 / 31%	10 / 29%	14 / 45%	6 / 27%	12 / 77%	4 / 42%	-	-	9 / 65%	2 / 29%	3 / 26%	5 / 30%	8 / 42%	2 / 38%	5 / 54%
Very satisfied (5)	50 / 35%	14 / 30%	8 / 28%	17 / 49%	11 / 34%	8 / 40%	3 / 21%	2 / 22%	5 / 44%	2 / 43%	1 / 10%	1 / 7%	7 / 74%	9 / 50%	9 / 51%	* / 1%	1 / 16%
I don't know / Not applicable	2 / 1%	2 / 3%	-	-	-	2 / 8%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	105 / 74%	36 / 77%	17 / 59%	27 / 77%	25 / 78%	14 / 67%	16 / 97%	6 / 64%	5 / 44%	2 / 43%	10 / 75%	2 / 37%	10 / 100%	15 / 80%	17 / 93%	2 / 39%	6 / 70%
NET Very/fairly dissatisfied	12 / 9%	3 / 6%	5 / 17%	2 / 7%	2 / 7%	-	-	3 / 26%	2 / 22%	1 / 21%	1 / 11%	2 / 29%	-	1 / 3%	1 / 7%	1 / 23%	-
Mean	3.98	4.05	3.65	4.19	3.97	4.16	4.18	3.59	3.66	3.65	3.63	3.15	4.74	4.28	4.30	2.94	3.86
Std Dev.	1.01	0.84	1.17	0.96	1.09	0.84	0.46	1.18	1.31	1.38	1.08	1.01	0.46	0.87	1.06	1.28	0.70
Std Error	0.09	0.14	0.26	0.17	0.19	0.23	0.13	0.42	0.54	0.62	0.34	0.34	0.19	0.22	0.23	0.57	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

		Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	130	7	123	77	53	84	46	38	36	29	18	7	-	2	74	47	9	2	103	25
Weighted Base	152*	8**	144*	83*	69*	98*	55*	55**	40**	31**	14**	10**	-**	2**	95*	45**	12**	2**	107*	44**
Effective Base	82	6	76	45	37	50	32	29	22	16	8	5	-	1	51	24	6	1	60	21
Very dissatisfied (1)	1 1%	-	1 1%	1 1%	*	1 1%	*	-	1 2%	*	-	-	-	-	1 1%	*	-	-	1 1%	-
Fairly dissatisfied (2)	7 4%	-	7 5%	5 6%	2 2%	4 4%	3 5%	-	2 6%	5 15%	-	-	-	-	2 2%	5 10%	-	-	4 3%	3 7%
Neither satisfied or dissatisfied (3)	18 12%	1 11%	17 12%	10 12%	8 12%	7 8%	11 20%	7 12%	6 15%	3 11%	* 1%	2 17%	-	-	13 14%	3 8%	2 14%	-	10 9%	8 18%
Fairly satisfied (4)	59 39%	5 56%	54 38%	26 31%	33 47%	31 31%	28 51%	21 39%	14 35%	7 22%	9 60%	6 60%	-	2 100%	36 37%	15 34%	8 66%	2 100%	46 43%	12 27%
Very satisfied (5)	68 44%	3 33%	65 45%	41 49%	26 38%	55 56%*f	13 24%	27 49%	17 42%	16 52%	6 40%	2 23%	-	-	44 46%	22 48%	2 19%	-	46 43%	21 48%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	126 83%	8 89%	119 83%	67 81%	59 86%	85 87%	41 75%	48 88%	31 77%	23 74%	14 99%	8 83%	-	2 100%	79 83%	37 82%	10 86%	2 100%	92 86%	33 75%
NET Very/fairly dissatisfied	8 5%	-	8 5%	6 7%	2 2%	5 5%	3 5%	-	3 8%	5 15%	-	-	-	-	3 3%	5 10%	-	-	5 4%	3 7%
Mean	4.22	4.22	4.22	4.22	4.21	4.38f	3.93	4.36	4.09	4.11	4.39	4.06	-	4.00	4.25	4.20	4.05	4.00	4.25	4.16
Std Dev.	0.87	0.67	0.88	0.96	0.76	0.86	0.82	0.70	1.00	1.13	0.52	0.67	-	-	0.84	0.98	0.60	-	0.83	0.97
Std Error	0.08	0.25	0.08	0.11	0.10	0.09	0.12	0.11	0.17	0.21	0.12	0.25	-	-	0.10	0.14	0.20	-	0.08	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	130	55	33	21	21	88	42	109	20	10	17	39	42	20	98	10	118	63	60	7
Weighted Base	152*	59**	36**	34**	23**	95*	57*	135*	17**	10**	22**	52**	45**	23**	119*	10**	142*	64*	80*	8**
Effective Base	82	29	21	18	14	50	32	70	14	6	12	25	26	12	64	6	76	35	42	4
Very dissatisfied (1)	1 1%	*	1 2%	-	-	1 1%	-	1 1%	-	-	-	*	1 2%	-	1 1%	-	1 1%	1 1%	*	-
Fairly dissatisfied (2)	7 4%	5 8%	2 5%	-	1 2%	6 7%	1 1%	7 5%	-	-	1 2%	4 7%	3 6%	-	7 6%	-	7 5%	-	6 8%	1 7%
Neither satisfied or dissatisfied (3)	18 12%	3 6%	4 12%	7 21%	3 14%	8 8%	10 18%	13 10%	5 30%	2 17%	3 15%	5 9%	7 16%	2 7%	15 13%	2 17%	17 12%	10 15%	8 10%	* 1%
Fairly satisfied (4)	59 39%	22 38%	14 38%	10 30%	12 54%	36 38%	23 40%	50 37%	9 52%	2 24%	10 47%	18 35%	16 36%	11 49%	45 38%	2 24%	56 40%	14 22%	37 47%q	7 92%
Very satisfied (5)	68 44%	29 49%	15 42%	17 49%	7 30%	44 46%	24 41%	65 48%	3 18%	6 60%	8 36%	26 49%	18 40%	10 44%	52 43%	6 60%	62 43%	40 61%r	28 35%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	126 83%	51 86%	29 81%	27 79%	19 84%	80 84%	46 81%	114 85%	12 70%	8 83%	18 83%	44 84%	34 77%	21 93%	97 81%	8 83%	118 83%	54 83%	66 82%	7 92%
NET Very/fairly dissatisfied	8 5%	5 8%	3 7%	-	1 2%	7 8%	1 1%	8 6%	-	-	1 2%	4 7%	4 8%	-	8 6%	-	8 5%	1 1%	6 8%	1 7%
Mean	4.22	4.27	4.14	4.28	4.12	4.22	4.21	4.26	3.88	4.43	4.17	4.26	4.07	4.37	4.17	4.43	4.20	4.42	4.09	3.86
Std Dev.	0.87	0.90	0.97	0.80	0.73	0.93	0.77	0.88	0.71	0.80	0.78	0.91	0.99	0.62	0.91	0.80	0.87	0.84	0.89	0.54
Std Error	0.08	0.12	0.17	0.17	0.16	0.10	0.12	0.08	0.16	0.25	0.19	0.15	0.15	0.14	0.09	0.25	0.08	0.11	0.11	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		130	91	39	22	75	17	25	13	5	8	8	6	9	11	17	7	4	1	16
Weighted Base		152*	131*	21**	5**	135*	7**	8**	3**	4**	15**	14**	8**	14**	17**	40**	19**	6**	***	6**
Effective Base		82	72	10	5	67	10	15	8	5	8	8	6	8	10	17	7	4		9
Very dissatisfied	(1)	1 1%	1 1%	* 1%	* 2%	1 1%	* 2%	- -	- -	1 19%	- -	- -	- -	- -	- -	- -	- -	- -	* 100%	- -
Fairly dissatisfied	(2)	7 4%	7 5%	- -	- -	5 4%	- -	1 7%	1 30%	1 24%	2 14%	- -	- -	- -	- -	- -	2 13%	- -	- -	- -
Neither satisfied or dissatisfied	(3)	18 12%	16 12%	2 10%	2 41%	17 13%	1 9%	* 3%	- -	1 18%	5 31%	5 38%	- -	3 19%	1 7%	2 4%	- -	1 24%	- -	1 9%
Fairly satisfied	(4)	59 39%	49 37%	10 45%	2 40%	53 39%	3 40%	2 26%	1 51%	1 14%	6 41%	5 33%	4 47%	4 31%	13 79%	14 36%	4 22%	2 35%	- -	3 40%
Very satisfied	(5)	68 44%	58 44%	9 44%	1 16%	59 44%	3 49%	5 64%	1 19%	1 24%	2 14%	4 29%	4 53%	7 50%	2 14%	24 60%	12 65%	2 41%	- -	3 50%
I don't know / Not applicable		- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET Very/fairly satisfied		126 83%	108 82%	19 90%	3 56%	112 83%	6 89%	7 90%	2 70%	2 38%	8 55%	8 62%	8 100%	11 81%	15 93%	38 96%	16 87%	4 76%	- -	6 91%
NET Very/fairly dissatisfied		8 5%	8 6%	* 1%	* 2%	6 5%	* 2%	1 7%	1 30%	2 43%	2 14%	- -	- -	- -	- -	- -	2 13%	- -	* 100%	- -
Mean		4.22	4.20	4.33	3.67	4.21	4.35	4.48	3.59	3.00	3.55	3.92	4.53	4.31	4.07	4.56	4.40	4.18	1.00	4.41
Std Dev.		0.87	0.89	0.71	0.92	0.86	0.86	0.91	1.37	1.68	0.93	0.85	0.54	0.80	0.47	0.58	1.03	0.87	-	0.71
Std Error		0.08	0.09	0.11	0.20	0.10	0.21	0.18	0.38	0.75	0.33	0.30	0.22	0.27	0.14	0.14	0.39	0.43	-	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	130	79	20	109	50	79	7	10	20	2	6	47	55	14	9	5	102	14	50	58	17	1	4	108	5	120	10
Weighted Base	152*	88*	27**	123*	61*	88*	7**	7**	27**	2**	7**	65**	58*	18**	7**	4**	123*	11**	66*	64*	17**	1**	5**	130*	6**	140*	13**
Effective Base	82	46	15	66	35	46	4	5	15	2	5	29	37	11	6	2	64	8	32	36	12	1	3	67	4	76	6
Very dissatisfied (1)	1 / 1%	-	*	1 / 1%	1 / 1%	-	-	-	*	-	-	1 / 1%	*	-	-	-	1 / 1%	-	*	-	-	1 / 100%	-	*	1 / 14%	1 / 1%	* / 1%
Fairly dissatisfied (2)	7 / 4%	1 / 1%	1 / 2%	6 / 5%	6 / 9%	1 / 1%	-	-	1 / 2%	-	-	-	3 / 6%	-	1 / 15%	2 / 57%	3 / 3%	3 / 30%	-	3 / 5%	2 / 9%	-	2 / 49%	3 / 2%	2 / 42%	6 / 4%	1 / 8%
Neither satisfied or dissatisfied (3)	18 / 12%	9 / 10%	4 / 14%	14 / 12%	9 / 15%	9 / 10%	2 / 24%	2 / 32%	4 / 14%	-	2 / 25%	3 / 4%	10 / 18%	2 / 10%	2 / 26%	1 / 33%	13 / 11%	3 / 28%	4 / 5%	10 / 15%	5 / 28%	-	* / 3%	13 / 10%	* / 3%	17 / 12%	1 / 8%
Fairly satisfied (4)	59 / 39%	34 / 39%	11 / 42%	45 / 36%	22 / 36%	34 / 39%	2 / 26%	5 / 64%	11 / 42%	1 / 34%	3 / 42%	19 / 29%	28 / 49%	9 / 48%	3 / 42%	-	47 / 38%	3 / 27%	25 / 38%	24 / 37%	9 / 53%	-	1 / 27%	48 / 37%	1 / 23%	53 / 38%	6 / 44%
Very satisfied (5)	68 / 44%	44 / 50%	11 / 41%	57 / 46%	24 / 39%	44 / 50%	3 / 50%	* / 4%	11 / 41%	1 / 66%	2 / 33%	42 / 66%	16 / 27%	8 / 42%	1 / 18%	* / 10%	58 / 48%	2 / 15%	37 / 57%	28 / 43%	2 / 10%	-	1 / 22%	65 / 50%	1 / 19%	63 / 45%	5 / 39%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	126 / 83%	78 / 88%	22 / 83%	102 / 83%	46 / 75%	78 / 88%	5 / 76%	5 / 68%	22 / 83%	2 / 100%	5 / 75%	61 / 94%	44 / 76%	16 / 90%	4 / 60%	* / 10%	105 / 86%	5 / 42%	62 / 94%	51 / 80%	11 / 63%	-	2 / 48%	113 / 87%	2 / 42%	116 / 83%	11 / 83%
NET Very/fairly dissatisfied	8 / 5%	1 / 1%	1 / 2%	7 / 6%	6 / 11%	1 / 1%	-	-	1 / 2%	-	-	1 / 1%	4 / 6%	-	1 / 15%	2 / 57%	4 / 4%	3 / 30%	* / *	3 / 5%	2 / 9%	1 / 100%	2 / 49%	3 / 2%	3 / 56%	7 / 5%	1 / 9%
Mean	4.22	4.36	4.22	4.22	4.02	4.36	4.26	3.72	4.22	4.66	4.09	4.58	3.97	4.32	3.63	2.64	4.29	3.27	4.51	4.19	3.64	1.00	3.21	4.35	2.91	4.23	4.13
Std Dev.	0.87	0.73	0.80	0.89	1.02	0.73	0.89	0.57	0.80	-	0.82	0.70	0.85	0.67	1.01	1.06	0.83	1.10	0.62	0.86	0.81	-	1.41	0.76	1.54	0.86	0.96
Std Error	0.08	0.08	0.18	0.09	0.14	0.08	0.33	0.18	0.18	-	0.34	0.10	0.11	0.18	0.34	0.47	0.08	0.29	0.09	0.11	0.20	-	0.71	0.07	0.69	0.08	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_13_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	130	20	107	3	61	55	14	107	15	5	2	127	1
Weighted Base	152*	17**	130*	6**	70*	66*	16**	123*	23**	7**	***	152*	***
Effective Base	82	8	72	2	36	35	11	67	12	3	2	82	1
Very dissatisfied (1)	1 1%	-	1 1%	-	1 1%	* *	-	1 1%	-	-	-	1 1%	-
Fairly dissatisfied (2)	7 4%	-	6 5%	1 9%	3 5%	1 1%	3 17%	5 4%	-	2 35%	-	7 5%	-
Neither satisfied or dissatisfied (3)	18 12%	1 8%	17 13%	-	9 12%	5 8%	5 28%	15 13%	3 11%	* 1%	* 45%	18 12%	-
Fairly satisfied (4)	59 39%	3 16%	51 39%	5 91%	28 40%	23 34%	8 51%	41 33%	13 59%	4 64%	-	59 39%	* 100%
Very satisfied (5)	68 44%	13 76%	55 42%	-	29 42%	38 57%	1 4%	61 50%	7 29%	-	* 55%	68 44%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	126 83%	15 92%	106 81%	5 91%	57 82%	60 91%	9 55%	102 83%	20 89%	4 64%	* 55%	126 83%	* 100%
NET Very/fairly dissatisfied	8 5%	-	7 6%	1 9%	4 6%	1 1%	3 17%	5 4%	-	2 35%	-	8 5%	-
Mean	4.22	4.68	4.18	3.82	4.17	4.46	3.43	4.28	4.18	3.30	4.11	4.22	4.00
Std Dev.	0.87	0.63	0.89	0.63	0.90	0.71	0.84	0.88	0.63	1.03	-	0.87	-
Std Error	0.08	0.14	0.09	0.36	0.12	0.10	0.22	0.08	0.16	0.46	-	0.08	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_13_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	130	31	23	28	48	12	11	8	9	7	7	5	8	15	27	11	10
Weighted Base	152*	44**	29**	29**	51**	21**	12**	11**	12**	9**	7**	2**	11**	16**	24**	16**	11**
Effective Base	82	21	19	17	26	10	7	4	7	6	6	3	6	9	12	7	7
Very dissatisfied (1)	1 / 1%	*	-	-	1 / 2%	-	-	*	-	-	-	-	-	-	1 / 3%	-	-
Fairly dissatisfied (2)	7 / 4%	5 / 10%	*	2 / 5%	1 / 1%	2 / 11%	2 / 19%	-	-	* / 3%	-	1 / 27%	1 / 8%	-	-	-	1 / 5%
Neither satisfied or dissatisfied (3)	18 / 12%	2 / 5%	10 / 35%	3 / 9%	3 / 6%	1 / 7%	1 / 7%	* / 1%	5 / 43%	2 / 19%	3 / 43%	1 / 47%	* / 4%	1 / 7%	2 / 8%	1 / 8%	-
Fairly satisfied (4)	59 / 39%	20 / 46%	11 / 38%	12 / 41%	16 / 31%	12 / 59%	6 / 46%	2 / 22%	3 / 27%	5 / 52%	3 / 37%	-	4 / 37%	8 / 49%	4 / 18%	6 / 34%	6 / 55%
Very satisfied (5)	68 / 44%	17 / 38%	8 / 26%	13 / 45%	30 / 60%	5 / 24%	3 / 28%	8 / 77%	4 / 30%	2 / 26%	1 / 19%	1 / 25%	6 / 51%	7 / 43%	17 / 70%	9 / 58%	4 / 40%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	126 / 83%	37 / 84%	18 / 64%	25 / 86%	46 / 91%	17 / 83%	9 / 74%	11 / 98%	7 / 57%	7 / 78%	4 / 57%	1 / 25%	10 / 87%	15 / 93%	21 / 89%	15 / 92%	10 / 95%
NET Very/fairly dissatisfied	8 / 5%	5 / 11%	* / 1%	2 / 5%	1 / 3%	2 / 11%	2 / 19%	* / 1%	-	* / 3%	-	1 / 27%	1 / 8%	-	1 / 3%	-	1 / 5%
Mean	4.22	4.11	3.89	4.26	4.47	3.96	3.83	4.73	3.87	4.02	3.76	3.23	4.30	4.36	4.52	4.50	4.31
Std Dev.	0.87	0.94	0.82	0.84	0.80	0.87	1.08	0.61	0.88	0.80	0.81	1.56	0.94	0.63	0.92	0.66	0.74
Std Error	0.08	0.17	0.17	0.16	0.11	0.25	0.33	0.22	0.29	0.30	0.31	0.70	0.33	0.16	0.18	0.20	0.23

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	133	9	124	79	54	80	53	28	36	34	25	7	1	2	64	59	10	3	111	21
Weighted Base	141*	11**	130*	77*	64*	89*	52*	30**	44**	35**	23**	7**	***	2**	74*	58*	9**	2**	106*	34**
Effective Base	82	7	75	46	37	49	34	20	24	20	14	4	1	1	44	34	5	1	63	19
Very dissatisfied (1)	7 / 5%	2 / 19%	5 / 4%	1 / 2%	6 / 9%	3 / 4%	4 / 8%	- / -	2 / 4%	1 / 4%	3 / 15%	1 / 9%	* / 100%	- / -	2 / 2%	5 / 8%	1 / 9%	* / 8%	5 / 5%	2 / 5%
Fairly dissatisfied (2)	6 / 4%	2 / 17%	4 / 3%	* / 1%	6 / 9%	4 / 5%	2 / 3%	2 / 7%	3 / 8%	- / -	* / 2%	- / -	- / -	- / -	6 / 8%	* / 1%	- / -	- / -	6 / 6%	- / -
Neither satisfied or dissatisfied (3)	17 / 12%	- / -	17 / 13%	7 / 9%	10 / 16%	14 / 16%	3 / 6%	8 / 27%	4 / 10%	1 / 3%	4 / 17%	* / 1%	- / -	- / -	12 / 17%	5 / 9%	* / 1%	- / -	9 / 9%	8 / 23%
Fairly satisfied (4)	59 / 42%	6 / 59%	52 / 40%	31 / 40%	28 / 43%	26 / 30%	32 / 62%e	9 / 29%	12 / 28%	18 / 51%	12 / 50%	6 / 90%	- / -	2 / 97%	21 / 28%	29 / 51%n	8 / 90%	2 / 89%	46 / 44%	11 / 33%
Very satisfied (5)	50 / 35%	* / 5%	49 / 38%	35 / 46%d	15 / 23%	39 / 44%f	11 / 21%	11 / 37%	20 / 46%	15 / 42%	4 / 16%	- / -	- / -	* / 3%	31 / 43%	18 / 32%	* / 1%	* / 3%	39 / 37%	11 / 33%
I don't know / Not applicable	2 / 1%	- / -	2 / 1%	2 / 3%	- / -	2 / 2%	- / -	- / -	2 / 4%	- / -	- / -	- / -	- / -	- / -	2 / 3%	- / -	- / -	- / -	- / -	2 / 6%
NET Very/fairly satisfied	108 / 77%	7 / 64%	102 / 78%	66 / 86%d	42 / 66%	66 / 74%	43 / 83%	20 / 66%	32 / 74%	33 / 93%	15 / 66%	6 / 90%	- / -	2 / 100%	52 / 71%	48 / 83%	8 / 90%	2 / 92%	85 / 80%	22 / 66%
NET Very/fairly dissatisfied	13 / 9%	4 / 36%	9 / 7%	2 / 2%	11 / 18%c	7 / 8%	6 / 11%	2 / 7%	5 / 11%	1 / 4%	4 / 17%	1 / 9%	* / 100%	- / -	7 / 10%	5 / 9%	1 / 9%	* / 8%	11 / 11%	2 / 5%
Mean	3.99	3.13	4.07	4.30d	3.62	4.08	3.85	3.95	4.10	4.28	3.51	3.73	1.00	4.03	4.04	3.97	3.74	3.77	4.01	3.94
Std Dev.	1.06	1.37	1.01	0.82	1.20	1.07	1.05	0.98	1.13	0.86	1.25	0.91	-	-	1.07	1.09	0.90	1.17	1.07	1.06
Std Error	0.09	0.46	0.09	0.09	0.16	0.12	0.14	0.19	0.19	0.15	0.25	0.35	-	-	0.13	0.14	0.28	0.68	0.10	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base		133	62	36	18	17	98	35	112	20	7	15	35	37	36	87	7	123	60	70	3
Weighted Base		141*	56*	40**	25**	20**	96*	45**	125*	14**	6**	17**	42**	35**	37**	94*	6**	130*	60*	75*	5**
Effective Base		82	32	23	15	13	55	28	71	12	4	10	24	24	19	57	4	76	35	45	3
Very dissatisfied	(1)	7 5%	* 1%	3 9%	1 5%	2 11%	4 4%	3 8%	5 4%	2 18%	3%	2 13%	1 3%	2 5%	*	5 5%	3%	5 4%	4 6%	4 5%	-
Fairly dissatisfied	(2)	6 4%	3 6%	1 3%	-	1 7%	4 5%	1 3%	6 4%	* 2%	-	-	4 9%	1 3%	1 3%	5 5%	-	6 5%	-	6 8%	-
Neither satisfied or dissatisfied	(3)	17 12%	7 13%	5 12%	3 11%	3 13%	12 13%	5 12%	17 14%	* 1%	-	2 10%	5 11%	7 20%	4 11%	14 14%	-	17 13%	3 5%	14 19%	-
Fairly satisfied	(4)	59 42%	23 41%	19 48%	9 36%	7 38%	42 44%	17 37%	48 38%	9 62%	2 34%	4 22%	21 51%	18 53%	11 31%	43 46%	2 34%	55 42%	21 35%	32 43%	5 100%
Very satisfied	(5)	50 35%	22 40%	9 23%	12 48%	6 32%	32 33%	18 40%	48 38%	2 17%	4 62%	9 55%	11 26%	5 14%	20 55%	25 27%	4 62%	45 35%	33 54%r	17 23%	-
I don't know / Not applicable		2 1%	-	2 5%	-	-	2 2%	-	2 2%	-	-	-	-	2 6%	-	2 2%	-	2 1%	-	2 3%	-
NET Very/fairly satisfied		108 77%	46 81%	28 71%	21 84%	14 69%	74 77%	35 77%	96 76%	11 79%	6 97%	13 77%	32 76%	23 67%	32 86%	68 73%	6 97%	100 77%	54 89%r	49 66%	5 100%
NET Very/fairly dissatisfied		13 9%	3 6%	5 12%	1 5%	4 18%	8 9%	5 11%	10 8%	3 20%	* 3%	2 13%	5 12%	3 8%	1 3%	10 11%	* 3%	11 9%	4 6%	10 13%	-
Mean		3.99	4.14	3.78	4.21	3.72	3.99	3.99	4.04	3.59	4.53	4.07	3.87	3.72	4.38	3.85	4.53	4.00	4.32r	3.73	4.00
Std Dev.		1.06	0.89	1.14	1.03	1.31	1.01	1.17	1.03	1.35	0.87	1.38	1.01	0.94	0.82	1.06	0.87	1.02	1.02	1.07	0.00
Std Error		0.09	0.11	0.19	0.24	0.32	0.10	0.20	0.10	0.30	0.33	0.36	0.17	0.16	0.14	0.11	0.33	0.09	0.13	0.13	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	133	88	45	16	71	22	32	8	7	11	2	4	12	12	16	3	4	3	19
Weighted Base	141*	124*	17**	5**	121*	8**	10**	2**	5**	19**	3**	5**	20**	18**	37**	7**	6**	***	8**
Effective Base	82	71	12	4	64	9	19	5	7	11	2	4	12	12	16	3	4	3	8
Very dissatisfied (1)	7 5%	7 5%	1 3%	* 4%	6 5%	* 2%	1 9%	* 5%	-	3 16%	-	1 25%	-	2 10%	-	-	-	* 40%	-
Fairly dissatisfied (2)	6 4%	6 4%	* 2%	* 4%	3 3%	1 8%	1 14%	1 33%	-	2 10%	1 51%	-	-	-	-	-	-	-	1 8%
Neither satisfied or dissatisfied (3)	17 12%	17 14%	* 2%	* 4%	14 12%	3 36%	* 1%	-	2 30%	2 11%	-	1 25%	2 8%	3 19%	4 12%	-	-	-	3 39%
Fairly satisfied (4)	59 42%	46 37%	12 73%	4 77%	51 42%	3 38%	4 36%	1 32%	2 37%	7 34%	1 49%	1 24%	9 45%	11 62%	13 36%	2 25%	5 77%	* 30%	3 38%
Very satisfied (5)	50 35%	47 38%	3 20%	1 11%	44 36%	1 16%	4 41%	1 30%	2 33%	6 29%	-	1 26%	8 38%	2 9%	19 52%	6 75%	1 23%	* 30%	1 15%
I don't know / Not applicable	2 1%	2 2%	-	-	2 2%	-	-	-	-	-	-	-	2 10%	-	-	-	-	-	-
NET Very/fairly satisfied	108 77%	93 75%	16 93%	4 88%	95 79%	4 53%	8 77%	1 62%	4 70%	12 64%	1 49%	3 50%	17 83%	13 71%	33 88%	7 100%	6 100%	* 60%	4 53%
NET Very/fairly dissatisfied	13 9%	12 10%	1 5%	* 8%	9 8%	1 10%	2 22%	1 38%	-	5 25%	1 51%	1 25%	-	2 10%	-	-	-	* 40%	1 8%
Mean	3.99	3.99	4.04	3.88	4.04	3.57	3.87	3.50	4.03	3.52	2.98	3.25	4.33	3.60	4.40	4.75	4.23	3.11	3.60
Std Dev.	1.06	1.10	0.78	0.89	1.03	0.99	1.38	-	0.88	1.44	1.23	1.66	0.65	1.04	0.70	0.46	0.46	-	0.90
Std Error	0.09	0.12	0.12	0.22	0.12	0.21	0.24	-	0.33	0.44	0.87	0.83	0.20	0.30	0.17	0.27	0.23	-	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	133	85	15	117	47	85	4	12	15	2	4	54	47	20	8	4	101	12	54	62	11	3	3	116	6	112	21
Weighted Base	141*	94*	14**	127*	47**	94*	2**	8**	14**	1**	2**	65*	46*	23**	5**	2**	111*	7**	60*	66*	13**	1**	1**	125*	3**	120*	21**
Effective Base	82	54	8	74	29	54	2	7	8	1	2	33	31	14	4	2	63	6	34	39	7	2	1	73	3	72	11
Very dissatisfied (1)	7 5%	5 6%	* 1%	7 6%	2 4%	5 6%	-	1 8%	* 1%	* 14%	* 11%	2 3%	4 8%	-	1 24%	-	6 5%	1 18%	4 7%	3 5%	-	-	-	7 6%	-	5 4%	2 10%
Fairly dissatisfied (2)	6 4%	1 1%	2 17%	4 3%	5 11%	1 1%	-	-	2 17%	-	* 21%	* *	3 6%	2 10%	1 14%	-	3 3%	1 11%	-	5 8%	1 6%	* -	-	5 4%	* 7%	4 4%	2 8%
Neither satisfied or dissatisfied (3)	17 12%	11 12%	* 1%	17 14%	7 14%	11 12%	-	* 1%	* 1%	-	-	2 3%	8 17%	7 32%	* 2%	-	10 9%	* 2%	3 5%	10 15%	5 38%	-	-	13 10%	-	13 11%	4 20%
Fairly satisfied (4)	59 42%	37 40%	4 29%	54 43%	21 45%	37 40%	-	6 75%	4 29%	-	-	26 40%	22 49%	9 40%	-	1 83%	48 43%	1 19%	25 42%	29 44%	2 18%	1 34%	1 96%	55 43%	2 64%	50 42%	8 39%
Very satisfied (5)	50 35%	37 40%	7 52%	42 33%	13 27%	37 40%	2 100%	1 15%	7 52%	1 86%	1 68%	35 54%‡l	7 16%	4 18%	3 60%	* 17%	42 38%‡l	4 50%	27 46%	17 26%	5 39%	1 52%	* 4%	44 35%	1 29%	45 37%	5 24%
I don't know / Not applicable	2 1%	2 2%	-	2 2%	-	2 2%	-	-	-	-	-	-	2 4%	-	-	-	2 2%	-	-	2 3%	-	-	-	2 2%	-	2 2%	-
NET Very/fairly satisfied	108 77%	75 80%	12 81%	97 76%	34 72%	75 80%	2 100%	7 90%	12 81%	1 86%	1 68%	61 93%‡l	30 64%	13 58%	3 60%	2 100%	90 81%	5 69%	53 88%	46 70%	7 56%	1 86%	1 100%	99 79%	3 93%	95 79%	13 63%
NET Very/fairly dissatisfied	13 9%	6 7%	3 18%	11 8%	7 14%	6 7%	-	1 8%	3 18%	* -	1 32%	2 3%	7 14%	2 10%	2 38%	-	9 8%	2 29%	4 7%	8 13%	1 6%	* 14%	-	12 10%	* 7%	9 8%	4 17%
Mean	3.99	4.09	4.14	3.98	3.80	4.09	5.00	3.89	4.14	4.45	3.94	4.41	3.60	3.66	3.58	4.17	4.08	3.72	4.21	3.80	3.90	4.25	4.04	4.00	4.14	4.06	3.59
Std Dev.	1.06	1.05	1.18	1.05	1.08	1.05	*	1.02	1.18	-	-	0.84	1.12	0.91	1.97	-	1.04	1.71	1.04	1.08	1.03	-	-	1.08	0.92	1.02	1.24
Std Error	0.09	0.11	0.31	0.10	0.16	0.11	*	0.29	0.31	-	-	0.11	0.16	0.20	0.70	-	0.10	0.49	0.14	0.14	0.31	-	-	0.10	0.37	0.10	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	133	13	116	4	64	54	15	111	19	3	-	133	-
Weighted Base	141*	10**	124*	7**	68*	55*	19**	118*	22**	1**	-**	141*	-**
Effective Base	82	7	73	3	38	33	11	68	14	2	-	82	-
Very dissatisfied (1)	7 5%	1 13%	6 5%	-	4 6%	2 3%	2 9%	6 5%	1 6%	-	-	7 5%	-
Fairly dissatisfied (2)	6 4%	-	6 5%	-	* *	5 9%	1 5%	4 4%	1 7%	* 29%	-	6 4%	-
Neither satisfied or dissatisfied (3)	17 12%	3 36%	14 11%	-	8 11%	3 5%	7 37%	12 10%	5 23%	* 9%	-	17 12%	-
Fairly satisfied (4)	59 42%	2 20%	50 40%	7 93%	28 41%	24 43%	7 40%	48 41%	10 46%	* 62%	-	59 42%	-
Very satisfied (5)	50 35%	3 31%	46 37%	* 7%	28 42%	20 36%	2 9%	46 39%	4 18%	-	-	50 35%	-
I don't know / Not applicable	2 1%	-	2 2%	-	-	2 4%	-	2 2%	-	-	-	2 1%	-
NET Very/fairly satisfied	108 77%	5 51%	96 78%	7 100%	56 83%	44 79%	9 48%	94 79%	14 64%	* 62%	-	108 77%	-
NET Very/fairly dissatisfied	13 9%	1 13%	12 10%	-	4 6%	6 12%	3 15%	10 9%	3 13%	* 29%	-	13 9%	-
Mean	3.99	3.55	4.02	4.07	4.13	4.05	3.33	4.06	3.64	3.33	-	3.99	-
Std Dev.	1.06	1.37	1.06	0.28	1.02	1.05	1.06	1.05	1.07	-	-	1.06	-
Std Error	0.09	0.38	0.10	0.14	0.13	0.14	0.27	0.10	0.25	-	-	0.09	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	133	39	18	30	46	15	18	6	10	3	5	7	11	12	27	13	6
Weighted Base	141*	49**	20**	35**	36**	20**	20**	9**	11**	6**	4**	4**	15**	16**	17**	15**	4**
Effective Base	82	27	13	20	23	12	11	5	7	3	3	4	7	9	12	7	4
Very dissatisfied (1)	7 / 5%	1 / 3%	2 / 9%	4 / 11%	* / *	-	* / 1%	1 / 14%	* / 2%	2 / 32%	-	* / 2%	4 / 25%	-	* / 1%	-	-
Fairly dissatisfied (2)	6 / 4%	2 / 5%	* / 2%	1 / 2%	3 / 7%	2 / 12%	-	-	* / 4%	-	-	1 / 14%	-	-	1 / 3%	2 / 14%	-
Neither satisfied or dissatisfied (3)	17 / 12%	8 / 16%	3 / 14%	6 / 16%	1 / 3%	2 / 11%	6 / 29%	-	1 / 8%	2 / 35%	-	-	2 / 13%	4 / 22%	* / 1%	* / 1%	1 / 18%
Fairly satisfied (4)	59 / 42%	15 / 30%	8 / 37%	13 / 38%	23 / 63%	9 / 47%	4 / 22%	1 / 14%	4 / 40%	-	3 / 82%	2 / 47%	2 / 13%	10 / 59%	11 / 66%	10 / 67%	1 / 34%
Very satisfied (5)	50 / 35%	22 / 46%	8 / 38%	10 / 28%	10 / 27%	6 / 30%	10 / 49%	7 / 72%	5 / 46%	2 / 33%	1 / 18%	2 / 37%	7 / 49%	1 / 7%	5 / 30%	3 / 18%	2 / 48%
I don't know / Not applicable	2 / 1%	-	-	2 / 6%	-	-	-	-	-	-	-	-	-	2 / 12%	-	-	-
NET Very/fairly satisfied	108 / 77%	37 / 76%	15 / 75%	23 / 67%	33 / 90%	15 / 77%	14 / 70%	8 / 86%	10 / 86%	2 / 33%	4 / 100%	3 / 84%	9 / 62%	11 / 66%	17 / 96%	13 / 85%	3 / 82%
NET Very/fairly dissatisfied	13 / 9%	4 / 8%	2 / 11%	4 / 12%	3 / 7%	2 / 12%	* / 1%	1 / 14%	1 / 5%	2 / 32%	-	1 / 16%	4 / 25%	-	1 / 4%	2 / 14%	-
Mean	3.99	4.11	3.91	3.76	4.09	3.94	4.18	4.30	4.26	3.02	4.18	4.04	3.62	3.84	4.21	3.90	4.30
Std Dev.	1.06	1.05	1.23	1.24	0.78	0.98	0.92	1.46	0.92	1.78	0.45	1.21	1.70	0.57	0.68	0.88	0.87
Std Error	0.09	0.17	0.29	0.23	0.12	0.25	0.22	0.60	0.29	1.03	0.20	0.46	0.51	0.17	0.13	0.24	0.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	195	23	172	89	106	104	91	44	58	39	26	15	8	5	102	65	28	13	158	34
Weighted Base	217	28**	189	97*	120*	113*	104*	49**	76*	35**	32**	12**	7**	5**	125*	67*	25**	13**	162*	51**
Effective Base	127	20	108	53	75	62	66	30	41	23	18	9	4	3	71	41	16	7	97	28
Very dissatisfied (1)	1 *	-	1 1%	* *	1 1%	1 *	* *	1 1%	-	* *	-	* 2%	-	-	1 1%	* *	* 1%	-	1 1%	-
Fairly dissatisfied (2)	6 3%	-	6 3%	2 2%	5 4%	3 2%	4 3%	3 7%	* *	2 6%	* 1%	-	* 4%	-	4 3%	2 3%	* 1%	* 2%	6 4%	-
Neither satisfied or dissatisfied (3)	30 14%	-	30 16%	14 14%	16 14%	16 14%	15 14%	5 10%	15 19%	3 10%	4 12%	2 15%	1 17%	1 11%	19 15%	7 11%	4 15%	2 15%	22 14%	8 15%
Fairly satisfied (4)	99 46%	20 72%	79 42%	37 38%	62 52%	50 44%	48 47%	20 40%	36 48%	15 43%	14 43%	8 69%	1 17%	4 85%	56 45%	29 43%	14 57%	6 46%	74 46%	21 42%
Very satisfied (5)	80 37%	8 28%	72 38%	44 46%	35 30%	44 39%	35 34%	20 42%	25 33%	14 39%	14 44%	2 14%	5 62%	* 4%	46 36%	28 41%	6 26%	5 38%	58 36%	22 43%
I don't know / Not applicable	1 *	-	1 1%	-	1 1%	-	1 1%	-	-	1 3%	-	-	-	-	-	1 2%	-	-	1 1%	-
NET Very/fairly satisfied	179 82%	28 100%	150 80%	81 84%	97 81%	95 83%	84 81%	40 82%	62 81%	29 81%	28 88%	10 83%	6 79%	5 89%	102 81%	56 84%	20 83%	10 83%	132 81%	43 85%
NET Very/fairly dissatisfied	7 3%	-	7 4%	2 2%	5 4%	3 3%	4 4%	4 9%	* *	2 6%	* 1%	* 2%	* 4%	-	4 4%	2 3%	1 2%	* 2%	7 4%	-
Mean	4.16	4.28	4.14	4.27	4.06	4.19	4.12	4.14	4.13	4.17	4.31	3.92	4.37	3.93	4.13	4.24	4.06	4.19	4.13	4.28
Std Dev.	0.80	0.46	0.84	0.79	0.81	0.80	0.81	0.96	0.72	0.86	0.71	0.73	0.96	0.43	0.82	0.79	0.76	0.79	0.83	0.72
Std Error	0.06	0.10	0.06	0.08	0.08	0.08	0.09	0.15	0.10	0.14	0.14	0.19	0.34	0.19	0.08	0.10	0.14	0.22	0.07	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	195	72	44	34	45	116	79	146	47	15	24	48	55	40	127	15	171	77	112	6
Weighted Base	217	74*	45*	43**	55*	119*	98*	175*	41*	18**	27**	59*	60*	38**	146*	18**	187	79*	134*	4**
Effective Base	127	40	30	26	33	69	58	98	30	11	15	32	37	23	84	11	109	45	79	4
Very dissatisfied (1)	1 *	*	1%	1%	-	1 1%	*	*	1 2%	-	-	1 1%	*	-	1 1%	-	1 1%	*	1 1%	-
Fairly dissatisfied (2)	6 3%	2 2%	3 6%	-	2 4%	4 4%	2 2%	6 3%	* 1%	* 1%	1 5%	*	2 4%	2 5%	4 3%	* 1%	6 3%	-	6 5%	-
Neither satisfied or dissatisfied (3)	30 14%	10 13%	6 12%	7 16%	8 14%	15 13%	15 15%	19 11%	9 22%	3 17%	4 15%	9 15%	12 20%	2 5%	25 17%	3 17%	27 14%	9 12%	20 15%	1 28%
Fairly satisfied (4)	99 46%	37 50%	22 49%	17 38%	23 43%	59 49%	40 41%	88 50%h	11 28%	9 47%	11 42%	28 47%	30 49%	12 31%	69 47%	9 47%	82 44%	26 32%	72 53%q	2 41%
Very satisfied (5)	80 37%	25 34%	14 32%	20 45%	21 38%	39 33%	40 41%	61 35%	18 45%	6 35%	9 34%	21 36%	16 26%	22 59%	46 31%	6 35%	70 37%	43 54%r	35 26%	1 31%
I don't know / Not applicable	1 *	-	-	-	1 2%	-	1 1%	-	1 3%	-	1 4%	-	-	-	1 1%	-	1 1%	1 1%	-	-
NET Very/fairly satisfied	179 82%	62 84%	36 81%	36 84%	44 80%	98 83%	80 82%	149 85%	29 72%	15 82%	20 76%	49 83%	45 75%	34 90%	115 78%	15 82%	152 81%	68 87%	107 80%	3 72%
NET Very/fairly dissatisfied	7 3%	2 3%	3 7%	* 1%	2 4%	5 4%	2 2%	6 4%	1 3%	* 1%	1 5%	1 2%	3 5%	2 5%	5 4%	* 1%	7 4%	*	7 5%	-
Mean	4.16	4.15	4.05	4.28	4.16	4.11	4.21	4.17	4.16	4.16	4.09	4.15	3.96	4.43	4.06	4.16	4.15	4.43r	4.00	4.03
Std Dev.	0.80	0.77	0.89	0.78	0.81	0.81	0.80	0.77	0.94	0.76	0.86	0.80	0.82	0.82	0.82	0.76	0.83	0.71	0.82	0.88
Std Error	0.06	0.09	0.13	0.13	0.12	0.08	0.09	0.06	0.14	0.20	0.18	0.12	0.11	0.13	0.07	0.20	0.06	0.08	0.08	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	195	142	53	28	116	23	37	19	8	5	11	11	23	15	19	9	15	5	18
Weighted Base	217	192	25**	7**	192	10**	11**	4**	6**	9**	17**	15**	34**	22**	41**	25**	23**	2**	9**
Effective Base	127	116	12	6	104	15	21	11	8	5	11	11	22	14	18	9	14	3	13
Very dissatisfied (1)	1 *	1 *		* 1%			* 4%			1 5%		* 4%			2%						1 6%
Fairly dissatisfied (2)	6 3%	6 3%	1 2%	* 7%	5 3%	* 3%	1 7%	* 8%	-	-	1 8%	-	-	2 7%	-	-	2 8%	* 16%	-
Neither satisfied or dissatisfied (3)	30 14%	30 15%	* 2%	* 4%	26 14%	3 29%	* 1%	1 25%	2 32%	-	2 11%	3 17%	7 21%	2 7%	3 8%	-	8 33%	-	3 34%
Fairly satisfied (4)	99 46%	82 43%	17 67%	3 46%	88 46%	4 41%	4 37%	2 57%	2 40%	5 63%	10 60%	7 47%	15 44%	17 76%	6 15%	18 70%	8 33%	1 84%	3 33%
Very satisfied (5)	80 37%	73 38%	7 28%	3 39%	72 37%	2 22%	6 51%	* 8%	2 28%	3 37%	4 20%	5 36%	12 35%	2 10%	31 77%	7 30%	5 21%	-	2 26%
I don't know / Not applicable	1 *	1 1%	-	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	1 5%	-	-
NET Very/fairly satisfied	179 82%	155 81%	24 95%	6 85%	160 83%	7 63%	10 88%	2 65%	4 68%	9 100%	14 81%	12 83%	27 79%	19 86%	38 92%	25 100%	12 54%	1 84%	5 59%
NET Very/fairly dissatisfied	7 3%	6 3%	1 4%	1 11%	5 3%	1 8%	1 11%	* 10%	-	-	1 8%	-	-	2 7%	-	-	2 8%	* 16%	1 6%
Mean	4.16	4.15	4.17	4.09	4.19	3.72	4.25	3.61	3.96	4.37	3.93	4.18	4.14	3.89	4.68	4.30	3.69	3.68	3.73
Std Dev.	0.80	0.82	0.71	1.12	0.76	1.06	1.09	0.97	0.85	0.51	0.82	0.73	0.75	0.68	0.62	0.47	0.93	-	1.12
Std Error	0.06	0.07	0.10	0.21	0.07	0.22	0.18	0.22	0.30	0.23	0.25	0.22	0.16	0.18	0.14	0.16	0.25	-	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

		Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
	Total	1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	195	115	31	158	74	115	10	24	31	2	12	60	85	28	15	7	145	22	93	80	11	10	-	173	10	141	54
Weighted Base	217	130*	36**	177	83*	130*	12**	20**	36**	1**	12**	81*	90*	27**	16**	3**	171*	19**	108*	85*	11**	11**	-**	193	11**	158*	59*
Effective Base	127	75	22	102	49	75	7	17	22	1	8	41	59	16	11	3	98	13	59	53	8	7	-	112	7	92	36
Very dissatisfied (1) *	1	1	*	1	*	1	-	1 3%	* 1%	-	* 2%	*	*	1 2%	* 1%	-	*	* 1%	1 1%	*	-	-	-	1 1%	-	1 1%	*
Fairly dissatisfied (2) 3%	6	2 2%	2 6%	4 2%	4 5%	2 2%	-	*	2 6%	* 16%	* 2%	1 1%	4 4%	1 5%	-	-	5 3%	-	3 3%	4 4%	-	-	-	6 3%	-	4 2%	3 4%
Neither satisfied or dissatisfied (3) 14%	30	10 8%	10 26%	20 11%	20 24%ac	10 8%	1 9%	4 22%	10 26%	-	2 16%	7 8%	16 17%	4 17%	3 22%	-	22 13%	3 18%	11 10%	11 13%	4 37%	3 27%	-	21 11%	3 27%	21 13%	9 16%
Fairly satisfied (4) 46%	99	61 47%	15 43%	83 47%	37 44%	61 47%	6 48%	7 36%	15 43%	-	4 31%	33 41%	41 46%	15 55%	9 57%	1 29%	74 43%	10 52%	48 44%	39 46%	6 51%	6 53%	-	87 45%	6 53%	73 46%	26 45%
Very satisfied (5) 37%	80	56 43%	8 22%	69 39%	21 26%	56 43%	5 43%	8 39%	8 22%	1 84%	5 40%	39 48%	30 33%	6 21%	3 20%	2 71%	69 40%	6 29%	46 42%	30 36%	1 12%	2 20%	-	76 39%	2 20%	60 38%	19 33%
I don't know / Not applicable *	1	-	1 3%	-	1 1%	-	-	-	1 3%	-	1 9%	1 1%	-	-	-	-	-	1 1%	-	1 1%	-	-	-	1 1%	-	-	1 2%
NET Very/fairly satisfied 82%	179	118 90%d	23 64%	152 86%d	58 70%	118 90%	11 91%	15 75%	23 64%	1 84%	9 72%	72 89%	71 78%	20 76%	12 77%	3 100%	143 83%	15 81%	94 87%	69 82%	7 63%	8 73%	-	163 85%	8 73%	133 84%	46 78%
NET Very/fairly dissatisfied 3%	7	3 2%	2 6%	5 3%	4 5%	3 2%	-	1 3%	2 6%	* 16%	* 4%	1 1%	4 4%	2 7%	* 1%	-	5 3%	* 1%	4 3%	4 4%	-	-	-	7 4%	-	5 3%	3 5%
Mean 4.16		4.31d	3.82	4.22d	3.91	4.31	4.34	4.08	3.82	4.52	4.17	4.37	4.07	3.88	3.95	4.71	4.21	4.08	4.25	4.14	3.75	3.93	-	4.20	3.93	4.19	4.08
Std Dev. 0.80		0.72	0.88	0.77	0.86	0.72	0.66	0.96	0.88	-	0.97	0.72	0.83	0.88	0.76	0.54	0.79	0.77	0.80	0.82	0.69	0.71	-	0.81	0.71	0.79	0.84
Std Error 0.06		0.07	0.16	0.06	0.10	0.07	0.21	0.20	0.16	-	0.29	0.09	0.09	0.17	0.19	0.20	0.07	0.16	0.08	0.09	0.21	0.22	-	0.06	0.22	0.07	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	195	18	174	3	73	102	20	174	19	2	-	195	-
Weighted Base	217	17**	195	5**	72*	120*	25**	194	22**	1**	-**	217	-**
Effective Base	127	9	116	3	40	72	16	114	13	2	-	127	-
Very dissatisfied (1)	1 *	- -	1 1%	- -	* *	1 1%	- -	1 *	- -	* 32%	- -	1 *	- -
Fairly dissatisfied (2)	6 3%	* 2%	6 3%	- -	3 5%	3 2%	* 1%	6 3%	- -	- -	- -	6 3%	- -
Neither satisfied or dissatisfied (3)	30 14%	1 6%	29 15%	- -	15 21%	13 11%	3 10%	22 11%	8 36%	- -	- -	30 14%	- -
Fairly satisfied (4)	99 46%	9 52%	86 44%	4 71%	23 32%	65 54%d	10 42%	90 46%	8 37%	* 68%	- -	99 46%	- -
Very satisfied (5)	80 37%	7 40%	71 37%	2 29%	29 41%	39 32%	12 47%	74 38%	6 26%	- -	- -	80 37%	- -
I don't know / Not applicable	1 *	- -	1 1%	- -	1 1%	- -	- -	1 1%	- -	- -	- -	1 *	- -
NET Very/fairly satisfied	179 82%	15 92%	158 81%	5 100%	52 73%	104 86%	22 89%	164 84%	14 64%	* 68%	- -	179 82%	- -
NET Very/fairly dissatisfied	7 3%	* 2%	7 4%	- -	4 5%	4 3%	* 1%	7 4%	- -	* 32%	- -	7 3%	- -
Mean	4.16	4.31	4.14	4.29	4.10	4.15	4.35	4.19	3.90	3.04	-	4.16	-
Std Dev.	0.80	0.68	0.82	0.50	0.92	0.75	0.71	0.80	0.80	-	-	0.80	-
Std Error	0.06	0.16	0.06	0.29	0.11	0.07	0.16	0.06	0.18	-	-	0.06	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

		Quarter				Month											
	Total	Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	195	43	38	58	56	16	16	11	12	12	14	18	22	18	26	17	13
Weighted Base	217	57**	50*	51*	60*	22**	21**	14**	16**	17**	16**	17**	21**	14**	30**	16**	13**
Effective Base	127	29	30	37	33	13	11	6	10	10	10	10	16	11	15	10	10
Very dissatisfied (1)	1	*	*	*	*	-	*	-	*	-	-	*	-	*	*	-	-
	*				1%		1%		1%						2%		
Fairly dissatisfied (2)	6	-	4	1	2	-	-	-	-	*	3	*	*	-	2	*	*
	3%		7%	1%	4%					2%	21%		2%		5%	1%	2%
Neither satisfied or dissatisfied (3)	30	5	10	10	5	2	3	1	4	2	4	1	7	2	-	1	4
	14%	9%	20%	20%	8%	7%	15%	4%	26%	11%	24%	6%	36%	12%		4%	32%
Fairly satisfied (4)	99	31	21	23	24	8	14	8	9	9	4	11	4	7	13	6	6
	46%	54%	43%	44%	41%	39%	68%	56%	53%	49%	26%	68%	20%	52%	43%	35%	44%
Very satisfied (5)	80	21	13	18	28	12	3	6	3	6	5	4	9	5	15	10	3
	37%	37%	27%	34%	47%	54%	17%	41%	19%	32%	29%	25%	41%	35%	50%	60%	22%
I don't know / Not applicable	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*		2%							6%							
NET Very/fairly satisfied	179	52	35	40	52	20	18	13	12	14	9	16	13	12	28	16	9
	82%	91%	70%	79%	87%	93%	84%	96%	73%	81%	55%	93%	61%	88%	93%	94%	66%
NET Very/fairly dissatisfied	7	*	4	1	3	-	*	-	*	*	3	*	*	*	2	*	*
	3%		8%	1%	4%		1%		1%	2%	21%	1%	2%		7%	1%	2%
Mean	4.16	4.27	3.91	4.11	4.29	4.47	3.99	4.37	3.90	4.18	3.64	4.17	4.00	4.22	4.34	4.53	3.86
Std Dev.	0.80	0.65	0.91	0.78	0.83	0.64	0.65	0.57	0.77	0.73	1.15	0.60	0.96	0.71	0.88	0.66	0.81
Std Error	0.06	0.10	0.15	0.10	0.11	0.16	0.16	0.17	0.22	0.22	0.31	0.14	0.20	0.17	0.17	0.16	0.22

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	336 64%	25 59%	311 64%	143 68%	193 61%	172 67%	162 61%	96 68%	86 71%	60 66%	41 60%	33 54%	16 52%	5 36%	182 70%p	101 63%	53 51%	21 47%	266 65%	65 61%
Collect +	99 66%	5 81%	94 66%	63 70%	36 61%	74 71%	26 55%	31 60%	33 70%	22 77%	9 70%	2 40%	1 40%	-	65 65%	31 75%	3 40%	1 40%	84 69%	15 56%
DHL	109 73%	4 55%	104 74%	70 86%d	39 57%	64 74%	45 71%	27 63%	32 73%	31 84%	12 99%	7 58%	-	* 23%	60 68%	42 88%	7 50%	* 3%	78 71%	29 77%
FedEx	122 83%	4 100%	118 83%	74 91%	48 74%	85 90%f	35 70%	27 69%	49 87%	31 88%	8 100%	3 96%	2 100%	2 100%	76 79%	39 90%	7 98%	4 100%	92 84%	30 82%
Evri	154 52%	18 53%	136 52%	79 63%d	75 44%	72 57%	82 48%	33 45%	44 64%	38 53%	19 47%	11 48%	5 41%	4 47%	77 54%	57 51%	20 46%	9 43%	124 52%	29 52%
DPD	122 77%	6 82%	116 76%	74 86%d	48 65%	82 76%	41 77%	26 76%	41 79%	31 71%	15 87%	6 70%	3 69%	2 85%	67 78%	45 76%	11 72%	5 75%	92 77%	30 75%
Parcelforce	110 78%	4 70%	105 78%	63 90%d	47 66%	75 83%	35 68%	21 69%	28 78%	34 83%	12 86%	12 87%	1 79%	2 41%	49 74%	46 83%	15 75%	3 50%	85 76%	24 81%
TNT	85 72%	3 73%	82 72%	55 75%	30 68%	58 71%	28 76%	25 77%	26 63%	20 70%	10 100%	5 75%	-	* 100%	51 69%	29 77%	5 75%	* 100%	65 72%	18 69%
UPS	105 74%	4 69%	101 74%	69 74%	36 73%	77 81%f	28 59%	23 69%	34 69%	27 77%	11 87%	5 100%	5 100%	* 3%	58 69%	38 80%	10 83%	5 73%	73 67%	32 94%
UK Mail	126 83%	8 89%	119 83%	67 81%	59 86%	85 87%	41 75%	48 88%	31 77%	23 74%	14 99%	8 83%	-	2 100%	79 83%	37 82%	10 86%	2 100%	92 86%	33 75%
Yodel	108 77%	7 64%	102 78%	66 86%d	42 66%	66 74%	43 83%	20 66%	32 74%	33 93%	15 66%	6 90%	-	2 100%	52 71%	48 83%	8 90%	2 92%	85 80%	22 66%
Amazon Delivery Service/ Logistics	179 82%	28 100%	150 80%	81 84%	97 81%	95 83%	84 81%	40 82%	62 81%	29 81%	28 88%	10 83%	6 79%	5 89%	102 81%	56 84%	20 83%	10 83%	132 81%	43 85%
Other	77 73%	* 28%	77 74%	52 79%	25 62%	54 82%	24 58%	14 66%	26 82%	21 69%	11 86%	3 54%	3 100%	-	40 76%	32 74%	6 53%	3 53%	62 73%	15 71%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	336 64%	102 67%	98 61%	83 69%	53 59%	200 64%	136 65%	282 66%	53 54%	31 77%	33 66%	98 63%	95 57%	69 73%	226 61%	31 77%	295 63%	94 72%	229 62%	13 55%
Collect +	99 66%	44 76%	30 75%	14 50%	11 47%	74 76%f	25 49%	87 65%	12 81%	9 86%	9 47%	25 68%	27 62%	26 75%	61 61%	9 86%	88 65%	48 69%	49 63%	2 81%
DHL	109 73%	63 87%	17 52%	18 80%	11 50%	80 76%	29 65%	103 74%	6 53%	7 91%	9 61%	27 70%	33 74%	32 74%	69 70%	7 91%	101 72%	43 82%	62 68%	5 64%
FedEx	122 83%	51 89%	27 68%	23 91%	21 86%	77 81%	45 89%	115 85%	6 66%	8 68%	22 93%	28 83%	39 90%	25 81%	89 88%	8 68%	114 85%	57 97%r	65 76%	* 11%
Evri	154 52%	54 57%	39 54%	32 47%	29 47%	93 56%	61 47%	134 57%h	17 31%	7 48%	21 62%	43 54%	38 48%	36 51%	102 53%	7 47%	140 52%	52 62%	89 46%	12 62%
DPD	122 77%	38 76%	32 72%	32 93%	20 66%	70 74%	52 80%	112 77%	10 70%	5 89%	13 76%	47 83%	32 67%	25 79%	91 75%	5 89%	116 76%	58 87%	59 70%	5 60%
Parcelforce	110 78%	57 90%	25 81%	18 75%	10 43%	82 87%f	28 59%	102 80%	7 55%	5 67%	10 68%	37 74%	28 75%	28 93%	75 74%	5 67%	104 78%	46 79%	60 77%	4 72%
TNT	85 72%	45 85%	17 58%	11 51%	13 82%	62 76%	24 64%	81 74%	5 53%	6 92%	10 85%	21 67%	31 73%	17 67%	62 72%	6 92%	79 71%	43 82%	40 63%	3 100%
UPS	105 74%	56 79%	19 91%	20 58%	11 60%	75 82%	30 59%	99 74%	4 58%	6 79%	12 69%	33 72%	28 67%	26 86%	73 70%	6 79%	99 73%	53 75%	51 72%	1 100%
UK Mail	126 83%	51 86%	29 81%	27 79%	19 84%	80 84%	46 81%	114 85%	12 70%	8 83%	18 83%	44 84%	34 77%	21 93%	118 81%	8 83%	118 83%	44 83%	82 82%	7 92%
Yodel	108 77%	46 81%	28 71%	21 84%	14 69%	74 77%	35 77%	96 76%	11 79%	6 97%	13 77%	32 76%	23 67%	32 86%	68 73%	6 97%	100 77%	54 89%r	49 66%	5 100%
Amazon Delivery Service/ Logistics	179 82%	62 84%	36 81%	36 84%	44 80%	98 83%	80 82%	149 85%	29 72%	15 82%	20 76%	49 83%	45 75%	34 90%	115 78%	15 82%	152 81%	68 87%	107 80%	3 72%
Other	77 73%	28 77%	15 67%	19 79%	15 65%	43 73%	34 72%	72 76%	5 45%	5 47%	15 90%	27 91%	14 49%	16 82%	56 74%	5 47%	72 76%	48 87%	26 55%	3 100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	336 64%	285 63%	51 69%	11 65%	303 66%e	16 47%	11 56%	7 68%	11 74%	37 57%	24 52%	19 62%	41 74%r	45 76%f	54 61%	43 75%	29 63%	2 73%	13 44%
Collect +	99 66%	82 63%	17 86%	3 83%	84 65%	7 72%	6 76%	2 72%	4 54%	8 50%	8 73%	4 49%	15 91%	11 79%	29 73%	-	5 36%	2 92%	5 67%
DHL	109 73%	88 75%	21 64%	3 87%	95 73%	8 70%	5 73%	1 44%	3 100%	11 65%	9 76%	5 100%	17 85%	11 61%	22 70%	14 72%	5 75%	1 100%	6 67%
FedEx	122 83%	96 80%	26 98%	3 86%	110 85%	5 75%	6 83%	1 49%	3 100%	12 88%	9 87%	4 63%	21 95%	14 92%	21 92%	15 68%	10 75%	1 100%	4 69%
Evri	154 52%	138 55%	16 36%	2 49%	131 51%	11 57%	10 54%	3 67%	5 60%	25 51%	7 38%	8 50%	17 64%	24 59%	16 47%	18 46%	11 45%	* 79%	11 57%
DPD	122 77%	109 77%	14 70%	3 80%	110 78%	5 55%	6 83%	1 44%	4 62%	12 77%	9 77%	3 51%	15 89%	18 89%	29 86%	8 77%	11 60%	* 67%	5 54%
Parcelforce	110 78%	88 74%	22 95%	3 86%	96 79%	6 61%	6 78%	1 61%	3 77%	11 80%	3 68%	7 85%	16 83%	8 50%	31 93%	12 89%	6 63%	1 100%	5 57%
TNT	85 72%	68 68%	17 100%	3 100%	76 72%	3 64%	5 92%	1 56%	2 37%	13 77%	8 70%	5 76%	17 92%	8 65%	15 70%	5 66%	3 48%	* 15%	3 78%
UPS	105 74%	81 71%	24 85%	3 100%	91 73%	7 77%	5 79%	2 74%	3 100%	11 59%	4 32%	3 41%	18 94%	14 72%	16 78%	17 100%	4 70%	1 100%	6 74%
UK Mail	126 83%	108 82%	19 90%	3 56%	112 83%	6 89%	7 90%	2 70%	3 38%	8 55%	8 62%	8 100%	11 81%	8 93%	38 96%	16 87%	4 76%	-	6 91%
Yodel	108 77%	93 75%	16 93%	4 88%	95 79%	4 53%	8 77%	1 62%	4 70%	12 64%	1 49%	3 50%	17 83%	13 71%	33 88%	7 100%	6 100%	* 60%	4 53%
Amazon Delivery Service/ Logistics	179 82%	155 81%	24 95%	6 85%	160 83%	7 63%	10 88%	2 65%	4 68%	9 100%	14 81%	12 83%	27 79%	19 86%	38 92%	25 100%	12 54%	1 84%	5 59%
Other	77 73%	65 77%	12 58%	3 61%	68 72%	4 66%	4 88%	1 100%	2 72%	5 39%	2 53%	4 100%	10 66%	5 53%	20 100%	13 100%	6 54%	-	4 66%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 446

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	336 / 64%	169 / 70%b	79 / 54%	251 / 69%b	161 / 60%	169 / 70%	13 / 85%	21 / 60%	79 / 54%	9 / 58%	20 / 51%	133 / 70%m	154 / 71%m	31 / 42%	14 / 44%	4 / 35%	287 / 70%m	18 / 41%	173 / 67%	133 / 66%	23 / 56%	3 / 19%	4 / 75%	307 / 66%	7 / 34%	240 / 72%z	96 / 50%
Collect +	99 / 66%	56 / 72%	19 / 58%	79 / 69%	42 / 60%	56 / 72%	4 / 100%	4 / 74%	19 / 58%	2 / 61%	3 / 78%	50 / 82%	34 / 64%	11 / 44%	3 / 48%	2 / 52%	84 / 72%	5 / 50%	42 / 75%	45 / 64%	10 / 72%	3 / 34%	* / 9%	87 / 69%	3 / 33%	86 / 66%	13 / 68%
DHL	109 / 73%	71 / 75%	11 / 93%	96 / 72%	36 / 72%	71 / 75%	2 / 79%	3 / 44%	11 / 93%	1 / 100%	1 / 63%	53 / 82%	40 / 72%	13 / 57%	2 / 35%	1 / 100%	93 / 77%	3 / 49%	55 / 78%	41 / 74%	10 / 49%	1 / 100%	1 / 91%	96 / 76%	2 / 94%	96 / 75%	13 / 59%
FedEx	122 / 83%	81 / 85%	6 / 62%	112 / 86%	38 / 84%	81 / 85%	3 / 50%	1 / 34%	6 / 62%	2 / 89%	3 / 71%	61 / 90%	36 / 76%	14 / 90%	8 / 82%	2 / 44%	98 / 84%	10 / 69%	60 / 84%	52 / 87%	8 / 89%	1 / 34%	- / -	113 / 85%	1 / 34%	109 / 85%	13 / 76%
Evri	154 / 52%	86 / 58%	34 / 43%	116 / 58%	64 / 49%	86 / 58%	2 / 27%	12 / 42%	34 / 43%	4 / 75%	4 / 22%	74 / 66%l	71 / 49%	11 / 36%	7 / 27%	3 / 36%	133 / 57%	10 / 29%	84 / 55%	54 / 52%	9 / 36%	2 / 19%	3 / 98%	138 / 54%	5 / 36%	116 / 58%z	38 / 40%
DPD	122 / 77%	78 / 86%d	10 / 39%	112 / 84%d	44 / 65%	78 / 86%	3 / 100%	7 / 79%	10 / 39%	1 / 66%	1 / 55%	64 / 81%	38 / 81%	13 / 56%	5 / 69%	3 / 68%	102 / 81%	7 / 68%	59 / 81%	48 / 79%	10 / 59%	4 / 54%	- / -	107 / 80%	4 / 46%	109 / 79%	14 / 61%
Parcelforce	110 / 78%	61 / 84%	22 / 63%	88 / 84%	49 / 73%	61 / 84%	2 / 43%	2 / 43%	22 / 63%	2 / 100%	2 / 46%	48 / 81%	42 / 83%	15 / 69%	2 / 25%	4 / 96%	89 / 82%	5 / 51%	52 / 82%	46 / 78%	8 / 66%	2 / 49%	1 / 57%	98 / 80%	4 / 52%	94 / 80%	16 / 67%
TNT	85 / 72%	53 / 71%	10 / 74%	75 / 72%	32 / 75%	53 / 71%	4 / 100%	3 / 61%	10 / 74%	1 / 66%	1 / 66%	37 / 79%	25 / 64%	17 / 83%	4 / 31%	2 / 52%	62 / 72%	5 / 50%	33 / 72%	37 / 75%	10 / 65%	4 / 61%	1 / 100%	71 / 80%	5 / 68%	80 / 72%	5 / 76%
UPS	105 / 74%	69 / 77%	9 / 53%	96 / 77%	36 / 68%	69 / 77%	1 / 35%	1 / 51%	9 / 53%	1 / 100%	2 / 67%	52 / 82%	34 / 68%	17 / 75%	* / 9%	2 / 44%	87 / 76%	3 / 30%	50 / 79%	41 / 69%	11 / 77%	3 / 77%	* / 8%	91 / 75%	3 / 59%	99 / 74%	6 / 67%
UK Mail	126 / 83%	78 / 88%	22 / 83%	102 / 83%	46 / 75%	78 / 88%	5 / 76%	5 / 68%	22 / 83%	2 / 100%	5 / 75%	61 / 94%	44 / 76%	16 / 90%	4 / 60%	* / 10%	105 / 86%	5 / 42%	62 / 94%	51 / 80%	11 / 63%	- / -	2 / 48%	113 / 87%	2 / 42%	116 / 83%	11 / 83%
Yodel	108 / 77%	75 / 80%	12 / 81%	97 / 76%	34 / 72%	75 / 80%	2 / 100%	7 / 90%	12 / 81%	1 / 86%	1 / 68%	61 / 93%l	30 / 64%	13 / 58%	3 / 60%	2 / 100%	90 / 81%	5 / 69%	53 / 88%	46 / 70%	7 / 56%	1 / 86%	1 / 100%	99 / 79%	3 / 93%	95 / 79%	13 / 63%
Amazon Delivery Service/Logistics	179 / 82%	118 / 90%d	23 / 64%	152 / 86%d	58 / 70%	118 / 90%	11 / 91%	15 / 75%	23 / 64%	1 / 84%	9 / 72%	72 / 89%	71 / 78%	20 / 76%	12 / 77%	3 / 100%	143 / 83%	15 / 81%	94 / 87%	69 / 82%	7 / 63%	8 / 73%	- / -	163 / 85%	8 / 73%	133 / 84%	46 / 78%
Other	77 / 73%	51 / 81%	2 / 31%	73 / 75%	25 / 60%	51 / 81%	2 / 44%	1 / 52%	2 / 31%	1 / 32%	1 / 23%	46 / 78%	17 / 73%	9 / 56%	3 / 62%	2 / 100%	63 / 76%	5 / 73%	42 / 83%	31 / 71%	5 / 47%	* / 8%	- / -	72 / 78%	* / 8%	70 / 73%	8 / 76%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	336 64%	24 57%	303 65%	8 71%	117 66%	197 63%	23 58%	303 64%	26 74%	5 60%	2 63%	334 64%	-
Collect +	99 66%	4 45%	92 68%	3 64%	40 65%	54 71%	5 43%	91 72%	8 42%	* 10%	* 100%	99 66%	-
DHL	109 73%	6 48%	98 74%	5 100%	48 75%	46 70%	15 76%	95 73%	14 71%	-	* 59%	109 73%	-
FedEx	122 83%	16 90%	102 82%	4 100%	60 92%	53 77%	9 76%	103 84%	18 90%	1 17%	* 100%	122 83%	-
Evri	154 52%	10 72%	140 50%	4 100%	58 51%	78 51%	17 63%	134 51%	15 61%	4 56%	-	154 52%	* 100%
DPD	122 77%	8 61%	110 77%	5 100%	55 73%	61 82%	7 66%	98 75%	18 80%	5 100%	* 100%	122 76%	1 100%
Parcelforce	110 78%	6 71%	98 77%	6 100%	59 80%	45 78%	5 55%	93 80%	14 69%	3 59%	-	110 78%	-
TNT	85 72%	8 79%	74 71%	3 100%	47 82%	30 59%	7 91%	71 73%	14 72%	* 4%	* 100%	85 72%	-
UPS	105 74%	19 86%	84 71%	2 100%	53 80%	44 67%	8 76%	90 77%	13 55%	3 100%	* 100%	105 74%	-
UK Mail	126 83%	15 92%	106 81%	5 91%	57 82%	60 91%	9 55%	102 83%	20 89%	4 64%	* 55%	126 83%	* 100%
Yodel	108 77%	5 51%	96 78%	7 100%	56 83%	44 79%	9 48%	94 79%	14 64%	* 62%	-	108 77%	-
Amazon Delivery Service/ Logistics	179 82%	15 92%	158 81%	5 100%	52 73%	104 86%	22 89%	164 84%	14 64%	* 68%	-	179 82%	-
Other	77 73%	7 76%	67 72%	3 100%	44 74%	28 83%	5 38%	67 75%	7 61%	3 68%	* 100%	77 73%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	336 64%	95 66%	79 68%	85 63%	78 59%	41 61%	35 75%	19 63%	31 70%	30 66%	17 66%	14 44%	36 65%	34 75%	26 62%	32 75%	20 43%
Collect +	99 66%	30 61%	22 78%	19 54%	28 75%	11 53%	12 73%	7 60%	8 71%	7 85%	8 82%	4 34%	7 52%	9 76%	16 93%	8 76%	4 41%
DHL	109 73%	32 63%	15 69%	31 75%	31 85%	8 66%	15 66%	9 56%	10 75%	1 43%	3 71%	3 83%	15 75%	13 74%	18 100%	10 80%	3 51%
FedEx	122 83%	37 88%	28 76%	26 96%	31 76%	14 91%	10 77%	14 97%	13 80%	5 56%	9 89%	4 100%	13 100%	13 92%	22 90%	5 65%	4 47%
Evri	154 52%	50 47%	27 46%	31 51%	45 64%	21 51%	11 38%	18 51%	18 64%	3 21%	6 35%	8 58%	7 40%	16 55%	12 54%	22 75%	12 58%
DPD	122 77%	30 73%	24 75%	35 86%	34 73%	14 82%	9 56%	6 89%	3 41%	10 81%	11 87%	8 95%	16 75%	11 76%	12 76%	14 91%	7 49%
Parcelforce	110 78%	35 79%	22 68%	23 75%	30 87%	8 57%	17 91%	10 84%	11 80%	3 58%	9 61%	3 61%	7 85%	13 74%	12 99%	9 85%	9 77%
TNT	85 72%	26 61%	21 69%	17 84%	21 86%	9 59%	9 47%	8 94%	7 59%	3 62%	10 84%	3 86%	5 74%	9 89%	11 80%	7 90%	3 100%
UPS	105 74%	36 77%	17 59%	27 77%	25 78%	14 67%	16 97%	6 64%	5 44%	2 43%	10 75%	2 37%	10 100%	15 80%	17 93%	2 39%	6 70%
UK Mail	126 83%	37 84%	18 64%	25 86%	46 91%	17 83%	9 74%	11 98%	7 57%	7 78%	4 57%	1 25%	10 87%	15 93%	21 89%	15 92%	10 95%
Yodel	108 77%	37 76%	15 75%	23 67%	33 90%	15 77%	14 70%	8 86%	10 86%	2 33%	4 100%	3 84%	7 62%	11 66%	17 96%	13 85%	3 82%
Amazon Delivery Service/ Logistics	179 82%	52 91%	35 70%	40 79%	52 87%	20 93%	18 84%	13 96%	12 73%	14 81%	9 55%	16 93%	13 61%	12 88%	28 93%	16 94%	9 66%
Other	77 73%	24 77%	9 67%	19 73%	26 72%	9 71%	10 76%	5 92%	3 68%	2 35%	4 100%	3 100%	9 88%	6 53%	9 69%	12 100%	5 43%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	94 / 18%	10 / 22%	84 / 18%	34 / 16%	60 / 19%	42 / 16%	52 / 20%	23 / 16%	12 / 10%	15 / 16%	12 / 18%	22 / 37%ghi	4 / 13%	5 / 42%	35 / 13%	27 / 17%	32 / 30%n	9 / 21%	74 / 18%	18 / 17%
Collect +	17 / 11%	-	17 / 12%	7 / 7%	10 / 17%	9 / 9%	7 / 16%	5 / 10%	5 / 10%	5 / 18%	-	1 / 25%	* / 3%	-	10 / 10%	5 / 12%	2 / 18%	* / 3%	12 / 10%	4 / 16%
DHL	19 / 13%	4 / 45%	15 / 11%	7 / 9%	11 / 17%	12 / 14%	6 / 10%	6 / 13%	4 / 10%	2 / 5%	* / 1%	5 / 42%	2 / 100%	* / 77%	10 / 12%	2 / 4%	7 / 50%	2 / 97%	14 / 13%	4 / 12%
FedEx	11 / 7%	-	11 / 8%	2 / 2%	9 / 14%c	3 / 3%	8 / 16%e	6 / 16%	2 / 3%	3 / 8%	-	-	-	-	8 / 9%	3 / 6%	-	-	7 / 6%	4 / 11%
Evri	85 / 29%	15 / 44%	70 / 27%	27 / 22%	58 / 34%	30 / 24%	54 / 32%	18 / 25%	15 / 22%	22 / 31%	14 / 34%	8 / 34%	5 / 40%	3 / 31%	34 / 24%	36 / 32%	15 / 35%	7 / 36%	65 / 27%	18 / 32%
DPD	12 / 8%	1 / 18%	11 / 7%	4 / 5%	8 / 11%	6 / 6%	6 / 12%	1 / 2%	1 / 2%	6 / 13%	2 / 12%	2 / 28%	-	* / 15%	2 / 2%	8 / 13%	3 / 19%	* / 6%	12 / 10%	1 / 2%
Parcelforce	15 / 11%	-	15 / 11%	2 / 3%	13 / 18%c	8 / 9%	7 / 13%	6 / 21%	3 / 6%	4 / 15%	-	2 / 13%	* / 5%	1 / 22%	10 / 14%	4 / 4%	2 / 14%	1 / 18%	11 / 11%	1 / 19%
TNT	12 / 10%	-	12 / 10%	5 / 7%	7 / 15%	9 / 11%	2 / 7%	3 / 9%	3 / 6%	4 / 15%	-	2 / 25%	-	-	6 / 8%	4 / 11%	2 / 25%	-	11 / 12%	1 / 2%
UPS	12 / 9%	-	12 / 9%	8 / 9%	4 / 9%	7 / 8%	5 / 10%	2 / 7%	6 / 12%	4 / 12%	-	-	-	-	8 / 10%	4 / 9%	-	-	12 / 11%	-
UK Mail	8 / 5%	-	8 / 5%	6 / 7%	2 / 2%	5 / 5%	3 / 5%	-	3 / 8%	5 / 15%	-	-	-	-	3 / 3%	5 / 10%	-	-	5 / 4%	3 / 7%
Yodel	13 / 9%	4 / 36%	9 / 7%	2 / 2%	11 / 18%c	7 / 8%	6 / 11%	2 / 7%	5 / 11%	1 / 4%	4 / 17%	/ 9%	/ 100%	-	7 / 10%	5 / 9%	1 / 9%	* / 8%	11 / 11%	2 / 5%
Amazon Delivery Service/ Logistics	7 / 3%	-	7 / 4%	2 / 2%	5 / 4%	3 / 3%	4 / 4%	4 / 9%	* / *	2 / 6%	* / 1%	2 / 2%	* / 4%	-	4 / 4%	2 / 3%	1 / 2%	* / 2%	7 / 4%	-
Other	11 / 11%	1 / 72%	10 / 10%	2 / 3%	9 / 24%	3 / 4%	9 / 22%	-	1 / 2%	4 / 13%	2 / 14%	2 / 46%	-	2 / 100%	1 / 1%	6 / 13%	5 / 47%	2 / 47%	11 / 13%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	94 / 18%	32 / 21%c	32 / 20%	11 / 9%	19 / 21%	65 / 21%	29 / 14%	64 / 15%	29 / 29%g	5 / 12%	10 / 20%	21 / 13%	36 / 22%	15 / 16%	67 / 18%	5 / 12%	83 / 18%	19 / 14%	75 / 20%	* / *
Collect +	17 / 11%	3 / 5%	7 / 17%	6 / 20%	1 / 5%	10 / 10%	7 / 13%	17 / 12%	* / 1%	1 / 14%	2 / 10%	4 / 11%	4 / 10%	5 / 14%	10 / 10%	1 / 14%	15 / 11%	3 / 5%	13 / 17%	-
DHL	19 / 13%	6 / 8%	5 / 14%	2 / 10%	6 / 28%	10 / 10%	8 / 19%	14 / 10%	5 / 45%	1 / 8%	4 / 26%	6 / 16%	6 / 13%	2 / 5%	16 / 16%	1 / 8%	18 / 13%	6 / 11%	13 / 14%	-
FedEx	11 / 7%	3 / 5%	7 / 17%	-	1 / 6%	9 / 10%	1 / 3%	8 / 6%	3 / 30%	1 / 16%	1 / 6%	2 / 6%	1 / 4%	1 / 4%	5 / 5%	1 / 16%	9 / 7%	-	9 / 11%	2 / 89%
Evri	85 / 29%	23 / 24%	21 / 29%	18 / 25%	24 / 39%	44 / 26%	41 / 32%	63 / 26%	20 / 36%	3 / 17%	8 / 25%	23 / 29%	27 / 34%	17 / 24%	58 / 30%	3 / 17%	77 / 29%	20 / 24%	59 / 30%	6 / 29%
DPD	12 / 8%	1 / 2%	4 / 9%	1 / 4%	6 / 19%	5 / 6%	7 / 11%	12 / 8%	* / 3%	-	1 / 8%	7 / 12%	3 / 7%	1 / 2%	11 / 9%	-	12 / 8%	4 / 5%	8 / 10%	* / *
Parcelforce	15 / 11%	4 / 7%	1 / 2%	4 / 18%	6 / 24%	5 / 5%	10 / 21%e	12 / 9%	3 / 28%	2 / 31%	-	7 / 14%	6 / 15%	-	13 / 12%	2 / 31%	13 / 10%	6 / 11%	7 / 9%	2 / 28%
TNT	12 / 10%	5 / 9%	5 / 18%	-	2 / 12%	10 / 12%	2 / 5%	11 / 10%	1 / 7%	1 / 8%	2 / 15%	2 / 5%	3 / 6%	5 / 20%	6 / 7%	1 / 8%	11 / 10%	1 / 1%	11 / 17%q	-
UPS	12 / 9%	6 / 8%	1 / 3%	4 / 11%	3 / 14%	6 / 7%	6 / 12%	10 / 7%	3 / 36%	1 / 15%	5 / 31%	5 / 12%	1 / 2%	* / *	11 / 11%	1 / 15%	11 / 8%	7 / 10%	5 / 8%	1 / 7%
UK Mail	8 / 5%	5 / 8%	3 / 7%	-	1 / 2%	7 / 8%	1 / 1%	8 / 6%	-	-	1 / 2%	4 / 7%	4 / 8%	-	8 / 6%	-	8 / 5%	1 / 1%	6 / 6%	1 / 7%
Yodel	13 / 9%	3 / 6%	5 / 12%	1 / 5%	4 / 18%	8 / 9%	5 / 11%	10 / 8%	3 / 20%	* / 3%	2 / 13%	5 / 12%	3 / 8%	1 / 3%	10 / 11%	* / 3%	11 / 9%	4 / 6%	10 / 13%	-
Amazon Delivery Service/ Logistics	7 / 3%	2 / 3%	3 / 7%	* / 1%	2 / 4%	5 / 4%	2 / 2%	6 / 4%	1 / 3%	* / 1%	1 / 5%	1 / 2%	3 / 5%	2 / 5%	5 / 4%	* / 1%	7 / 4%	* / *	7 / 5%	-
Other	11 / 11%	3 / 8%	3 / 14%	-	5 / 23%	6 / 10%	5 / 11%	5 / 6%	6 / 55%	3 / 34%	-	-	5 / 17%	3 / 14%	5 / 7%	3 / 34%	8 / 8%	2 / 3%	9 / 20%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	94 18%	80 18%	14 19%	5 31%	80 17%	7 20%	6 30%	2 17%	3 22%	15 24%	15 33%	4 15%	4 8%	6 10%	14 16%	10 17%	7 15%	1 27%	6 20%
Collect +	17 11%	17 13%	* 1%	* 2%	16 13%	* 1%	-	* 10%	2 26%	2 14%	-	4 51%	-	-	4 10%	-	4 29%	* 4%	* 1%
DHL	19 13%	14 12%	4 13%	* 9%	15 12%	1 9%	2 25%	1 42%	-	2 10%	3 24%	-	3 15%	-	2 7%	5 28%	-	-	1 10%
FedEx	11 7%	11 9%	* 1%	* 6%	10 8%	1 10%	* 1%	* 11%	-	-	1 13%	1 20%	1 5%	-	-	5 21%	1 11%	-	1 12%
Evri	85 29%	67 27%	17 39%	1 44%	74 29%	7 35%	4 23%	* 7%	3 33%	9 19%	6 32%	4 24%	7 28%	12 29%	9 25%	15 38%	10 40%	* 21%	7 35%
DPD	12 8%	12 8%	1 5%	1 14%	9 7%	2 23%	* 3%	1 27%	1 15%	-	1 12%	1 24%	-	-	-	2 23%	3 18%	* 33%	2 22%
Parcelforce	15 11%	15 12%	* 1%	* 2%	14 12%	* 1%	1 9%	-	1 23%	3 20%	-	-	2 9%	3 20%	2 7%	1 11%	2 15%	-	* 2%
TNT	12 10%	12 12%	-	-	12 11%	-	-	-	1 28%	2 11%	-	-	-	-	4 20%	2 34%	2 29%	-	-
UPS	12 9%	10 9%	2 9%	-	11 9%	1 10%	1 8%	* 5%	-	-	4 28%	2 34%	1 6%	1 5%	2 12%	-	-	-	1 11%
UK Mail	8 5%	8 6%	* 1%	* 2%	6 5%	1 2%	1 7%	1 30%	2 43%	2 14%	-	-	-	-	-	2 13%	-	1 100%	-
Yodel	13 9%	12 10%	1 5%	* 8%	9 8%	1 10%	2 22%	1 38%	-	5 25%	1 51%	1 25%	-	2 10%	-	-	-	* 40%	1 8%
Amazon Delivery Service/ Logistics	7 3%	6 3%	1 4%	1 11%	5 3%	1 8%	1 11%	* 10%	-	-	1 8%	-	-	2 7%	-	-	2 8%	* 16%	1 6%
Other	11 11%	8 10%	3 13%	-	10 11%	1 21%	-	-	1 28%	3 20%	-	-	-	1 11%	-	-	5 46%	-	1 21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	94 18%	38 16%	32 22%	56 15%	50 19%	38 16%	2 15%	11 30%	32 22%	2 11%	9 23%	31 16%	35 16%	14 19%	8 27%	6 51%	66 16%	14 33%	48 18%	32 16%	5 13%	7 48%	1 22%	80 17%	8 40%	36 11%	58 30%y
Collect +	17 11%	3 4%	6 20%	10 9%	14 19%a	3 4%	-	-	6 20%	1 39%	* 2%	4 7%	7 14%	2 8%	1 23%	1 38%	12 10%	3 29%	2 4%	10 14%	4 27%	1 9%	-	12 10%	1 9%	12 9%	5 23%
DHL	19 13%	12 13%	1 7%	16 12%	4 8%	12 13%	1 18%	4 55%	1 7%	-	1 37%	6 9%	4 8%	5 24%	3 52%	-	10 9%	3 41%	12 17%	4 8%	2 11%	-	1 9%	16 13%	2 6%	11 7%	7 33%
FedEx	11 7%	5 5%	2 24%	6 4%	3 7%	5 5%	2 26%	2 66%	2 24%	-	1 23%	4 6%	2 5%	1 3%	1 12%	3 56%	6 6%	4 27%	4 6%	3 4%	-	3 66%	-	7 5%	3 66%	10 8%	1 3%
Evri	85 29%	35 24%	30 38%	47 24%	42 32%	35 24%	* 2%	9 33%	30 38%	5 22%	9 55%	21 18%	32 27%	15 49%	14 54%	3 39%	53 23%	17 51%	48 32%	20 19%	11 43%	6 52%	-	68 27%	6 41%	45 22%	40 42%y
DPD	12 8%	3 3%	6 24%	6 5%	9 14%	3 3%	-	2 2%	6 24%	-	6 17%	2 3%	2 5%	6 25%	2 23%	-	5 4%	2 15%	4 6%	6 9%	-	2 21%	1 96%	10 7%	3 33%	7 5%	6 25%
Parcelforce	15 11%	5 7%	7 21%	6 6%	8 12%	5 7%	2 57%	2 36%	7 21%	-	1 39%	6 10%	4 8%	2 10%	3 50%	-	10 9%	3 31%	7 12%	* *	4 34%	2 48%	1 43%	8 6%	3 46%	12 10%	3 11%
TNT	12 10%	10 14%	1 4%	11 11%	1 3%	10 14%	-	-	1 4%	1 34%	1 34%	5 11%	7 17%	-	-	-	12 14%	-	8 17%	3 6%	-	1 13%	-	11 11%	1 11%	12 10%	-
UPS	12 9%	6 7%	3 20%	9 7%	6 11%	6 7%	1 47%	1 49%	3 20%	-	1 33%	5 8%	2 5%	3 15%	2 70%	-	7 6%	2 28%	4 6%	5 8%	1 4%	2 23%	1 92%	8 7%	2 41%	11 8%	2 17%
UK Mail	8 5%	1 1%	2 2%	7 6%	6 11%	1 1%	-	-	1 2%	-	-	1 1%	4 6%	-	1 15%	2 57%	4 4%	3 30%	* *	3 5%	2 9%	1 100%	2 49%	3 2%	3 56%	7 5%	1 9%
Yodel	13 9%	6 7%	3 18%	11 8%	7 14%	6 7%	-	1 8%	3 18%	* 14%	1 32%	2 3%	5 14%	2 10%	2 38%	-	8 8%	2 29%	4 7%	8 13%	1 6%	* *	-	12 10%	* 7%	9 8%	4 17%
Amazon Delivery Service/ Logistics	7 3%	3 2%	2 6%	5 3%	4 5%	3 2%	-	1 3%	2 6%	* 16%	1 4%	1 1%	4 4%	2 7%	* 1%	-	5 3%	* 1%	4 3%	4 4%	-	-	-	7 4%	-	5 3%	3 5%
Other	11 11%	4 6%	5 69%	6 7%	7 18%	4 6%	1 19%	1 48%	5 69%	2 68%	5 77%	10 17%	1 5%	-	-	-	11 14%	-	6 13%	4 10%	-	1 32%	-	11 11%	1 30%	9 9%	2 24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	94 18%	11 25%	81 17%	2 18%	36 21%	53 17%	4 11%	91 19%	1 4%	1 19%	* 1%	94 18%	-
Collect +	17 11%	-	15 11%	2 36%	8 13%	9 12%	-	12 10%	4 24%	* 1%	-	17 11%	-
DHL	19 13%	7 51%	12 9%	-	7 10%	9 14%	3 15%	14 11%	5 25%	-	-	19 13%	-
FedEx	11 7%	1 7%	10 8%	-	1 2%	9 13%	-	7 5%	1 6%	3 83%	-	11 7%	-
Evri	85 29%	1 10%	83 30%	-	38 33%	39 25%	8 30%	83 32%	-	1 20%	-	85 29%	-
DPD	12 8%	2 17%	10 7%	-	7 9%	5 7%	-	12 10%	-	-	-	12 8%	-
Parcelforce	15 11%	2 26%	12 10%	-	8 11%	5 9%	2 17%	13 11%	1 3%	2 41%	-	15 11%	-
TNT	12 10%	-	12 11%	-	4 8%	7 14%	-	12 12%	-	-	-	12 10%	-
UPS	12 9%	3 14%	9 8%	-	9 13%	4 5%	-	6 5%	7 28%	-	-	12 9%	-
UK Mail	8 5%	-	7 6%	1 9%	4 6%	1 1%	3 17%	5 4%	-	2 35%	-	8 5%	-
Yodel	13 9%	1 13%	12 10%	-	4 6%	6 12%	3 15%	10 9%	3 13%	* 29%	-	13 9%	-
Amazon Delivery Service/ Logistics	7 3%	* 2%	7 4%	-	4 5%	4 3%	* 1%	7 4%	-	* 32%	-	7 3%	-
Other	11 11%	2 24%	9 10%	-	11 19%	-	-	8 9%	3 25%	-	-	11 11%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_NET_DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	94 18%	27 19%	20 18%	21 15%	26 20%	17 25%	2 5%	8 27%	9 21%	9 20%	2 7%	8 25%	8 14%	4 10%	9 21%	7 16%	10 21%
Collect +	17 11%	2 4%	4 12%	9 25%	2 6%	-	-	2 17%	3 29%	* 4%	-	5 49%	2 19%	1 9%	1 4%	* 1%	1 15%
DHL	19 13%	10 19%	4 19%	5 12%	-	2 18%	1 6%	6 39%	2 12%	2 57%	1 14%	* 7%	1 6%	3 19%	-	-	-
FedEx	11 7%	1 3%	2 5%	-	8 19%	1 9%	-	-	1 9%	* 4%	-	-	-	-	2 8%	3 35%	3 37%
Evri	85 29%	35 33%	18 30%	15 24%	17 25%	14 36%	9 29%	12 33%	3 11%	7 57%	7 43%	3 20%	5 27%	7 24%	7 33%	5 15%	6 30%
DPD	12 8%	1 2%	3 8%	2 6%	7 14%	1 4%	-	* 3%	1 15%	-	2 13%	-	2 11%	-	2 12%	-	5 33%
Parcelforce	15 11%	6 13%	7 22%	2 5%	*	4 30%	-	2 16%	3 19%	2 33%	3 20%	2 34%	* 1%	-	-	*	-
TNT	12 10%	5 13%	4 12%	-	3 11%	-	5 25%	1 6%	2 15%	2 33%	-	-	-	-	3 20%	-	-
UPS	12 9%	3 6%	5 17%	2 7%	2 7%	-	-	3 26%	2 22%	1 21%	1 11%	2 29%	-	1 3%	1 7%	1 23%	-
UK Mail	8 5%	5 11%	* 1%	2 5%	1 3%	2 11%	2 19%	* 1%	-	* 3%	-	1 27%	1 8%	-	1 3%	-	1 5%
Yodel	13 9%	4 8%	4 11%	4 12%	3 7%	2 12%	* 1%	1 14%	1 5%	2 32%	-	1 16%	4 25%	-	1 4%	2 14%	-
Amazon Delivery Service/ Logistics	7 3%	*	4 8%	1 1%	3 4%	-	* 1%	-	* 1%	* 2%	3 21%	* 1%	* 2%	*	2 7%	* 1%	* 2%
Other	11 11%	-	1 8%	4 16%	6 17%	-	-	-	-	1 25%	-	-	1 12%	3 24%	2 16%	-	4 39%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	879	73	806	341	538	424	454	200	186	188	124	96	57	28	386	312	181	85	728	142
Weighted Base	953	90*	864	369	584	469	483	235	220	194	129*	97*	54*	26**	454	323	176	80*	735	207
Effective Base	562	62	502	212	351	264	299	137	126	119	73	59	32	15	263	193	107	48	443	114
Royal Mail	3.67	3.50	3.69	3.83d	3.56	3.73	3.61	3.79k	3.91jk	3.77k	3.54	3.15	3.66	2.42	3.84p	3.67p	3.22	3.32	3.67	3.67
Collect +	3.90	4.22	3.89	4.01	3.73	3.96	3.77	3.79	4.00	3.90	4.28	3.51	3.34	-	3.89	4.02	3.46	3.34	3.94	3.70
DHL	3.86	3.01	3.91	4.09d	3.58	3.89	3.82	3.79	3.83	4.13	4.48	3.09	2.00	1.93	3.81	4.22	2.93	1.99	3.86	3.85
FedEx	4.17	4.45	4.16	4.31	3.99	4.32f	3.85	3.88	4.32	4.07	4.92	3.96	4.00	5.00	4.14	4.23	4.24	4.49	4.16	4.19
Evri	3.32	3.13	3.35	3.63d	3.10	3.50	3.19	3.35	3.61	3.22	3.13	3.19	3.13	3.09	3.47	3.19	3.15	3.11	3.35	3.33
DPD	3.96	3.98	3.96	4.14d	3.75	4.02	3.85	4.10	4.11	3.71	4.17	3.42	3.69	4.44	4.11	3.84	3.65	3.97	3.92	4.10
Parcelforce	3.97	3.78	3.98	4.23d	3.71	4.11	3.85	3.74	3.95	4.20	4.33	3.75	4.78	2.98	3.86	4.24	3.62	3.35	3.95	3.93
TNT	3.96	4.45	3.94	4.07	3.78	3.92	4.04	4.05	3.90	3.89	4.40	3.51	-	5.00	3.97	4.02	3.53	5.00	3.95	3.93
UPS	3.98	3.77	3.99	3.99	3.97	4.10	3.74	3.90	3.86	4.05	4.69	4.03	4.07	3.06	3.87	4.20	3.88	3.78	3.85	4.40
UK Mail	4.22	4.22	4.22	4.22	4.21	4.38f	3.93	4.36	4.09	4.11	4.39	4.06	-	4.00	4.25	4.20	4.05	4.00	4.25	4.16
Yodel	3.99	3.13	4.07	4.30d	3.62	4.08	3.85	3.95	4.10	4.28	3.51	3.73	1.00	4.03	4.04	3.97	3.74	3.77	4.01	3.94
Amazon Delivery Service/ Logistics	4.16	4.28	4.14	4.27	4.06	4.19	4.12	4.14	4.13	4.17	4.31	3.92	4.37	3.93	4.13	4.24	4.06	4.19	4.13	4.28
Other	3.97	2.13	4.00	4.22	3.55	4.20	3.58	4.08	4.27	3.82	4.47	2.62	4.00	1.00	4.19	4.02	2.60	2.58	3.91	4.17

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	879	289	251	167	172	540	339	637	234	69	93	227	246	195	566	70	774	250	591	38
Weighted Base	953	265	281	215	192	546	407	752	192	64*	103*	267	273	196	642	64*	851	251	659	43**
Effective Base	562	153	164	126	120	316	246	424	138	42	60	157	164	110	381	42	499	154	384	25
Royal Mail	3.67	3.67	3.54	3.97abd	3.50	3.61	3.77	3.75h	3.32	4.15kln	3.65	3.69	3.47	3.89l	3.59	4.15p	3.64	3.89r	3.59	3.77
Collect +	3.90	4.21	3.68	3.70	3.75	4.00	3.72	3.86	4.30	4.10	3.70	3.91	3.71	4.15	3.78	4.10	3.88	4.05	3.76	4.26
DHL	3.86	4.08	3.60	3.80	3.60	3.93	3.70	3.90	3.30	4.10	3.64	3.89	3.72	3.98	3.78	4.10	3.84	4.17	3.67	4.01
FedEx	4.17	4.23	3.85	4.39	4.31	4.07	4.35	4.20	3.75	4.04	4.26	4.14	4.39	4.05	4.28	4.04	4.18	4.53r	3.97	2.23
Evri	3.32	3.54	3.29	3.27	3.09	3.43	3.18	3.42h	2.91	3.52	3.46	3.32	3.16	3.47	3.28	3.51	3.31	3.51	3.22	3.55
DPD	3.96	4.03	3.84	4.20	3.76	3.94	4.00	3.95	4.12	4.47	4.14	3.93	3.85	4.04	3.93	4.47	3.95	4.25r	3.77	3.63
Parcelforce	3.97	4.14	4.10	3.89	3.43	4.12f	3.67	4.00	3.50	3.96	4.09	3.87	3.70	4.36	3.84	3.96	3.96	4.16	3.87	3.39
TNT	3.96	4.23	3.57	3.74	4.06	4.00	3.88	3.97	3.80	4.23	4.30	3.82	3.97	3.88	3.96	4.23	3.94	4.30r	3.68	4.00
UPS	3.98	4.07	4.25	3.80	3.65	4.11	3.74	4.01	3.47	4.15	3.45	3.97	3.83	4.44	3.83	4.15	3.97	4.05	3.91	4.00
UK Mail	4.22	4.27	4.14	4.28	4.12	4.22	4.21	4.26	3.88	4.43	4.17	4.26	4.07	4.37	4.17	4.43	4.20	4.42	4.09	3.86
Yodel	3.99	4.14	3.78	4.21	3.72	3.99	3.99	4.04	3.59	4.53	4.07	3.87	3.72	4.38	3.85	4.53	4.00	4.32r	3.73	4.00
Amazon Delivery Service/ Logistics	4.16	4.15	4.05	4.28	4.16	4.11	4.21	4.17	4.16	4.16	4.09	4.15	3.96	4.43	4.06	4.16	4.15	4.43r	4.00	4.03
Other	3.97	4.21	3.52	4.22	3.74	3.95	3.99	4.11	2.71	3.21	4.49	4.26	3.49	4.20	4.01	3.21	4.05	4.44	3.41	4.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	879	607	272	130	504	147	139	89	42	63	51	49	57	68	70	45	59	22	125
Weighted Base	953	818	136*	26**	833	62*	42*	17*	31*	114*	74*	64*	89*	108*	153*	107*	93*	7**	55*
Effective Base	562	492	71	19	451	75	78	58	40	61	49	47	52	62	68	43	56	9	66
Royal Mail	3.67	3.67	3.67	3.63	3.70	3.39	3.48	3.64	3.68	3.47	3.14	3.69	4.01ij	3.93ij	3.67	3.96ij	3.67	3.60	3.37
Collect +	3.90	3.86	4.17	4.50	3.87	4.15	4.10	3.96	3.44	3.48	4.16	3.32	4.24	3.94	4.17	3.00	3.44	4.68	4.03
DHL	3.86	3.94	3.57	4.40	3.89	3.74	3.89	2.97	4.58	3.79	3.67	4.00	3.99	3.68	4.08	3.67	4.05	4.11	3.69
FedEx	4.17	4.18	4.12	4.52	4.18	4.13	4.30	3.56	4.54	4.63	4.14	3.43	4.13	4.16	4.61	3.74	4.12	4.13	4.13
Evri	3.32	3.39	2.91	2.95	3.30	3.34	3.56	3.56	3.54	3.37	2.96	3.29	3.55	3.42	3.49	3.02	3.07	4.17	3.33
DPD	3.96	3.97	3.92	4.23	3.99	3.45	4.34	3.29	3.79	3.89	4.08	3.54	4.14	4.03	4.27	3.84	3.62	3.00	3.46
Parcelforce	3.97	3.89	4.37	4.57	3.97	3.94	4.00	3.93	3.93	3.81	4.10	4.19	4.00	3.61	4.24	4.02	3.47	4.15	3.92
TNT	3.96	3.89	4.40	4.75	3.94	4.20	4.34	3.60	2.82	4.07	4.13	3.94	4.17	4.06	3.89	3.64	3.15	4.00	4.49
UPS	3.98	3.94	4.14	4.85	3.97	4.10	4.02	3.93	4.30	3.86	3.03	3.37	4.25	3.88	4.35	4.17	4.41	4.00	4.11
UK Mail	4.22	4.20	4.33	3.67	4.21	4.35	4.48	3.59	3.00	3.55	3.92	4.53	4.31	4.07	4.56	4.40	4.18	1.00	4.41
Yodel	3.99	3.99	4.04	3.88	4.04	3.57	3.87	3.50	4.03	3.52	2.98	3.25	4.33	3.60	4.40	4.75	4.23	3.11	3.60
Amazon Delivery Service/ Logistics	4.16	4.15	4.17	4.09	4.19	3.72	4.25	3.61	3.96	4.37	3.93	4.18	4.14	3.89	4.68	4.30	3.69	3.68	3.73
Other	3.97	4.04	3.67	4.09	3.96	3.51	4.44	4.57	3.15	3.57	3.53	4.66	3.99	3.42	4.74	4.23	3.33	-	3.51

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	879	411	258	588	435	411	31	94	258	24	90	298	346	127	75	32	644	107	405	338	73	43	17	743	60	518	361
Weighted Base	953	435	265	648	479	435	27**	76*	265	21**	69*	335	376	145*	75*	23**	710	98*	440	371	82*	46*	11**	812	57*	598	355
Effective Base	562	261	164	377	279	261	18	58	164	17	52	184	228	88	48	17	411	64	255	221	46	30	9	476	39	342	221
Royal Mail	3.67	3.83bd	3.45	3.78bd	3.56	3.83	4.20	3.43	3.45	3.86	3.49	3.88m	3.74m	3.31	3.07	2.69	3.80m	2.96	3.72	3.69	3.69	2.71	3.69	3.71	2.98	3.90z	3.25
Collect +	3.90	4.07	3.84	3.91	3.70	4.07	4.48	4.32	3.84	3.84	4.42	4.20	3.73	3.72	3.25	3.67	3.98	3.42	4.10	3.84	3.92	3.30	3.09	3.95	3.29	3.91	3.86
DHL	3.86	3.95	4.14	3.87	3.79	3.95	3.86	3.08	4.14	5.00	3.77	4.12	3.88	3.35	2.41	5.00	4.01	2.96	3.91	3.93	3.43	4.00	4.62	3.92	4.38	3.96	3.32
FedEx	4.17	4.24	3.74	4.23	4.09	4.24	3.73	2.94	3.74	4.48	3.84	4.35	4.14	4.07	3.97	2.61	4.26	3.51	4.23	4.23	4.33	2.68	-	4.23	2.68	4.18	4.11
Evri	3.32	3.57bd	2.99	3.50bd	3.12	3.57	3.53	3.14	2.99	3.81	2.52	3.76l	3.23	2.75	2.66	2.98	3.48	2.74	3.35	3.46	2.86	2.40	4.21	3.39	2.80	3.61z	2.92
DPD	3.96	4.22d	3.27	4.10d	3.62	4.22	4.60	4.27	3.27	4.33	3.81	4.16	3.91	3.47	3.46	4.80	4.07	3.82	4.10	4.00	3.68	3.14	1.08	4.05	2.77	4.04	3.49
Parcelforce	3.97	4.17	3.50	4.15	3.81	4.17	3.15	3.23	3.50	5.00	3.23	4.21	3.88	3.69	2.40	4.92	4.06	3.52	4.04	4.14	3.48	2.52	3.23	4.09	2.79	4.01	3.75
TNT	3.96	3.96	4.08	3.94	3.95	3.96	4.57	4.04	4.08	3.65	3.65	4.16	3.67	4.17	3.93	3.57	3.93	3.77	4.00	3.94	3.95	3.58	4.91	3.97	3.84	3.97	3.76
UPS	3.98	4.08	3.59	4.04	3.83	4.08	3.23	3.52	3.59	5.00	3.35	4.19	3.86	3.89	1.94	3.84	4.05	3.08	4.16	3.85	4.21	3.99	1.25	4.01	3.26	3.99	3.83
UK Mail	4.22	4.36	4.22	4.22	4.02	4.36	4.26	3.72	4.22	4.66	4.09	4.58	3.97	4.32	3.63	2.64	4.29	3.27	4.51	4.19	3.64	1.00	3.21	4.35	2.91	4.23	4.13
Yodel	3.99	4.09	4.14	3.98	3.80	4.09	5.00	3.89	4.14	4.45	3.94	4.41	3.60	3.66	3.58	4.17	4.08	3.72	4.21	3.80	3.90	4.25	4.04	4.00	4.14	4.06	3.59
Amazon Delivery Service/ Logistics	4.16	4.31d	3.82	4.22d	3.91	4.31	4.34	4.08	3.82	4.52	4.17	4.37	4.07	3.88	3.95	4.71	4.21	4.08	4.25	4.14	3.75	3.93	-	4.20	3.93	4.19	4.08
Other	3.97	4.22	2.08	4.10	3.57	4.22	3.39	3.08	2.08	2.26	1.86	4.00	4.04	3.82	3.67	4.00	4.01	3.76	4.11	3.97	3.60	2.45	3.00	4.05	2.48	4.01	3.59

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	879	79	788	12	336	470	73	786	67	16	6	869	4
Weighted Base	953	74*	863	16**	340	533	80*	851	75*	21**	4**	947	2**
Effective Base	562	43	510	9	199	313	50	501	46	11	3	558	2
Royal Mail	3.67	3.50	3.69	3.57	3.67	3.67	3.65	3.66	3.87	3.41	3.62	3.67	3.00
Collect +	3.90	3.62	3.92	3.81	3.83	4.01	3.53	3.98	3.51	3.18	5.00	3.90	3.00
DHL	3.86	2.89	3.92	4.90	3.97	3.76	3.84	3.87	3.78	-	3.59	3.86	-
FedEx	4.17	4.20	4.16	4.46	4.38	3.99	4.06	4.23	4.13	2.39	5.00	4.17	-
Evri	3.32	3.70	3.29	4.12	3.24	3.38	3.36	3.28	3.80	3.36	-	3.32	4.00
DPD	3.96	3.56	4.00	4.00	3.93	4.04	3.66	3.94	4.08	4.08	5.00	3.96	4.00
Parcelforce	3.97	3.80	3.98	4.00	3.99	4.02	3.52	4.03	3.84	2.83	-	3.97	-
TNT	3.96	4.09	3.95	4.00	4.18	3.71	3.97	3.95	4.06	3.08	5.00	3.96	-
UPS	3.98	3.93	3.98	5.00	3.97	4.00	3.95	4.07	3.52	4.00	5.00	3.98	-
UK Mail	4.22	4.68	4.18	3.82	4.17	4.46	3.43	4.28	4.18	3.30	4.11	4.22	4.00
Yodel	3.99	3.55	4.02	4.07	4.13	4.05	3.33	4.06	3.64	3.33	-	3.99	-
Amazon Delivery Service/ Logistics	4.16	4.31	4.14	4.29	4.10	4.15	4.35	4.19	3.90	3.04	-	4.16	-
Other	3.97	3.66	4.00	4.00	3.95	4.19	3.38	4.00	3.78	3.77	4.00	3.97	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	879	228	192	225	234	92	70	66	64	70	58	67	78	80	93	71	70
Weighted Base	953	274	204	233	242	106*	91*	78*	70*	75*	59*	69*	95*	69*	85*	75*	82*
Effective Base	562	154	127	143	139	63	48	43	43	47	37	45	51	49	49	43	48
Royal Mail	3.67	3.67	3.71	3.66	3.64	3.48	4.08eip	3.47	3.67	3.54	4.07	3.08	3.79	3.94p	3.72	3.90p	3.28
Collect +	3.90	3.91	4.16	3.56	4.01	3.86	4.11	3.72	3.91	4.46	4.21	3.15	3.76	3.76	4.11	4.26	3.54
DHL	3.86	3.56	3.80	3.85	4.33	3.58	3.81	3.20	3.80	3.28	4.18	3.72	4.00	3.71	4.60	4.21	3.71
FedEx	4.17	4.34	4.19	4.34	3.85	4.39	4.07	4.54	4.26	4.08	4.17	4.12	4.53	4.30	4.19	3.39	3.29
Evri	3.32	3.25	3.21	3.35	3.51	3.19	3.18	3.36	3.78	2.48	2.74	3.42	3.09	3.45	3.50	3.66	3.28
DPD	3.96	4.04	4.02	4.05	3.78	4.03	3.85	4.50	3.54	4.15	4.15	3.98	4.02	4.18	3.91	4.25	3.13
Parcelforce	3.97	3.91	3.74	3.91	4.33	3.27	4.21	4.17	4.09	3.26	3.58	3.28	4.32	3.87	4.54	4.01	4.40
TNT	3.96	3.81	3.80	4.38	4.07	3.77	3.50	4.55	3.44	3.90	4.11	4.24	4.40	4.43	3.67	4.42	4.86
UPS	3.98	4.05	3.65	4.19	3.97	4.16	4.18	3.59	3.66	3.65	3.63	3.15	4.74	4.28	4.30	2.94	3.86
UK Mail	4.22	4.11	3.89	4.26	4.47	3.96	3.83	4.73	3.87	4.02	3.76	3.23	4.30	4.36	4.52	4.50	4.31
Yodel	3.99	4.11	3.91	3.76	4.09	3.94	4.18	4.30	4.26	3.02	4.18	4.04	3.62	3.84	4.21	3.90	4.30
Amazon Delivery Service/ Logistics	4.16	4.27	3.91	4.11	4.29	4.47	3.99	4.37	3.90	4.18	3.64	4.17	4.00	4.22	4.34	4.53	3.86
Other	3.97	4.26	3.93	3.79	3.84	4.29	4.04	4.75	4.31	3.10	4.34	4.42	4.16	3.30	3.72	4.77	2.97

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

QJ8_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	605	76	529	115	490	221	381	97	92	124	81	110	63	38	189	205	211	101	549	51
Weighted Base	593	112*	481	106*	487	233	356	97*	92*	123*	82*	110*	51*	38**	189	205	199	89*	512	77*
Effective Base	371	64	307	65	306	139	229	63	60	76	48	66	34	24	123	124	124	58	326	43
Didn't know where to go/ who to complain to	62 10%	11 10%	51 11%	8 8%	54 11%	18 8%	44 12%	12 12%	8 8%	10 8%	6 7%	12 11%	8 16%	6 16%	19 10%	16 8%	26 13%	14 16%	54 11%	8 10%
Didn't have the time	49 8%	10 9%	39 8%	8 7%	41 8%	20 8%	29 8%	8 9%	10 11%	9 7%	8 9%	8 7%	4 9%	2 4%	19 10%	16 8%	14 7%	6 7%	41 8%	8 10%
Not worth the hassle	254 43%	38 34%	216 45%	50 47%	204 42%	101 43%	149 42%	48 50%	44 48%	53 43%	35 42%	44 40%	18 35%	12 30%	93 49%q	88 43%	74 37%	29 33%	223 44%	29 38%
Wouldn't change anything anyway	139 23%	16 14%	124 26%a	21 20%	119 24%	72 31%f	67 19%	18 19%	16 17%	27 22%	22 27%	32 29%	21 41%ghi	3 9%	34 18%	49 24%	56 28%	24 27%	128 25%	11 14%
The problem was sorted without needing to complain	104 17%	25 22%	78 16%	18 17%	86 18%	40 17%	63 18%	8 9%	11 12%	30 24%g	13 16%	24 22%g	5 10%	12 32%	19 10%	43 21%n	41 21%n	18 20%	84 16%	20 26%
Not a major issue	176 30%	44 39%	131 27%	31 29%	145 30%	78 33%	98 27%	33 34%	24 27%	32 26%	27 32%	32 29%	12 23%	16 43%	57 30%	58 28%	60 30%	28 31%	147 29%	27 35%
Any other reason (please specify)	34 6%	4 4%	30 6%	9 8%	26 5%	11 5%	23 6%	3 3%	3 4%	6 5%	5 7%	8 7%	7 14%g	2 6%	6 3%	12 6%	17 8%	9 10%n	30 6%	4 6%
I don't know	26 4%	3 2%	23 5%	3 3%	23 5%	6 3%	20 6%	10 11%ik	8 9%i	1 1%	2 2%	2 2%	* *	2 6%	19 10%op	3 1%	5 2%	2 3%	25 5%	1 2%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ8_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	605	167	183	119	136	350	255	349	247	49	63	139	185	118	387	51	524	138	444	23
Weighted Base	593	129*	185	140*	139*	314	279	382	203	47*	62*	136*	173	121*	371	48*	515	130*	437	26**
Effective Base	371	80	116	85	90	196	175	224	144	32	41	89	107	70	237	33	320	87	269	15
Didn't know where to go/ who to complain to	62 / 10%	11 / 9%	21 / 11%	15 / 10%	15 / 11%	32 / 10%	30 / 11%	37 / 10%	26 / 13%	7 / 14%m	9 / 15%m	16 / 12%m	18 / 11%m	3 / 3%	44 / 12%m	7 / 13%	50 / 10%	10 / 7%	47 / 11%	5 / 20%
Didn't have the time	49 / 8%	8 / 6%	29 / 16%acd	6 / 4%	6 / 4%	37 / 12%f	12 / 4%	34 / 9%	15 / 7%	3 / 6%	6 / 10%	15 / 11%	11 / 6%	5 / 4%	32 / 9%	4 / 9%	40 / 8%	9 / 7%	38 / 9%	2 / 8%
Not worth the hassle	254 / 43%	55 / 42%	89 / 48%	50 / 35%	61 / 44%	144 / 46%	110 / 39%	162 / 43%	88 / 43%	21 / 46%	25 / 40%	47 / 34%	76 / 44%	57 / 47%	147 / 40%	23 / 48%	216 / 42%	59 / 46%	182 / 42%	12 / 45%
Wouldn't change anything anyway	139 / 23%	32 / 25%	41 / 22%	38 / 27%	29 / 21%	73 / 23%	66 / 24%	91 / 24%	48 / 24%	10 / 21%	16 / 26%	32 / 23%	40 / 23%	28 / 23%	87 / 23%	10 / 20%	122 / 24%	28 / 21%	102 / 23%	9 / 34%
The problem was sorted without needing to complain	104 / 17%	28 / 21%	35 / 19%	22 / 16%	19 / 14%	63 / 20%	41 / 15%	76 / 20%	28 / 14%	3 / 7%	8 / 13%	24 / 17%	32 / 19%	26 / 21%	64 / 17%	3 / 7%	100 / 19%	17 / 13%	85 / 19%	2 / 6%
Not a major issue	176 / 30%	45 / 35%b	40 / 22%	43 / 30%	47 / 34%	86 / 27%	90 / 32%	118 / 31%	56 / 27%	10 / 22%	16 / 26%	39 / 28%	54 / 31%	40 / 33%	109 / 29%	12 / 25%	156 / 30%	40 / 31%	129 / 30%	6 / 23%
Any other reason (please specify)	34 / 6%	3 / 2%	15 / 8%	12 / 9%	4 / 3%	18 / 6%	17 / 6%	22 / 6%	11 / 5%	3 / 7%	2 / 4%	12 / 8%	12 / 7%	4 / 3%	26 / 7%	3 / 7%	30 / 6%	10 / 8%	24 / 5%	*
I don't know	26 / 4%	4 / 3%	5 / 3%	9 / 7%	7 / 5%	9 / 3%	17 / 6%	11 / 3%	13 / 6%	4 / 8%	2 / 3%	8 / 6%	3 / 2%	4 / 3%	13 / 4%	4 / 8%	17 / 3%	10 / 8%r	13 / 3%	3 / 13%

QJ8_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	605	398	207	97	321	120	102	62	32	36	35	34	33	41	33	42	35	21	99
Weighted Base	593	521	73*	14*	503	53*	24*	13*	22*	65*	49*	42*	48*	65*	68*	92*	50*	5**	48*
Effective Base	371	324	47	38	287	52	56	36	30	34	34	33	32	39	32	40	33	7	46
Didn't know where to go/ who to complain to	62 10%	57 11%	5 7%	1 4%	55 11%	6 11%	2 7%	* 1%	2 11%	14 22%m	6 11%	4 9%	3 6%	4 5%	5 7%	10 11%	7 14%	2 32%	4 8%
Didn't have the time	49 8%	44 8%	5 7%	1 9%	40 8%	4 7%	4 17%d	1 8%	2 7%m	12 19%mo	3 6%	3 6%	8 17%mo	-	4 6%	2 3%	6 12%m	-	4 8%m
Not worth the hassle	254 43%	219 42%	34 47%	6 40%	220 44%	18 34%	10 41%	6 46%	11 49%	23 35%	24 49%	15 36%	21 44%	26 41%	23 33%	52 57%	24 47%	1 14%	17 36%
Wouldn't change anything anyway	139 23%	127 24%	13 17%	3 20%	121 24%g	13 25%	4 18%	1 8%	7 30%	14 21%	10 21%	9 22%	10 21%	13 21%	22 33%	26 28%	9 17%	1 27%	12 25%
The problem was sorted without needing to complain	104 17%	98 19%	5 8%	2 16%	89 18%	9 18%	3 14%	2 16%	3 11%	9 14%	13 27%o	6 14%	15 32%o	11 17%	16 23%	8 9%	7 15%	2 31%	8 16%
Not a major issue	176 30%	153 29%	23 32%	6 39%	148 29%	15 29%	5 22%	8 56%def	6 27%	14 21%	19 39%	9 21%	10 20%	29 46%jkl	19 29%	26 28%	15 30%	1 11%	15 30%
Any other reason (please specify)	34 6%	24 5%	10 14%a	1 5%	29 6%	3 5%	2 9%	1 4%	1 6%	4 6%	-	4 9%	2 4%	1 2%	4 6%	7 8%	5 10%	* 3%	3 5%
I don't know	26 4%	23 4%	3 4%	* 2%	22 4%	2 4%	1 5%	* 3%	1 2%	7 11%	-	1 3%	1 3%	3 5%	2 3%	6 6%	1 3%	* 2%	2 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 449

QJ8_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	605	235	269	322	356	235	16	84	269	25	125	236	253	62	43	9	489	52	330	216	33	19	5	546	24	177	428
Weighted Base	593	238	259	312	334	238	18**	71*	259	21**	100*	233	239	54*	52**	12**	473	64*	318	204	35**	27**	7**	522	34**	183	411
Effective Base	371	149	164	196	211	149	12	50	164	16	70	144	153	39	28	7	297	35	202	129	22	14	4	331	17	113	258
Didn't know where to go/who to complain to	62 / 10%	21 / 9%	25 / 10%	35 / 11%	39 / 12%	21 / 9%	2 / 10%	4 / 6%	25 / 10%	2 / 7%	12 / 12%	31 / 13%	20 / 8%	4 / 7%	5 / 10%	-	51 / 11%	5 / 8%	33 / 10%	18 / 9%	4 / 12%	4 / 15%	-	51 / 10%	4 / 12%	31 / 17%z	31 / 8%
Didn't have the time	49 / 8%	19 / 8%	25 / 10%	24 / 8%	30 / 9%	19 / 8%	2 / 11%	5 / 7%	25 / 10%	2 / 10%	8 / 8%	21 / 9%	19 / 8%	8 / 14%	1 / 2%	1 / 7%	39 / 8%	2 / 3%	19 / 6%	23 / 11%	5 / 15%	-	1 / 19%	42 / 8%	1 / 4%	24 / 13%z	25 / 6%
Not worth the hassle	254 / 43%	93 / 39%	115 / 44%	124 / 40%	147 / 44%	93 / 39%	4 / 22%	29 / 41%	115 / 44%	16 / 75%	44 / 45%	107 / 46%	88 / 37%	23 / 43%	29 / 55%	7 / 54%	195 / 41%	35 / 55%l	136 / 43%	90 / 44%	12 / 33%	13 / 48%	3 / 40%	226 / 43%	16 / 47%	75 / 41%	179 / 44%
Wouldn't change anything anyway	139 / 23%	46 / 19%	70 / 27%	65 / 21%	89 / 27%	46 / 19%	2 / 12%	8 / 11%	70 / 27%	7 / 30%	33 / 33%	70 / 30%	48 / 20%	12 / 23%	8 / 16%	1 / 8%	118 / 25%	9 / 15%	87 / 27%s	37 / 18%	7 / 19%	7 / 27%	2 / 26%	123 / 24%	9 / 27%	48 / 26%	91 / 22%
The problem was sorted without needing to complain	104 / 17%	43 / 18%	44 / 17%	58 / 19%	60 / 18%	43 / 18%	-	7 / 9%	44 / 17%	3 / 14%	17 / 17%	46 / 20%q	50 / 21%q	6 / 12%	1 / 3%	-	96 / 20%q	1 / 2%	62 / 19%	34 / 17%	6 / 17%	1 / 5%	-	96 / 18%	1 / 4%	28 / 15%	76 / 18%
Not a major issue	176 / 30%	77 / 32%	68 / 26%	97 / 31%	88 / 26%	77 / 32%	6 / 35%	16 / 23%	68 / 26%	3 / 13%	29 / 29%	73 / 31%	70 / 29%	16 / 29%	13 / 24%	5 / 37%	143 / 30%	17 / 27%	96 / 30%	64 / 31%	8 / 22%	6 / 22%	2 / 33%	160 / 31%	8 / 24%	41 / 23%	134 / 33%
Any other reason (please specify)	34 / 6%	13 / 5%	17 / 7%	15 / 5%	20 / 6%	13 / 5%	2 / 10%	10 / 14%	17 / 7%j	-	*	15 / 6%	8 / 3%	2 / 3%	11 / 20%	-	22 / 5%	11 / 16%lp	20 / 6%	8 / 4%	4 / 10%	3 / 13%	-	28 / 5%	3 / 10%	15 / 8%	19 / 5%
I don't know	26 / 4%	12 / 5%	10 / 4%	15 / 5%	12 / 4%	12 / 5%	2 / 11%	6 / 9%	10 / 4%	2 / 8%	5 / 5%	6 / 3%	15 / 6%	5 / 9%	-	-	21 / 4%	-	8 / 2%	14 / 7%	4 / 11%	1 / 2%	-	22 / 4%	1 / 2%	11 / 6%	15 / 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ8_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	605	43	559	3	205	372	28	593	6	2	4	601	-
Weighted Base	593	38**	554	1**	177	387	29**	577	6**	3**	7**	586	-**
Effective Base	371	29	342	2	122	234	17	361	5	2	4	367	-
Didn't know where to go/ who to complain to	62 *10%*	6 *17%*	56 *10%*	-	21 *12%*	35 *9%*	6 *21%*	60 *10%*	-	-	2 *29%*	60 *10%*	-
Didn't have the time	49 *8%*	2 *6%*	47 *8%*	-	21 *12%*	26 *7%*	3 *9%*	48 *8%*	-	1 *34%*	-	49 *8%*	-
Not worth the hassle	254 *43%*	15 *40%*	239 *43%*	-	85 *48%*	156 *40%*	13 *45%*	250 *43%*	3 *47%*	1 *34%*	-	254 *43%*	-
Wouldn't change anything anyway	139 *23%*	10 *26%*	129 *23%*	-	54 *30%de*	80 *21%*	6 *21%*	130 *23%*	2 *27%*	2 *66%*	5 *76%*	134 *23%*	-
The problem was sorted without needing to complain	104 *17%*	7 *19%*	96 *17%*	* *19%*	25 *14%*	74 *19%*	4 *13%*	102 *18%*	-	-	2 *24%*	102 *17%*	-
Not a major issue	176 *30%*	14 *36%*	161 *29%*	1 *74%*	56 *31%*	116 *30%*	4 *13%*	173 *30%*	-	-	2 *29%*	173 *30%*	-
Any other reason (please specify)	34 *6%*	5 *13%*	30 *5%*	-	12 *7%*	21 *5%*	2 *8%*	34 *6%*	-	-	-	34 *6%*	-
I don't know	26 *4%*	1 *3%*	25 *4%*	* *7%*	7 *4%*	17 *4%*	2 *7%*	24 *4%*	2 *27%*	-	-	26 *4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 449

QJ8_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	605	180	158	131	136	71	58	51	45	49	64	41	37	53	50	42	44
Weighted Base	593	173	155*	132*	133*	80*	48*	46**	46**	42**	67*	45**	33**	53*	53*	33**	46**
Effective Base	371	106	99	84	82	46	33	28	27	29	43	27	23	33	34	23	26
Didn't know where to go/ who to complain to	62 / 10%	12 / 7%	18 / 11%	13 / 10%	19 / 14%	4 / 4%	7 / 14%	2 / 4%	2 / 5%	4 / 10%	11 / 16%	3 / 7%	3 / 9%	7 / 13%	10 / 20%e	1 / 4%	7 / 16%
Didn't have the time	49 / 8%	10 / 6%	13 / 8%	13 / 10%	13 / 10%	2 / 3%	3 / 6%	5 / 11%	7 / 16%	1 / 3%	5 / 7%	3 / 7%	5 / 16%	5 / 9%	10 / 19%e	* / 1%	2 / 5%
Not worth the hassle	254 / 43%	73 / 42%	53 / 34%	59 / 45%	69 / 52%b	31 / 39%	21 / 43%	20 / 45%	19 / 41%	14 / 33%	20 / 30%	27 / 60%	12 / 35%	20 / 38%	30 / 56%j	14 / 42%	25 / 53%
Wouldn't change anything anyway	139 / 23%	47 / 27%c	38 / 25%	19 / 14%	35 / 27%c	14 / 17%	19 / 39%emn	15 / 32%	12 / 26%	12 / 28%	14 / 21%m	9 / 20%	7 / 21%	2 / 4%	9 / 16%	5 / 16%	21 / 46%
The problem was sorted without needing to complain	104 / 17%	24 / 14%	27 / 17%	25 / 19%	28 / 21%	13 / 16%	7 / 14%	5 / 11%	7 / 16%	6 / 14%	13 / 20%	6 / 12%	8 / 24%	11 / 21%	8 / 16%	6 / 19%	13 / 28%
Not a major issue	176 / 30%	47 / 27%	45 / 29%	43 / 33%	41 / 31%	22 / 28%	7 / 15%	17 / 37%	14 / 30%	13 / 31%	18 / 27%	11 / 23%	14 / 41%	19 / 35%	14 / 26%	9 / 26%	18 / 39%
Any other reason (please specify)	34 / 6%	10 / 6%	13 / 8%d	10 / 7%d	1 / 1%	5 / 6%	3 / 7%	2 / 5%	8 / 18%	4 / 11%	1 / 1%	6 / 13%	1 / 2%	3 / 7%	1 / 2%	- / -	* / *
I don't know	26 / 4%	12 / 7%	3 / 2%	9 / 7%	2 / 1%	8 / 10%	3 / 7%	* / *	* / *	* / *	3 / 5%	2 / 5%	2 / 6%	5 / 10%	* / *	2 / 5%	- / -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	128	12	116	26	102	26	102	23	25	25	23	14	10	8	48	48	32	18	115	10
Weighted Base	117*	13**	104*	20**	97*	29**	88*	21**	19**	19**	22**	14**	11**	11**	40**	41**	35**	22**	96*	14**
Effective Base	70	10	61	15	55	17	53	15	11	12	13	8	6	6	26	24	20	12	60	8
Didn't know where to go/ who to complain to	6 5%	-	6 6%	* 1%	6 6%	-	6 7%	2 10%	* 1%	* 1%	2 10%	2 13%	-	-	2 6%	2 6%	2 5%	-	4 4%	* 2%
Didn't have the time	15 13%	1 9%	14 13%	-	15 16%	8 26%	7 8%	5 22%	2 11%	4 21%	3 12%	-	2 15%	-	7 17%	7 17%	2 4%	2 7%	8 8%	2 16%
Not worth the hassle	36 31%	* 1%	36 34%	7 35%	29 30%	7 23%	29 33%	9 41%	7 36%	3 14%	* 2%	6 44%	6 59%	5 44%	16 39%	3 7%	17 48%	11 51%	34 36%	1 11%
Wouldn't change anything anyway	18 15%	-	18 17%	3 14%	15 16%	7 23%	11 13%	4 17%	4 21%	2 10%	3 13%	-	2 15%	4 32%	8 19%	5 12%	5 15%	5 24%	17 18%	1 7%
The problem was sorted without needing to complain	18 15%	3 27%	15 14%	4 19%	14 15%	5 17%	13 15%	3 15%	4 23%	6 34%	2 11%	-	1 12%	1 6%	7 18%	9 21%	2 5%	2 9%	14 14%	4 31%
Not a major issue	19 16%	2 15%	17 16%	3 16%	15 16%	3 10%	16 18%	3 13%	2 11%	4 19%	4 18%	4 30%	-	2 19%	5 12%	7 18%	6 18%	2 10%	15 15%	1 6%
Any other reason (please specify)	18 15%	2 15%	16 15%	3 12%	15 16%	5 16%	13 15%	1 5%	3 14%	4 20%	6 26%	1 9%	3 29%	-	4 9%	10 23%	4 12%	3 14%	15 16%	2 18%
I don't know	11 9%	4 32%	7 6%	2 9%	9 9%	3 11%	8 9%	2 8%	* 3%	-	6 26%	* *	-	2 21%	2 5%	6 14%	3 8%	2 11%	9 9%	2 13%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	128	32	47	27	22	79	49	84	43	12	8	34	36	27	78	12	108	25	98	5
Weighted Base	117*	19**	48**	29**	21**	67*	50*	76*	41**	8**	5**	33*	37**	20**	75*	8**	97*	19**	91*	7**
Effective Base	70	13	28	18	12	40	30	45	25	6	4	22	20	12	45	6	58	12	54	4
Didn't know where to go/ who to complain to	6 5%	* *	3 6%	2 6%	2 8%	3 4%	4 7%	6 8%	* 1%	* 4%	-	4 12%	2 5%	*	6 8%	* 4%	6 6%	* 1%	6 7%	-
Didn't have the time	15 13%	7 38%	4 9%	1 4%	2 10%	12 18%	3 6%	12 15%	3 8%	-	-	4 12%	3 8%	4 21%	7 9%	-	13 13%	1 7%	10 11%	4 55%
Not worth the hassle	36 31%	6 33%	18 38%	8 28%	3 16%	24 37%	11 23%	16 21%	20 49%	1 16%	2 32%	5 16%	12 33%	12 61%	19 26%	1 16%	32 33%	5 27%	28 30%	3 45%
Wouldn't change anything anyway	18 15%	1 8%	10 21%	3 12%	3 15%	11 17%	6 13%	11 14%	7 18%	* 1%	2 42%	5 16%	9 24%	1 6%	16 22%	* 1%	18 18%	3 15%	15 16%	* 1%
The problem was sorted without needing to complain	18 15%	* 2%	12 26%	5 17%	* 2%	13 19%	5 10%	13 18%	5 11%	* 2%	3 48%	4 14%	8 21%	3 16%	15 20%	* 2%	18 18%	5 28%	13 14%	-
Not a major issue	19 16%	4 23%	1 2%	9 31%	4 21%	5 8%	13 27%	16 21%	3 7%	3 37%	-	4 13%	9 25%	2 9%	14 18%	3 37%	16 16%	*	19 20%	-
Any other reason (please specify)	18 15%	2 12%	8 17%	4 13%	4 17%	10 16%	7 15%	14 18%	4 9%	* 5%	-	7 20%	7 18%	1 3%	13 17%	* 5%	14 14%	6 30%	12 13%	-
I don't know	11 9%	* 1%	4 9%	1 4%	5 25%	4 6%	6 13%	7 9%	4 10%	3 37%	*	4 12%	* 1%	* 1%	5 6%	3 37%	5 5%	2 10%	9 10%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	128	71	57	23	60	26	28	14	7	12	7	6	4	5	5	10	4	3	23
Weighted Base	117*	93*	23**	4**	97*	10**	7**	3**	5**	22**	10**	7**	5**	9**	9**	24**	7**	1**	9**
Effective Base	70	56	14	5	52	11	13	10	7	11	7	6	4	5	5	10	4	3	10
Didn't know where to go/ who to complain to	6 5%	6 6%	1 3%	* 9%	5 5%	* 3%	1 14%	* 5%	-	2 9%	3 31%	-	-	-	-	-	-	* 27%	* 2%
Didn't have the time	15 13%	12 13%	3 14%	* 3%	13 13%	2 16%	1 11%	-	-	-	2 17%	2 31%	1 30%	-	-	2 22%	5 22%	-	2 17%
Not worth the hassle	36 31%	27 29%	9 38%	3 67%	30 31%	3 30%	2 26%	1 36%	1 25%	4 20%	2 24%	-	3 56%	5 60%	-	9 38%	5 71%	* 49%	3 29%
Wouldn't change anything anyway	18 15%	16 17%	2 7%	* 9%	13 14%	3 29%	1 19%	* 14%	1 13%	-	3 27%	1 14%	1 19%	4 42%	-	2 9%	2 33%	-	3 30%
The problem was sorted without needing to complain	18 15%	15 16%	3 13%	1 20%	15 15%	2 21%	* 6%	1 23%	1 12%	3 16%	3 30%	1 18%	1 25%	-	3 31%	3 11%	-	* 24%	2 20%
Not a major issue	19 16%	11 12%	7 31%	* 3%	17 17%	1 10%	1 11%	-	1 30%	4 19%	2 16%	1 17%	-	2 20%	2 21%	3 12%	2 29%	-	1 10%
Any other reason (please specify)	18 15%	15 16%	2 10%	* 5%	15 16%	1 14%	1 10%	* 15%	1 19%	1 5%	-	1 20%	-	-	-	2 26%	9 39%	-	1 14%
I don't know	11 9%	10 11%	* 2%	* 2%	9 9%	-	2 26%	* 17%	-	7 31%	-	-	-	2 21%	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 450

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	128	46	60	64	78	46	4	16	60	7	21	49	55	10	11	3	104	14	59	52	13	4	-	111	4	33	95
Weighted Base	117*	51**	51*	62*	62*	51**	2**	14**	51*	6**	20**	47**	50**	8**	7**	5**	97*	12**	57*	47**	10**	3**	-**	104*	3**	35**	82*
Effective Base	70	27	32	36	41	27	2	9	32	4	12	28	29	4	7	3	57	9	33	29	6	2	-	62	2	19	51
Didn't know where to go/ who to complain to	6 / 5%	2 / 5%	1 / 2%	5 / 9%	4 / 6%	2 / 5%	-	* / 1%	1 / 2%	* / 5%	* / 1%	* / *	4 / 9%	* / 4%	-	1 / 28%	5 / 5%	1 / 12%	1 / 2%	6 / 12%	-	-	-	6 / 6%	-	2 / 7%	4 / 5%
Didn't have the time	15 / 15%	8 / 15%	3 / 7%	10 / 16%	5 / 9%	8 / 15%	-	-	3 / 7%	-	1 / 7%	3 / 6%	8 / 17%	2 / 21%	-	2 / 40%	11 / 12%	2 / 17%	5 / 9%	10 / 21%	* / 1%	-	-	15 / 14%	-	7 / 20%	8 / 10%
Not worth the hassle	36 / 31%	17 / 34%	13 / 26%	20 / 33%	17 / 27%	17 / 34%	-	8 / 56%	13 / 26%	1 / 22%	9 / 46%	15 / 31%	17 / 35%	2 / 22%	2 / 34%	-	32 / 33%	2 / 20%	18 / 32%	16 / 35%	2 / 16%	-	-	34 / 33%	-	11 / 31%	25 / 31%
Wouldn't change anything anyway	18 / 15%	3 / 7%	10 / 19%	7 / 12%	14 / 22%	3 / 7%	-	1 / 10%	10 / 19%	* / 1%	4 / 21%	5 / 11%	8 / 17%	-	3 / 44%	1 / 28%	13 / 14%	4 / 37%	4 / 7%	10 / 22%	1 / 7%	3 / 93%	-	14 / 14%	3 / 93%	2 / 7%	15 / 19%
The problem was sorted without needing to complain	18 / 15%	9 / 18%	9 / 17%	10 / 15%	9 / 14%	9 / 18%	-	3 / 21%	9 / 17%	* / 2%	2 / 8%	9 / 19%	4 / 8%	2 / 20%	2 / 30%	2 / 32%	13 / 13%	4 / 31%	10 / 17%	5 / 10%	35%	* / 3%	-	14 / 14%	* / 3%	5 / 15%	13 / 16%
Not a major issue	19 / 16%	7 / 15%	11 / 22%	7 / 12%	11 / 18%	7 / 15%	2 / 42%	1 / 5%	11 / 22%	2 / 35%	2 / 10%	11 / 24%	6 / 11%	* / 1%	2 / 22%	-	17 / 18%	1 / 12%	12 / 21%	6 / 13%	1 / 8%	* / 5%	-	18 / 17%	* / 5%	2 / 4%	17 / 21%
Any other reason (please specify)	18 / 15%	7 / 13%	10 / 20%	7 / 12%	11 / 18%	7 / 13%	-	* / *	10 / 20%	* / 7%	4 / 18%	4 / 8%	10 / 21%	4 / 44%	-	-	14 / 15%	-	6 / 11%	5 / 10%	5 / 49%	2 / 72%	-	11 / 10%	2 / 72%	8 / 22%	10 / 12%
I don't know	11 / 9%	6 / 12%	5 / 9%	6 / 10%	5 / 8%	6 / 12%	1 / 58%	1 / 9%	5 / 9%	2 / 29%	3 / 14%	6 / 12%	5 / 10%	* / 6%	-	-	10 / 11%	-	7 / 13%	4 / 8%	-	-	-	11 / 10%	-	4 / 12%	7 / 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	128	4	124	-	39	83	6	125	2	1	-	128	-
Weighted Base	117*	2**	115*	-**	32**	78*	7**	113*	2**	2**	-**	117*	-**
Effective Base	70	2	68	-	20	46	4	67	2	1	-	70	-
Didn't know where to go/ who to complain to	6 5%	-	6 6%	-	1 2%	6 8%	-	6 6%	-	-	-	6 5%	-
Didn't have the time	15 13%	-	15 13%	-	3 8%	10 13%	2 30%	15 13%	-	-	-	15 13%	-
Not worth the hassle	36 31%	1 39%	35 31%	-	8 24%	27 34%	1 19%	36 32%	-	-	-	36 31%	-
Wouldn't change anything anyway	18 15%	-	18 16%	-	7 22%	11 14%	* 1%	17 15%	1 47%	-	-	18 15%	-
The problem was sorted without needing to complain	18 15%	-	18 16%	-	9 29%	7 9%	2 24%	18 16%	-	-	-	18 15%	-
Not a major issue	19 16%	-	19 16%	-	* 1%	17 21%	2 24%	19 17%	-	-	-	19 16%	-
Any other reason (please specify)	18 15%	-	18 15%	-	8 24%	10 13%	* 1%	18 16%	-	-	-	18 15%	-
I don't know	11 9%	1 61%	10 8%	-	2 5%	7 9%	2 26%	7 7%	1 53%	2 100%	-	11 9%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ8_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	128	31	41	31	25	17	9	5	16	11	14	12	7	12	5	9	11
Weighted Base	117*	26**	43**	21**	27**	16**	7**	4**	19**	8**	16**	6**	6**	8**	6**	4**	18**
Effective Base	70	18	26	12	15	11	4	3	10	6	10	4	4	3	3	3	9
Didn't know where to go/ who to complain to	6 5%	1 2%	*	2 10%	4 14%	* 1%	* 5%	* 4%	* 1%	-	-	* 1%	* 2%	2 22%	-	* 2%	4 20%
Didn't have the time	15 13%	5 19%	-	7 33%	3 11%	5 32%	-	-	-	-	-	* 8%	4 61%	3 33%	-	* 3%	3 17%
Not worth the hassle	36 31%	7 26%	12 29%	10 50%	6 22%	5 29%	1 15%	1 36%	5 29%	1 18%	6 35%	5 73%	3 41%	3 39%	3 54%	* 8%	3 15%
Wouldn't change anything anyway	18 15%	3 13%	7 16%	3 15%	4 16%	* 1%	3 45%	* 8%	* 1%	2 22%	5 31%	-	2 26%	2 19%	1 21%	1 20%	2 14%
The problem was sorted without needing to complain	18 15%	3 10%	7 17%	2 9%	6 22%	3 16%	* 4%	-	5 25%	-	3 16%	2 27%	* 1%	-	-	* 6%	6 33%
Not a major issue	19 16%	5 20%	2 5%	1 4%	11 39%	3 20%	2 32%	-	*	2 26%	-	* 1%	1 10%	* 1%	1 24%	2 54%	7 40%
Any other reason (please specify)	18 15%	3 10%	14 34%	* 1%	1 2%	-	2 33%	* 11%	9 46%	1 18%	5 27%	-	-	* 2%	-	1 13%	-
I don't know	11 9%	4 15%	7 15%	* 1%	-	2 14%	-	2 45%	1 7%	2 26%	3 20%	-	-	* 3%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	3347	579	2768	568	2779	1530	1812	417	449	662	437	640	430	312	866	1099	1382	742	2981	340
Weighted Base	3400	774	2626	590	2810	1620	1774	453	502	684	461	620	373	306	955	1146	1300	679	2833	529
Effective Base	2057	449	1609	348	1709	952	1102	284	291	400	268	392	242	183	574	669	816	424	1761	282
Yes - over the counter at the Post Office	114 3%	12 2%	102 4%a	43 7%d	71 3%	69 4%f	45 3%	29 6%iklm	32 6%iklm	17 3%	20 4%kl	8 1%	4 1%	4 1%	60 6%opq	38 3%pq	16 1%	8 1%	82 3%	31 6%r
Yes - by phone/ letter/ email to the Post Office	103 3%	7 1%	96 4%a	43 7%d	60 2%	54 3%	49 3%	36 8%ijklm	28 6%klm	18 3%l	11 2%l	7 1%	1 *	2 1%	64 7%opq	30 3%pq	10 1%	3 *	72 3%	30 6%r
Yes - to the regulator (Ofcom)	52 2%	2 *	49 2%a	31 5%d	21 1%	40 2%f	12 1%	12 3%jklm	21 4%ijklm	10 1%	1 *	4 1%	3 1%	-	34 4%opq	11 1%	7 1%	3 *	33 1%	18 3%r
Yes - to Citizens Advice Bureau	55 2%	3 *	52 2%a	24 4%d	31 1%	38 2%f	17 1%	18 4%klm	14 3%kl	11 2%k	8 2%k	1 *	*	2 1%	32 3%pq	19 2%p	4 *	3 *	39 1%	17 3%r
Yes - to someone else (please specify)	15 *	1 *	14 1%	3 1%	12 *	9 1%	5 *	2 *	*	1 *	2 *	7 1%	2 1%	*	2 *	3 *	9 1%	3 *	14 *	1
Yes - to the shop/ location I dropped the parcel off at	83 2%	4 1%	80 3%a	41 7%d	43 2%	51 3%	32 2%	33 7%ijklm	22 4%klm	13 2%k	11 2%k	*	1 *	2 1%	56 6%opq	24 2%pq	4 *	3 *	63 2%	20 4%
No	2993 88%	741 96%b	2252 86%	444 75%	2549 91%c	1404 87%	1582 89%	333 74%	395 79%	609 89%gh	418 91%gh	582 94%ghi	360 96%ghij	295 96%ghij	729 76%	1028 90%n	1237 95%no	654 96%no	2521 89%s	438 83%
I don't know	101 3%	11 1%	90 3%a	17 3%	85 3%	38 2%	64 4%	26 6%jklm	22 4%lm	24 3%	8 2%	14 2%	5 1%	3 1%	48 5%opq	31 3%	22 2%	8 1%	81 3%	18 3%
NET Made a complaint to anyone else	306 9%	21 3%	284 11%a	130 22%d	176 6%	178 11%f	127 7%	94 21%ijklm	84 17%ijklm	51 7%klm	35 8%klm	24 4%	8 2%	9 3%	178 18%opq	87 8%pq	41 3%	17 2%	231 8%	72 14%r

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	3347	895	1024	674	754	1919	1428	1944	1361	258	351	800	929	651	2080	269	2868	670	2534	143
Weighted Base	3400	714	1106	785	794	1820	1580	2174	1179	262	350	830	914	646	2094	276	2915	634	2618	148*
Effective Base	2057	432	660	472	495	1091	966	1233	812	163	225	508	563	365	1296	172	1753	416	1553	91*
Yes - over the counter at the Post Office	114 3%	39 5%bcd	25 2%	34 4%d	16 2%	64 4%	50 3%	100 5%h	14 1%	10 4%	12 4%	34 4%	31 3%	24 4%	78 4%	10 4%	104 4%	39 6%r	70 3%	5 3%
Yes - by phone/ letter/ email to the Post Office	103 3%	36 5%bcd	25 2%	27 3%	15 2%	61 3%	42 3%	90 4%h	14 1%	3 1%	14 4%	32 4%	34 4%	17 3%	80 4%	3 1%	97 3%	33 5%r	65 2%	6 4%
Yes - to the regulator (Ofcom)	52 2%	23 3%b	10 1%	14 2%	5 1%	33 2%	19 1%	47 2%h	5 *	4 1%	4 1%	16 2%	23 3%m	4 1%	44 2%	4 1%	48 2%	25 4%r	26 1%	1 *
Yes - to Citizens Advice Bureau	55 2%	20 3%b	11 1%	10 1%	14 2%	32 2%	24 1%	45 2%h	10 1%	5 2%	5 1%	15 2%	19 2%	11 2%	39 2%	5 2%	50 2%	23 4%r	25 1%	7 5%r
Yes - to someone else (please specify)	15 *	2 *	8 1%	3 *	2 *	10 1%	5 *	8 *	7 1%	* *	2 1%	2 *	4 *	3 *	8 *	* *	13 *	2 *	9 *	3 2%r
Yes - to the shop/ location I dropped the parcel off at	83 2%	24 3%	21 2%	21 3%	17 2%	45 2%	39 2%	73 3%h	11 1%	9 3%	6 2%	35 4%l	16 2%	17 3%	57 3%	9 3%	75 3%	31 5%r	50 2%	3 2%
No	2993 88%	589 82%	1003 91%a	685 87%	716 90%a	1592 87%	1401 89%	1851 85%	1105 94%g	226 86%	301 86%	719 87%	795 87%	579 90%	1816 87%	241 87%	2565 88%	532 84%s	2351 90%qs	110 75%
I don't know	101 3%	22 3%	32 3%	26 3%	22 3%	54 3%	48 3%	66 3%	25 2%	14 6%kn	11 3%	14 2%	30 3%	15 2%	55 3%	14 5%p	70 2%	9 1%	75 3%	17 12%qr
NET Made a complaint to anyone else	306 9%	104 15%bcd	71 6%	75 10%	56 7%	175 10%	131 8%	256 12%h	49 4%	21 8%	38 11%	97 12%	88 10%	52 8%	223 11%	21 8%	280 10%	93 15%r	192 7%	20 14%r

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3347	2203	1144	542	1790	643	516	398	169	206	194	185	202	214	229	196	195	109	534
Weighted Base	3400	2885	515	104	2873	291	156	79	121	369	280	235	301	335	491	452	290	42*	249
Effective Base	2057	1772	287	113	1584	286	280	261	162	196	185	175	191	201	218	187	182	39	246
Yes - over the counter at the Post Office	114 3%	94 3%	20 4%	4 4%	99 3%	9 3%	3 2%	3 3%	3 3%	9 2%	9 3%	4 2%	16 5%	13 4%	24 5%	13 3%	9 3%	-	9 4%
Yes - by phone/ letter/ email to the Post Office	103 3%	87 3%	16 3%	5 5%	92 3%	5 2%	4 3%	3 3%	2 1%	15 4%	6 2%	8 3%	19 6%hnr	10 3%	10 2%	15 3%	7 2%	1 2%	4 2%
Yes - to the regulator (Ofcom)	52 2%	48 2%	4 1%	*	43 1%	5 2%	3 2%	1 2%	-	1 *	3 1%	-	10 3%hikp	5 2%	10 2%	13 3%kp	-	-	5 2%kp
Yes - to Citizens Advice Bureau	55 2%	49 2%	7 1%	3 2%	45 2%	5 2%	3 2%	2 2%	3 2%o	8 2%o	3 1%	3 1%	9 3%o	6 2%o	11 2%o	-	3 1%	-	5 2%o
Yes - to someone else (please specify)	15 *	14 *	*	*	14 *	*	*	*	1 *	-	-	-	2 1%	2 1%	5 1%	4 1%	1 *	-	*
Yes - to the shop/ location I dropped the parcel off at	83 2%	83 3%b	1 *	1 1%	73 3%	6 2%	3 2%	1 1%	3 2%	10 3%	4 2%	6 3%	9 3%	8 2%	18 4%	13 3%	2 1%	-	6 3%
No	2993 88%	2525 88%	468 91%	92 89%	2519 88%	260 89%	144 92%d	70 88%	105 87%	317 86%	249 89%	217 92%n	262 87%	290 86%	412 84%	405 90%	264 91%n	39 93%	221 89%
I don't know	101 3%	94 3%	8 1%	4 4%	84 3%	11 4%	4 2%	3 3%	8 7%klmo	19 5%lo	9 3%	5 2%	2 1%	7 2%	18 4%l	7 1%	9 3%	2 5%l	9 3%l
NET Made a complaint to anyone else	306 9%	266 9%	39 8%	8 7%	270 9%f	21 7%	8 5%	6 8%	8 7%	33 9%	21 8%	13 6%	37 12%kp	38 11%k	61 12%kp	40 9%	18 6%	1 2%	20 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	3347	1334	1304	1931	1901	1334	91	470	1304	114	615	1328	1296	374	253	90	2624	343	1701	1262	229	112	34	2963	146	846	2501
Weighted Base	3400	1417	1250	2027	1860	1417	89*	414	1250	117*	528	1290	1364	380	276	85*	2654	361	1692	1276	252	137*	32**	2968	169*	921	2479
Effective Base	2057	839	782	1202	1144	839	58	292	782	75	360	793	811	242	158	52	1603	210	1031	771	153	75	22	1802	96	553	1504
Yes - over the counter at the Post Office	114 / 3%	70 / 5%bd	23 / 2%	90 / 4%bd	42 / 2%	70 / 5%g	4 / 4%	6 / 1%	23 / 2%	4 / 4%	6 / 1%	55 / 4%n	39 / 3%	13 / 3%	3 / 1%	4 / 4%	94 / 4%	6 / 2%	57 / 3%	44 / 3%	10 / 4%	3 / 2%	*	101 / 3%	4 / 2%	86 / 9%z	28 / 1%
Yes - by phone/ letter/ email to the Post Office	103 / 3%	62 / 4%bd	11 / 1%	88 / 4%bd	37 / 2%	62 / 4%	2 / 2%	8 / 2%	11 / 1%	1 / 1%	2 / *	36 / 3%	44 / 3%	18 / 5%	6 / 2%	*	80 / 3%	6 / 2%	44 / 3%	45 / 4%	5 / 2%	7 / 5%	1 / 5%	89 / 3%	8 / 5%	97 / 10%z	6 / *
Yes - to the regulator (Ofcom)	52 / 2%	38 / 3%bd	8 / 1%	42 / 2%bd	12 / 1%	38 / 3%g	3 / 3%g	1 / *	8 / 1%	1 / 1%	3 / *	22 / 2%	26 / 2%	2 / 1%	*	1 / 2%	48 / 2%	2 / 1%	27 / 2%	15 / 1%	7 / 3%	1 / 1%	1 / 4%	42 / 1%	3 / 2%	47 / 5%z	5 / *
Yes - to Citizens Advice Bureau	55 / 2%	32 / 2%b	8 / 1%	47 / 2%b	24 / 1%	32 / 2%	2 / 2%	6 / 1%	8 / 1%	1 / 1%	4 / 1%	16 / 1%	28 / 2%	10 / 3%	2 / 1%	-	44 / 2%	2 / 1%	19 / 1%	22 / 2%	13 / 5%rsw	2 / 2%	*	40 / 1%	3 / 2%	54 / 6%z	2 / *
Yes - to someone else (please specify)	15 / *	5 / *	9 / 1%	6 / *	10 / 1%	5 / *	-	2 / *	9 / 1%	*	4 / 1%	7 / 1%	3 / *	3 / 1%	*	-	10 / *	1 / *	11 / 1%	2 / *	2 / 1%	*	-	13 / *	1 / *	2 / *	13 / 1%
Yes - to the shop/ location I dropped the parcel off at	83 / 2%	50 / 4%bd	14 / 1%	67 / 3%bd	31 / 2%	50 / 4%g	4 / 4%	4 / 1%	14 / 1%	5 / 4%hi	4 / 1%	34 / 3%q	34 / 3%q	14 / 4%nc	*	*	68 / 3%q	1 / *	27 / 2%	48 / 4%r	5 / 2%	2 / 1%	1 / 4%	75 / 3%	3 / 2%	66 / 7%z	17 / 1%
No	2993 / 88%	1195 / 84%	1152 / 92%ac	1731 / 85%	1688 / 91%ac	1195 / 84%	69 / 78%	381 / 92%ef	1152 / 92%	108 / 92%	503 / 95%	1151 / 89%m	1193 / 87%m	308 / 81%	258 / 93%lm	79 / 93%	2344 / 88%m	336 / 93%lmp	1523 / 90%st	1104 / 86%	207 / 82%	121 / 88%	29 / 91%	2627 / 88%t	150 / 89%	630 / 68%	2363 / 95%y
I don't know	101 / 3%	50 / 4%	36 / 3%	60 / 3%	45 / 2%	50 / 4%	8 / 9%eg	10 / 2%	36 / 3%	3 / 2%	8 / 1%	27 / 2%	47 / 3%	19 / 5%k	8 / 3%	1 / 1%	74 / 3%	8 / 2%	37 / 2%	52 / 4%r	11 / 4%	1 / 1%	*	89 / 3%	1 / 1%	42 / 5%z	60 / 2%
NET Made a complaint to anyone else	306 / 9%	171 / 12%bd	62 / 5%	238 / 12%bd	127 / 7%	171 / 12%g	11 / 13%g	22 / 5%	62 / 5%	7 / 6%	17 / 3%	112 / 9%nq	124 / 9%nq	53 / 14%klnpq	11 / 4%	5 / 6%	236 / 9%nq	16 / 4%	132 / 8%	120 / 9%	34 / 14%rw	15 / 11%	3 / 9%	253 / 9%	18 / 10%	250 / 27%z	56 / 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3347	216	3106	25	930	2251	166	3228	56	24	29	3308	10
Weighted Base	3400	199	3175	25**	860	2377	163	3256	68*	25**	39**	3349	12**
Effective Base	2057	128	1913	16	546	1409	104	1973	41	15	21	2030	7
Yes - over the counter at the Post Office	114 3%	13 7%b	97 3%	3 13%	37 4%	70 3%	6 4%	105 3%	4 6%	3 11%	2 6%	112 3%	-
Yes - by phone/ letter/ email to the Post Office	103 3%	7 3%	93 3%	3 11%	44 5%e	51 2%	8 5%	92 3%	8 11%gl	3 13%	* *	103 3%	-
Yes - to the regulator (Ofcom)	52 2%	7 4%b	42 1%	2 10%	25 3%e	22 1%	5 3%e	39 1%	8 12%gk	4 16%	-	52 2%	-
Yes - to Citizens Advice Bureau	55 2%	5 3%	50 2%	* 2%	16 2%	33 1%	7 4%e	48 1%	7 11%gk	-	-	55 2%	-
Yes - to someone else (please specify)	15 *	- -	15 *	* *	6 1%	7 *	2 1%	15 *	- -	-	-	15 *	-
Yes - to the shop/ location I dropped the parcel off at	83 2%	12 6%b	69 2%	2 10%	31 4%e	44 2%	7 5%	72 2%	12 17%gk	-	-	83 2%	-
No	2993 88%	160 80%	2820 89%a	13 53%	721 84%f	2159 91%df	113 69%	2899 89%h	37 54%	15 58%	37 94%	2950 88%h	5 47%
I don't know	101 3%	8 4%	91 3%	3 10%	24 3%	55 2%	22 13%de	89 3%	4 5%	3 12%	-	95 3%	6 53%
NET Made a complaint to anyone else	306 9%	32 16%b	265 8%	9 36%	115 13%e	163 7%	28 17%e	269 8%	27 40%gk	8 30%	2 6%	303 9%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	3347	822	856	841	828	297	285	240	285	293	278	272	293	276	285	290	253
Weighted Base	3400	821	872	861	846	301	274	246	295	290	287	268	305	287	301	293	252
Effective Base	2057	511	533	516	498	190	171	151	180	182	171	158	185	172	184	165	150
Yes - over the counter at the Post Office	114 3%	27 3%	25 3%	26 3%	36 4%	10 3%	9 3%	8 3%	8 3%	13 4%	4 1%	10 4%	9 3%	7 3%	21 7%jo	5 2%	10 4%
Yes - by phone/ letter/ email to the Post Office	103 3%	24 3%	22 3%	30 3%	26 3%	5 2%	15 5%ein	5 2%	10 3%	4 1%	8 3%	4 2%	9 3%	17 6%ein	4 1%	9 3%	13 5%in
Yes - to the regulator (Ofcom)	52 2%	14 2%	8 1%	13 2%	17 2%	5 2%	3 1%	5 2%	6 2%	1 *	*	2 1%	4 1%	7 3%j	11 4%ijo	*	5 2%
Yes - to Citizens Advice Bureau	55 2%	11 1%	13 1%	13 2%	18 2%	6 2%	3 1%	2 1%	7 2%	5 2%	1 *	2 1%	7 2%	4 1%	10 3%j	3 1%	6 2%
Yes - to someone else (please specify)	15 *	5 1%	1 *	1 *	9 1%c	1 *	2 1%	1 1%	-	1 *	*	-	1 *	-	*	4 1%	5 2%
Yes - to the shop/ location I dropped the parcel off at	83 2%	30 4%	17 2%	15 2%	22 3%	13 4%m	13 5%m	3 1%	4 1%	6 2%	7 2%	5 2%	8 3%	2 1%	6 2%	5 2%	10 4%m
No	2993 88%	706 86%	773 89%	774 90%	740 87%	257 85%	231 84%	218 89%	263 89%	259 90%	251 87%	245 91%	275 90%	254 88%	261 87%	262 89%	218 87%
I don't know	101 3%	24 3%	29 3%	21 2%	27 3%	9 3%	6 2%	9 4%	7 2%	6 2%	16 6%	6 2%	7 2%	8 3%	11 4%	10 4%	6 2%
NET Made a complaint to anyone else	306 9%	91 11%	70 8%	66 8%	79 9%	35 12%	38 14%jk	19 8%	26 9%	24 8%	20 7%	17 6%	23 8%	25 9%	29 10%	21 7%	28 11%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	468	42	426	156	312	196	272	70	92	108	72	73	36	17	162	180	126	53	412	50
Weighted Base	464	52*	413	163*	301	212	252	84*	97*	93*	67*	73*	28**	22**	181	160	124*	50*	381	77*
Effective Base	284	35	249	93	192	123	162	48	57	59	41	46	20	14	105	100	80	34	241	41
Yes - over the counter at the Post Office	35 / 8%	-	35 / 9%	29 / 18%d	7 / 2%	28 / 13%f	7 / 3%	13 / 18%ik	13 / 13%ik	3 / 3%	6 / 9%k	-	1 / 5%	-	25 / 14%op	9 / 5%	1 / 1%	1 / 3%	33 / 9%	2 / 3%
Yes - by phone/ letter/ email to the Post Office	40 / 9%	1 / 3%	39 / 9%	31 / 19%d	9 / 3%	29 / 14%f	11 / 4%	16 / 19%ijk	12 / 12%	3 / 4%	6 / 9%	2 / 3%	1 / 3%	-	27 / 15%opq	10 / 6%	3 / 2%	1 / 2%	27 / 7%	13 / 17%r
Yes - to the regulator (Ofcom)	32 / 7%	-	32 / 8%	22 / 13%d	10 / 3%	29 / 14%f	3 / 1%	6 / 7%	14 / 14%k	5 / 6%	6 / 10%	1 / 1%	-	-	19 / 11%p	12 / 8%p	1 / *	-	27 / 7%	4 / 5%
Yes - to Citizens Advice Bureau	38 / 8%	-	38 / 9%	28 / 17%d	10 / 3%	26 / 12%f	11 / 5%	12 / 16%jk	16 / 16%jk	8 / 9%k	1 / 2%	-	-	-	28 / 16%opq	10 / 6%	-	-	31 / 8%	7 / 9%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	35 / 8%	-	35 / 9%	24 / 15%d	12 / 4%	27 / 13%f	9 / 3%	17 / 20%hjk	6 / 6%	11 / 11%k	2 / 2%	* / *	1 / 1%	-	23 / 13%pq	12 / 8%p	1 / *	1 / *	29 / 8%	6 / 8%
No	315 / 68%	47 / 91%b	268 / 65%	72 / 44%	243 / 81%c	106 / 50%	209 / 83%e	34 / 40%	55 / 57%	61 / 66%g	53 / 79%gh	66 / 89%ghi	24 / 86%	22 / 100%	89 / 49%	114 / 71%n	112 / 90%no	46 / 92%no	262 / 69%	47 / 61%
I don't know	26 / 6%	3 / 7%	22 / 5%	8 / 5%	17 / 6%	11 / 5%	15 / 6%	4 / 5%	6 / 6%	6 / 7%	3 / 4%	5 / 7%	1 / 5%	-	10 / 5%	9 / 6%	7 / 5%	1 / 3%	22 / 6%	4 / 5%
NET Made a complaint to anyone else	124 / 27%	1 / 3%	122 / 30%a	83 / 51%d	41 / 14%	96 / 45%f	28 / 11%	46 / 55%ijk	36 / 37%jk	26 / 28%k	11 / 16%k	3 / 3%	3 / 9%	-	82 / 45%opq	37 / 23%pq	5 / 4%	3 / 5%	97 / 26%	26 / 34%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	468	135	146	93	94	281	187	341	119	33	52	111	130	117	293	34	418	125	331	12
Weighted Base	464	114*	152*	107*	92*	266	198	358	102*	25**	51*	114*	131*	120*	296	26**	427	107*	347	10**
Effective Base	284	70	94	65	56	164	121	209	73	18	31	69	81	70	181	19	257	66	211	-
Yes - over the counter at the Post Office	35 8%	19 17%cd	12 8%c	1 1%	4 4%	31 12%f	5 2%	33 9%	3 3%	2 10%	5 9%	14 12%	6 4%	9 7%	24 8%	2 10%	33 8%	22 21%r	13 4%	-
Yes - by phone/ letter/ email to the Post Office	40 9%	17 15%b	7 5%	11 11%	5 5%	24 9%	16 8%	37 10%	3 3%	2 6%	7 14%m	15 13%m	14 11%m	1 1%	36 12%m	2 6%	37 9%	25 23%r	14 4%	1 9%
Yes - to the regulator (Ofcom)	32 7%	14 13%b	5 3%	4 4%	9 9%	19 7%	12 6%	28 8%	3 3%	3 11%	4 8%	5 5%	10 8%	9 8%	20 7%	3 11%	29 7%	15 14%r	15 4%	1 12%
Yes - to Citizens Advice Bureau	38 8%	18 16%c	11 7%	3 2%	6 7%	29 11%	9 5%	34 10%	3 3%	4 4%	3 6%	8 7%	5 4%	20 17%ln	16 6%	1 4%	37 9%	17 16%r	19 6%	1 12%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	35 8%	16 14%d	11 7%	6 6%	3 3%	27 10%	9 4%	31 9%	4 4%	3 13%	2 4%	4 3%	14 11%	12 10%	20 7%	3 12%	32 8%	20 19%r	16 4%	-
No	315 68%	51 45%	116 76%a	78 73%a	70 77%a	167 63%	148 75%e	223 62%	89 87%g	19 74%	29 58%	75 66%	91 69%	80 67%	195 66%	19 74%	287 67%	42 40%	267 77%q	6 59%
I don't know	26 6%	11 10%b	3 2%	8 8%	3 3%	14 5%	11 6%	21 6%	4 4%	-	5 11%l	6 6%	2 2%	10 9%	14 5%	-	24 6%	5 4%	19 5%	2 20%
NET Made a complaint to anyone else	124 27%	51 45%bcd	33 22%	21 19%	18 20%	85 32%f	39 20%	114 32%h	10 10%	7 26%	16 32%	33 29%	38 29%	29 24%	87 29%	7 26%	116 27%	60 56%r	62 18%	2 21%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	468	289	179	76	234	90	82	62	22	30	20	26	28	30	32	16	30	15	75
Weighted Base	464	383	82*	13**	385	40*	26*	13*	18**	57**	31**	35**	44**	45**	72*	37**	46**	5**	35*
Effective Base	284	235	49	18	212	41	46	38	21	29	19	25	27	28	31	16	29	5	36
Yes - over the counter at the Post Office	35 8%	29 8%	6 8%	2 18%	29 8%	2 5%	3 13%	1 5%	3 15%	- -	2 6%	1 4%	5 11%	- -	10 14%	2 7%	6 13%	- -	2 5%
Yes - by phone/ letter/ email to the Post Office	40 9%	37 10%	3 4%	2 17%	34 9%	1 2%	5 17%e	1 5%	2 10%	2 3%	- -	- -	4 10%	4 9%	18 25%r	- -	4 8%	- -	1 2%
Yes - to the regulator (Ofcom)	32 7%	27 7%	4 5%	* 2%	25 7%	2 5%	3 11%	1 10%	2 11%	- -	1 5%	- -	4 9%	4 9%	12 17%	- -	2 4%	- -	2 6%
Yes - to Citizens Advice Bureau	38 8%	37 10%b	1 1%	* 3%	31 8%	4 10%	2 9%	1 6%	1 4%	2 4%	1 5%	1 4%	2 5%	3 6%	20 27%	- -	- -	- -	4 11%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	35 8%	25 6%	11 13%	* 3%	31 8%	2 6%	2 9%	* 1%	1 6%	7 12%	4 12%	3 8%	9 20%	1 2%	3 4%	2 7%	2 4%	* 4%	2 6%
No	315 68%	255 67%	60 73%	10 73%	257 67%	29 73%	18 69%	10 77%	9 49%	40 70%	21 68%	29 84%	31 70%	32 71%	30 42%	35 93%	31 67%	3 62%	26 75%n
I don't know	26 6%	23 6%	3 3%	* 4%	21 6%	3 8%	* 2%	1 5%	3 17%	6 11%	1 4%	2 5%	- -	1 3%	4 5%	- -	4 9%	2 34%	2 4%
NET Made a complaint to anyone else	124 27%	104 27%	19 24%	3 23%	106 28%	7 19%	8 30%	2 18%	6 34%	11 19%	9 28%	4 11%	13 30%	12 27%	38 53%r	2 7%	11 24%	* 4%	7 21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 452

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	468	188	166	285	263	188	12	38	166	10	46	170	192	48	47	11	362	58	208	191	36	23	9	399	32	193	275
Weighted Base	464	181	174	277	271	181	10**	28**	174	7**	48*	171	193	45**	45**	10**	364	55*	200	188	33**	35**	7**	388	42**	209	256
Effective Base	284	109	107	168	166	109	7	19	107	5	34	102	118	29	28	7	220	35	120	116	22	20	6	236	25	123	162
Yes - over the counter at the Post Office	35 8%	21 11%b	7 4%	28 10%	15 5%	21 11%	- -	2 6%	7 4%	1 17%	1 2%	16 9%	15 8%	1 3%	3 7%	- -	31 9%	3 5%	10 5%	23 12%r	1 4%	* *	- -	32 8%	* *	35 17%z	* *
Yes - by phone/ letter/ email to the Post Office	40 9%	21 12%	10 6%	30 11%	19 7%	21 12%	* 4%	1 4%	10 6%	1 17%	1 2%	17 10%	12 6%	10 23%	1 1%	- -	29 8%	1 1%	13 7%	19 10%	3 10%	5 13%	- -	32 8%	5 11%	39 19%z	1 *
Yes - to the regulator (Ofcom)	32 7%	18 10%	8 4%	24 9%	13 5%	18 10%	2 16%	* 1%	8 4%	1 17%	3 5%	12 7%	14 7%	4 9%	2 5%	Yes 5%	25 7%	2 4%	15 8%	10 5%	5 16%	1 3%	- -	25 6%	1 3%	32 16%z	* *
Yes - to Citizens Advice Bureau	38 8%	21 11%b	7 4%	31 11%b	17 6%	21 11%	- -	- -	7 4%	1 17%	2 5%	21 12%q	10 5%	7 15%	- -	- -	31 9%	- -	15 7%	16 8%	4 11%	4 10%	- -	31 8%	4 9%	34 16%z	1 1%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	35 8%	25 14%bcd	6 3%	29 11%bd	11 4%	25 14%	1 7%	1 4%	6 3%	1 17%	1 2%	18 10%	13 7%	4 9%	* 1%	Yes -	31 9%	* *	10 5%	25 13%r	* *	- -	* *	35 9%	* *	34 16%z	1 1%
No	315 68%	100 55%	141 81%ac	161 58%	203 75%ac	100 55%	7 72%	23 84%	141 81%	5 83%	44 92%	112 65%	135 70%	21 46%	38 83%	10 96%	247 68%	47 85%kp	148 74%s	113 60%	21 65%	26 76%	7 95%	260 67%	33 79%	80 38%	235 92%y
I don't know	26 6%	13 7%	9 5%	17 6%	13 5%	13 7%	- -	1 2%	9 5%	- -	1 2%	7 4%	15 8%	2 4%	2 4%	* 4%	22 6%	2 4%	10 5%	13 7%	2 5%	- -	* 5%	24 6%	* 1%	10 5%	15 6%
NET Made a complaint to anyone else	124 27%	68 38%bc	24 14%	99 36%bd	56 21%	68 38%	3 28%	4 13%	24 14%	1 17%	3 6%	53 31%q	43 22%	23 50%	6 13%	- -	95 26%q	6 10%	42 21%	62 33%r	10 30%	8 24%	* *	104 27%	8 20%	118 57%z	5 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	468	36	427	5	150	291	27	445	16	5	1	466	1
Weighted Base	464	27**	431	6**	143*	293	28**	439	18**	7**	***	464	***
Effective Base	284	19	262	3	89	178	18	270	10	3	1	284	1
Yes - over the counter at the Post Office	35 8%	1 5%	31 7%	2 44%	20 14%e	14 5%	1 2%	30 7%	5 29%	* 6%	- -	35 8%	- -
Yes - by phone/ letter/ email to the Post Office	40 9%	1 5%	36 8%	2 44%	9 6%	27 9%	4 16%	31 7%	5 28%	4 58%	* 100%	40 9%	- -
Yes - to the regulator (Ofcom)	32 7%	2 7%	27 6%	3 53%	12 8%	17 6%	2 9%	25 6%	7 36%	- -	* 100%	32 7%	- -
Yes - to Citizens Advice Bureau	38 8%	3 11%	35 8%	- -	17 12%	17 6%	3 12%	29 7%	8 44%	* 1%	- -	38 8%	- -
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	35 8%	2 8%	33 8%	- -	20 14%e	13 5%	2 5%	33 7%	3 14%	* 1%	* 100%	35 8%	- -
No	315 68%	20 74%	294 68%	1 17%	84 59%	218 74%d	13 47%	315 72%	- -	- -	- -	315 68%	* 100%
I don't know	26 6%	- -	24 6%	2 30%	7 5%	14 5%	4 16%	23 5%	- -	2 35%	- -	26 6%	- -
NET Made a complaint to anyone else	124 27%	7 26%	114 26%	3 53%	52 36%e	61 21%	10 37%	101 23%	18 100%	4 65%	* 100%	124 27%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	468	120	106	126	116	45	43	32	35	37	34	40	40	46	45	36	35
Weighted Base	464	132*	115*	114*	104*	60*	40**	32**	40**	31**	44**	39**	35**	40**	38**	34**	32**
Effective Base	284	79	70	73	63	35	24	20	24	21	25	25	26	23	26	17	21
Yes - over the counter at the Post Office	35 8%	8 6%	7 6%	8 7%	13 12%	3 6%	2 6%	2 8%	4 9%	1 3%	2 4%	1 *	4 12%	3 6%	9 22%	3 8%	2 5%
Yes - by phone/ letter/ email to the Post Office	40 9%	13 10%	9 7%	4 4%	15 14%c	6 10%	4 9%	3 9%	5 13%	3 11%	-	*	2 7%	2 4%	6 16%	5 15%	3 11%
Yes - to the regulator (Ofcom)	32 7%	11 8%	4 4%	7 6%	10 9%	5 8%	3 9%	3 9%	2 5%	-	2 5%	*	6 16%	1 2%	4 10%	1 2%	5 17%
Yes - to Citizens Advice Bureau	38 8%	17 13%b	1 1%	10 9%b	10 9%b	6 10%	7 18%	4 13%	-	-	1 2%	2 6%	3 8%	5 12%	3 8%	3 8%	4 13%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	35 8%	13 10%	7 6%	4 4%	11 11%	4 6%	6 16%	2 8%	6 16%	*	1 2%	*	2 6%	2 5%	6 16%	3 8%	3 8%
No	315 68%	79 60%	86 75%	81 71%	69 67%	35 58%	22 56%	21 67%	29 72%	22 72%	35 79%	30 77%	22 62%	30 74%	20 52%	26 77%	23 74%
I don't know	26 6%	8 6%	8 7%	9 8%d	*	6 11%	1 2%	1 2%	-	4 14%	4 9%	5 13%	2 6%	2 5%	* 1%	-	-
NET Made a complaint to anyone else	124 27%	45 34%b	21 18%	24 21%	34 33%	19 31%	16 42%	10 31%	11 28%	4 14%	6 13%	4 10%	11 32%	9 21%	18 47%	8 23%	8 26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	401	63	338	127	274	203	198	82	94	88	46	46	30	15	176	134	91	45	297	100
Weighted Base	450	86*	364	139*	311	223	227	95*	114*	102*	48**	46**	32**	14**	209	149**	92*	45**	306	138*
Effective Base	261	49	212	79	182	121	141	55	61	60	29	29	20	9	116	89	57	28	179	78
Yes - over the counter at the Post Office	39 9%	2 3%	37 10%	22 16%d	17 6%	28 12%f	11 5%	7 7%	11 9%	12 12%	6 13%	3 6%	- -	* *	18 8%	19 12%p	3 3%	* *	26 9%	13 9%
Yes - by phone/ letter/ email to the Post Office	49 11%	4 5%	44 12%	21 15%	28 9%	33 15%f	16 7%	16 17%	18 16%	10 10%	4 8%	1 3%	- -	- -	34 16%p	14 9%	1 2%	- -	30 10%	18 13%
Yes - to the regulator (Ofcom)	43 10%	3 3%	41 11%	25 18%d	18 6%	35 16%f	9 4%	12 13%	15 13%	10 9%	5 10%	2 3%	- -	* *	27 13%p	15 10%	2 2%	* *	27 9%	15 11%
Yes - to Citizens Advice Bureau	48 11%	- -	48 13%a	33 24%d	16 5%	36 16%f	13 6%	8 9%	21 19%	14 13%	5 11%	- -	- -	* *	29 14%p	19 13%p	* *	* *	39 13%	10 7%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	45 10%	- -	45 12%a	24 17%d	20 7%	19 9%	25 11%	15 15%	11 10%	6 6%	5 11%	5 10%	2 6%	* *	26 12%	12 8%	7 7%	2 4%	34 11%	11 8%
No	285 63%	77 90%b	208 57%	54 38%	232 75%c	131 59%	155 68%	47 49%	64 56%	63 62%	30 63%	38 81%	30 94%	14 100%	111 53%	93 62%	81 88%no	44 96%	194 63%	87 63%
I don't know	23 5%	2 2%	22 6%	4 3%	19 6%	5 2%	18 8%e	9 9%	4 3%	4 4%	5 10%	2 5%	- -	- -	12 6%	9 6%	2 2%	- -	15 5%	8 6%
NET Made a complaint to anyone else	142 31%	7 8%	135 37%a	82 59%d	60 19%	88 39%f	54 24%	39 42%	46 40%	35 34%	13 27%	6 14%	2 6%	* *	85 41%p	48 32%p	8 9%	2 4%	97 32%	43 31%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	401	140	110	72	79	250	151	287	105	36	41	77	122	98	240	37	348	87	293	21
Weighted Base	450	149*	131*	94*	76*	280	170	354	89*	31**	41**	106*	129*	114*	276	32**	402	97*	328	25**
Effective Base	261	82	76	54	49	158	103	194	66	22	24	57	80	61	160	23	228	52	196	14
Yes - over the counter at the Post Office	39 9%	19 13%	8 6%	9 10%	3 3%	27 10%	12 7%	37 11%h	2 2%	5 15%	4 9%	13 12%	12 10%	5 4%	29 11%	5 15%	34 9%	13 13%	26 8%	-
Yes - by phone/ letter/ email to the Post Office	49 11%	23 16%	15 11%	7 7%	4 5%	38 14%	11 6%	44 12%	5 6%	3 11%	6 14%	9 8%	21 16%	10 8%	36 13%	3 11%	46 11%	17 18%	27 8%	4 18%
Yes - to the regulator (Ofcom)	43 10%	18 12%	9 7%	10 11%	6 8%	27 10%	16 10%	41 12%h	2 3%	1 4%	4 10%	9 9%	15 11%	14 12%	28 10%	1 4%	42 11%	18 18%r	26 8%	-
Yes - to Citizens Advice Bureau	48 11%	27 18%bc	5 4%	5 6%	11 14%b	33 12%	16 9%	45 13%	4 4%	1 4%	8 18%	11 11%	9 7%	19 17%	28 10%	1 3%	47 12%	28 29%r	21 6%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	45 10%	17 11%	9 7%	10 11%	9 11%	26 9%	19 11%	40 11%	5 5%	5 18%	2 4%	7 7%	15 12%	14 12%	24 9%	5 17%	38 9%	21 22%r	24 7%	-
No	285 63%	77 52%	93 71%a	63 67%	52 68%	170 61%	115 68%	202 57%	77 87%g	19 62%	23 56%	68 64%	80 62%	71 62%	171 62%	19 60%	253 63%	43 45%	227 69%q	15 60%
I don't know	23 5%	3 2%	8 6%	6 7%	6 7%	11 4%	12 7%	20 6%	1 2%	2 7%	7 16%	4 4%	5 4%	1 1%	16 6%	3 9%	18 4%	3 3%	15 4%	5 22%
NET Made a complaint to anyone else	142 31%	69 46%bcd	29 22%	25 26%	19 24%	99 35%	43 25%	132 37%h	10 11%	10 31%	12 28%	33 32%	44 34%	42 37%	89 32%	10 30%	131 33%	51 53%r	86 26%	4 18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	401	282	119	45	234	75	54	38	24	21	28	18	28	29	39	27	20	13	62
Weighted Base	450	372	78*	11**	387	38*	18*	8**	17**	37**	40**	23**	42**	47**	83*	67**	31**	6**	33*
Effective Base	261	226	37	10	205	41	31	27	23	20	26	18	26	26	38	26	19	8	34
Yes - over the counter at the Post Office	39 9%	30 8%	9 11%	2 22%	35 9%	2 4%	2 9%	1 14%	2 10%	6 16%	3 7%	1 6%	5 11%	3 6%	5 6%	8 13%	2 7%	* 5%	1 4%
Yes - by phone/ letter/ email to the Post Office	49 11%	38 10%	11 14%	* 1%	42 11%	3 7%	4 22%	-	1 6%	9 25%	1 4%	-	9 23%	9 19%	3 3%	7 10%	3 10%	* 5%	2 7%
Yes - to the regulator (Ofcom)	43 10%	39 11%	4 5%	* 4%	37 10%	4 10%	2 10%	1 8%	1 6%	2 5%	-	-	10 24%	7 14%	12 15%	6 8%	-	* 2%	4 11%
Yes - to Citizens Advice Bureau	48 11%	37 10%	12 15%	2 22%	41 11%	4 11%	2 11%	1 16%	-	2 4%	4 11%	1 4%	7 16%	5 10%	14 17%	7 10%	2 7%	* 2%	4 13%
Yes - to someone else (please specify)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	45 10%	36 10%	8 11%	2 21%	39 10%	2 5%	3 15%	1 17%	2 9%	4 11%	4 11%	1 6%	6 15%	4 9%	15 18%	-	2 7%	* 5%	2 5%
No	285 63%	239 64%	46 59%	8 71%	242 63%	28 72%	12 66%	4 53%	11 67%	22 59%	29 74%	19 84%	18 42%	27 56%	44 54%	50 75%	21 68%	5 95%	23 68%
I don't know	23 5%	19 5%	5 6%	* 1%	21 5%	1 2%	1 5%	1 11%	2 13%	-	-	-	5 11%	4 7%	4 5%	2 5%	5 15%	-	1 2%
NET Made a complaint to anyone else	142 31%	114 31%	28 35%	3 27%	124 32%	10 26%	5 29%	3 36%	3 20%	15 41%	10 26%	4 16%	20 47%	17 36%	35 42%	15 22%	5 17%	* 5%	10 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	401	211	87	298	174	211	18	50	87	8	31	133	162	46	42	17	295	59	195	148	33	14	10	343	24	202	199
Weighted Base	450	236	91*	344	200	236	14**	39**	91*	9**	25**	158*	185	47**	47**	14**	342	61*	226	160*	36**	20**	9**	385	29**	236	214
Effective Base	261	136	57	195	115	136	10	30	57	6	21	85	112	29	26	10	196	35	127	97	20	11	7	223	17	131	131
Yes - over the counter at the Post Office	39 / 9%	26 / 11%b	1 / 1%	38 / 11%b	13 / 7%	26 / 11%	2 / 15%	1 / 1%	1 / 1%	1 / 13%	1 / 5%	16 / 10%	16 / 9%	7 / 14%	-	-	32 / 9%	-	17 / 7%	19 / 12%	3 / 8%	1 / 3%	-	36 / 9%	1 / 2%	32 / 14%z	7 / 3%
Yes - by phone/ letter/ email to the Post Office	49 / 11%	30 / 13%	3 / 4%	44 / 13%	17 / 9%	30 / 13%	2 / 16%	4 / 10%	3 / 4%	1 / 13%	1 / 5%	18 / 12%	22 / 12%	6 / 12%	1 / 3%	1 / 9%	41 / 12%	3 / 4%	23 / 10%	15 / 10%	9 / 26%	-	1 / 14%	39 / 10%	1 / 4%	41 / 18%z	7 / 3%
Yes - to the regulator (Ofcom)	43 / 10%	32 / 14%d	6 / 6%	38 / 11%	11 / 5%	32 / 14%	*	1 / 3%	6 / 6%	1 / 13%	1 / 5%	18 / 12%	16 / 8%	8 / 16%	1 / 1%	Y1 / 9%	34 / 10%	2 / 3%	20 / 9%	14 / 9%	8 / 22%	-	1 / 15%	34 / 9%	1 / 5%	38 / 16%z	5 / 2%
Yes - to Citizens Advice Bureau	48 / 11%	33 / 14%	5 / 5%	44 / 13%	15 / 8%	33 / 14%	-	2 / 4%	5 / 5%	1 / 13%	1 / 5%	25 / 16%q	16 / 9%	6 / 12%	1 / 3%	-	41 / 12%	1 / 2%	18 / 8%	20 / 13%	10 / 28%	-	-	38 / 10%	-	43 / 18%z	5 / 2%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	45 / 10%	30 / 13%b	1 / 1%	41 / 12%b	12 / 6%	30 / 13%	1 / 5%	1 / 4%	1 / 1%	1 / 13%	1 / 5%	23 / 14%	15 / 8%	4 / 8%	3 / 6%	* / 1%	38 / 11%	3 / 5%	20 / 9%	22 / 14%	2 / 5%	* / 2%	-	42 / 11%	* / 1%	40 / 17%z	4 / 2%
No	285 / 63%	135 / 57%	77 / 84%ac	198 / 58%	140 / 70%ac	135 / 57%	8 / 59%	32 / 83%	77 / 84%	7 / 87%	24 / 95%	92 / 58%	116 / 63%	26 / 56%	39 / 83%	12 / 90%	208 / 61%	51 / 85%klp	154 / 68%	95 / 59%	12 / 33%	16 / 84%	8 / 85%	249 / 65%	24 / 84%	96 / 40%	190 / 89%y
I don't know	23 / 5%	10 / 4%	7 / 7%	16 / 5%	13 / 6%	10 / 4%	2 / 16%	1 / 2%	6 / 7%	-	-	6 / 4%	12 / 7%	2 / 5%	2 / 5%	-	18 / 5%	2 / 4%	9 / 4%	9 / 6%	3 / 9%	2 / 12%	-	18 / 5%	2 / 8%	14 / 6%	9 / 4%
NET Made a complaint to anyone else	142 / 31%	91 / 39%bd	8 / 9%	129 / 38%bd	47 / 24%b	91 / 39%	4 / 26%	6 / 15%	8 / 9%	1 / 13%	1 / 5%	60 / 38%q	57 / 31%q	19 / 39%	5 / 11%	1 / 10%	116 / 34%q	7 / 11%	63 / 28%	56 / 35%	21 / 58%	1 / 4%	1 / 15%	119 / 31%	2 / 8%	126 / 53%z	16 / 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	401	38	359	4	116	250	35	376	18	3	2	397	2
Weighted Base	450	43**	402	6**	131*	283	36**	425	20**	1**	***	446	4**
Effective Base	261	21	237	3	69	169	23	246	12	2	2	259	2
Yes - over the counter at the Post Office	39 9%	4 9%	35 9%	-	19 15%e	13 5%	6 18%	37 9%	2 8%	-	-	39 9%	-
Yes - by phone/ letter/ email to the Post Office	49 11%	7 17%	42 10%	-	24 19%e	19 7%	6 16%	43 10%	6 29%	-	-	49 11%	-
Yes - to the regulator (Ofcom)	43 10%	3 8%	40 10%	* 9%	16 13%	23 8%	4 12%	36 8%	7 37%	-	* 59%	43 10%	-
Yes - to Citizens Advice Bureau	48 11%	6 14%	41 10%	2 29%	22 17%e	22 8%	5 14%	38 9%	11 54%	-	-	48 11%	-
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	-	- -	-
Yes - to the shop/ location I dropped the parcel off at	45 10%	1 1%	42 11%	2 29%	15 11%	19 7%	11 31%	43 10%	2 8%	-	-	45 10%	-
No	285 63%	27 62%	256 64%	3 49%	67 51%	207 73%d	11 31%	279 66%	3 17%	1 45%	* 41%	283 63%	2 63%
I don't know	23 5%	* *	22 6%	1 13%	6 5%	12 4%	4 13%	21 5%	-	1 55%	-	22 5%	1 37%
NET Made a complaint to anyone else	142 31%	16 38%	123 31%	2 38%	57 44%e	64 23%	20 56%	125 29%	16 83%	-	* 59%	142 32%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	401	102	84	111	104	39	36	27	26	27	31	31	39	41	44	30	30
Weighted Base	450	120*	102*	120*	108*	43**	47**	31**	36**	34**	32**	34**	43**	43**	40**	37**	30**
Effective Base	261	68	58	72	63	27	25	16	22	18	19	21	24	27	25	20	18
Yes - over the counter at the Post Office	39 9%	15 12%	11 11%	5 4%	8 7%	5 11%	9 20%	1 3%	8 21%	* 1%	3 10%	* *	5 11%	* *	6 16%	1 1%	1 4%
Yes - by phone/ letter/ email to the Post Office	49 11%	14 12%	7 6%	18 15%	10 9%	1 1%	8 17%	6 19%	5 13%	2 5%	* 1%	2 6%	12 28%	4 9%	5 13%	3 7%	2 8%
Yes - to the regulator (Ofcom)	43 10%	13 11%	5 5%	14 11%	12 11%	3 6%	7 15%	3 11%	3 10%	1 4%	* 1%	2 6%	7 17%	4 10%	4 11%	5 14%	2 6%
Yes - to Citizens Advice Bureau	48 11%	14 12%	5 4%	20 17%b	10 9%	2 5%	3 7%	9 28%	-	2 5%	3 9%	3 10%	11 27%	5 12%	4 11%	3 7%	3 9%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	45 10%	16 13%	10 10%	7 6%	12 11%	5 11%	8 18%	3 9%	8 22%	* *	2 7%	1 2%	2 5%	4 9%	5 13%	3 7%	4 14%
No	285 63%	61 51%	73 71%a	80 67%	71 66%	25 58%	22 47%	15 47%	20 55%	30 90%	23 70%	25 74%	24 55%	32 73%	24 60%	24 65%	23 75%
I don't know	23 5%	10 8%	2 2%	6 5%	5 4%	5 11%	5 11%	-	-	-	2 7%	5 15%	1 2%	* *	1 2%	2 5%	2 7%
NET Made a complaint to anyone else	142 31%	49 41%	27 26%	34 28%	32 30%	13 31%	19 42%	16 53%	16 45%	3 10%	7 22%	4 11%	18 43%	11 27%	15 38%	11 30%	5 18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	286	34	252	109	177	155	130	69	76	70	30	21	11	9	145	100	41	20	213	69
Weighted Base	350	49**	301	136*	214	197	152*	88*	108*	79*	25**	28**	10**	13**	196	104*	50*	23**	243	102*
Effective Base	198	27	171	74	125	102	97	49	55	48	16	18	7	7	103	64	32	14	142	54
Yes - over the counter at the Post Office	37 11%	2 4%	35 12%	17 13%	20 9%	27 14%	10 7%	9 11%	12 11%	9 12%	5 18%	-	-	2 17%	21 11%	14 13%	2 4%	2 10%	24 10%	13 13%
Yes - by phone/ letter/ email to the Post Office	53 15%	7 14%	47 15%	27 20%	27 12%	30 15%	24 16%	8 10%	22 21%	11 14%	7 29%	*	-	4 32%	31 16%	19 18%	4 8%	4 18%	38 16%	15 15%
Yes - to the regulator (Ofcom)	42 12%	2 4%	40 13%	24 18%	18 8%	32 16%f	10 6%	10 11%	16 15%	12 15%	2 9%	-	-	2 15%	26 13%	14 14%	2 4%	2 8%	31 13%	11 11%
Yes - to Citizens Advice Bureau	37 11%	2 4%	35 12%	27 20%d	11 5%	24 12%	13 9%	9 10%	13 12%	8 10%	6 25%	-	-	2 17%	21 11%	14 13%	2 4%	2 10%	26 11%	9 9%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34 10%	-	34 11%	22 16%d	12 6%	23 12%	11 7%	6 7%	16 14%	9 12%	1 5%	2 7%	-	-	21 11%	10 10%	2 4%	-	22 9%	12 11%
No	193 55%	40 81%	153 51%	54 40%	139 65%c	104 53%	88 58%	48 55%	53 49%	38 48%	12 46%	25 90%	9 88%	9 68%	102 52%	49 47%	42 84%no	17 77%	131 54%	59 58%
I don't know	25 7%	2 5%	22 7%	5 4%	20 9%	10 5%	15 10%	7 8%	5 5%	7 9%	4 14%	1 3%	1 12%	-	12 6%	11 10%	2 4%	1 5%	14 6%	11 10%
NET Made a complaint to anyone else	132 38%	7 14%	126 42%	77 57%d	55 26%	83 42%	49 32%	33 37%	50 46%	34 43%	10 40%	2 7%	-	4 32%	82 42%p	44 42%p	6 12%	4 18%	98 40%	33 32%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	286	107	70	49	60	177	109	229	55	33	31	62	77	68	170	33	242	75	198	13
Weighted Base	350	125*	91*	70*	64*	216	134*	297	52*	33**	43**	73*	99*	85*	214	33**	306	86*	249	15**
Effective Base	198	66	53	39	42	118	80	162	37	23	23	42	57	46	122	23	170	48	141	9
Yes - over the counter at the Post Office	37 11%	16 13%	8 9%	6 9%	6 10%	25 11%	13 10%	33 11%	4 8%	7 22%	3 8%	11 15%	10 10%	5 6%	25 11%	7 22%	30 10%	17 20%r	20 8%	-
Yes - by phone/ letter/ email to the Post Office	53 15%	20 16%	9 10%	13 19%	11 17%	29 13%	24 18%	48 16%	5 10%	5 16%	11 26%	15 21%	11 11%	12 14%	37 17%	5 16%	48 16%	27 31%r	27 11%	-
Yes - to the regulator (Ofcom)	42 12%	14 11%	10 11%	8 12%	10 15%	24 11%	18 13%	38 13%	4 7%	5 14%	8 18%	9 12%	14 14%	7 9%	30 14%	5 14%	38 12%	25 29%r	16 6%	2 12%
Yes - to Citizens Advice Bureau	37 11%	15 12%	7 8%	9 13%	6 10%	22 10%	15 11%	33 11%	4 8%	5 14%	5 11%	17 23%l	2 2%	9 10%	24 11%l	5 14%	32 11%	18 21%r	19 8%	* 2%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	34 10%	13 10%	6 7%	9 13%	6 9%	19 9%	15 11%	32 11%	2 3%	2 6%	12 27%	5 6%	10 10%	4 5%	26 12%	2 6%	31 10%	13 15%	21 8%	* 2%
No	193 55%	63 50%	58 64%	37 52%	36 56%	121 56%	72 54%	153 52%	40 76%g	17 51%	10 23%	39 53%	57 58%	58 68%n	105 49%	17 51%	170 55%	27 32%	161 64%q	5 35%
I don't know	25 7%	7 6%	5 6%	8 12%	4 7%	12 6%	12 9%	20 7%	3 6%	3 9%	7 16%	1 1%	10 11%m	- -	18 9%m	3 9%	18 6%	2 3%	15 6%	7 51%
NET Made a complaint to anyone else	132 38%	56 44%	28 31%	25 36%	24 37%	83 39%	49 37%	123 42%h	9 18%	13 40%	26 60%	33 46%	31 32%	27 32%	91 42%	13 40%	118 39%	56 66%r	74 30%	2 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	286	214	72	25	177	48	38	23	14	25	13	13	18	24	28	20	22	7	41
Weighted Base	350	291	60**	6**	304	29**	13**	5**	11**	46**	19**	16**	29**	41**	59**	51**	31**	4**	24**
Effective Base	198	173	27	6	159	29	26	16	13	24	12	13	17	22	27	19	21	4	25
Yes - over the counter at the Post Office	37 11%	29 10%	8 14%	3 44%	33 11%	2 7%	3 20%	* 6%	2 21%	4 4%	5 26%	1 8%	8 29%	-	5 8%	6 11%	4 11%	* 3%	2 8%
Yes - by phone/ letter/ email to the Post Office	53 15%	44 15%	9 16%	2 40%	48 16%	1 4%	4 32%	1 10%	2 17%	2 4%	1 7%	2 13%	8 28%	7 17%	15 25%	7 13%	5 15%	* 3%	1 4%
Yes - to the regulator (Ofcom)	42 12%	34 12%	8 13%	* 2%	37 12%	2 5%	3 21%	1 19%	2 17%	-	3 18%	2 9%	12 41%	6 14%	5 8%	8 15%	-	* 3%	1 6%
Yes - to Citizens Advice Bureau	37 11%	28 10%	9 15%	2 43%	33 11%	1 3%	2 15%	1 22%	1 9%	2 4%	1 8%	1 8%	1 4%	3 7%	11 19%	9 18%	3 11%	-	1 3%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34 10%	28 9%	6 11%	* 6%	31 10%	1 4%	2 14%	-	-	6 13%	1 7%	1 7%	8 29%	5 11%	3 4%	7 13%	-	* 3%	1 4%
No	193 55%	164 57%	29 48%	3 47%	164 54%	22 76%	5 43%	2 39%	7 57%	31 67%	8 42%	9 54%	7 24%	20 48%	30 52%	32 62%	21 68%	4 97%	18 73%
I don't know	25 7%	22 8%	3 4%	* 1%	23 7%	2 6%	* 1%	* 4%	1 13%	5 12%	-	-	-	5 11%	6 11%	2 4%	3 9%	-	2 7%
NET Made a complaint to anyone else	132 38%	104 36%	28 48%	3 52%	117 39%	5 18%	7 56%	3 57%	3 30%	10 21%	11 58%	8 46%	22 76%	17 41%	22 37%	17 34%	7 24%	* 3%	5 20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 454

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	286	162	56	215	109	162	15	23	56	9	19	107	115	28	26	10	222	36	139	113	20	9	4	252	13	177	109
Weighted Base	350	201	67*	263	129*	201	13**	21**	67*	9**	17**	133*	140*	34**	31**	11**	274	42**	173*	138*	21**	12**	6**	310	18**	213	137*
Effective Base	198	112	40	147	75	112	10	15	40	6	12	71	84	20	17	7	154	24	89	85	14	8	4	173	12	120	78
Yes - over the counter at the Post Office	37 11%	27 14%	4 6%	34 13%	10 8%	27 14%	2 16%	* 1%	4 6%	4 44%	4 23%	17 12%	17 12%	2 6%	1 5%	-	34 12%	1 3%	14 8%	21 15%	1 3%	1 12%	-	35 11%	1 8%	30 14%	8 6%
Yes - by phone/ letter/ email to the Post Office	53 15%	33 16%	11 16%	43 16%	21 16%	33 16%	2 13%	* 1%	11 16%	4 40%	4 26%	24 18%	20 14%	6 17%	1 4%	3 24%	44 16%	4 9%	23 13%	26 19%	1 4%	3 23%	-	49 16%	3 15%	44 21%z	9 7%
Yes - to the regulator (Ofcom)	42 12%	35 17%bd	2 3%	40 15%bd	8 6%	35 17%	3 26%	2 9%	2 3%	1 13%	1 8%	20 15%	15 11%	2 6%	3 10%	2 18%	35 13%	5 12%	19 11%	20 15%	4 17%	-	-	39 12%	-	39 18%z	3 2%
Yes - to Citizens Advice Bureau	37 11%	27 13%	3 5%	34 13%	11 8%	27 13%	-	-	3 5%	3 37%	3 19%	20 15%	15 11%	-	2 6%	-	35 13%	2 4%	19 11%	14 10%	4 19%	-	-	33 11%	-	31 14%	8 6%
Yes - to someone else (please specify)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34 10%	16 8%	3 4%	31 12%	18 14%	16 8%	1 6%	* 1%	3 4%	1 13%	1 8%	19 14%l	5 4%	10 29%	* 1%	* 1%	24 9%	* 1%	18 10%	14 10%	3 13%	-	-	31 10%	-	31 14%z	3 2%
No	193 55%	104 52%	47 69%c	128 49%	70 54%	104 52%	6 46%	19 90%	47 69%	3 29%	10 61%	68 51%	81 58%	17 50%	20 65%	6 57%	149 55%	26 63%	104 60%	70 51%	8 38%	5 40%	6 100%	174 56%	11 60%	77 36%	116 85%y
I don't know	25 7%	9 5%	6 9%	17 6%	14 11%	9 5%	1 6%	-	6 9%	2 25%	1 7%	8 6%	11 8%	3 7%	3 10%	-	19 7%	3 7%	9 5%	9 6%	4 20%	3 25%	-	17 6%	3 17%	16 8%	9 6%
NET Made a complaint to anyone else	132 38%	87 44%b	14 21%	118 45%b	45 35%	87 44%	6 48%	2 10%	14 21%	4 46%	5 32%	57 43%	48 34%	15 42%	8 25%	5 43%	105 38%	13 30%	60 35%	59 43%	9 41%	4 34%	-	119 38%	4 23%	120 56%z	12 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	286	26	256	4	92	172	22	257	23	5	1	285	-
Weighted Base	350	37**	309	5**	119*	205	26**	319	27**	4**	***	350	.**
Effective Base	198	18	177	4	62	121	16	181	15	3	1	198	-
Yes - over the counter at the Post Office	37 11%	7 20%	30 10%	-	14 12%	18 9%	5 19%	35 11%	2 6%	*	* 100%	37 11%	-
Yes - by phone/ letter/ email to the Post Office	53 15%	6 16%	46 15%	2 43%	24 20%	25 12%	5 19%	48 15%	4 15%	1 34%	* 100%	53 15%	-
Yes - to the regulator (Ofcom)	42 12%	2 5%	40 13%	-	19 16%	22 11%	2 6%	34 11%	6 23%	2 47%	* 100%	42 12%	-
Yes - to Citizens Advice Bureau	37 11%	9 25%	26 8%	2 33%	20 16%	14 7%	3 13%	34 11%	3 10%	-	-	37 11%	-
Yes - to someone else (please specify)	- -	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34 10%	* *	32 11%	1 29%	18 15%	14 7%	2 7%	26 8%	8 30%	* 5%	* 100%	34 10%	-
No	193 55%	19 53%	172 56%	1 29%	55 46%	129 63%d	9 34%	186 58%	7 24%	* 3%	-	193 55%	-
I don't know	25 7%	1 2%	24 8%	-	9 7%	10 5%	6 23%	23 7%	2 8%	-	-	25 7%	-
NET Made a complaint to anyone else	132 38%	17 45%	112 36%	4 71%	56 47%	65 32%	11 44%	110 35%	18 68%	4 97%	* 100%	132 38%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	286	75	62	64	85	23	32	20	21	20	21	19	24	21	40	18	27
Weighted Base	350	91*	88*	79*	92*	30**	33**	28**	29**	30**	30**	22**	31**	27**	43**	22**	27**
Effective Base	198	49	47	48	55	18	18	13	16	15	17	14	18	16	25	13	18
Yes - over the counter at the Post Office	37 11%	11 12%	8 9%	8 11%	10 11%	3 9%	5 16%	2 8%	5 19%	- -	3 9%	2 9%	4 14%	2 8%	9 21%	- -	1 4%
Yes - by phone/ letter/ email to the Post Office	53 15%	14 16%	11 12%	15 19%	13 14%	7 23%	7 23%	- -	6 22%	3 9%	2 7%	2 10%	6 20%	7 26%	8 18%	1 6%	4 16%
Yes - to the regulator (Ofcom)	42 12%	5 5%	13 15%	10 12%	14 15%	2 5%	1 3%	2 9%	6 20%	2 6%	6 20%	* *	4 13%	5 20%	9 20%	2 11%	3 12%
Yes - to Citizens Advice Bureau	37 11%	10 11%	6 7%	8 10%	13 14%	- -	6 19%	4 15%	4 13%	- -	2 8%	* 2%	4 14%	3 11%	8 18%	- -	6 21%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	34 10%	10 11%	9 11%	7 8%	8 9%	2 5%	6 19%	2 7%	4 15%	- -	5 16%	* *	3 10%	4 13%	5 12%	2 8%	1 4%
No	193 55%	44 49%	53 60%	48 60%	48 53%	14 47%	16 47%	15 52%	13 47%	25 86%	14 47%	16 74%	20 64%	12 45%	16 36%	16 75%	16 61%
I don't know	25 7%	8 9%	2 3%	8 10%	6 6%	3 11%	3 8%	2 7%	- -	- -	2 8%	3 15%	2 7%	3 11%	3 7%	- -	3 10%
NET Made a complaint to anyone else	132 38%	39 42%	33 38%	23 29%	38 41%	13 43%	15 45%	11 39%	15 53%	4 14%	14 46%	2 11%	9 29%	12 44%	24 56%	5 25%	8 29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	1196	188	1008	283	913	438	758	175	216	278	154	181	119	73	391	432	373	192	1064	122
Weighted Base	1199	236	963	289	910	476	722	174	223	260	164*	190	101*	87*	397	424	378	188	993	187
Effective Base	727	142	585	171	556	270	460	115	131	157	93	116	65	52	245	250	233	117	617	103
Yes - over the counter at the Post Office	41 / 3%	-	41 / 4%a	24 / 8%d	17 / 2%	27 / 6%f	14 / 2%	12 / 7%kl	15 / 7%kl	8 / 3%	3 / 2%	3 / 2%	-	*	27 / 7%opq	11 / 3%	3 / 1%	*	36 / 4%	6 / 3%
Yes - by phone/ letter/ email to the Post Office	55 / 5%	8 / 3%	47 / 5%	32 / 11%d	22 / 2%	29 / 6%	25 / 3%	12 / 4%	20 / 9%kl	10 / 4%	7 / 4%	3 / 2%	-	2 / 2%	32 / 8%pq	18 / 4%	5 / 1%	2 / 1%	41 / 4%	12 / 6%
Yes - to the regulator (Ofcom)	40 / 3%	3 / 1%	36 / 4%	27 / 9%d	13 / 1%	29 / 6%f	11 / 2%	14 / 8%ijklm	17 / 8%ijklm	5 / 2%	1 / 1%	2 / 1%	1 / 1%	*	31 / 8%opq	6 / 1%	3 / 1%	1 / 1%	32 / 3%	7 / 4%
Yes - to Citizens Advice Bureau	37 / 3%	3 / 1%	34 / 4%	25 / 9%d	12 / 1%	22 / 5%	16 / 2%	15 / 9%jkl	9 / 4%k	9 / 4%k	3 / 2%	-	-	2 / 2%	24 / 6%pq	12 / 3%	2 / 1%	2 / 1%	34 / 3%	4 / 2%
Yes - to someone else (please specify)	14 / 1%	*	13 / 1%	3 / 1%	11 / 1%	2 / *	11 / 2%	1 / 1%	2 / 1%	3 / 1%	5 / 3%	-	2 / 2%	-	3 / 1%	8 / 2%	2 / 1%	2 / 1%	11 / 1%	2 / 1%
Yes - to the shop/ location I dropped the parcel off at	40 / 3%	-	40 / 4%a	21 / 7%d	20 / 2%	17 / 4%	23 / 3%	16 / 9%iklm	14 / 6%kl	6 / 2%	5 / 3%	-	-	*	30 / 7%opq	11 / 3%p	*	*	30 / 3%	10 / 5%
No	985 / 82%	217 / 92%b	768 / 80%	184 / 64%	801 / 88%c	376 / 79%	609 / 84%	110 / 63%	165 / 74%	209 / 80%g	140 / 85%gh	181 / 95%ghij	95 / 95%ghi	86 / 98%ghij	275 / 69%	348 / 82%n	362 / 96%no	181 / 96%no	821 / 83%	149 / 79%
I don't know	43 / 4%	8 / 3%	36 / 4%	10 / 4%	33 / 4%	12 / 3%	31 / 4%	11 / 6%hk	3 / 1%	17 / 7%hk	4 / 4%	2 / 1%	2 / 2%	-	14 / 4%	24 / 6%pq	5 / 1%	2 / 1%	38 / 4%	4 / 2%
NET Made a complaint to anyone else	170 / 14%	11 / 5%	159 / 17%a	94 / 33%d	76 / 8%	88 / 19%f	82 / 11%	53 / 31%ijklm	55 / 25%ijklm	34 / 13%klm	17 / 10%k	6 / 3%	3 / 3%	2 / 2%	108 / 27%opq	51 / 12%pq	11 / 3%	5 / 3%	134 / 14%	35 / 18%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	Income (per year) - Declared £11,500 - £17,499 per yea (j)	Income (per year) - Declared £17,500 - £29,999 per ye (k)	Income (per year) - Declared £30,000 - £49,999 per ye (l)	Income (per year) - Declared £50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Income (per year) - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	1196	325	385	238	247	710	485	772	410	83	121	276	332	262	729	85	1043	255	888	53
Weighted Base	1199	278	398	280	241	676	521	809	378	75*	110*	285	325	268	719	76*	1053	222	918	59*
Effective Base	727	167	238	163	159	405	321	466	258	57	73	179	192	150	444	58	629	150	543	36
Yes - over the counter at the Post Office	41 3%	11 4%	11 3%	7 2%	12 5%	23 3%	19 4%	34 4%	7 2%	3 4%	5 4%	20 7%lm	7 2%	6 2%	32 4%	3 4%	38 4%	18 8%r	19 2%	5 9%r
Yes - by phone/ letter/ email to the Post Office	55 5%	26 9%bc	10 2%	13 4%	7 3%	35 5%	19 4%	50 6%h	5 1%	4 6%	5 4%	19 7%	16 5%	11 4%	40 5%	4 6%	50 5%	19 9%r	33 4%	2 3%
Yes - to the regulator (Ofcom)	40 3%	16 6%d	9 2%	12 4%	3 1%	25 4%	15 3%	36 4%h	4 1%	1 2%	3 2%	14 5%	14 4%	7 3%	30 4%	1 2%	37 4%	16 7%r	23 2%	1 2%
Yes - to Citizens Advice Bureau	37 3%	27 10%bcd	3 1%	3 1%	5 2%	30 4%f	8 1%	33 4%h	5 1%	2 2%	1 1%	9 3%	9 3%	17 6%n	19 3%	1 2%	36 3%	16 7%r	20 2%	1 2%
Yes - to someone else (please specify)	14 1%	1 *	8 2%	4 1%	* *	9 1%	4 1%	10 1%	4 1%	- -	- -	5 2%	6 2%	3 1%	10 1%	- -	14 1%	2 1%	10 1%	1 3%
Yes - to the shop/ location I dropped the parcel off at	40 3%	15 5%	10 2%	8 3%	8 3%	25 4%	16 3%	33 4%	7 2%	6 7%	2 2%	13 5%	11 3%	8 3%	27 4%	6 7%	35 3%	20 9%r	19 2%	2 3%
No	985 82%	198 71%	342 86%a	230 82%a	213 89%a	540 80%	444 85%	629 78%	348 92%g	61 81%	94 85%	210 74%	269 83%k	223 83%k	573 80%	62 81%	862 82%	159 72%	781 85%q	44 76%
I don't know	43 4%	11 4%	17 4%	13 5%	2 1%	28 4%	15 3%	32 4%	7 2%	5 6%	3 3%	12 4%	6 2%	11 4%	20 3%	5 6%	31 3%	5 2%	32 4%	5 9%
NET Made a complaint to anyone else	170 14%	68 25%bcd	40 10%	36 13%	26 11%	109 16%	62 12%	148 18%h	23 6%	10 13%	13 12%	63 22%m	50 15%	33 12%	126 18%	10 13%	160 15%	57 26%r	104 11%	9 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1196	775	421	161	645	192	225	134	69	95	65	78	60	73	61	81	63	25	167
Weighted Base	1199	1005	194	22*	1030	76*	65	27*	49*	172*	96*	99*	91*	114*	126*	190*	93*	7**	69*
Effective Base	727	623	105	55	569	87	124	81	66	91	61	73	57	68	59	77	60	13	76
Yes - over the counter at the Post Office	41 / 3%	38 / 4%	3 / 1%	* / 1%	36 / 3%	2 / 3%	3 / 5%	1 / 2%	1 / 2%	9 / 5%	3 / 4%	1 / 1%	1 / 1%	5 / 4%	7 / 5%	4 / 2%	3 / 4%	* / 2%	2 / 3%
Yes - by phone/ letter/ email to the Post Office	55 / 5%	45 / 4%	10 / 5%	* / 2%	47 / 5%	1 / 2%	6 / 9%eg	* / 2%	1 / 3%	9 / 5%	4 / 4%	4 / 4%	5 / 5%	8 / 7%	6 / 5%	8 / 4%	3 / 3%	* / 2%	1 / 1%
Yes - to the regulator (Ofcom)	40 / 3%	37 / 4%	3 / 1%	* / 2%	35 / 3%	3 / 3%	2 / 3%	* / 1%	-	4 / 2%	4 / 4%	1 / 1%	4 / 5%	10 / 9%hkop	9 / 7%	2 / 1%	-	* / 2%	2 / 4%
Yes - to Citizens Advice Bureau	37 / 3%	31 / 3%	6 / 3%	* / 2%	30 / 3%	3 / 5%	4 / 5%	1 / 3%	-	3 / 2%	-	3 / 3%	4 / 5%	5 / 4%	1 / 1%	11 / 6%	1 / 1%	-	3 / 5%j
Yes - to someone else (please specify)	14 / 1%	11 / 1%	3 / 2%	* / 1%	12 / 1%	1 / 2%	* / 1%	-	-	4 / 2%	-	-	1 / 2%	-	2 / 2%	4 / 2%	-	-	1 / 2%
Yes - to the shop/ location I dropped the parcel off at	40 / 3%	38 / 4%	2 / 1%	* / 1%	34 / 3%	3 / 4%	3 / 5%	* / 1%	1 / 3%	8 / 5%	4 / 4%	3 / 3%	5 / 5%	2 / 2%	6 / 5%	4 / 2%	-	* / 2%	3 / 4%
No	985 / 82%	818 / 81%	167 / 86%	21 / 92%	844 / 82%	63 / 83%	53 / 82%	24 / 89%	43 / 87%	139 / 81%	79 / 82%	90 / 91%mn	75 / 82%	85 / 75%	93 / 74%	164 / 82%	76 / 86%	7 / 98%	56 / 81%
I don't know	43 / 4%	38 / 4%	5 / 3%	* / 1%	38 / 4%	3 / 4%	1 / 1%	1 / 5%	3 / 6%k	5 / 3%	4 / 4%	-	3 / 4%	3 / 3%	4 / 3%	6 / 3%	9 / 10%k	-	3 / 4%
NET Made a complaint to anyone else	170 / 14%	149 / 15%	22 / 11%	1 / 7%	148 / 14%g	10 / 13%	11 / 17%g	2 / 6%	3 / 7%	28 / 16%	13 / 14%	9 / 9%	13 / 14%	25 / 22%hkp	28 / 22%hkp	21 / 11%	7 / 8%	* / 2%	10 / 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	1196	491	439	697	645	491	32	152	439	34	166	412	492	127	120	43	904	163	566	459	96	52	21	1025	73	373	823
Weighted Base	1199	504	440	706	641	504	24**	134*	440	34**	164	416	500	119*	124*	39**	917	163*	584	441	89*	62*	21**	1025	83*	412	787
Effective Base	727	301	269	424	392	301	20	97	269	25	104	250	310	74	71	22	560	93	349	278	56	33	12	626	45	245	482
Yes - over the counter at the Post Office	41 3%	27 5%bd	5 1%	34 5%bd	13 2%	27 5%	2 9%	3 3%	5 1%	1 3%	2 1%	15 3%	20 4%	2 2%	2 2%	2 6%	35 4%	4 3%	20 3%	16 4%	2 2%	2 3%	-	36 4%	2 2%	38 9%z	3 *
Yes - by phone/ letter/ email to the Post Office	55 5%	29 6%b	6 1%	47 7%b	24 4%	29 6%	-	3 2%	6 1%	1 3%	1 1%	28 7%	19 4%	3 2%	2 1%	3 7%	47 5%	5 3%	28 5%	19 4%	4 5%	1 1%	2 2%	48 5%	3 3%	49 12%z	5 1%
Yes - to the regulator (Ofcom)	40 3%	31 6%bd	7 2%	33 5%bd	8 1%	31 6%g	*	1 1%	7 2%	1 3%	3 2%	15 4%	19 4%	3 2%	*	2 5%	35 4%	2 1%	16 3%	15 3%	7 8%r	2 3%	*	31 3%	2 2%	36 9%z	1 *
Yes - to Citizens Advice Bureau	37 3%	27 5%bd	6 1%	31 4%bd	10 2%	27 5%	* 2%	3 2%	6 1%	1 3%	1 1%	19 5%	14 3%	2 2%	*	2 6%	33 4%	2 1%	16 3%	19 4%	*	-	2 11%	35 3%	2 3%	36 9%z	1 *
Yes - to someone else (please specify)	14 1%	4 1%	9 2%	4 1%	9 1%	4 1%	-	2 2%	9 2%	-	1 1%	4 1%	8 2%	1 1%	-	-	12 1%	-	10 2%	2 *	-	2 4%s	-	11 1%	2 3%	4 1%	10 1%
Yes - to the shop/ location I dropped the parcel off at	40 3%	29 6%bd	8 2%	32 5%d	11 2%	29 6%	17%	4 3%	8 2%	1 4%	2 1%	12 3%	22 4%q	7 6%nq	-	-	34 4%	-	17 3%	20 5%	3 3%	-	-	38 4%	-	39 9%z	2 *
No	985 82%	390 77%	389 88%ac	551 78%	550 86%ac	390 77%	18 76%	115 86%	389 88%	30 89%	158 96%h	343 82%	389 78%	102 86%	117 95%klp	34 87%	731 80%	151 93%klp	481 82%	362 82%	67 75%	56 90%	19 89%	843 82%	74 90%	247 60%	738 94%y
I don't know	43 4%	14 3%	16 4%	23 3%	24 4%	14 3%	1 3%	6 5%	16 4%	2 7%	1 *	10 2%	29 6%k	1 1%	3 3%	-	39 4%	3 2%	23 4%	14 3%	6 7%	*	-	37 4%	*	18 4%	25 3%
NET Made a complaint to anyone else	170 14%	100 20%bd	35 8%	132 19%bd	67 10%	100 20%g	5 21%	12 9%	35 8%	1 4%	5 3%	64 15%nq	83 17%nq	16 13%n	3 3%	5 13%	146 16%nq	8 5%	80 14%	65 15%	16 18%	6 10%	2 11%	145 14%	8 10%	147 36%z	23 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1196	65	1123	8	342	785	69	1146	33	10	2	1189	5
Weighted Base	1199	50*	1139	10**	308	826	65*	1144	37**	14**	2**	1195	2**
Effective Base	727	33	688	6	196	492	40	695	22	8	1	724	2
Yes - over the counter at the Post Office	41 3%	1 2%	37 3%	3 33%	24 8%e	13 2%	4 7%e	37 3%	4 11%	- -	- -	41 3%	- -
Yes - by phone/ letter/ email to the Post Office	55 5%	6 13%b	47 4%	1 10%	27 9%e	23 3%	4 6%	49 4%	4 10%	2 16%	- -	55 5%	- -
Yes - to the regulator (Ofcom)	40 3%	1 2%	38 3%	- -	13 4%	24 3%	2 4%	28 2%	10 27%	1 10%	- -	40 3%	- -
Yes - to Citizens Advice Bureau	37 3%	4 8%	33 3%	- -	23 7%e	14 2%	1 1%	30 3%	3 7%	4 29%	- -	37 3%	- -
Yes - to someone else (please specify)	14 1%	- -	14 1%	- -	3 1%	11 1%	* 1%	14 1%	- -	- -	- -	14 1%	- -
Yes - to the shop/ location I dropped the parcel off at	40 3%	4 8%	37 3%	- -	15 5%	22 3%	3 5%	35 3%	4 11%	2 12%	- -	40 3%	- -
No	985 82%	38 76%	940 83%	6 62%	227 74%	711 86%df	46 72%	961 84%	15 40%	7 49%	2 100%	983 82%	* 4%
I don't know	43 4%	1 2%	42 4%	- -	11 4%	26 3%	6 9%	40 3%	2 4%	- -	- -	41 3%	2 96%
NET Made a complaint to anyone else	170 14%	11 22%	156 14%	4 38%	69 23%e	89 11%	13 20%	143 12%	20 55%	7 51%	- -	170 14%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	1196	274	285	325	312	104	84	86	90	97	98	102	100	123	109	109	94
Weighted Base	1199	302	284	309	304	110*	91*	101*	105*	87*	92*	99*	86*	124*	101*	103*	100*
Effective Base	727	181	173	186	188	69	53	59	59	55	60	56	61	70	66	62	60
Yes - over the counter at the Post Office	41 / 3%	13 / 4%	10 / 4%	4 / 1%	14 / 5%	5 / 4%	3 / 4%	5 / 4%	7 / 6%	2 / 2%	2 / 2%	* / *	2 / 2%	2 / 2%	6 / 6%	5 / 5%	4 / 4%
Yes - by phone/ letter/ email to the Post Office	55 / 5%	17 / 6%	12 / 4%	12 / 4%	13 / 4%	5 / 4%	5 / 6%	7 / 7%k	7 / 7%	* / 1%	4 / 5%	- / -	4 / 5%	8 / 7%	3 / 3%	4 / 4%	6 / 6%
Yes - to the regulator (Ofcom)	40 / 3%	13 / 4%	16 / 6%c	5 / 2%	6 / 2%	4 / 4%	6 / 7%	2 / 2%	10 / 9%ln	4 / 4%	2 / 2%	1 / 1%	- / -	4 / 3%	1 / 1%	3 / 3%	3 / 3%
Yes - to Citizens Advice Bureau	37 / 3%	18 / 6%b	1 / *	10 / 3%b	9 / 3%b	2 / 2%	8 / 9%hijl	8 / 7%hi	- / -	- / -	1 / 1%	3 / 3%	* / *	6 / 5%	4 / 4%	1 / 1%	4 / 4%
Yes - to someone else (please specify)	14 / 1%	9 / 3%cd	4 / 2%	* / *	- / -	2 / 2%	5 / 6%m	1 / 1%	3 / 3%	1 / 1%	- / -	- / -	* / *	- / -	- / -	- / -	- / -
Yes - to the shop/ location I dropped the parcel off at	40 / 3%	18 / 6%c	8 / 3%	5 / 2%	9 / 3%	11 / 10%jklm	3 / 3%	4 / 4%	5 / 5%	2 / 2%	1 / 1%	1 / 1%	3 / 3%	1 / 1%	2 / 2%	5 / 5%	2 / 2%
No	985 / 82%	218 / 72%	236 / 83%a	273 / 89%a	257 / 85%a	77 / 70%	64 / 70%	77 / 76%	80 / 76%	76 / 88%ef	80 / 87%ef	90 / 91%efgh	76 / 89%ef	107 / 87%ef	85 / 84%	84 / 82%	88 / 88%ef
I don't know	43 / 4%	19 / 6%c	9 / 3%	9 / 2%	9 / 3%	5 / 5%	9 / 10%m	5 / 5%	4 / 3%	2 / 2%	4 / 4%	3 / 3%	1 / 1%	2 / 2%	3 / 3%	4 / 4%	3 / 3%
NET Made a complaint to anyone else	170 / 14%	65 / 22%bcd	38 / 14%	29 / 9%	38 / 12%	27 / 25%ijklmp	19 / 20%k	19 / 19%k	22 / 21%k	9 / 10%	8 / 9%	6 / 6%	9 / 10%	15 / 12%	13 / 13%	15 / 15%	9 / 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	523	101	422	147	376	276	247	92	133	120	72	63	25	18	225	192	106	43	434	83
Weighted Base	563	124*	438	169*	393	323	239	96*	161*	133*	70*	64*	24**	14**	257	203	102*	38**	420	133*
Effective Base	331	79	253	95	236	178	155	55	92	78	42	39	16	10	147	120	65	25	259	69
Yes - over the counter at the Post Office	28 / 5%	-	28 / 6%a	15 / 9%d	13 / 3%	16 / 5%	12 / 5%	7 / 7%	8 / 5%	9 / 7%	3 / 5%	* / *	-	-	15 / 6%	12 / 6%	* / *	-	20 / 5%	8 / 6%
Yes - by phone/ letter/ email to the Post Office	44 / 8%	2 / 2%	42 / 10%a	19 / 12%	25 / 6%	29 / 9%	15 / 6%	11 / 12%	13 / 8%	6 / 5%	6 / 9%	3 / 4%	3 / 11%	2 / 14%	24 / 10%	12 / 6%	7 / 7%	5 / 12%	28 / 7%	16 / 12%
Yes - to the regulator (Ofcom)	39 / 7%	-	39 / 9%a	25 / 15%d	14 / 4%	33 / 10%f	5 / 2%	8 / 8%	20 / 12%k	6 / 4%	2 / 3%	-	3 / 11%	* / *	28 / 11%o	8 / 4%	3 / 3%	3 / 7%	31 / 7%	8 / 6%
Yes - to Citizens Advice Bureau	39 / 7%	2 / 2%	37 / 8%a	29 / 17%d	9 / 2%	31 / 10%f	7 / 3%	8 / 8%	11 / 7%	12 / 9%	3 / 5%	2 / 3%	-	2 / 14%	19 / 7%	16 / 8%	4 / 4%	2 / 5%	30 / 7%	9 / 7%
Yes - to someone else (please specify)	* / *	-	* / *	* / *	-	* / *	-	-	-	-	-	-	-	* / 1%	-	-	* / *	* / *	* / *	-
Yes - to the shop/ location I dropped the parcel off at	55 / 10%	-	55 / 12%a	33 / 19%d	22 / 6%	45 / 14%f	10 / 4%	12 / 12%k	20 / 13%k	14 / 11%k	6%	-	4 / 16%	* / *	32 / 12%	19 / 9%	4 / 4%	4 / 10%	43 / 10%	11 / 9%
No	392 / 70%	119 / 96%b	273 / 62%	80 / 48%	312 / 79%c	214 / 66%	179 / 75%	55 / 57%	105 / 65%	95 / 72%	51 / 73%	57 / 89%ghi	17 / 71%	11 / 80%	160 / 62%	147 / 72%	85 / 84%n	28 / 74%	295 / 70%	88 / 66%
I don't know	30 / 5%	3 / 2%	27 / 6%	5 / 3%	25 / 6%	9 / 3%	21 / 9%e	10 / 10%i	6 / 4%	2 / 1%	6 / 8%	2 / 3%	3 / 13%	1 / 5%	16 / 6%	8 / 4%	6 / 6%	4 / 10%	22 / 5%	8 / 6%
NET Made a complaint to anyone else	140 / 25%	2 / 2%	138 / 31%a	83 / 48%d	57 / 14%	100 / 31%f	40 / 17%	31 / 33%k	50 / 31%k	36 / 27%k	13 / 19%	5 / 7%	4 / 16%	2 / 15%	81 / 32%p	49 / 24%p	11 / 10%	6 / 16%	104 / 25%	36 / 27%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 per yea (i)	£11,500 - £17,499 per yea (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	523	173	147	108	95	320	203	384	133	37	52	115	161	117	328	38	462	126	375	22
Weighted Base	563	157*	174	135*	96*	331	232	454	104*	30**	47*	144*	169	128*	360	32**	505	121*	413	28**
Effective Base	331	90	101	78	62	191	140	251	83	23	32	80	103	68	214	24	293	76	240	15
Yes - over the counter at the Post Office	28 5%	10 6%	9 5%	5 4%	4 4%	19 6%	9 4%	26 6%	2 2%	1 5%	3 6%	14 10%	7 4%	2 2%	24 7%	1 5%	26 5%	15 12%r	13 3%	-
Yes - by phone/ letter/ email to the Post Office	44 8%	7 5%	13 7%	15 11%	9 10%	20 6%	24 10%	43 9%h	1 1%	1 4%	6 12%	17 12%	14 8%	6 5%	36 10%	1 4%	42 8%	21 17%r	17 4%	6 20%
Yes - to the regulator (Ofcom)	39 7%	10 7%	13 8%	11 8%	4 4%	24 7%	15 6%	35 8%	4 4%	1 4%	5 10%	14 10%	11 7%	8 6%	30 8%	1 4%	37 7%	17 17%r	17 4%	1 4%
Yes - to Citizens Advice Bureau	39 7%	16 10%	7 4%	6 5%	9 9%	24 7%	15 6%	34 7%	5 5%	2 6%	3 5%	10 7%	12 7%	12 9%	25 7%	2 5%	37 7%	23 19%r	16 4%	-
Yes - to someone else (please specify)	* *	*	-	-	-	*	-	*	*	-	-	-	*	-	*	-	*	*	-	-
Yes - to the shop/ location I dropped the parcel off at	55 10%	12 8%	15 9%	15 11%	12 13%	27 8%	27 12%	46 10%	8 8%	3 10%	4 8%	21 15%	14 8%	13 10%	39 11%	3 9%	52 10%	28 23%r	25 6%	2 7%
No	392 70%	107 68%	125 72%	96 71%	64 66%	232 70%	160 69%	305 67%	84 81%g	21 70%	24 51%	89 62%	123 73%j	96 75%j	236 65%	23 71%	348 69%	54 44%	325 79%q	14 49%
I don't know	30 5%	6 4%	10 6%	6 4%	7 8%	17 5%	13 6%	22 5%	7 7%	5 17%	7 14%klmn	3 3%	7 4%	5 4%	16 4%	5 16%	22 4%	4 3%	21 5%	6 20%
NET Made a complaint to anyone else	140 25%	43 28%	38 22%	33 25%	25 26%	82 25%	59 25%	128 28%h	13 12%	4 13%	16 35%	53 37%m	39 23%	27 21%	109 30%	4 12%	136 27%	64 53%r	67 16%	9 31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	523	360	163	75	286	100	83	54	27	35	37	26	30	34	36	32	29	11	89
Weighted Base	563	484	78*	15**	479	43*	31*	10*	20**	66*	55*	33**	46**	56*	81*	76*	45**	4**	39*
Effective Base	331	287	43	12	255	50	49	35	26	34	34	25	29	32	35	31	28	4	45
Yes - over the counter at the Post Office	28 5%	21 4%	7 9%	3 17%	22 4%	4 9%	2 6%	1 7%	1 4%	4 6%	1 2%	1 4%	3 7%	2 4%	-	5 6%	4 8%	-	4 9%n
Yes - by phone/ letter/ email to the Post Office	44 8%	43 9%	1 1%	* 3%	37 8%	1 2%	6 18%de	1 6%	2 9%	2 3%	1 3%	1 4%	5 11%	5 8%	14 17%r	6 8%	1 2%	* 4%	1 1%
Yes - to the regulator (Ofcom)	39 7%	35 7%	4 5%	* 2%	36 7%	1 3%	1 4%	* 2%	1 5%	2 3%	3 6%	4 11%	6 14%	4 8%	13 16%	3 4%	-	-	1 3%
Yes - to Citizens Advice Bureau	39 7%	34 7%	5 6%	3 16%	33 7%	3 7%	2 7%	* 2%	1 3%	4 5%	3 6%	1 4%	7 14%	5 9%	8 10%	3 4%	2 5%	* 4%	3 7%
Yes - to someone else (please specify)	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
Yes - to the shop/ location I dropped the parcel off at	55 10%	52 11%	3 4%	* 3%	50 10%	3 6%	2 7%	* 3%	3 13%	6 9%	3 5%	1 4%	9 19%	7 13%	8 9%	3 4%	11 25%	* 4%	2 6%
No	392 70%	332 69%	60 77%	11 75%	327 68%	34 79%	24 77%	7 72%	12 58%	50 76%	40 73%	26 79%	31 67%	32 57%	43 54%	65 85%mn	28 62%	4 96%	30 78%n
I don't know	30 5%	27 6%	3 3%	* 2%	27 6%	1 3%	1 3%	1 12%e	2 12%	4 5%	3 6%	1 2%	1 3%	5 8%	6 7%	4 5%	1 3%	-	1 3%
NET Made a complaint to anyone else	140 25%	125 26%	16 20%	3 23%	125 26%	8 18%	6 20%	2 16%	6 30%	12 18%	12 22%	6 19%	14 30%	19 34%o	32 39%o	8 10%	16 35%	* 4%	8 19%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	523	244	142	349	247	244	15	57	142*	11	25**	188	199	58	56	22	387	78	255	201	35	21	10	456	31	238	285
Weighted Base	563	275	143*	390	258	275	10**	45*	143*	11**	25**	200	237	55*	50*	20**	438	70*	270	221	34**	26**	11**	491	36**	276	286
Effective Base	331	159	88	224	153	159	8	36	88	8	20	116	135	35	32	13	251	45	158	129	20	15	8	287	23	154	177
Yes - over the counter at the Post Office	28 5%	16 6%	3 2%	25 6%	12 5%	16 6%	-	-	3 2%	1 10%	1 5%	16 8%	10 4%	2 4%	-	-	26 6%	-	15 5%	12 6%	-	1 4%	-	27 5%	1 3%	24 9%z	4 1%
Yes - by phone/ letter/ email to the Post Office	44 8%	24 9%	8 6%	36 9%	20 8%	24 9%	* 1%	* *	8 6%	1 10%	1 5%	23 12%nq	13 6%	7 13%nq	-	* 1%	37 8%	* *	19 7%	19 9%	6 17%	1 2%	-	38 8%	1 1%	36 13%z	8 3%
Yes - to the regulator (Ofcom)	39 7%	26 10%b	2 2%	35 9%b	11 4%	26 10%	-	2 4%	2 2%	1 10%	1 5%	20 10%	10 4%	5 9%	-	3 16%	30 7%	3 5%	18 7%	15 7%	4 12%	1 5%	1 12%	32 7%	3 7%	36 13%z	2 1%
Yes - to Citizens Advice Bureau	39 7%	25 9%	7 5%	31 8%	14 5%	25 9%	-	2 4%	7 5%	2 16%	2 7%	23 12%q	13 5%	3 5%	* *	-	36 8%	* *	24 9%	8 4%	5 15%	2 7%	* *	32 6%	2 5%	36 13%z	3 1%
Yes - to someone else (please specify)	* *	-	* *	-	* *	-	-	-	* *	-	* *	* *	-	-	-	-	* *	-	-	* *	-	* *	-	* *	-	-	* *
Yes - to the shop/ location I dropped the parcel off at	55 10%	36 13%b	4 3%	51 13%b	19 7%	36 13%	2 17%	5 12%	4 3%	1 10%	1 5%	28 14%	19 8%	3 5%	5 10%	-	47 11%	5 7%	22 8%	27 12%	2 6%	2 6%	-	49 10%	2 5%	50 18%z	5 2%
No	392 70%	182 66%	117 82%ac	247 63%	182 71%	182 66%	5 51%	34 76%	117 82%	9 84%	22 90%	122 61%	179 75%k	35 64%	42 84%k	15 73%	300 69%	57 81%k	194 72%	156 71%	17 49%	16 62%	9 87%	350 71%	25 69%	127 46%	265 93%y
I don't know	30 5%	14 5%	8 6%	22 6%	16 6%	14 5%	3 32%	4 9%	8 6%	-	1 3%	10 5%	14 6%	1 3%	3 6%	2 10%	23 5%	5 7%	15 6%	8 3%	3 9%	4 16%	-	23 5%	4 11%	23 8%z	7 2%
NET Made a complaint to anyone else	140 25%	79 29%b	18 13%	121 31%b	60 23%	79 29%	2 18%	7 16%	18 13%	2 16%	2 7%	69 35%lnq	45 19%	18 33%nq	5 10%	3 17%	114 26%nq	8 12%	60 22%	57 26%	14 42%	6 22%	1 13%	117 24%	7 19%	126 46%z	14 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	523	39	479	5	163	329	31	493	21	5	3	519	1
Weighted Base	563	34**	522	6**	159*	365	38**	529	25**	8**	1**	561	1**
Effective Base	331	22	306	3	97	212	21	312	15	3	1	329	1
Yes - over the counter at the Post Office	28 5%	* 1%	28 5%	-	10 6%	15 4%	2 6%	28 5%	*	-	-	28 5%	-
Yes - by phone/ letter/ email to the Post Office	44 8%	3 10%	38 7%	3 50%	22 14%e	19 5%	3 8%	34 6%	5 21%	5 63%	* 12%	44 8%	-
Yes - to the regulator (Ofcom)	39 7%	5 16%	33 6%	-	18 11%	21 6%	-	30 6%	6 23%	3 35%	* 12%	39 7%	-
Yes - to Citizens Advice Bureau	39 7%	2 7%	36 7%	-	19 12%e	19 5%	2 4%	35 7%	4 15%	-	-	39 7%	-
Yes - to someone else (please specify)	* *	-	* *	-	* *	-	-	* *	-	-	-	* *	-
Yes - to the shop/ location I dropped the parcel off at	55 10%	10 28%	45 9%	-	28 18%e	25 7%	2 5%	43 8%	9 35%	3 41%	* 12%	55 10%	-
No	392 70%	22 65%	367 70%	3 50%	88 55%	285 78%d	20 52%	386 73%	5 20%	* 1%	1 88%	391 70%	1 100%
I don't know	30 5%	-	30 6%	-	6 4%	14 4%	10 25%	28 5%	-	2 30%	-	30 5%	-
NET Made a complaint to anyone else	140 25%	12 35%	125 24%	3 50%	65 41%e	66 18%	9 22%	115 22%	20 80%	5 68%	* 12%	140 25%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	523	116	133	135	139	42	43	31	45	51	37	42	46	47	45	46	48
Weighted Base	563	132*	146*	143*	141*	54*	46**	33**	53**	55*	38**	41**	55*	47**	35**	52**	54**
Effective Base	331	77	85	88	81	31	26	20	30	33	22	29	32	28	24	28	30
Yes - over the counter at the Post Office	28 5%	9 7%	3 2%	10 7%	6 5%	5 9%	2 5%	2 6%	*	-	2 6%	2 4%	5 10%	3 6%	4 12%	1 1%	2 3%
Yes - by phone/ letter/ email to the Post Office	44 8%	10 8%	6 4%	12 9%	15 11%	7 13%	3 8%	-	3 5%	2 3%	1 4%	2 5%	7 13%	3 7%	1 4%	8 16%	6 10%
Yes - to the regulator (Ofcom)	39 7%	12 9%	8 5%	7 5%	12 9%	-	9 20%	2 8%	4 8%	1 3%	2 5%	3 8%	2 3%	2 4%	5 15%	3 5%	5 8%
Yes - to Citizens Advice Bureau	39 7%	8 6%	4 3%	12 8%	15 11%b	2 4%	5 11%	1 2%	-	2 3%	3 7%	-	6 10%	6 13%	8 24%	2 3%	5 9%
Yes - to someone else (please specify)	*	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	55 10%	11 8%	13 9%	16 11%	15 11%	2 4%	7 16%	2 5%	5 10%	8 14%	1 2%	7 17%	7 12%	2 4%	8 23%	1 2%	6 11%
No	392 70%	86 65%	108 74%	101 71%	96 68%	36 67%	26 58%	23 71%	44 84%	38 68%	26 68%	27 66%	35 64%	39 84%	15 43%	38 74%	43 80%
I don't know	30 5%	8 6%	12 8%	6 4%	4 3%	3 5%	2 5%	3 8%	2 4%	7 12%	3 9%	5 11%	1 2%	*	4 11%	-	1 1%
NET Made a complaint to anyone else	140 25%	38 29%	26 18%	35 25%	40 29%	15 28%	17 37%	7 20%	6 12%	11 19%	9 24%	9 23%	19 34%	7 15%	16 46%	14 26%	10 19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	776	141	635	173	603	422	353	74	91	146	123	165	105	72	165	269	342	177	704	69
Weighted Base	806	191	615	175*	631	453	352	93*	120*	163*	120*	166*	78*	67*	213	283	310	145*	683	118*
Effective Base	464	106	358	97	368	251	213	49	62	89	74	99	49	45	111	163	192	94	404	59
Yes - over the counter at the Post Office	44 5%	- -	44 7%a	26 15%d	18 3%	31 7%	12 4%	9 9%kl	11 9%kl	16 10%klm	5 5%	2 1%	- -	* *	20 9%pq	22 8%pq	2 1%	* *	28 4%	15 13%r
Yes - by phone/ letter/ email to the Post Office	41 5%	6 3%	35 6%	20 11%d	21 3%	28 6%	13 4%	9 10%kl	17 14%ikl	6 3%	5 4%	3 2%	- -	2 3%	26 12%opq	11 4%	5 2%	2 1%	31 5%	9 7%
Yes - to the regulator (Ofcom)	35 4%	- -	35 6%a	22 12%d	13 2%	29 6%f	6 2%	9 10%klm	12 10%klm	6 4%	7 6%k	1 *	- -	* *	21 10%pq	13 4%pq	1 *	* *	24 3%	11 10%r
Yes - to Citizens Advice Bureau	27 3%	- -	27 4%a	15 8%d	12 2%	20 5%	7 2%	3 4%	10 9%l	8 5%	2 2%	3 2%	- -	- -	14 6%pq	10 4%	3 1%	- -	21 3%	6 5%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	27 3%	- -	27 4%a	10 6%	16 3%	19 4%	8 2%	* *	8 7%	11 7%	5 4%	3 2%	- -	* *	8 4%	15 5%pq	3 1%	* *	21 3%	6 5%
No	660 82%	183 96%b	477 78%	107 61%	553 88%c	360 79%	299 85%	61 66%	81 67%	126 78%	98 82%	154 93%ghij	77 98%ghij	63 95%ghij	142 67%	224 79%n	294 95%no	140 97%no	572 84%s	84 71%
I don't know	30 4%	2 1%	29 5%	7 4%	23 4%	15 3%	15 4%	5 6%	6 5%	5 3%	9 7%	2 1%	1 2%	2 2%	11 5%	14 5%	5 2%	3 2%	21 3%	9 8%
NET Made a complaint to anyone else	116 14%	6 3%	109 18%a	62 35%d	54 9%	78 17%f	37 11%	26 28%jklm	33 28%jklm	31 19%klm	14 11%l	9 6%	- -	2 3%	60 28%opq	45 16%pq	11 4%	2 1%	89 13%	25 21%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	776	252	226	138	160	478	298	483	278	57	64	193	239	149	496	57	673	167	571	38
Weighted Base	806	222	266	166*	152*	488	318	565	228	50*	70*	204	246	158*	520	50*	706	156*	608	42**
Effective Base	464	125	148	95	97	274	191	304	158	30	41	120	140	86	301	30	404	97	342	26
Yes - over the counter at the Post Office	44 5%	25 11%bcd	10 4%	8 5%	1 1%	34 7%	9 3%	42 7%h	2 1%	4 8%	3 5%	16 8%	9 4%	11 7%	28 5%	4 8%	40 6%	21 14%r	23 4%	-
Yes - by phone/ letter/ email to the Post Office	41 5%	18 8%	8 3%	7 4%	8 5%	26 5%	15 5%	39 7%h	2 1%	1 3%	4 6%	12 6%	15 6%	9 5%	31 6%	1 3%	40 6%	20 13%r	21 4%	-
Yes - to the regulator (Ofcom)	35 4%	16 7%b	3 1%	9 5%	7 5%	19 4%	16 5%	32 6%h	3 1%	3 6%	6 8%	10 5%	7 3%	9 6%	22 4%	3 6%	32 4%	20 13%r	13 2%	2 4%
Yes - to Citizens Advice Bureau	27 3%	10 5%	4 2%	6 4%	7 4%	14 3%	13 4%	23 4%	4 2%	2 4%	4 6%	11 5%	4 2%	6 4%	19 4%	2 4%	25 4%	18 11%r	8 1%	1 3%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	27 3%	8 3%	11 4%	5 3%	3 2%	18 4%	8 3%	26 5%h	1 1%	2 4%	-	15 7%	6 3%	4 3%	21 4%	2 4%	25 4%	13 8%r	12 2%	3 6%
No	660 82%	159 71%	230 86%a	144 87%a	128 84%a	388 80%	272 85%	436 77%	214 94%g	39 77%	51 73%	160 78%	204 83%	131 83%	414 80%	39 77%	573 81%	98 63%	530 87%q	33 78%
I don't know	30 4%	7 3%	12 4%	5 3%	6 4%	19 4%	11 3%	20 4%	8 3%	5 9%m	5 7%	5 3%	12 5%	2 1%	22 4%	5 9%	24 3%	7 5%	19 3%	4 9%
NET Made a complaint to anyone else	116 14%	56 25%bcd	24 9%	17 11%	18 12%	80 16%	36 11%	109 19%h	7 3%	7 14%	14 20%	39 19%	31 12%	25 16%	84 16%	7 14%	109 15%	51 33%r	59 10%	5 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	776	487	289	124	411	141	128	96	47	43	35	35	43	57	50	57	44	26	115
Weighted Base	806	658	147*	32**	681	68*	40*	17*	34*	81*	52*	45*	70*	88*	113*	134*	64*	10**	58*
Effective Base	464	387	78	21	357	63	70	62	45	40	32	34	39	53	48	54	41	11	53
Yes - over the counter at the Post Office	44 5%	38 6%	6 4%	* 1%	39 6%	1 2%	3 7%	1 4%	2 6%m	4 5%	3 6%	2 5%	8 11%mp	-	14 13%mp	6 4%	-	* 1%	1 2%
Yes - by phone/ letter/ email to the Post Office	41 5%	35 5%	6 4%	* 1%	35 5%	2 3%	4 9%	* 2%	-	4 5%	-	1 3%	3 4%	8 9%	10 9%	7 5%	3 5%	1 10%	1 1%
Yes - to the regulator (Ofcom)	35 4%	28 4%	6 4%	* 1%	28 4%	2 3%	4 11%d	1 5%	1 3%	-	2 4%	1 3%	7 9%l	3 3%	5 5%	6 4%	3 4%	* 1%	2 3%
Yes - to Citizens Advice Bureau	27 3%	19 3%	8 6%	2 5%	22 3%	2 3%	3 6%	* 1%	1 3%	-	1 3%	3 6%	7 10%l	1 1%	4 4%	5 2%	1 2%	-	2 4%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	27 3%	25 4%	2 1%	1 2%	22 3%	3 4%	2 4%	* 1%	2 6%m	2 3%	1 3%	-	5 7%	-	8 7%	3 2%	1 2%	* 1%	3 4%
No	660 82%	536 81%	123 84%	29 92%	554 81%	60 89%	31 78%	15 89%	28 83%	68 84%	42 81%	37 83%	50 71%	71 81%	82 73%	121 90%ln	54 84%	9 90%	51 88%l
I don't know	30 4%	28 4%	3 2%	*	28 4%	2 2%	1 2%	* 1%	2 7%	3 4%	1 3%	-	3 4%	6 7%	6 6%	4 3%	2 4%	-	2 3%
NET Made a complaint to anyone else	116 14%	94 14%	21 15%	3 8%	100 15%	6 9%	8 21%e	2 11%	3 10%	10 13%	8 16%	8 17%	17 25%o	11 13%	24 21%o	9 7%	8 13%	1 10%	5 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	776	341	266	488	413	341	21	115	266	20	112	322	315	81	64	23	607	87	400	295	42	25	14	695	39	248	528
Weighted Base	806	370	243	538	411	370	16**	93*	243	18**	85*	302	315	89*	76*	23**	618	99*	393	322	41**	35**	15**	715	50**	273	533
Effective Base	464	214	151	302	238	214	11	71	151	12	60	177	181	51	42	14	358	55	229	180	28	20	9	409	29	157	308
Yes - over the counter at the Post Office	44 / 5%	27 / 7%	10 / 4%	34 / 6%	16 / 4%	27 / 7%g	1 / 5%	* / 1%	10 / 4%	2 / 10%	2 / 2%	20 / 6%	20 / 6%	2 / 2%	*	2 / 9%	39 / 6%	2 / 3%	17 / 4%	24 / 7%	2 / 6%	* / 1%	-	41 / 6%	* / 1%	41 / 15%z	3 / 1%
Yes - by phone/ letter/ email to the Post Office	41 / 5%	24 / 6%	6 / 2%	34 / 6%	15 / 4%	24 / 6%	-	1 / 1%	6 / 2%	1 / 8%	1 / 1%	17 / 6%	13 / 4%	10 / 11%lnc	-	1 / 6%	30 / 5%	1 / 1%	24 / 6%	12 / 4%	2 / 5%	2 / 6%	1	36 / 5%	3 / 7%	35 / 13%z	6 / 1%
Yes - to the regulator (Ofcom)	35 / 4%	23 / 6%	9 / 4%	26 / 5%	12 / 3%	23 / 6%	2 / 13%	1 / 1%	9 / 4%	1 / 6%	2 / 2%	17 / 6%	12 / 4%	4 / 4%	2 / 2%	* / 1%	29 / 5%	2 / 2%	11 / 3%	16 / 5%	6 / 16%	2 / 4%	-	27 / 4%	2 / 3%	31 / 11%z	4 / 1%
Yes - to Citizens Advice Bureau	27 / 3%	16 / 4%	8 / 3%	19 / 3%	11 / 3%	16 / 4%	1 / 4%	1 / 1%	8 / 3%	1 / 6%	1 / 2%	16 / 5%	6 / 2%	2 / 3%	2 / 2%	1 / 5%	22 / 4%	3 / 3%	13 / 3%	12 / 4%	-	-	9	26 / 4%	1 / 3%	22 / 8%z	5 / 1%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	27 / 3%	14 / 4%	5 / 2%	22 / 4%	13 / 3%	14 / 4%	1 / 5%	*	5 / 2%	1 / 6%	1 / 1%	18 / 6%	9 / 3%	*	*	-	27 / 4%	*	16 / 4%	11 / 3%	-	-	-	27 / 4%	-	27 / 7%z	-
No	660 / 82%	292 / 79%	209 / 86%	428 / 80%	345 / 84%	292 / 79%	9 / 56%	84 / 90%e	209 / 86%	14 / 82%	82 / 96%h	242 / 80%	263 / 83%	69 / 77%	68 / 89%	19 / 83%	504 / 82%	86 / 87%	330 / 84%	260 / 81%	27 / 67%	31 / 88%	12 / 81%	589 / 82%	43 / 86%	151 / 55%	509 / 96%y
I don't know	30 / 4%	15 / 4%	11 / 4%	20 / 4%	15 / 4%	15 / 4%	3 / 21%	6 / 7%	11 / 4%	1 / 7%	1 / 1%	13 / 4%	10 / 3%	2 / 2%	5 / 7%	* / 2%	23 / 4%	5 / 5%	10 / 2%	15 / 5%	5	-	1 / 10%	24 / 3%	1 / 3%	19 / 7%z	11 / 2%
NET Made a complaint to anyone else	116 / 14%	63 / 17%b	23 / 10%	91 / 17%b	51 / 12%	63 / 17%g	4 / 23%	3 / 3%	23 / 10%	2 / 11%	3 / 3%	48 / 16%	43 / 14%	18 / 20%n	4 / 5%	4 / 16%	90 / 15%	7 / 7%	54 / 14%	48 / 15%	9 / 21%	4 / 12%	1 / 9%	102 / 14%	5 / 11%	103 / 38%z	13 / 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	776	56	714	6	236	496	44	743	22	8	2	773	1
Weighted Base	806	54*	745	8**	237	528	41**	765	26**	9**	3**	800	2**
Effective Base	464	31	430	4	140	299	26	441	16	6	2	462	1
Yes - over the counter at the Post Office	44 5%	4 7%	38 5%	2 33%	15 6%	22 4%	7 16%	40 5%	3 11%	* 5%	- -	44 5%	- -
Yes - by phone/ letter/ email to the Post Office	41 5%	- -	41 6%	- -	23 10%e	17 3%	1 3%	36 5%	3 13%	2 23%	- -	41 5%	- -
Yes - to the regulator (Ofcom)	35 4%	4 8%	30 4%	* 7%	18 8%e	14 3%	2 5%	27 3%	7 25%	2 17%	- -	35 4%	- -
Yes - to Citizens Advice Bureau	27 3%	1 3%	23 3%	2 33%	19 8%e	7 1%	2 4%	19 2%	8 31%	* 2%	- -	27 3%	- -
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	27 3%	3 6%	18 2%	5 69%	14 6%	13 2%	- -	24 3%	3 10%	- -	- -	27 3%	- -
No	660 82%	45 84%	613 82%	2 25%	171 72%	462 88%d	27 65%	641 84%	9 34%	4 41%	3 100%	654 82%	2 100%
I don't know	30 4%	1 2%	29 4%	- -	8 4%	17 3%	5 11%	29 4%	- -	1 12%	- -	30 4%	- -
NET Made a complaint to anyone else	116 14%	8 14%	103 14%	6 75%	57 24%e	49 9%	10 24%	94 12%	17 66%	4 46%	- -	116 14%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	776	195	172	207	202	53	75	67	53	59	60	60	66	81	76	54	72
Weighted Base	806	200	186	196	224	56*	71*	73*	58*	66*	62*	47*	65*	84*	75*	72*	76*
Effective Base	464	115	110	116	123	32	42	42	35	37	39	33	34	50	46	36	43
Yes - over the counter at the Post Office	44 5%	12 6%	14 8%	9 4%	8 4%	5 8%	4 5%	4 5%	6 11%i	-	8 13%io	2 3%	3 5%	4 4%	4 5%	* 1%	4 5%
Yes - by phone/ letter/ email to the Post Office	41 5%	16 8%	6 3%	11 5%	9 4%	2 4%	12 17%gijkn	2 3%	4 7%	-	1 2%	*	4 5%	7 8%	2 3%	3 4%	4 5%
Yes - to the regulator (Ofcom)	35 4%	6 3%	10 5%	8 4%	11 5%	2 3%	3 4%	1 1%	6 10%	*	4 7%	2 4%	4 5%	3 4%	4 6%	1 2%	6 7%
Yes - to Citizens Advice Bureau	27 3%	6 3%	5 3%	6 3%	10 4%	2 4%	4 5%	-	1 2%	-	4 6%	-	4 6%	1 2%	7 9%	-	3 4%
Yes - to someone else (please specify)	- *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	27 3%	12 6%	3 2%	7 3%	5 2%	5 9%	5 7%	2 3%	3 5%	-	1 1%	1 3%	3 5%	2 2%	1 1%	3 4%	1 2%
No	660 82%	155 78%	151 82%	165 84%	188 84%	41 74%	51 71%	63 86%	45 77%	62 95%efhin	44 72%	37 80%	59 90%fj	69 82%	59 79%	63 88%	66 86%
I don't know	30 4%	6 3%	9 5%	7 4%	7 3%	4 6%	2 2%	1 2%	1 3%	3 5%	5 8%	5 10%	1 1%	2 2%	4 5%	2 2%	2 2%
NET Made a complaint to anyone else	116 14%	39 19%	25 14%	24 12%	28 13%	11 19%i	19 26%i	9 12%i	12 21%i	* *	13 21%i	5 10%	6 9%	14 16%i	12 16%i	7 10%	9 12%i

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	179	17	162	82	97	119	60	39	49	41	22	17	6	5	88	63	28	11	144	32
Weighted Base	208	18**	191	92*	116*	135*	73*	46**	61*	49**	18**	26**	6**	3**	107*	67*	34**	8**	154*	51**
Effective Base	121	12	109	53	68	76	45	27	35	26	12	14	4	3	62	38	20	7	92	28
Yes - over the counter at the Post Office	37 18%	1 8%	36 19%	20 22%	17 14%	29 21%	8 11%	6 14%	12 19%	11 23%	5 30%	2 9%	-	* 2%	18 17%	16 25%	2 7%	* 1%	31 20%	4 9%
Yes - by phone/ letter/ email to the Post Office	41 20%	2 9%	40 21%	28 30%d	13 11%	28 21%	13 18%	14 31%	17 28%	5 11%	2 13%	2 8%	-	-	32 29%o	8 11%	2 6%	-	30 19%	11 22%
Yes - to the regulator (Ofcom)	32 15%	1 7%	31 16%	25 27%d	7 6%	25 19%	7 9%	13 29%	11 18%	5 10%	3 16%	* 1%	-	-	24 23%	8 12%	* *	-	26 17%	6 11%
Yes - to Citizens Advice Bureau	19 9%	-	19 10%	12 13%	7 6%	16 12%	3 4%	8 17%	9 15%	1 2%	1 6%	-	-	* 2%	17 16%o	2 3%	* *	* 1%	16 11%	3 5%
Yes - to someone else (please specify)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	26 12%	-	26 13%	17 18%	9 8%	18 13%	8 11%	5 11%	12 19%	2 5%	2 9%	5 20%	-	* 2%	17 16%	4 6%	5 15%	* 1%	20 13%	6 12%
No	85 41%	13 76%	72 38%	19 21%	66 57%c	51 38%	34 47%	12 25%	16 27%	24 49%	10 57%	16 62%	5 79%	3 98%	28 26%	34 51%n	23 68%	7 85%	58 38%	25 49%
I don't know	12 6%	-	12 6%	1 1%	11 9%	5 3%	7 10%	4 8%	3 5%	2 3%	-	3 10%	1 21%	-	7 6%	2 2%	4 11%	1 14%	12 8%	-
NET Made a complaint to anyone else	111 53%	4 24%	107 56%	72 78%d	39 34%	80 59%	31 43%	30 66%	42 69%	23 48%	8 43%	7 28%	-	* 2%	72 68%o	31 47%	7 21%	* 1%	84 54%	26 51%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	179	75	47	26	31	122	57	148	26	13	16	54	51	35	121	13	158	61	113	5
Weighted Base	208	71*	62*	39**	36**	133*	75*	183	24**	14**	18**	67*	60*	42**	145*	14**	190	64*	140*	5**
Effective Base	121	42	34	23	23	75	46	102	18	10	10	40	35	22	85	10	108	38	80	3
Yes - over the counter at the Post Office	37 18%	16 23%	5 8%	11 27%	4 12%	22 16%	15 20%	33 18%	3 15%	1 9%	4 23%	13 19%	12 21%	6 15%	30 20%	1 9%	36 19%	17 26%	20 14%	-
Yes - by phone/ letter/ email to the Post Office	41 20%	16 22%	14 22%	7 17%	5 15%	29 22%	12 16%	37 20%	5 19%	1 8%	3 16%	11 17%	19 32%	7 16%	33 23%	1 8%	40 21%	24 38%r	17 12%	-
Yes - to the regulator (Ofcom)	32 15%	16 22%	7 11%	5 13%	4 12%	23 17%	9 12%	29 16%	2 10%	3 20%	2 14%	4 7%	11 18%	11 27%	18 12%	3 20%	29 15%	18 29%r	14 10%	-
Yes - to Citizens Advice Bureau	19 9%	7 10%	9 14%	* 1%	3 7%	16 12%	3 4%	16 9%	3 12%	2 18%	*	7 11%	4 6%	5 12%	11 8%	2 18%	16 9%	6 9%	13 9%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	26 12%	10 14%	5 9%	7 18%	3 9%	15 12%	10 14%	20 11%	5 23%	1 9%	3 19%	8 12%	9 14%	4 11%	20 14%	1 9%	24 13%	16 26%r	7 5%	3 55%
No	85 41%	22 31%	31 50%	16 40%	16 45%	53 40%	32 42%	73 40%	11 48%	8 56%	6 33%	30 45%	19 32%	18 42%	56 38%	8 56%	76 40%	6 9%	79 57%q	* 5%
I don't know	12 6%	2 2%	2 2%	4 10%	5 13%	3 2%	9 12%e	8 4%	3 12%	2 14%	2 10%	3 4%	1 1%	2 4%	5 3%	2 14%	7 4%	6 10%	4 3%	2 40%
NET Made a complaint to anyone else	111 53%	47 67%	29 47%	20 50%	15 42%	76 58%	35 46%	102 56%	10 40%	4 30%	10 57%	34 51%	40 67%	22 54%	85 58%	4 30%	107 56%	52 81%r	57 41%	3 55%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	179	125	54	20	113	22	28	16	12	14	12	9	17	16	13	8	12	2	20
Weighted Base	208	174	35**	7**	187	9**	8**	4**	9**	30**	19**	12**	27**	23**	29**	20**	19**	1**	8**
Effective Base	121	102	19	5	101	11	16	11	12	14	12	9	16	15	13	8	12	1	10
Yes - over the counter at the Post Office	37 18%	30 18%	7 19%	* 6%	32 17%	2 23%	1 17%	1 24%	2 20%	6 21%	2 11%	4 33%	8 31%	4 18%	5 16%	-	1 8%	1 100%	1 14%
Yes - by phone/ letter/ email to the Post Office	41 20%	39 22%	2 7%	* 5%	36 19%	1 12%	4 48%	* 2%	1 9%	6 22%	2 10%	3 27%	6 23%	5 21%	8 26%	2 12%	3 15%	* 15%	1 11%
Yes - to the regulator (Ofcom)	32 15%	26 15%	6 17%	2 31%	28 15%	1 9%	3 32%	* 9%	-	2 7%	2 9%	1 12%	5 18%	5 24%	8 26%	5 25%	-	-	1 10%
Yes - to Citizens Advice Bureau	19 9%	17 10%	2 5%	* 4%	14 7%	2 18%	2 26%	1 30%	1 15%	-	3 16%	1 9%	3 11%	3 13%	-	2 13%	-	1 100%	1 8%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	26 12%	22 13%	4 11%	1 9%	23 12%	1 7%	2 26%	* 5%	1 10%	4 14%	-	1 11%	8 30%	1 4%	5 17%	2 13%	-	* 15%	1 6%
No	85 41%	63 36%	22 63%	4 55%	76 41%	5 54%	2 31%	1 38%	3 38%	13 45%	10 54%	6 47%	9 32%	6 27%	9 31%	8 43%	11 60%	-	5 60%
I don't know	12 6%	12 7%	*	* 1%	12 6%	-	* 1%	-	1 8%	2 6%	-	-	-	2 10%	-	4 20%	3 17%	-	-
NET Made a complaint to anyone else	111 53%	98 57%	13 36%	3 43%	99 53%	4 46%	5 68%	2 62%	5 54%	15 49%	9 46%	6 53%	18 68%	15 63%	20 69%	7 37%	4 23%	1 100%	3 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 458

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	179	96	35	142	81	96	7	12	35	3	7	64	65	24	19	6	129	25	72	74	18	9	5	146	14	144	35
Weighted Base	208	111*	38**	169*	95*	111*	6**	10**	38**	3**	6**	67*	81*	34**	20**	5**	148*	26**	81*	88*	23**	12**	4**	168*	15**	170*	39**
Effective Base	121	63	24	96	57	63	5	7	24	3	6	38	47	19	13	4	85	17	47	49	14	7	3	96	10	97	24
Yes - over the counter at the Post Office	37 / 18%	21 / 19%	2 / 4%	35 / 21%	16 / 17%	21 / 19%	* / 1%	2 / 23%	2 / 4%	1 / 39%	1 / 19%	11 / 17%	16 / 19%	6 / 19%	2 / 8%	2 / 38%	27 / 18%	4 / 14%	12 / 15%	20 / 23%	2 / 6%	3 / 25%	-	33 / 19%	3 / 19%	35 / 21%	2 / 4%
Yes - by phone/ letter/ email to the Post Office	41 / 20%	27 / 24%	4 / 12%	37 / 22%	14 / 15%	27 / 24%	-	1 / 12%	4 / 12%	1 / 39%	1 / 19%	20 / 30%	12 / 15%	6 / 17%	-	3 / 52%	33 / 22%	3 / 11%	17 / 21%	20 / 23%	2 / 8%	1 / 13%	1 / 33%	37 / 22%	3 / 18%	39 / 23%	2 / 5%
Yes - to the regulator (Ofcom)	32 / 15%	21 / 19%	9 / 24%	23 / 13%	11 / 11%	21 / 19%	2 / 26%	1 / 14%	9 / 24%	1 / 39%	1 / 19%	13 / 20%	9 / 12%	4 / 13%	3 / 17%	1 / 26%	23 / 15%	5 / 19%	11 / 14%	10 / 11%	10 / 43%	-	1 / 33%	21 / 12%	1 / 8%	32 / 19%	-
Yes - to Citizens Advice Bureau	19 / 9%	10 / 9%	2 / 4%	17 / 10%	9 / 9%	10 / 9%	1 / 11%	1 / 12%	2 / 4%	2 / 58%	2 / 28%	6 / 9%	8 / 10%	2 / 6%	1 / 5%	1 / 24%	10 / 10%	2 / 9%	9 / 11%	7 / 8%	2 / 7%	-	1 / 33%	16 / 9%	1 / 8%	19 / 11%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	26 / 12%	19 / 17%	1 / 3%	25 / 15%	6 / 7%	19 / 17%	* / 1%	4 / 42%	1 / 3%	1 / 39%	1 / 19%	14 / 21%	11 / 14%	-	*	-	26 / 17%	*	11 / 14%	15 / 17%	*	-	* / 1%	26 / 15%	*	21 / 12%	5 / 12%
No	85 / 41%	40 / 36%	22 / 59%	61 / 36%	43 / 45%	40 / 36%	4 / 61%	3 / 34%	22 / 59%	1 / 42%	4 / 72%	20 / 29%	39 / 49%	13 / 38%	12 / 61%	* / 8%	59 / 40%	13 / 50%	33 / 41%	33 / 37%	9 / 36%	7 / 63%	2 / 66%	66 / 39%	10 / 64%	55 / 32%	30 / 79%
I don't know	12 / 6%	4 / 4%	2 / 5%	10 / 6%	8 / 8%	4 / 4%	-	1 / 11%	2 / 5%	-	-	3 / 5%	3 / 4%	4 / 10%	2 / 8%	-	7 / 5%	2 / 6%	5 / 6%	7 / 8%	-	-	-	12 / 7%	-	10 / 6%	2 / 5%
NET Made a complaint to anyone else	111 / 53%	67 / 60%	14 / 36%	98 / 58%	44 / 47%	67 / 60%	2 / 39%	6 / 56%	14 / 36%	2 / 58%	2 / 28%	44 / 66%	38 / 47%	17 / 51%	6 / 31%	5 / 92%	83 / 56%	11 / 43%	43 / 53%	48 / 55%	15 / 64%	4 / 37%	1 / 34%	91 / 54%	6 / 36%	105 / 62%	6 / 16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	179	22	155	2	68	93	18	157	19	2	1	178	-
Weighted Base	208	17**	188	3**	77*	115*	16**	182	24**	2**	***	208	-**
Effective Base	121	9	110	1	43	67	12	106	14	1	1	121	-
Yes - over the counter at the Post Office	37 18%	1 8%	35 19%	- -	14 18%	18 16%	5 29%	33 18%	4 15%	- -	* 100%	37 18%	- -
Yes - by phone/ letter/ email to the Post Office	41 20%	3 17%	38 20%	- -	22 29%	16 14%	3 19%	35 19%	5 19%	1 96%	- -	41 20%	- -
Yes - to the regulator (Ofcom)	32 15%	5 26%	27 15%	- -	21 27%•e	11 9%	* 3%	25 14%	7 27%	- -	* 100%	32 15%	- -
Yes - to Citizens Advice Bureau	19 9%	* 1%	18 10%	* 15%	4 5%	14 12%	1 4%	15 8%	3 14%	- -	- -	19 9%	- -
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	26 12%	3 16%	20 11%	3 85%	17 22%•e	9 8%	- -	25 14%	1 4%	* 4%	* 100%	26 12%	- -
No	85 41%	7 42%	78 41%	- -	22 28%	58 50%•d	6 35%	77 42%	8 32%	- -	- -	85 41%	- -
I don't know	12 6%	- -	12 6%	- -	2 2%	7 6%	3 18%	12 7%	- -	- -	- -	12 6%	- -
NET Made a complaint to anyone else	111 53%	10 58%	98 52%	3 100%	54 69%•e	50 43%	8 47%	93 51%	17 68%	2 100%	* 100%	111 53%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	179	44	47	38	50	20	17	7	16	16	15	12	11	15	23	15	12
Weighted Base	208	60*	61*	37**	51*	26**	24**	9**	24**	18**	19**	15**	10**	13**	17**	20**	13**
Effective Base	121	33	34	24	31	16	12	5	14	9	11	9	7	8	12	11	9
Yes - over the counter at the Post Office	37 / 18%	15 / 25%b	4 / 7%	5 / 13%	13 / 26%b	4 / 14%	10 / 41%	1 / 14%	-	* / 2%	4 / 20%	2 / 10%	2 / 17%	2 / 12%	9 / 50%	1 / 6%	3 / 26%
Yes - by phone/ letter/ email to the Post Office	41 / 20%	17 / 28%	10 / 17%	5 / 13%	10 / 19%	5 / 18%	10 / 40%	2 / 23%	7 / 30%	-	3 / 16%	2 / 13%	* / 5%	2 / 18%	3 / 18%	5 / 23%	2 / 16%
Yes - to the regulator (Ofcom)	32 / 15%	11 / 18%	12 / 19%	5 / 12%	5 / 10%	3 / 10%	5 / 23%	2 / 26%	6 / 25%	2 / 10%	4 / 21%	* / 1%	3 / 28%	2 / 14%	4 / 23%	-	1 / 9%
Yes - to Citizens Advice Bureau	19 / 9%	11 / 18%b	2 / 3%	4 / 10%	3 / 5%	5 / 21%	4 / 17%	1 / 11%	-	-	2 / 9%	1 / 4%	* / 5%	3 / 21%	1 / 8%	* / 1%	1 / 9%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	26 / 12%	10 / 17%	3 / 5%	4 / 11%	8 / 17%	1 / 2%	8 / 32%	2 / 21%	3 / 12%	* / 1%	* / 1%	2 / 14%	1 / 10%	1 / 9%	3 / 18%	4 / 20%	1 / 9%
No	85 / 41%	14 / 23%	36 / 59%a	14 / 37%	22 / 44%	9 / 34%	4 / 18%	* / 5%	14 / 59%	16 / 88%	6 / 30%	7 / 46%	3 / 29%	4 / 31%	3 / 14%	11 / 54%	9 / 67%
I don't know	12 / 6%	1 / 2%	3 / 5%	5 / 13%	3 / 6%	1 / 4%	-	-	-	-	3 / 15%	4 / 27%	1 / 7%	* / 1%	2 / 9%	2 / 8%	-
NET Made a complaint to anyone else	111 / 53%	45 / 75%bd	22 / 37%	19 / 51%	25 / 50%	16 / 62%	20 / 82%	9 / 95%	10 / 41%	2 / 12%	10 / 55%	4 / 27%	6 / 64%	9 / 68%	13 / 77%	8 / 37%	4 / 33%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 459

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	307	42	265	124	183	172	135	66	72	81	32	31	16	9	138	113	56	25	251	52
Weighted Base	355	53*	302	153*	202	209	145*	86*	90*	86*	32**	33**	16**	13**	175*	118*	62*	29**	269	79*
Effective Base	201	31	170	82	120	111	91	49	49	46	20	21	9	7	98	65	38	16	156	42
Yes - over the counter at the Post Office	44 / 13%	3 / 6%	41 / 14%	32 / 21%d	12 / 6%	29 / 14%	15 / 10%	14 / 16%	14 / 15%	6 / 7%	4 / 13%	3 / 8%	2 / 12%	2 / 15%	28 / 16%	10 / 8%	7 / 11%	4 / 14%	33 / 12%	11 / 15%
Yes - by phone/ letter/ email to the Post Office	43 / 12%	4 / 8%	38 / 13%	23 / 15%	20 / 10%	28 / 14%	14 / 10%	10 / 12%	15 / 17%	7 / 8%	6 / 18%	5 / 15%	-	-	25 / 14%	12 / 10%	5 / 8%	-	32 / 12%	11 / 14%
Yes - to the regulator (Ofcom)	46 / 13%	2 / 4%	44 / 15%	32 / 21%d	14 / 7%	37 / 18%f	9 / 6%	5 / 6%	16 / 18%	13 / 16%	4 / 14%	3 / 8%	3 / 17%	2 / 15%	21 / 12%	18 / 15%	7 / 12%	5 / 16%	37 / 14%	9 / 12%
Yes - to Citizens Advice Bureau	31 / 9%	-	31 / 10%	24 / 16%d	8 / 4%	27 / 13%f	4 / 3%	9 / 10%	13 / 14%	5 / 6%	2 / 7%	-	3 / 17%	*	21 / 12%	7 / 6%	3 / 4%	3 / 10%	27 / 10%	4 / 5%
Yes - to someone else (please specify)	1 / *	-	1 / *	1 / 1%	-	-	1 / 1%	-	1 / 1%	-	-	-	-	-	1 / 1%	-	-	-	1 / *	-
Yes - to the shop/ location I dropped the parcel off at	27 / 8%	-	27 / 9%	23 / 15%d	4 / 2%	21 / 10%	6 / 4%	10 / 11%	6 / 7%	6 / 7%	2 / 6%	*	3 / 17%	*	16 / 9%	7 / 7%	3 / 5%	3 / 10%	23 / 8%	4 / 6%
No	204 / 57%	43 / 81%b	161 / 53%	60 / 39%	144 / 71%c	110 / 52%	94 / 65%	50 / 58%	37 / 41%	50 / 58%	23 / 71%	25 / 77%	10 / 63%	8 / 66%	87 / 50%	72 / 62%	44 / 71%n	19 / 65%	156 / 58%	41 / 52%
I don't know	17 / 5%	4 / 7%	14 / 4%	2 / 1%	16 / 8%c	4 / 2%	13 / 9%e	4 / 5%	5 / 6%	2 / 3%	* / 1%	2 / 5%	1 / 7%	2 / 18%	10 / 5%	3 / 2%	5 / 8%	3 / 12%	15 / 6%	2 / 3%
NET Made a complaint to anyone else	134 / 38%	6 / 12%	128 / 42%a	91 / 60%d	43 / 21%	95 / 45%f	39 / 27%	31 / 37%	47 / 53%	34 / 39%	9 / 28%	6 / 18%	5 / 29%	2 / 15%	79 / 45%p	43 / 36%	13 / 20%	7 / 23%	98 / 36%	36 / 46%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income - Declared Under £11,500 per yea (i)	Income - Declared £11,500 - £17,499 per ye (j)	Income - Declared £17,500 - £29,999 per ye (k)	Income - Declared £30,000 - £49,999 per ye (l)	Income - Declared £50,000+ per yea (m)	Income - Declared £11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Income - Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	307	120	75	59	53	195	112	247	56	24	30	70	97	68	197	24	272	91	206	10
Weighted Base	355	123*	95*	78*	59*	218	137*	296	53*	22**	40**	91*	111*	76*	242	22**	323	103*	240	12**
Effective Base	201	70	53	45	33	123	78	163	36	16	21	48	65	42	134	16	180	56	138	7
Yes - over the counter at the Post Office	44 13%	26 21%bc	7 8%	5 7%	6 11%	33 15%	11 8%	41 14%	4 7%	1 5%	2 4%	11 12%	21 19%	10 13%	33 14%	1 5%	43 13%	17 17%	27 11%	-
Yes - by phone/ letter/ email to the Post Office	43 12%	18 15%	8 8%	10 13%	7 11%	26 12%	17 12%	39 13%	4 8%	4 16%	11 28%	6 6%	16 15%	6 8%	33 14%	4 16%	39 12%	17 16%	26 11%	* 2%
Yes - to the regulator (Ofcom)	46 13%	22 18%	7 8%	13 17%	4 6%	29 14%	16 12%	43 15%	2 5%	2 7%	8 19%	15 17%	13 12%	9 11%	36 15%	2 7%	44 14%	28 27%r	17 7%	1 10%
Yes - to Citizens Advice Bureau	31 9%	16 13%	8 8%	3 3%	5 9%	24 11%	8 6%	30 10%	1 2%	2 10%	2 6%	14 15%	6 5%	7 10%	22 9%	2 10%	29 9%	21 20%r	10 4%	-
Yes - to someone else (please specify)	1 *	1 1%	-	-	-	1 *	-	-	1 2%	-	-	1 1%	-	-	1 *	-	1 *	1 1%	-	-
Yes - to the shop/ location I dropped the parcel off at	27 8%	10 8%	7 7%	9 11%	1 2%	17 8%	10 7%	25 8%	2 4%	2 8%	-	10 10%	9 8%	6 8%	19 8%	2 8%	25 8%	22 21%r	5 2%	* 2%
No	204 57%	50 40%	71 74%a	43 55%	40 68%a	120 55%	83 61%	160 54%	39 74%g	13 60%	16 39%	49 54%	68 61%	46 61%	133 55%	13 60%	185 57%	33 32%	164 68%q	7 60%
I don't know	17 5%	4 4%	3 3%	6 8%	4 6%	8 3%	10 7%	12 4%	4 8%	4 17%	5 14%	2 2%	3 2%	-	10 4%	4 17%	10 3%	7 7%	7 3%	3 27%
NET Made a complaint to anyone else	134 38%	69 56%bcd	21 22%	29 37%	15 26%	90 41%	44 32%	124 42%h	9 18%	5 23%	19 47%	40 44%	40 36%	30 39%	99 41%	5 23%	129 40%	63 61%r	69 29%	1 12%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	307	211	96	33	180	44	48	35	16	20	17	14	22	29	24	24	14	4	40
Weighted Base	355	284	70*	8**	310	21**	17**	7**	12**	39**	27**	19**	35**	45**	51**	60**	21**	2**	20**
Effective Base	201	169	33	8	161	25	30	24	15	20	16	14	21	27	23	23	13	2	22
Yes - over the counter at the Post Office	44 13%	36 13%	8 12%	2 29%	37 12%	4 19%	2 15%	1 9%	2 15%	2 5%	2 7%	1 7%	9 24%	9 20%	6 12%	4 8%	2 10%	* 7%	4 20%
Yes - by phone/ letter/ email to the Post Office	43 12%	33 12%	10 14%	* 2%	38 12%	1 6%	3 17%	* 2%	1 8%	6 15%	4 14%	1 7%	8 24%	8 18%	4 7%	4 6%	3 14%	* 7%	1 6%
Yes - to the regulator (Ofcom)	46 13%	35 12%	11 16%	2 29%	41 13%	1 4%	3 19%	1 11%	2 16%	3 7%	6 23%	1 7%	11 32%	2 4%	8 15%	6 10%	2 10%	-	1 5%
Yes - to Citizens Advice Bureau	31 9%	24 8%	7 10%	1 6%	26 8%	3 13%	2 12%	1 10%	1 8%	4 11%	1 6%	1 7%	3 9%	3 7%	5 10%	6 11%	-	* 7%	3 14%
Yes - to someone else (please specify)	1 *	1 *	-	-	1 *	-	-	-	-	-	-	-	-	1 2%	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	27 8%	26 9%	1 1%	* 4%	20 7%	2 9%	4 25%	1 8%	2 13%	6 16%	3 11%	1 7%	3 8%	-	3 5%	3 5%	-	-	2 10%
No	204 57%	160 56%	44 62%	5 64%	177 57%	14 64%	9 52%	4 61%	6 51%	20 51%	10 39%	15 79%	15 44%	22 49%	31 61%	40 67%	16 77%	2 93%	12 61%
I don't know	17 5%	17 6%	* 1%	* 1%	16 5%	* 1%	1 6%	* 5%	3 21%	4 10%	2 8%	-	-	5 11%	-	2 4%	-	-	* 1%
NET Made a complaint to anyone else	134 38%	108 38%	26 37%	3 35%	117 38%	8 35%	7 41%	2 34%	3 28%	15 39%	14 53%	4 21%	20 56%	18 40%	20 39%	17 29%	5 23%	* 7%	7 38%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 459

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	307	157	66	227	136	157	11	25	66	5	10	118	121	27	26	14	239	40	146	112	25	12	10	258	22	180	127
Weighted Base	355	174	85*	256	168*	174	6**	20**	85*	8**	13**	134*	144*	38**	26**	12**	278	38**	177*	123*	29**	15**	9**	300	24**	212	143*
Effective Base	201	100	49	145	94	100	6	14	49	5	9	75	85	20	15	7	159	22	96	71	18	9	6	167	15	119	83
Yes - over the counter at the Post Office	44 / 13%	32 / 19%d	7 / 8%	38 / 15%	12 / 7%	32 / 19%	- / -	2 / 9%	7 / 8%	1 / 14%	1 / 8%	20 / 15%	21 / 14%	3 / 9%	* / 1%	* / 1%	41 / 15%	* / 1%	14 / 8%	23 / 19%r	7 / 25%	- / -	* / 1%	37 / 12%	* / *	43 / 20%z	2 / 1%
Yes - by phone/ letter/ email to the Post Office	43 / 12%	26 / 15%	5 / 5%	38 / 15%	17 / 10%	26 / 15%	1 / 18%	1 / 6%	5 / 5%	1 / 14%	2 / 17%	16 / 12%	13 / 9%	12 / 30%	1 / 4%	1 / 12%	29 / 10%	3 / 7%	19 / 11%	20 / 16%	2 / 6%	1 / 10%	- / -	38 / 13%	1 / 6%	41 / 19%z	2 / 2%
Yes - to the regulator (Ofcom)	46 / 13%	36 / 21%bc	6 / 7%	40 / 16%d	9 / 6%	36 / 21%	* / 7%	* / *	6 / 7%	1 / 14%	2 / 17%	22 / 17%	18 / 12%	4 / 10%	- / -	2 / 16%	40 / 14%	2 / 5%	24 / 14%	14 / 12%	5 / 16%	1 / 8%	1 / 14%	39 / 13%	2 / 10%	43 / 20%z	3 / 2%
Yes - to Citizens Advice Bureau	31 / 9%	22 / 13%b	1 / 1%	30 / 12%b	10 / 6%	22 / 13%	1 / 11%	- / -	1 / 1%	1 / 14%	1 / 8%	21 / 15%l	7 / 5%	4 / 9%	- / -	- / -	28 / 10%	- / -	16 / 9%	13 / 10%	1 / 3%	1 / 9%	- / -	29 / 10%	1 / 5%	31 / 15%z	- / -
Yes - to someone else (please specify)	1 / *	1 / 1%	- / -	1 / *	- / -	1 / 1%	- / -	1 / 5%	- / -	- / -	- / -	1 / 1%	- / -	- / -	- / -	- / -	1 / *	1 / 1%	1 / 1%	- / -	- / -	- / -	- / -	1 / *	- / -	1 / *	- / -
Yes - to the shop/ location I dropped the parcel off at	27 / 8%	17 / 10%	3 / 4%	24 / 9%	10 / 6%	17 / 10%	1 / 12%	* / 1%	3 / 4%	1 / 14%	1 / 8%	17 / 13%	7 / 5%	2 / 5%	1 / 5%	- / -	24 / 9%	1 / 3%	16 / 9%	9 / 8%	1 / 4%	1 / 6%	- / -	25 / 8%	1 / 4%	26 / 12%z	1 / 1%
No	204 / 57%	79 / 45%	63 / 74%ac	128 / 50%	112 / 67%ac	79 / 45%	2 / 31%	14 / 69%	63 / 74%	5 / 64%	10 / 74%	65 / 48%	89 / 62%	18 / 46%	23 / 91%	9 / 71%	154 / 55%	32 / 85%	106 / 60%	65 / 53%	13 / 46%	11 / 74%	8 / 85%	171 / 57%	19 / 78%	74 / 35%	130 / 91%y
I don't know	17 / 5%	5 / 3%	12 / 5%	12 / 5%	12 / 7%	5 / 3%	2 / 33%	2 / 10%	5 / 6%	2 / 21%	- / -	8 / 6%	9 / 6%	* / *	- / -	- / -	17 / 6%	- / -	8 / 5%	8 / 6%	1 / 4%	- / -	- / -	16 / 5%	- / -	12 / 6%	5 / 4%
NET Made a complaint to anyone else	134 / 38%	90 / 52%bc	17 / 20%	117 / 45%bc	44 / 26%	90 / 52%	2 / 36%	4 / 21%	17 / 20%	1 / 14%	3 / 26%	61 / 45%	46 / 32%	21 / 54%	2 / 9%	4 / 29%	107 / 39%	6 / 15%	63 / 35%	50 / 41%	14 / 50%	4 / 26%	1 / 15%	113 / 38%	5 / 22%	126 / 60%z	7 / 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	307	28	278	1	105	182	20	285	18	2	1	305	1
Weighted Base	355	34**	319	2**	121*	212	22**	326	23**	3**	***	352	2**
Effective Base	201	17	183	1	63	125	14	186	13	1	1	200	1
Yes - over the counter at the Post Office	44 13%	9 28%	35 11%	-	21 18%	22 10%	1 6%	35 11%	9 39%	-	-	44 13%	-
Yes - by phone/ letter/ email to the Post Office	43 12%	3 10%	38 12%	2 100%	16 13%	23 11%	3 15%	41 13%	2 7%	-	* 100%	43 12%	-
Yes - to the regulator (Ofcom)	46 13%	5 16%	41 13%	-	24 20%	22 10%	-	37 11%	7 28%	3 96%	* 100%	46 13%	-
Yes - to Citizens Advice Bureau	31 9%	10 30%	21 7%	-	21 17%e	7 3%	4 16%	24 7%	4 19%	3 96%	-	31 9%	-
Yes - to someone else (please specify)	1 *	-	1 *	-	1 1%	-	-	1 *	-	-	-	1 *	-
Yes - to the shop/ location I dropped the parcel off at	27 8%	7 19%	20 6%	-	11 9%	15 7%	2 8%	22 7%	2 10%	3 96%	* 100%	27 8%	-
No	204 57%	11 33%	192 60%	-	56 46%	138 65%d	10 43%	199 61%	2 10%	* 4%	-	201 57%	2 100%
I don't know	17 5%	-	17 5%	-	* *	14 7%d	3 14%	17 5%	-	-	-	17 5%	-
NET Made a complaint to anyone else	134 38%	23 67%	109 34%	2 100%	64 53%e	60 28%	10 44%	110 34%	21 90%	3 96%	* 100%	134 38%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	307	85	68	74	80	30	37	18	24	21	23	25	21	28	32	21	27
Weighted Base	355	111*	80*	81*	83*	45**	43**	22**	28**	25**	27**	24**	24**	33**	26**	27**	29**
Effective Base	201	56	48	50	47	24	23	10	18	16	15	17	14	20	16	15	17
Yes - over the counter at the Post Office	44 13%	13 12%	7 9%	13 16%	12 15%	8 17%	5 12%	-	3 12%	-	4 13%	2 8%	-	11 32%	10 36%	1 3%	2 6%
Yes - by phone/ letter/ email to the Post Office	43 12%	15 14%	9 11%	10 12%	8 10%	7 15%	9 20%	* 1%	5 19%	2 7%	2 6%	2 10%	2 9%	5 16%	4 14%	1 4%	4 12%
Yes - to the regulator (Ofcom)	46 13%	8 7%	7 9%	14 17%	16 20%	-	5 11%	3 15%	4 13%	1 6%	2 8%	*	7 28%	7 22%	10 37%	-	7 23%
Yes - to Citizens Advice Bureau	31 9%	13 12%	2 3%	4 5%	12 16%b	3 6%	7 16%	4 17%	-	-	2 8%	1 5%	-	3 8%	7 28%	1 3%	4 13%
Yes - to someone else (please specify)	1 *	-	-	1 1%	-	-	-	-	-	-	-	-	1 4%	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	27 8%	10 9%	3 3%	3 3%	12 14%	5 11%	3 6%	3 8%	2 6%	-	1 4%	1 4%	1 4%	1 2%	6 21%	*	6 21%
No	204 57%	55 50%	57 71%ac	39 49%	52 63%	23 51%	21 49%	10 48%	19 68%	20 80%	18 65%	15 62%	11 47%	13 40%	10 37%	24 90%	19 63%
I don't know	17 5%	5 5%	2 2%	7 9%	3 4%	1 3%	2 5%	2 8%	*	2 7%	-	3 14%	3 11%	1 4%	-	1 3%	2 8%
NET Made a complaint to anyone else	134 38%	50 46%	22 27%	34 43%	27 33%	21 46%	20 46%	10 45%	9 31%	3 13%	10 35%	6 24%	10 41%	19 57%	17 63%	2 8%	9 29%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	367	39	328	113	254	180	187	77	75	78	44	52	22	19	152	122	93	41	294	69
Weighted Base	422	50**	372	133*	289	210	213	101*	88*	79*	41**	64*	24**	24**	189	121*	112*	49**	306	110*
Effective Base	240	28	212	74	166	116	124	56	50	46	24	38	14	12	106	71	63	26	178	59
Yes - over the counter at the Post Office	40 10%	5 11%	35 9%	22 16%d	19 7%	25 12%	15 7%	13 13%	11 12%	6 7%	4 10%	5 7%	- -	2 8%	24 13%	10 8%	7 6%	2 4%	28 9%	12 11%
Yes - by phone/ letter/ email to the Post Office	46 11%	4 8%	42 11%	17 13%	29 10%	29 14%	16 8%	9 9%	11 12%	14 18%k	10 24%	2 3%	- -	- -	20 11%p	24 20%p	2 2%	- -	32 11%	12 11%
Yes - to the regulator (Ofcom)	30 7%	4 7%	26 7%	16 12%d	14 5%	23 11%f	7 3%	10 10%	11 12%l	1 1%	6 13%	2 3%	- -	* *	21 11%p	7 6%	2 2%	* *	17 6%	11 10%
Yes - to Citizens Advice Bureau	29 7%	2 4%	27 7%	20 15%d	9 3%	19 9%	10 5%	7 7%	10 11%	7 9%	1 3%	1 2%	- -	2 8%	17 9%	8 7%	3 3%	2 4%	23 8%	5 5%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	34 8%	- -	34 9%	20 15%d	13 5%	21 10%	12 6%	8 8%	8 9%	7 9%	4 9%	7 10%	- -	* *	16 9%	11 9%	7 6%	* *	26 9%	7 6%
No	268 64%	38 75%	231 62%	60 45%	208 72%c	117 56%	152 71%e	57 56%	47 53%	47 59%	26 62%	47 73%	24 100%	21 86%	104 55%	73 60%	92 82%no	45 93%	196 64%	69 62%
I don't know	20 5%	3 6%	17 5%	2 2%	18 6%	5 2%	15 7%	4 4%	3 4%	6 7%	2 4%	4 7%	- -	1 6%	8 4%	7 6%	6 5%	1 3%	16 5%	5 4%
NET Made a complaint to anyone else	133 32%	9 19%	124 33%	71 53%d	63 22%	88 42%f	46 21%	40 39%	38 43%k	27 34%	14 34%	13 20%	- -	2 8%	78 41%p	41 34%p	15 13%	2 4%	95 31%	37 34%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/ prefer not to say (s)
Unweighted Base	367	113	108	65	81	221	146	259	101	31	38	103	104	62	245	31	316	101	241	25
Weighted Base	422	112*	127*	95*	88*	239	183	312	106*	32**	49**	133*	109*	70*	291	32**	372	108*	289	25**
Effective Base	240	61	72	54	52	134	106	172	65	21	27	70	67	38	162	21	207	62	164	14
Yes - over the counter at the Post Office	40 10%	15 13%	8 6%	12 13%	6 6%	23 9%	18 10%	39 13%h	1 1%	5 17%	3 6%	10 7%	14 13%	7 11%	27 9%	5 17%	35 9%	19 18%r	22 7%	-
Yes - by phone/ letter/ email to the Post Office	46 11%	16 14%	10 8%	11 12%	8 10%	26 11%	20 11%	40 13%	6 6%	2 8%	4 9%	18 13%	11 10%	10 14%	33 11%	2 8%	43 12%	20 19%r	24 8%	1 6%
Yes - to the regulator (Ofcom)	30 7%	20 18%bcd	6 5%	2 2%	2 2%	27 11%f	3 2%	28 9%	2 2%	2 5%	6 11%	8 6%	11 10%	4 6%	24 8%	2 5%	28 8%	12 12%	18 6%	-
Yes - to Citizens Advice Bureau	29 7%	11 10%	7 5%	4 5%	7 8%	17 7%	11 6%	24 8%	5 5%	6 6%	5 9%	12 9%	7 6%	3 4%	24 8%	2 6%	27 7%	20 19%r	8 3%	*
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34 8%	12 11%	7 6%	12 12%	3 3%	19 8%	14 8%	27 9%	7 6%	1 3%	3 7%	11 8%	8 7%	10 14%	22 8%	1 3%	32 9%	18 16%r	11 4%	5 5%
No	268 64%	60 54%	83 65%	59 62%	66 75%a	144 60%	125 68%	178 57%	88 83%g	20 61%	29 59%	84 63%	60 56%	48 69%	174 60%	20 61%	233 63%	44 40%	209 72%q	16 61%
I don't know	20 5%	*	12 10%a	3 4%	4 5%	13 5%	8 4%	14 4%	4 4%	4 13%	2 4%	2 1%	10 10%klm	-	14 5%	4 13%	14 4%	4 4%	12 4%	4 18%
NET Made a complaint to anyone else	133 32%	51 46%bcd	32 25%	33 35%	17 20%	83 35%	51 28%	120 38%h	13 13%	8 25%	18 37%	47 35%	38 35%	22 31%	103 35%	8 25%	125 34%	60 56%r	68 24%	5 21%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	367	257	110	46	219	55	54	39	17	26	22	21	26	28	37	25	17	5	50
Weighted Base	422	355	68*	11**	372	24**	17*	8**	13**	48**	34**	27**	40**	47**	83*	57**	25**	2**	22**
Effective Base	240	209	32	10	195	28	30	27	16	25	21	21	25	25	36	24	16	3	25
Yes - over the counter at the Post Office	40 10%	37 10%	3 5%	1 6%	35 9%	2 7%	3 18%	1 6%	1 6%	3 7%	-	3 10%	8 20%	4 9%	8 9%	8 14%	-	* 2%	2 7%
Yes - by phone/ letter/ email to the Post Office	46 11%	42 12%	3 5%	1 5%	40 11%	3 12%	3 15%	* 3%	2 14%	6 12%	2 7%	2 9%	5 14%	5 11%	7 8%	8 14%	2 10%	-	3 14%
Yes - to the regulator (Ofcom)	30 7%	23 7%	7 10%	2 17%	27 7%	1 5%	2 10%	* 1%	1 5%	-	4 12%	-	3 8%	4 8%	15 19%	-	-	-	1 6%
Yes - to Citizens Advice Bureau	29 7%	22 6%	6 9%	1 7%	22 6%	2 9%	3 16%d	2 20%	1 6%	3 7%	1 4%	3 10%	4 10%	3 7%	3 3%	4 6%	-	-	2 10%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34 8%	29 8%	5 7%	2 16%	29 8%	1 5%	3 20%d	* 2%	-	3 5%	5 15%	4 15%	5 13%	-	11 13%	-	1 5%	-	1 5%
No	268 64%	219 62%	50 73%	6 56%	237 64%	16 66%	10 57%	5 61%	9 70%	34 70%	18 53%	18 67%	21 53%	36 76%	47 57%	37 65%	18 72%	2 98%	14 63%
I don't know	20 5%	20 6%	* *	* 1%	17 4%	2 8%	1 5%	1 10%	1 6%	2 4%	3 9%	1 5%	3 8%	-	-	4 6%	3 13%	-	2 9%
NET Made a complaint to anyone else	133 32%	116 33%	18 26%	5 43%	118 32%	6 25%	7 38%	2 29%	3 24%	13 26%	13 38%	8 29%	15 39%	11 24%	36 43%	16 29%	4 15%	* 2%	6 28%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	367	194	88	271	165	194	15	44	88	9	37	134	156	37	26	12	290	38	165	151	34	10	7	316	17	211	156
Weighted Base	422	217	107*	306	196	217	15**	39**	107*	11**	48**	159*	185	40**	27**	9**	344	36**	199	171*	32**	11**	9**	370	20**	252	170*
Effective Base	240	121	61	173	113	121	9	25	61	7	27	83	109	26	18	6	190	23	109	99	22	6	5	207	11	142	97
Yes - over the counter at the Post Office	40 / 10%	35 / 16%bd	5 / 5%	35 / 12%d	6 / 3%	35 / 16%	4 / 30%	* / 1%	5 / 5%	1 / 10%	1 / 2%	17 / 11%	20 / 11%	3 / 8%	-	* / 2%	37 / 11%	*	23 / 11%	15 / 9%	2 / 7%	1 / 7%	-	37 / 10%	1 / 4%	35 / 14%z	5 / 3%
Yes - by phone/ letter/ email to the Post Office	46 / 11%	24 / 11%	8 / 7%	38 / 12%	21 / 11%	24 / 11%	-	2 / 6%	8 / 7%	1 / 10%	2 / 5%	13 / 8%	19 / 10%	10 / 25%	-	4 / 43%	32 / 9%	4 / 11%	20 / 10%	17 / 10%	6 / 18%	-	3 / 38%	37 / 10%	3 / 17%	41 / 16%z	5 / 3%
Yes - to the regulator (Ofcom)	30 / 7%	19 / 9%	7 / 6%	24 / 8%	11 / 6%	19 / 9%	-	*	7 / 6%	2 / 15%	2 / 4%	17 / 11%	11 / 6%	-	2 / 6%	-	28 / 8%	2 / 5%	13 / 7%	12 / 7%	5 / 17%	-	-	25 / 7%	-	30 / 12%z	*
Yes - to Citizens Advice Bureau	29 / 7%	18 / 8%b	1 / 1%	27 / 9%b	10 / 5%	18 / 8%	1 / 5%	3 / 7%	1 / 1%	1 / 10%	1 / 2%	12 / 8%	14 / 8%	1 / 3%	1 / 4%	-	26 / 8%	1 / 3%	15 / 7%	10 / 6%	2 / 6%	-	1 / 16%	25 / 7%	1 / 7%	29 / 11%z	*
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	34 / 8%	18 / 8%	9 / 8%	25 / 8%	16 / 8%	18 / 8%	-	3 / 7%	9 / 8%	1 / 10%	3 / 6%	15 / 10%	14 / 8%	3 / 7%	1 / 5%	-	30 / 9%	1 / 4%	11 / 6%	19 / 11%	2 / 8%	-	1 / 14%	30 / 8%	1 / 6%	31 / 12%z	3 / 2%
No	268 / 64%	128 / 59%	78 / 73%	183 / 60%	133 / 68%	128 / 59%	9 / 62%	31 / 80%	78 / 73%	8 / 68%	44 / 91%	106 / 67%	116 / 63%	18 / 45%	23 / 84%	4 / 38%	222 / 65%	26 / 72%	132 / 66%	108 / 63%	15 / 47%	9 / 80%	4 / 46%	240 / 65%	13 / 65%	116 / 46%	152 / 89%y
I don't know	20 / 5%	8 / 4%	7 / 7%	12 / 4%	10 / 5%	8 / 4%	1 / 3%	3 / 6%	7 / 7%	2 / 17%	-	3 / 2%	11 / 6%	5 / 13%	-	2 / 17%	14 / 4%	2 / 4%	12 / 6%	6 / 3%	1 / 4%	1 / 13%	-	18 / 5%	1 / 7%	13 / 5%	8 / 5%
NET Made a complaint to anyone else	133 / 32%	80 / 37%b	22 / 20%	112 / 37%b	53 / 27%	80 / 37%	5 / 34%	5 / 13%	22 / 20%	2 / 15%	4 / 9%	51 / 32%	57 / 31%	17 / 42%	4 / 16%	4 / 45%	108 / 31%	8 / 23%	55 / 28%	57 / 33%	16 / 49%	1 / 7%	5 / 54%	112 / 30%	6 / 27%	123 / 49%z	10 / 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	367	31	329	7	109	227	31	337	18	7	4	362	1
Weighted Base	422	29**	383	10**	128*	261	34**	386	26**	9**	1**	421	***
Effective Base	240	16	219	5	68	150	23	219	14	5	1	238	1
Yes - over the counter at the Post Office	40 10%	9 32%	31 8%	-	18 14%	17 7%	5 14%	37 10%	4 14%	-	-	40 10%	-
Yes - by phone/ letter/ email to the Post Office	46 11%	3 9%	43 11%	-	18 14%	25 10%	3 10%	37 9%	5 18%	4 51%	* 6%	46 11%	-
Yes - to the regulator (Ofcom)	30 7%	1 5%	26 7%	2 25%	11 9%	18 7%	1 2%	25 6%	5 19%	-	* 6%	30 7%	-
Yes - to Citizens Advice Bureau	29 7%	7 25%	21 6%	-	16 13%e	9 3%	4 11%	25 7%	3 11%	* 5%	-	29 7%	-
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	34 8%	3 12%	25 7%	5 52%	13 10%	17 6%	4 12%	26 7%	7 28%	* 1%	* 11%	34 8%	-
No	268 64%	11 38%	253 66%	4 44%	64 50%	193 74%d	11 34%	258 67%	7 25%	2 26%	1 89%	267 63%	-
I don't know	20 5%	- -	20 5%	* 4%	8 6%	5 2%	7 21%	19 5%	- -	1 17%	- -	20 5%	* 100%
NET Made a complaint to anyone else	133 32%	18 62%	110 29%	5 52%	56 44%e	62 24%	15 45%	109 28%	20 75%	5 57%	* 11%	133 32%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	367	93	95	77	102	30	32	31	37	29	29	19	23	35	43	34	25
Weighted Base	422	115*	108*	90*	110*	40**	34**	41**	47**	37**	25**	19**	35**	36**	38**	46**	26**
Effective Base	240	62	68	52	59	22	20	20	29	22	17	13	17	23	22	21	17
Yes - over the counter at the Post Office	40 10%	7 6%	5 5%	9 10%	19 17%b	3 7%	1 3%	4 9%	4 9%	1 3%	- -	*	4 10%	5 15%	12 32%	2 5%	5 18%
Yes - by phone/ letter/ email to the Post Office	46 11%	16 14%	8 7%	11 13%	11 10%	6 14%	8 24%	2 5%	6 13%	- -	2 8%	1 5%	7 19%	4 10%	2 5%	3 6%	6 24%
Yes - to the regulator (Ofcom)	30 7%	11 10%	2 2%	4 4%	14 12%b	5 12%	3 9%	3 7%	- -	2 5%	- -	*	- -	4 11%	5 14%	3 6%	6 22%
Yes - to Citizens Advice Bureau	29 7%	12 11%	4 3%	4 4%	9 8%	3 7%	5 15%	4 10%	- -	1 4%	2 9%	1 5%	- -	3 8%	6 16%	1 3%	2 8%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	34 8%	10 8%	9 8%	2 2%	14 13%c	6 15%	4 11%	*	5 10%	2 5%	2 7%	*	1 4%	*	6 17%	4 9%	4 14%
No	268 64%	65 56%	80 73%ad	67 75%ad	57 52%	21 54%	17 50%	26 64%	31 67%	29 80%	19 76%	15 80%	26 75%	26 72%	15 40%	31 66%	11 44%
I don't know	20 5%	4 3%	2 2%	3 3%	12 11%b	- -	2 6%	2 4%	- -	1 4%	*	2 10%	1 2%	*	4 10%	4 9%	4 17%
NET Made a complaint to anyone else	133 32%	46 40%c	27 25%	20 22%	40 37%	18 46%	15 44%	13 32%	15 33%	6 16%	6 23%	2 11%	8 23%	10 28%	19 50%	12 25%	10 39%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	519	66	453	179	340	218	301	87	111	145	75	50	36	15	198	220	101	51	459	54
Weighted Base	513	83*	430	176	336	246	267	96*	105*	139*	76*	51*	29**	16**	202	215	96*	45**	417	86*
Effective Base	308	51	257	103	205	134	177	58	65	80	45	32	18	11	123	124	62	30	260	45
Yes - over the counter at the Post Office	27 5%	- -	27 6%	18 10%d	10 3%	17 7%	10 4%	6 6%	10 9%	4 3%	6 8%	2 3%	- -	* *	16 8%	9 4%	2 2%	* *	18 4%	9 10%
Yes - by phone/ letter/ email to the Post Office	30 6%	4 5%	27 6%	17 10%d	13 4%	19 8%	11 4%	3 3%	7 7%	10 7%	8 10%	- -	- -	2 12%	10 5%	18 8%	2 2%	2 4%	21 5%	8 9%
Yes - to the regulator (Ofcom)	42 8%	3 4%	38 9%	30 17%d	11 3%	30 12%f	11 4%	11 11%	12 11%	12 8%	5 7%	- -	- -	2 12%	23 11%p	17 8%	2 2%	2 4%	39 9%	3 3%
Yes - to Citizens Advice Bureau	42 8%	3 3%	40 9%	28 16%d	15 4%	35 14%f	8 3%	12	13 12%k	10 7%	8 11%	- -	- -	* *	25 12%p	18 8%p	* *	* *	35 8%	6 7%
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	39 8%	- -	39 9%a	22 13%d	17 5%	21 8%	18 7%	13 13%	14 13%	6 4%	4 5%	3 5%	- -	* *	26 13%op	10 5%	3 3%	* *	33 8%	6 7%
No	359 70%	73 88%b	286 67%	97 55%	262 78%c	145 59%	214 80%e	51 53%	64 61%	101 73%g	56 74%g	45 88%gh	28 96%	13 83%	116 57%	158 73%n	86 89%no	41 91%	301 72%	50 58%
I don't know	29 6%	5 6%	24 6%	4 2%	25 7%	18 7%	10 4%	15 16%hi	4 4%	3 2%	3 4%	2 3%	1 4%	1 5%	15 9%o	6 3%	4 4%	2 4%	22 5%	7 8%
NET Made a complaint to anyone else	125 24%	5 6%	120 28%a	76 43%d	49 15%	83 34%f	42 16%	30 31%k	37 35%k	34 25%	17 23%	4 9%	- -	2 12%	67 33%p	51 24%p	6 7%	2 4%	94 23%	29 34%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
		Social Grade				**Social Grade NETs**		**Working Status**		**Income (per year) - Declared**						**Income (per year) - Combined**		**State benefits**		
Unweighted Base	519	165	161	101	92	326	193	386	125	33	45	132	141	131	318	34	458	129	369	21
Weighted Base	513	144*	172*	108*	89*	316	197	401	108*	29**	46**	136*	137*	130*	318	30**	457	116*	376	21**
Effective Base	308	85	96	68	60	181	129	230	79	21	29	85	83	71	197	22	272	71	225	12
Yes - over the counter at the Post Office	27 / 5%	12 / 9%	8 / 5%	3 / 3%	4 / 4%	20 / 6%	7 / 3%	24 / 6%	3 / 3%	1 / 4%	1 / 1%	7 / 5%	9 / 7%	8 / 7%	16 / 5%	1 / 4%	25 / 5%	12 / 10%r	15 / 4%	-
Yes - by phone/ letter/ email to the Post Office	30 / 6%	8 / 5%	3 / 1%	15 / 14%b	6 / 6%	10 / 3%	20 / 10%e	27 / 7%	3 / 3%	1 / 4%	3 / 7%	9 / 7%	11 / 8%	6 / 5%	23 / 7%	1 / 4%	29 / 6%	17 / 15%r	13 / 3%	-
Yes - to the regulator (Ofcom)	42 / 8%	22 / 15%b	7 / 4%	6 / 5%	7 / 8%	29 / 9%	13 / 6%	38 / 9%	4 / 4%	3 / 9%	5 / 10%	8 / 6%	14 / 10%	12 / 9%	26 / 8%	3 / 9%	39 / 8%	17 / 15%r	21 / 6%	3 / 12%
Yes - to Citizens Advice Bureau	42 / 8%	24 / 17%bc	9 / 5%	3 / 3%	7 / 7%	33 / 10%	10 / 5%	37 / 9%	5 / 5%	2 / 6%	3 / 3%	14 / 10%	13 / 9%	13 / 10%	28 / 9%	2 / 6%	41 / 9%	23 / 20%r	19 / 5%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	39 / 8%	15 / 10%	14 / 8%	5 / 5%	5 / 6%	29 / 9%	10 / 5%	35 / 9%	4 / 3%	1 / 4%	2 / 4%	18 / 13%	7 / 5%	11 / 9%	26 / 8%	1 / 4%	38 / 8%	20 / 17%r	17 / 4%	3 / 13%
No	359 / 70%	81 / 56%	135 / 79%a	76 / 70%	68 / 76%a	216 / 68%	144 / 73%	264 / 66%	93 / 86%g	24 / 82%	32 / 71%	90 / 66%	95 / 70%	87 / 67%	217 / 68%	24 / 82%	313 / 69%	58 / 50%	288 / 77%q	13 / 61%
I don't know	29 / 6%	9 / 6%	11 / 6%	7 / 6%	2 / 2%	20 / 6%	9 / 4%	22 / 6%	5 / 5%	2 / 6%	2 / 5%	4 / 3%	8 / 6%	10 / 7%	14 / 4%	2 / 6%	24 / 5%	4 / 3%	22 / 6%	3 / 15%
NET Made a complaint to anyone else	125 / 24%	55 / 38%bc	26 / 15%	25 / 23%	19 / 22%	80 / 25%	44 / 23%	115 / 29%h	10 / 10%	4 / 12%	11 / 24%	43 / 31%	33 / 24%	33 / 26%	87 / 27%	4 / 12%	120 / 26%	54 / 47%r	66 / 17%	5 / 25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	519	341	178	68	277	89	98	55	37	38	24	31	28	32	38	30	19	17	72
Weighted Base	513	447	66*	11**	441	31*	29*	12*	26*	67*	35**	38**	42**	48*	86*	71**	27**	6**	25*
Effective Base	308	267	42	18	240	40	52	37	36	36	21	30	27	30	37	29	18	8	32
Yes - over the counter at the Post Office	27 5%	23 5%	4 6%	3 24%	21 5%	3 9%	3 10%	* 4%	2 6%	-	1 4%	1 3%	4 10%	3 6%	5 6%	-	5 19%	* 5%	3 10%i
Yes - by phone/ letter/ email to the Post Office	30 6%	29 6%	1 2%	* 2%	22 5%	2 8%	5 19%de	* 2%	1 4%	4 6%	-	3 7%	3 7%	3 7%	4 5%	5 7%	-	* 5%	2 9%
Yes - to the regulator (Ofcom)	42 8%	35 8%	7 10%	2 14%	36 8%	1 4%	4 14%	* 4%	-	6 8%	-	2 6%	10 23%	6 13%	10 11%	2 3%	-	* 2%	1 5%
Yes - to Citizens Advice Bureau	42 8%	35 8%	8 12%	2 22%	38 9%	1 4%	3 9%	1 5%	-	5 7%	1 4%	1 3%	7 16%	6 12%	15 17%h	-	4 13%	2 2%	1 4%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	39 8%	37 8%	3 4%	* 2%	34 8%	3 10%	2 8%	* *	3 11%	5 8%	1 3%	3 7%	3 7%	4 8%	12 14%	2 3%	-	* 5%	3 11%
No	359 70%	314 70%	46 69%	6 56%	307 70%	23 75%	19 66%	10 85%	19 74%	50 75%	30 84%	30 78%	24 57%	26 54%	51 59%	59 83%	18 66%	5 95%	18 70%
I don't know	29 6%	24 5%	4 7%	* 4%	27 6%	* *	1 4%	* 2%	1 6%	4 6%	1 4%	2 6%	-	6 12%	5 5%	5 6%	3 10%	-	* 1%
NET Made a complaint to anyone else	125 24%	109 24%	16 24%	4 41%	107 24%	8 25%	9 30%	2 13%	5 21%	13 19%	4 12%	6 16%	18 43%	16 34%	30 35%	7 10%	6 24%	* 5%	7 29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 461

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	519	233	169	329	265	233	13	48	169*	14	48	178	205	57	54	23	383	77	231	209	43	23	12	440	35	232	287
Weighted Base	513	238	168*	328	258	238	11**	36*	168*	12**	44**	181	199	60*	52*	21**	380	73*	228	210	39**	24**	12**	437	36**	243	270
Effective Base	308	142	98	198	154	142	7	31	98	10	29	103	124	39	32	10	227	42	134	128	23	16	8	262	23	144	164
Yes - over the counter at the Post Office	27 / 5%	19 / 8%b	1 / 1%	26 / 8%b	8 / 3%	19 / 8%	* / *	1 / 3%	1 / 1%	1 / 9%	1 / 3%	11 / 6%	11 / 6%	5 / 8%	* / *	* / 1%	22 / 6%	* / *	9 / 4%	13 / 6%	5 / 12%	1 / 4%	-	21 / 5%	1 / 3%	23 / 9%z	4 / 2%
Yes - by phone/ letter/ email to the Post Office	30 / 6%	20 / 8%b	3 / 2%	27 / 8%b	10 / 4%	20 / 8%	-	-	3 / 2%	1 / 9%	1 / 3%	17 / 9%	9 / 5%	3 / 6%	1 / *	-	26 / 7%	1 / 2%	18 / 8%	11 / 5%	1 / 3%	1 / 2%	* / *	29 / 7%	1 / 2%	26 / 11%z	4 / 1%
Yes - to the regulator (Ofcom)	42 / 8%	29 / 12%bd	6 / 3%	36 / 11%bd	12 / 5%	29 / 12%	2 / 15%	1 / 4%	6 / 3%	1 / 9%	1 / 3%	17 / 9%	13 / 6%	10 / 16%q	2 / 4%	* / 1%	30 / 8%	2 / 3%	14 / 6%	21 / 10%	7 / 17%	1 / 2%	-	35 / 8%	1 / 1%	41 / 17%z	* / *
Yes - to Citizens Advice Bureau	42 / 8%	32 / 14%bd	6 / 4%	36 / 11%bd	10 / 4%	32 / 14%	1 / 6%	2 / 7%	6 / 4%	1 / 9%	1 / 3%	21 / 12%	14 / 7%	6 / 10%	1 / 1%	1 / 6%	34 / 9%	2 / 3%	19 / 8%	19 / 9%	3 / 8%	-	1 / 11%	38 / 9%	1 / 4%	42 / 17%z	* / *
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	39 / 8%	28 / 12%bd	6 / 3%	34 / 10%bd	11 / 4%	28 / 12%	* / *	3 / 7%	6 / 3%	1 / 9%	1 / 3%	17 / 9%	16 / 8%	4 / 6%	1 / 3%	1 / 7%	33 / 9%	3 / 4%	14 / 6%	23 / 11%	1 / 2%	-	1 / 10%	37 / 8%	1 / 3%	36 / 15%z	3 / 1%
No	359 / 70%	141 / 59%	149 / 89%acd	195 / 60%	204 / 79%ac	141 / 59%	8 / 77%	30 / 83%e	149 / 89%	9 / 76%	42 / 95%	117 / 65%	145 / 73%	34 / 57%	45 / 86%km	18 / 88%	262 / 69%	63 / 86%kmp	169 / 74%	135 / 64%	22 / 56%	22 / 93%	11 / 88%	304 / 69%	33 / 92%	113 / 46%	247 / 91%y
I don't know	29 / 6%	13 / 5%	7 / 4%	20 / 6%	15 / 6%	13 / 5%	-	1 / 3%	7 / 4%	2 / 14%	1 / 3%	9 / 5%	14 / 7%	1 / 2%	4 / 7%	1 / 4%	23 / 6%	4 / 6%	8 / 4%	16 / 7%	5 / 12%	* / *	-	24 / 5%	* / *	18 / 7%	11 / 4%
NET Made a complaint to anyone else	125 / 24%	85 / 36%bd	12 / 7%	113 / 34%bd	40 / 16%	85 / 36%g	2 / 23%	5 / 14%	12 / 7%	1 / 9%	3 / 3%	54 / 30%nq	41 / 21%	24 / 40%lnpq	4 / 8%	2 / 8%	95 / 25%nq	6 / 8%	51 / 22%	59 / 28%	12 / 32%	1 / 6%	1 / 12%	110 / 25%	3 / 8%	112 / 46%z	13 / 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	519	22	491	6	148	335	36	492	22	4	-	518	1
Weighted Base	513	18**	487	8**	148*	331	34**	483	26**	3**	-**	513	***
Effective Base	308	12	293	4	87	200	22	290	17	2	-	308	1
Yes - over the counter at the Post Office	27 5%	1 5%	25 5%	1 18%	7 5%	16 5%	4 13%	26 5%	2 6%	* 2%	- -	27 5%	- -
Yes - by phone/ letter/ email to the Post Office	30 6%	4 20%	26 5%	* 6%	17 11%e	11 3%	2 6%	27 6%	4 14%	- -	- -	30 6%	- -
Yes - to the regulator (Ofcom)	42 8%	* 1%	41 8%	- -	22 15%e	12 4%	8 23%	34 7%	7 27%	1 21%	- -	42 8%	- -
Yes - to Citizens Advice Bureau	42 8%	2 10%	38 8%	2 32%	23 16%e	17 5%	2 6%	34 7%	9 33%	- -	- -	42 8%	- -
Yes - to someone else (please specify)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - to the shop/ location I dropped the parcel off at	39 8%	7 36%	27 6%	5 67%	20 14%e	17 5%	2 6%	31 6%	8 30%	- -	- -	39 8%	- -
No	359 70%	9 49%	350 72%	1 8%	84 57%	260 79%d	15 44%	353 73%	4 16%	2 77%	- -	359 70%	* 100%
I don't know	29 6%	- -	29 6%	- -	4 2%	21 6%	4 12%	29 6%	- -	- -	- -	29 6%	- -
NET Made a complaint to anyone else	125 24%	9 51%	109 22%	7 92%	60 40%e	50 15%	15 44%	102 21%	22 84%	1 23%	- -	125 24%	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	519	113	114	142	150	42	47	24	36	39	39	46	51	45	59	57	34
Weighted Base	513	127*	112*	129*	144*	50*	50**	27**	34**	38**	40**	33**	48**	49**	52*	58*	34**
Effective Base	308	77	66	79	86	31	30	17	19	24	23	27	30	25	34	32	20
Yes - over the counter at the Post Office	27 5%	10 8%	3 3%	6 5%	8 5%	4 9%	5 11%	-	3 8%	* *	* 1%	1 4%	-	5 10%	6 12%o	* *	2 5%
Yes - by phone/ letter/ email to the Post Office	30 6%	9 7%	5 5%	11 9%	5 3%	3 6%	2 5%	3 13%	3 8%	2 5%	1 2%	* 1%	7 16%	3 7%	2 4%	1 1%	2 7%
Yes - to the regulator (Ofcom)	42 8%	14 11%	7 6%	11 8%	10 7%	4 8%	6 12%	4 14%	7 21%	-	* *	1 3%	5 10%	5 10%	5 10%	1 1%	4 12%
Yes - to Citizens Advice Bureau	42 8%	13 10%	3 3%	12 10%	14 10%	6 12%	7 14%	*	2 7%	-	1 2%	1 2%	7 14%	5 10%	9 17%	4 7%	1 3%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	39 8%	19 15%c	7 6%	1 1%	12 8%c	7 13%	9 19%	3 12%	5 14%	2 5%	-	1 4%	-	*	4 7%	7 11%	2 6%
No	359 70%	71 56%	86 76%a	92 71%	111 77%a	27 54%	30 60%	15 54%	20 60%	33 85%	33 81%	24 73%	34 72%	33 68%	35 66%	47 80%e	29 88%
I don't know	29 6%	6 5%	10 9%	7 6%	5 4%	3 6%	-	3 12%	2 7%	2 5%	6 14%	4 13%	1 2%	2 4%	1 2%	4 7%	-
NET Made a complaint to anyone else	125 24%	50 39%bcd	17 15%	31 24%	28 19%	20 41%o	20 40%	9 34%	11 33%	4 10%	2 5%	5 14%	13 26%	14 28%	17 32%	7 12%	4 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	809	252	557	168	641	362	447	163	150	170	103	115	63	45	313	273	223	108	680	120
Weighted Base	864	289	574	185	679	402	462	171	184	178	110*	106*	64*	51**	355	288	221	115*	672	177*
Effective Base	519	181	338	104	416	230	290	103	105	110	67	71	37	28	208	177	135	65	415	98
Yes - over the counter at the Post Office	40 5%	3 1%	37 6%a	19 10%d	21 3%	22 6%	18 4%	7 4%	16 9%	7 4%	5 4%	2 2%	-	4 7%	23 7%	12 4%	5 2%	4 3%	39 6%	2 1%
Yes - by phone/ letter/ email to the Post Office	58 7%	5 2%	53 9%a	36 19%d	22 3%	33 8%	25 5%	16 9%	24 13%ikl	8 5%	6 6%	2 2%	1 1%	1 2%	39 11%opq	15 5%	4 2%	2 2%	39 6%	18 10%
Yes - to the regulator (Ofcom)	39 5%	1 *	38 7%a	27 15%d	12 2%	28 7%f	11 2%	9 5%	18 10%ikl	5 3%	7 6%	*	-	*	27 8%pq	12 4%p	*	*	28 4%	11 6%
Yes - to Citizens Advice Bureau	33 4%	2 1%	32 6%a	24 13%d	9 1%	21 5%	12 3%	11 6%ik	16 9%ik	2 1%	3 3%	-	-	2 *	27 8%op	5 2%	2 1%	2 2%	32 5%	2 1%
Yes - to someone else (please specify)	2 *	-	2 *	-	2 *	-	2 *	2 1%	-	-	-	-	-	-	2 *	-	-	-	-	2 1%
Yes - to the shop/ location I dropped the parcel off at	30 3%	-	30 5%a	20 11%d	10 1%	17 4%	12 3%	9 5%	6 3%	7 4%	3 3%	5 5%	-	*	15 4%	10 3%	5 2%	*	26 4%	3 2%
No	683 79%	277 96%b	405 71%	92 50%	591 87%c	296 74%	387 84%e	121 71%	113 61%	149 84%gh	93 85%gh	98 92%gh	63 98%ghij	46 91%	234 66%	242 84%n	207 94%no	110 95%no	532 79%	137 78%
I don't know	30 4%	3 1%	27 5%a	5 3%	26 4%	19 5%	12 3%	11 7%	11 6%	5 3%	1 1%	1 *	*	-	23 6%opq	6 2%	1 *	*	25 4%	5 3%
NET Made a complaint to anyone else	151 17%	9 3%	142 25%a	88 48%d	62 9%	87 22%f	63 14%	38 22%kl	60 32%ijkl	24 14%l	16 14%l	7 7%	1 1%	5 9%	98 28%opq	40 14%p	13 6%	6 5%	115 17%	34 19%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	809	233	232	157	186	465	343	553	244	54	87	187	205	156	479	55	682	199	563	47
Weighted Base	864	230	258	178	197	488	374	634	222	55*	92*	199	226	167*	517	57*	734	193	627	43**
Effective Base	519	132	155	106	126	287	232	362	156	35	58	120	133	94	310	36	437	121	369	30**
Yes - over the counter at the Post Office	40 5%	14 6%	6 2%	7 4%	13 7%	21 4%	20 5%	34 5%	7 3%	4 8%	4 4%	16 8%	9 4%	7 4%	29 6%	4 8%	36 5%	19 10%r	21 3%	1 1%
Yes - by phone/ letter/ email to the Post Office	58 7%	23 10%b	5 2%	14 8%b	15 8%b	29 6%	29 8%	50 8%	8 4%	7 13%	11 11%	10 5%	18 8%	12 7%	38 7%	7 12%	50 7%	23 12%r	33 5%	2 5%
Yes - to the regulator (Ofcom)	39 5%	20 9%bd	4 2%	9 5%	5 3%	25 5%	14 4%	37 6%h	2 1%	3 6%	2 3%	10 5%	21 9%m	1 1%	33 6%m	3 6%	35 5%	20 10%r	19 3%	-
Yes - to Citizens Advice Bureau	33 4%	16 7%c	11 4%c	* *	6 3%	28 6%f	6 2%	28 4%	5 2%	4 7%	2 2%	11 5%	10 4%	7 4%	23 4%	4 6%	30 4%	17 9%r	15 2%	2 4%
Yes - to someone else (please specify)	2 *	-	2 1%	-	-	2 *	-	2 *	-	-	-	-	2 1%	-	2 *	-	2 *	-	2 *	-
Yes - to the shop/ location I dropped the parcel off at	30 3%	15 6%	7 3%	4 2%	5 2%	22 4%	8 2%	27 4%	3 1%	2 4%	-	11 5%	9 4%	8 5%	20 4%	2 4%	28 4%	18 9%r	11 2%	-
No	683 79%	161 70%	222 86%a	144 81%a	155 79%	382 78%	299 80%	480 76%	198 89%g	34 61%	65 71%	155 78%	174 77%	135 81%l	394 76%	36 62%	578 79%o	124 64%	524 84%q	34 79%
I don't know	30 4%	9 4%	11 4%	5 3%	5 3%	20 4%	11 3%	25 4%	2 1%	5 10%kln	9 10%kln	1 1%	5 2%	8 5%k	15 3%	5 9%	23 3%	5 3%	20 3%	5 12%
NET Made a complaint to anyone else	151 17%	60 26%b	26 10%	28 16%	36 18%b	86 18%	64 17%	129 20%h	21 10%	16 29%	18 20%	43 22%	47 21%	24 14%	108 21%	16 28%	132 18%	64 33%r	83 13%	4 9%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	809	590	219	81	458	116	131	104	46	51	48	61	54	56	55	50	37	13	103
Weighted Base	864	757	107*	16**	734	64*	42*	23*	34*	93*	73*	74*	81*	86*	118*	122*	55*	7**	58*
Effective Base	519	467	54	14	401	64	78	72	44	49	44	59	51	53	53	47	35	7	57
Yes - over the counter at the Post Office	40 / 5%	32 / 4%	8 / 8%	3 / 16%	33 / 4%	4 / 6%	3 / 7%	1 / 4%	1 / 2%	3 / 4%	3 / 4%	3 / 4%	3 / 4%	3 / 4%	4 / 3%	4 / 3%	9 / 16%kno	* / 2%	4 / 7%
Yes - by phone/ letter/ email to the Post Office	58 / 7%	53 / 7%	5 / 5%	1 / 4%	52 / 7%	1 / 2%	4 / 11%eg	* / 1%	-	1 / 1%	4 / 6%	3 / 4%	8 / 10%	9 / 11%	12 / 11%	9 / 7%	4 / 8%	* / 2%	1 / 2%
Yes - to the regulator (Ofcom)	39 / 5%	35 / 5%	4 / 4%	4 / 25%	35 / 5%	1 / 1%	3 / 7%e	1 / 3%	-	-	7 / 10%lko	-	7 / 9%lko	4 / 5%	12 / 10%lko	-	4 / 7%o	-	1 / 1%
Yes - to Citizens Advice Bureau	33 / 4%	29 / 4%	4 / 4%	* / 1%	28 / 4%	1 / 2%	3 / 6%	1 / 5%	2 / 7%i	-	2 / 3%	2 / 3%	4 / 5%	3 / 4%	10 / 8%	4 / 3%	1 / 2%	* / 2%	1 / 2%
Yes - to someone else (please specify)	2 / *	2 / *	-	-	2 / *	-	-	-	-	-	-	-	-	-	2 / 1%	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	30 / 3%	27 / 4%	3 / 3%	* / 2%	25 / 3%	2 / 3%	3 / 6%	* / 1%	2 / 6%io	-	2 / 2%	3 / 4%	7 / 8%io	5 / 6%	5 / 4%	-	1 / 2%	-	2 / 4%
No	683 / 79%	597 / 79%	86 / 80%	10 / 64%	574 / 78%	55 / 86%	34 / 81%	20 / 85%	26 / 78%	84 / 90%lmnp	58 / 80%	66 / 89%mnp	61 / 75%	60 / 70%	80 / 68%	105 / 86%mnp	34 / 62%	6 / 98%	49 / 84%p
I don't know	30 / 4%	27 / 4%	3 / 3%	* / 2%	27 / 4%	2 / 3%	* / 1%	1 / 3%	3 / 10%jkl	4 / 4%	-	-	1 / 1%	5 / 5%	5 / 4%	4 / 3%	5 / 9%jkl	-	2 / 4%
NET Made a complaint to anyone else	151 / 17%	133 / 18%	18 / 17%	5 / 34%	133 / 18%	7 / 11%	8 / 18%	3 / 13%	4 / 12%	5 / 5%	15 / 20%i	8 / 11%	19 / 24%i	21 / 24%i	33 / 28%ilkor	12 / 10%	16 / 29%ilkor	* / 2%	7 / 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	809	386	193	560	367	386	22	98	193	14	75	261	316	102	91	39	577	130	378	323	59	38	10	701	48	325	484
Weighted Base	864	436	215	605	384	436	22**	89*	215	15**	78*	285	365	95*	89*	30**	650	119*	409	342	57*	41**	13**	751	54*	358	505
Effective Base	519	257	128	361	232	257	14	67	128	10	48	163	217	63	58	21	379	78	230	217	38	26	9	446	35	214	305
Yes - over the counter at the Post Office	40 / 5%	29 / 7%	5 / 2%	36 / 6%	12 / 3%	29 / 7%	2 / 7%	3 / 3%	5 / 2%	3 / 18%	3 / 4%	13 / 5%	23 / 6%	2 / 2%	2 / 2%	*	37 / 6%	2 / 2%	25 / 6%	11 / 3%	2 / 4%	1 / 1%	-	36 / 5%	1 / 1%	35 / 10%z	5 / 1%
Yes - by phone/ letter/ email to the Post Office	58 / 7%	37 / 8%b	6 / 3%	52 / 9%b	21 / 6%	37 / 8%	4 / 20%	5 / 6%	6 / 3%	1 / 8%	2 / 3%	23 / 8%	26 / 7%	5 / 5%	3 / 4%	*	49 / 8%	4 / 3%	33 / 8%	23 / 7%	*	2 / 5%	-	56 / 7%	2 / 4%	52 / 14%z	6 / 1%
Yes - to the regulator (Ofcom)	39 / 5%	26 / 6%	4 / 2%	36 / 6%	13 / 3%	26 / 6%	2 / 11%	1 / 1%	4 / 2%	1 / 8%	1 / 1%	13 / 4%	18 / 5%	3 / 3%	4 / 4%	2 / 7%	30 / 5%	6 / 5%	15 / 4%	18 / 5%	6 / 11%r	1 / 1%	-	32 / 4%	1 / 1%	36 / 10%z	3 / 1%
Yes - to Citizens Advice Bureau	33 / 4%	23 / 5%	6 / 3%	27 / 5%	11 / 3%	23 / 5%	3 / 11%	3 / 3%	6 / 3%	1 / 8%	3 / 3%	12 / 4%	15 / 4%	5 / 5%	1 / 1%	-	27 / 4%	1 / 1%	15 / 4%	13 / 4%	3 / 5%	2 / 6%	-	28 / 4%	2 / 4%	32 / 9%z	1 / *
Yes - to someone else (please specify)	2 / *	-	-	2 / *	2 / *	-	-	-	-	-	-	-	2 / *	-	-	-	2 / *	-	-	2 / *	-	-	-	2 / *	-	-	2 / *
Yes - to the shop/ location I dropped the parcel off at	30 / 3%	17 / 4%	5 / 2%	25 / 4%	13 / 3%	17 / 4%	1 / 5%	2 / 2%	5 / 2%	1 / 8%	1 / 1%	19 / 7%l	4 / 1%	3 / 3%	3 / 3%	* / 1%	27 / 4%	3 / 3%	16 / 4%	13 / 4%	-	-	-	30 / 4%	-	-	2 / *
No	683 / 79%	329 / 75%	187 / 87%ac	457 / 76%	316 / 82%	329 / 75%	9 / 42%	74 / 83%	187 / 87%	9 / 61%	73 / 93%	229 / 80%	277 / 76%	75 / 80%	76 / 85%	26 / 87%	506 / 78%	102 / 85%	316 / 77%	274 / 80%	43 / 75%	36 / 89%	13 / 100%	590 / 79%	49 / 92%r	199 / 55%	484 / 96%y
I don't know	30 / 4%	9 / 2%	4 / 4%	16 / 3%	16 / 4%	9 / 2%	1 / 3%	2 / 2%	9 / 4%	3 / 20%	-	5 / 2%	19 / 5%	2 / 2%	3 / 3%	1 / 4%	24 / 4%	4 / 3%	18 / 4%	10 / 3%	3 / 5%	*	-	27 / 4%	*	26 / 7%z	4 / 1%
NET Made a complaint to anyone else	151 / 17%	98 / 23%bd	18 / 9%	132 / 22%bd	52 / 14%	98 / 23%	12 / 55%	14 / 15%	18 / 9%	3 / 18%	5 / 7%	51 / 18%	68 / 19%	17 / 18%	11 / 12%	3 / 9%	120 / 18%	14 / 12%	75 / 18%	58 / 17%	11 / 20%	4 / 11%	-	133 / 18%	4 / 8%	133 / 37%z	17 / 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	809	57	747	5	224	537	48	772	26	5	1	803	5
Weighted Base	864	61*	795	7**	216	596	51*	826	30**	5**	***	861	2**
Effective Base	519	35	480	4	132	354	33	496	19	3	1	517	2
Yes - over the counter at the Post Office	40 5%	8 13%b	31 4%	1 19%	15 7%	22 4%	3 6%	37 4%	4 13%	-	-	40 5%	-
Yes - by phone/ letter/ email to the Post Office	58 7%	8 14%	48 6%	2 22%	23 10%e	27 5%	8 16%e	51 6%	7 25%	-	-	58 7%	-
Yes - to the regulator (Ofcom)	39 5%	1 1%	36 5%	2 33%	10 5%	26 4%	3 6%	30 4%	8 28%	* 9%	-	39 5%	-
Yes - to Citizens Advice Bureau	33 4%	5 8%	26 3%	2 33%	15 7%e	15 3%	3 7%	27 3%	6 20%	* 4%	-	33 4%	-
Yes - to someone else (please specify)	2 *	-	2 *	-	2 1%	-	-	2 *	-	-	-	2 *	-
Yes - to the shop/ location I dropped the parcel off at	30 3%	3 4%	27 3%	-	13 6%e	14 2%	2 5%	28 3%	2 7%	-	-	30 3%	-
No	683 79%	39 63%	642 81%a	2 27%	153 71%	503 84%df	27 53%	675 82%	6 20%	2 37%	* 100%	682 79%	* 8%
I don't know	30 4%	3 4%	28 3%	-	4 2%	21 3%	6 12%de	26 3%	-	2 50%	-	28 3%	2 92%
NET Made a complaint to anyone else	151 17%	20 32%b	125 16%	5 73%	60 28%e	73 12%	18 36%e	126 15%	24 80%	1 13%	-	151 17%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	809	182	198	219	210	64	68	50	70	66	62	79	68	72	76	72	62
Weighted Base	864	198	211	225	229	78*	65*	55*	72*	80*	60*	83*	69*	72*	79*	77*	73*
Effective Base	519	119	129	139	132	46	39	34	45	47	37	48	46	45	46	43	42
Yes - over the counter at the Post Office	40 5%	14 7%	5 2%	13 6%	8 4%	7 9%	4 6%	4 7%	2 2%	* *	3 5%	3 4%	5 8%	4 6%	6 7%	1 1%	2 2%
Yes - by phone/ letter/ email to the Post Office	58 7%	18 9%	9 4%	16 7%	15 7%	5 7%	11 17%	1 3%	3 4%	4 6%	2 3%	4 5%	3 5%	8 12%	6 8%	5 6%	4 5%
Yes - to the regulator (Ofcom)	39 5%	11 6%	10 5%	6 3%	12 5%	6 7%	1 2%	4 8%	4 5%	3 4%	3 4%	2 2%	2 3%	2 3%	5 7%	3 4%	3 5%
Yes - to Citizens Advice Bureau	33 4%	12 6%b	2 1%	7 3%	13 6%b	4 5%	4 6%	4 8%	2 3%	-	-	1 1%	4 6%	2 3%	5 5%	4 4%	5 7%
Yes - to someone else (please specify)	2 *	-	2 1%	-	-	-	-	-	-	2 2%	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	30 3%	4 2%	8 4%	3 1%	14 6%	2 3%	2 3%	-	5 7%	1 1%	2 3%	-	3 5%	* *	6 8%k	4 6%	3 4%
No	683 79%	144 72%	173 82%	182 81%	185 80%	58 74%	44 68%	41 74%	61 85%	66 82%	46 77%	72 87%f	52 75%	58 80%	60 76%	64 84%	60 81%
I don't know	30 4%	9 5%	8 4%	7 3%	6 3%	-	3 5%	6 10%ehm	* *	4 5%	4 7%	3 4%	4 5%	* *	1 2%	2 2%	3 4%
NET Made a complaint to anyone else	151 17%	46 23%	30 14%	36 16%	39 17%	20 26%k	17 27%k	8 15%	10 14%	11 13%	9 16%	8 9%	14 20%	14 20%	17 22%	11 14%	11 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	179	2	177	84	95	92	87	35	50	48	21	15	6	4	85	69	25	10	152	26
Weighted Base	194	2**	192	103*	90*	106*	88*	38**	57*	52**	19**	16**	7**	4**	96*	71*	27**	11**	153*	41**
Effective Base	112	2	110	56	56	57	55	23	31	30	12	10	4	2	54	42	16	6	90	22
Yes - over the counter at the Post Office	24 12%	-	24 12%	20 19%d	4 5%	19 18%	5 6%	2 5%	7 13%	11 21%	4 21%	-	-	-	9 9%	15 21%	-	-	19 13%	5 11%
Yes - by phone/ letter/ email to the Post Office	37 19%	* 26%	37 19%	28 27%d	10 11%	25 24%	12 14%	9 23%	17 30%	6 12%	3 13%	-	3 38%	-	26 27%	9 12%	3 10%	3 25%	29 19%	8 20%
Yes - to the regulator (Ofcom)	22 11%	-	22 11%	19 18%d	3 3%	16 15%	6 7%	5 13%	8 13%	4 7%	3 14%	* 1%	3 38%	-	13 13%	6 9%	3 10%	3 25%	18 12%	4 10%
Yes - to Citizens Advice Bureau	18 9%	-	18 10%	12 12%	6 7%	11 11%	7 8%	4 12%	5 8%	4 8%	5 25%	-	-	-	9 10%	9 13%	-	-	18 12%	-
Yes - to someone else (please specify)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	21 11%	-	21 11%	15 14%	6 7%	10 9%	11 13%	5 14%	4 8%	3 5%	3 13%	3 18%	3 38%	-	10 10%	5 7%	6 20%	3 25%	18 12%	2 5%
No	91 47%	1 72%	90 47%	36 35%	55 61%c	39 37%	52 59%e	18 47%	23 41%	24 46%	8 43%	12 75%	2 28%	4 100%	41 43%	32 45%	18 66%	6 54%	72 47%	20 49%
I don't know	13 7%	-	13 7%	2 2%	11 12%c	8 8%	5 6%	1 3%	4 7%	3 7%	* 2%	1 8%	2 34%	-	5 6%	4 5%	4 13%	2 22%	10 7%	3 7%
NET Made a complaint to anyone else	89 46%	* 28%	89 46%	66 63%d	24 26%	59 55%f	31 35%	19 50%	30 52%	24 47%	11 55%	3 18%	3 38%	-	49 51%	35 49%	6 20%	3 25%	71 47%	18 45%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	179	65	37	35	42	102	77	137	38	19	17	46	45	45	108	19	153	60	113	6
Weighted Base	194	62*	36**	50**	45**	99*	95*	160*	32**	20**	22**	50*	53**	44**	125*	20**	169*	67*	120*	7**
Effective Base	112	33	22	28	30	55	57	88	23	14	11	31	29	25	70	14	95	38	70	4
Yes - over the counter at the Post Office	24 12%	12 20%	4 10%	5 10%	3 6%	16 16%	8 8%	23 14%	1 4%	1 6%	4 19%	7 13%	9 17%	2 5%	20 16%	1 6%	23 13%	13 20%	11 9%	-
Yes - by phone/ letter/ email to the Post Office	37 19%	10 17%	5 15%	13 26%	9 19%	16 16%	22 23%	33 20%	5 15%	5 25%	5 22%	13 26%	11 20%	4 8%	29 23%	5 25%	32 19%	24 36%r	13 11%	-
Yes - to the regulator (Ofcom)	22 11%	6 10%	* 1%	8 17%	7 15%	7 7%	15 16%	20 12%	2 7%	3 13%	5 21%	6 12%	6 11%	3 7%	16 13%	3 13%	19 11%	16 24%r	6 5%	-
Yes - to Citizens Advice Bureau	18 9%	8 13%	4 10%	-	7 15%	12 12%	7 7%	15 9%	4 12%	2 11%	1 2%	3 7%	3 5%	10 23%	6 5%	2 11%	16 10%	15 22%r	4 3%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	21 11%	9 14%	6 17%	3 5%	3 7%	15 15%	6 6%	19 12%	1 4%	2 9%	4 18%	8 15%	*	7 16%	12 9%	2 9%	19 11%	16 24%r	2 1%	3 40%
No	91 47%	26 42%	18 49%	23 45%	25 56%	44 44%	48 50%	68 43%	23 71%	12 61%	4 19%	20 40%	24 46%	27 62%	49 39%	12 61%	76 45%	13 19%	77 65%q	2 24%
I don't know	13 7%	3 5%	*	7 13%	3 7%	3 3%	10 10%	9 5%	3 9%	2 8%	2 9%	2 4%	3 6%	3 6%	7 6%	2 8%	10 6%	1 2%	9 8%	2 36%
NET Made a complaint to anyone else	89 46%	33 53%	18 51%	21 41%	17 38%	52 53%	38 40%	83 52%	7 20%	6 31%	16 72%	28 55%	25 48%	14 32%	69 55%	6 31%	83 49%	53 79%r	33 28%	3 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Total	Rurality Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation England (d)	Scotland (e)	Wales (f)	NI (g)	Region North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	179	115	64	29	96	39	23	21	5	12	7	9	16	14	13	8	12	4	35
Weighted Base	194	156*	38**	10**	165*	17**	7**	4**	4**	23**	11**	11**	25**	23**	30**	20**	19**	2**	15**
Effective Base	112	93	19	8	86	20	15	13	5	12	7	9	15	13	13	7	11	2	18
Yes - over the counter at the Post Office	24 12%	18 12%	5 14%	2 23%	21 13%	1 8%	2 22%	-	2 43%	4 18%	2 18%	3 24%	5 20%	-	-	2 9%	4 19%	-	1 9%
Yes - by phone/ letter/ email to the Post Office	37 19%	31 20%	7 18%	1 6%	33 20%	2 10%	2 27%	1 15%	1 23%	4 16%	-	3 31%	4 16%	5 20%	7 24%	9 48%	-	-	2 11%
Yes - to the regulator (Ofcom)	22 11%	18 11%	4 11%	2 21%	18 11%	* 2%	3 43%	1 17%	-	-	2 16%	-	8 32%	1 5%	2 8%	3 14%	2 10%	-	* 2%
Yes - to Citizens Advice Bureau	18 9%	16 10%	3 7%	2 26%	15 9%	1 6%	2 27%	1 18%	-	2 7%	-	1 12%	1 4%	1 5%	8 25%	-	2 11%	-	1 7%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	21 11%	18 12%	3 7%	* 2%	18 11%	1 *	2 24%	* 2%	1 18%	2 8%	-	1 12%	3 12%	-	5 18%	3 14%	3 15%	-	1 7%
No	91 47%	72 46%	19 51%	5 49%	76 46%	11 64%	2 29%	2 56%	-	12 51%	6 57%	6 57%	10 41%	11 50%	13 42%	8 43%	9 49%	2 100%	9 60%
I don't know	13 7%	13 8%	* 1%	* 1%	10 6%	2 12%	* 7%	* 11%	1 15%	-	1 10%	-	-	7 30%	-	-	1 6%	-	2 14%
NET Made a complaint to anyone else	89 46%	71 46%	18 49%	5 50%	79 48%	4 24%	5 64%	1 33%	4 85%	11 49%	4 33%	5 43%	15 59%	5 20%	18 58%	11 57%	8 44%	-	4 27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	179	87	40	133	86	87	9	11	40	5	17	73	58	26	18	3	131	21	81	70	18	6	4	151	10	123	56
Weighted Base	194	94*	41**	147*	93*	94*	7**	5**	41**	6**	18**	86*	54*	35**	16**	3**	140*	19**	93*	69*	20**	8**	2**	163*	11**	138*	55*
Effective Base	112	53	26	82	55	53	6	6	26	5	12	46	36	19	10	2	81	12	51	41	14	5	2	92	6	79	32
Yes - over the counter at the Post Office	24 / 12%	16 / 17%	2 / 4%	22 / 15%	8 / 8%	16 / 17%	* / 1%	* / 1%	2 / 4%	1 / 19%	1 / 6%	11 / 13%	8 / 14%	2 / 6%	1 / 5%	2 / 61%	19 / 14%	3 / 15%	9 / 10%	13 / 19%	1 / 3%	1 / 9%	-	22 / 14%	1 / 7%	24 / 17%z	-
Yes - by phone/ letter/ email to the Post Office	37 / 19%	23 / 25%	1 / 3%	36 / 25%	14 / 15%	23 / 25%	3 / 37%	2 / 45%	1 / 3%	1 / 19%	1 / 6%	16 / 18%	11 / 20%	11 / 31%	* / 1%	-	26 / 19%	* / 1%	19 / 21%	14 / 20%	4 / 18%	* / 2%	* / 7%	33 / 21%	* / 3%	34 / 25%z	3 / 5%
Yes - to the regulator (Ofcom)	22 / 11%	15 / 16%	1 / 3%	21 / 14%	7 / 7%	15 / 16%	1 / 21%	1 / 25%	1 / 3%	1 / 19%	1 / 6%	14 / 16%	2 / 5%	4 / 10%	2 / 12%	-	16 / 12%	2 / 10%	9 / 10%	9 / 13%	3 / 13%	1 / 17%	-	18 / 11%	1 / 14%	22 / 16%z	-
Yes - to Citizens Advice Bureau	18 / 9%	15 / 16%d	1 / 3%	17 / 12%	4 / 4%	15 / 16%	1 / 15%	1 / 23%	1 / 3%	1 / 19%	1 / 6%	14 / 16%	3 / 6%	-	1 / 8%	-	17 / 12%	1 / 7%	8 / 9%	9 / 12%	1 / 6%	-	-	17 / 11%	-	18 / 13%z	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	21 / 11%	13 / 14%	2 / 5%	19 / 13%	8 / 9%	13 / 14%	1 / 10%	* / 3%	2 / 5%	1 / 19%	1 / 6%	17 / 20%l	2 / 4%	1 / 2%	* / 1%	-	20 / 14%	* / 1%	15 / 16%	6 / 8%	-	-	-	21 / 13%	-	18 / 13%	3 / 5%
No	91 / 47%	32 / 35%	37 / 90%	48 / 33%	52 / 56%ac	32 / 35%	2 / 23%	2 / 15%	37 / 90%	5 / 81%	16 / 94%	33 / 39%	29 / 53%	17 / 49%	11 / 68%	1 / 39%	62 / 45%	12 / 63%	49 / 53%	25 / 36%	9 / 42%	6 / 71%	2 / 93%	75 / 46%	8 / 75%	48 / 35%	43 / 77%y
I don't know	13 / 7%	6 / 6%	1 / 3%	12 / 8%	7 / 8%	6 / 6%	2 / 23%	2 / 37%	1 / 3%	-	-	6 / 7%	5 / 9%	1 / 2%	2 / 11%	-	11 / 8%	2 / 9%	4 / 4%	4 / 6%	4 / 21%	-	-	9 / 5%	-	6 / 4%	7 / 12%
NET Made a complaint to anyone else	89 / 46%	56 / 60%d	3 / 6%	87 / 59%d	34 / 36%	56 / 60%	4 / 54%	2 / 47%	3 / 6%	1 / 19%	1 / 6%	47 / 54%	20 / 38%	17 / 49%	3 / 22%	2 / 61%	67 / 48%	5 / 28%	40 / 42%	40 / 57%	8 / 37%	2 / 29%	* / 7%	79 / 49%	3 / 25%	84 / 61%z	6 / 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	179	17	159	3	73	87	4	164	9	4	1	177	1
Weighted Base	194	19**	169*	5**	91*	83*	19**	176	12**	5**	***	193	1**
Effective Base	112	10	100	2	47	53	13	103	6	2	1	111	1
Yes - over the counter at the Post Office	24 12%	1 5%	23 13%	-	10 11%	12 14%	2 11%	23 13%	1 6%	* 9%	-	24 12%	-
Yes - by phone/ letter/ email to the Post Office	37 19%	7 38%	30 18%	-	21 23%	14 16%	3 14%	31 18%	3 26%	3 58%	* 100%	37 19%	-
Yes - to the regulator (Ofcom)	22 11%	4 20%	17 10%	* 10%	15 17%	4 5%	2 11%	13 7%	5 38%	4 89%	* 100%	22 11%	-
Yes - to Citizens Advice Bureau	18 9%	1 7%	17 10%	-	9 10%	9 11%	-	18 10%	1 6%	-	-	18 9%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	21 11%	3 15%	15 9%	3 56%	15 16%	6 7%	-	18 10%	-	3 59%	* 100%	21 11%	-
No	91 47%	10 51%	80 47%	2 34%	37 40%	48 58%	6 33%	88 50%	4 31%	-	-	91 47%	-
I don't know	13 7%	1 6%	12 7%	-	2 2%	5 6%	6 30%	12 7%	-	-	-	12 6%	1 100%
NET Made a complaint to anyone else	89 46%	8 43%	78 46%	3 66%	52 **56%e**	30 36%	7 36%	76 43%	9 69%	5 100%	* 100%	89 46%	-

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	179	49	33	45	52	18	21	10	12	9	12	13	16	16	17	20	15
Weighted Base	194	52**	36**	51**	55*	22**	21**	9**	13**	14**	9**	11**	22**	19**	16**	23**	16**
Effective Base	112	29	23	29	31	13	11	5	9	8	7	7	12	11	11	12	9
Yes - over the counter at the Post Office	24 12%	7 14%	3 8%	4 8%	10 18%	4 17%	1 6%	2 22%	-	-	3 29%	* *	2 11%	2 10%	7 46%	1 5%	1 7%
Yes - by phone/ letter/ email to the Post Office	37 19%	12 23%	7 19%	7 15%	11 21%	2 10%	9 45%	-	5 40%	1 8%	1 7%	* 1%	5 21%	3 15%	* 1%	5 20%	7 42%
Yes - to the regulator (Ofcom)	22 11%	5 10%	5 13%	3 5%	9 16%	1 7%	1 5%	3 32%	2 15%	3 21%	-	* 1%	* 2%	2 11%	2 14%	1 3%	6 39%
Yes - to Citizens Advice Bureau	18 9%	6 13%	2 5%	2 4%	8 14%	* *	6 28%	* 5%	-	1 8%	1 7%	-	2 7%	1 3%	4 23%	3 11%	2 10%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	21 11%	3 6%	1 2%	2 3%	15 28%	2 10%	1 4%	-	-	-	1 7%	1 14%	-	* *	4 23%	7 31%	4 27%
No	91 47%	18 36%	22 61%	30 60%	21 37%	9 42%	6 30%	3 34%	7 55%	11 79%	4 43%	6 55%	13 59%	12 63%	4 25%	10 44%	6 40%
I don't know	13 7%	5 11%	2 6%	3 7%	2 4%	3 13%	2 9%	1 7%	1 5%	-	1 14%	3 31%	-	* *	* 3%	1 5%	1 4%
NET Made a complaint to anyone else	89 46%	28 54%	12 33%	17 34%	33 59%	10 45%	13 60%	5 59%	5 40%	3 21%	4 43%	2 14%	9 41%	7 37%	12 72%	12 51%	9 57%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	306 9%	21 3%	284 11%a	130 22%d	176 6%	178 11%f	127 7%	94 21%ijklm	84 17%ijklm	51 7%klm	35 8%klm	24 4%	8 2%	9 3%	178 19%opq	87 8%pq	41 3%	17 2%	231 8%	72 14%r
Collect +	124 27%	1 3%	122 30%a	83 51%d	41 14%	96 45%f	28 11%	46 55%ijk	36 37%jk	26 28%k	11 16%k	3 3%	3 9%	-	82 45%opq	37 23%pq	5 4%	3 5%	97 26%	26 34%
DHL	142 31%	7 8%	135 37%a	82 59%d	60 19%	88 39%f	54 24%	39 42%	46 40%	35 34%	13 27%	6 14%	2 6%	* *	85 41%p	48 32%p	8 9%	2 4%	97 32%	43 31%
FedEx	132 38%	7 14%	126 42%	77 57%d	55 26%	83 42%	49 32%	33 37%	50 46%	34 43%	10 40%	2 7%	-	4 32%	82 42%p	44 42%p	6 12%	4 18%	98 40%	33 32%
Evri	170 14%	11 5%	159 17%a	94 33%d	76 8%	88 19%f	82 11%	53 31%ijklm	55 25%ijklm	34 13%klm	17 10%k	6 3%	3 3%	2 2%	108 27%opq	51 12%p	11 3%	5 3%	134 14%	35 18%
DPD	140 25%	2 2%	138 31%a	83 48%d	57 14%	100 31%f	40 17%	31 33%k	50 31%k	36 27%k	13 19%	5 7%	4 16%	2 15%	81 32%p	49 24%p	11 10%	6 16%	104 25%	36 27%
Parcelforce	116 14%	6 3%	109 18%a	62 35%d	54 9%	78 17%f	37 11%	26 28%ijklm	33 28%ijklm	31 19%klm	14 11%l	9 6%	-	2 3%	60 28%opq	45 16%pq	11 4%	2 1%	89 13%	25 21%
TNT	111 53%	4 24%	107 56%	72 76%d	39 34%	80 59%	31 43%	30 66%	42 69%	23 48%	8 43%	7 28%	-	* *	72 66%o	31 47%	7 21%	* 1%	84 54%	26 51%
UPS	134 38%	6 12%	128 42%a	91 60%d	43 21%	95 45%f	39 27%	31 37%	47 53%	34 39%	9 28%	6 18%	5 29%	2 15%	79 45%p	43 36%	13 20%	7 23%	98 36%	36 46%
UK Mail	133 32%	9 19%	124 33%	71 53%d	63 22%	88 42%f	46 21%	40 39%	38 43%k	27 34%	14 34%	13 20%	-	2 8%	78 41%p	41 34%p	15 13%	2 4%	95 31%	37 36%
Yodel	125 24%	5 6%	120 28%a	76 43%d	49 15%	83 34%f	42 16%	30 31%k	37 36%k	34 25%	17 23%	4 9%	-	2 12%	67 33%p	51 24%p	7 7%	4 4%	94 23%	29 34%
Amazon Delivery Service/ Logistics	151 17%	9 3%	142 25%a	88 48%d	62 9%	87 22%f	63 14%	38 22%kl	60 32%ijkl	24 14%l	16 14%l	7 7%	1 1%	5 9%	98 28%opq	40 14%p	13 6%	6 5%	115 17%	34 19%
Other	89 46%	* 28%	89 46%	66 63%d	24 26%	59 55%f	31 35%	19 50%	30 52%	24 47%	11 55%	3 18%	3 38%	-	49 51%	35 49%	6 20%	3 25%	71 47%	18 45%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per yea (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	306 9%	104 15%bcd	71 6%	75 10%	56 7%	175 10%	131 8%	256 12%h	49 4%	21 8%	38 11%	97 12%	88 10%	52 8%	223 11%	21 8%	280 10%	93 15%r	192 7%	20 14%r
Collect +	124 27%	51 45%bcd	33 22%	21 19%	18 20%	85 32%f	39 20%	114 32%h	10 10%	7 26%	16 32%	33 29%	38 29%	29 24%	87 29%	7 26%	116 27%	60 56%r	62 18%	2 21%
DHL	142 31%	69 46%bcd	29 22%	25 26%	19 24%	99 35%	43 25%	132 37%h	10 11%	12 31%	12 28%	33 32%	44 34%	42 37%	89 32%	10 30%	131 33%	51 53%r	86 26%	4 18%
FedEx	132 38%	56 44%	28 31%	25 36%	24 37%	83 39%	49 37%	123 42%h	9 18%	13 40%	26 60%	33 46%	31 32%	27 32%	91 42%	13 40%	118 39%	56 66%r	74 30%	2 14%
Evri	170 14%	68 25%bcd	40 10%	36 13%	26 11%	109 16%	62 12%	148 18%h	23 6%	10 13%	13 12%	63 22%m	50 15%	33 12%	126 18%	10 13%	160 15%	57 26%r	104 11%	9 15%
DPD	140 25%	43 28%	38 22%	33 25%	25 26%	82 25%	59 25%	128 28%h	13 12%	4 13%	16 35%	53 37%m	39 23%	27 21%	109 30%	4 12%	136 27%	64 53%r	67 16%	9 31%
Parcelforce	116 14%	56 25%bcd	24 9%	17 11%	18 12%	80 16%	36 11%	109 19%h	7 3%	7 14%	14 20%	39 19%	31 12%	25 16%	84 16%	7 14%	109 15%	52 33%r	59 10%	5 13%
TNT	111 53%	47 67%	29 47%	20 50%	15 42%	76 58%	49 46%	102 56%	10 40%	4 30%	10 57%	34 51%	40 67%	22 54%	85 58%	4 30%	107 56%	52 81%r	57 41%	3 55%
UPS	134 38%	69 56%bcd	29 22%	29 37%	15 26%	90 41%	44 32%	124 42%h	9 18%	5 23%	19 47%	40 44%	40 36%	30 39%	99 41%	5 23%	129 40%	63 81%r	69 29%	1 12%
UK Mail	133 32%	51 46%bd	32 25%	33 35%	17 20%	83 35%	51 28%	120 38%h	13 13%	8 25%	18 37%	47 35%	38 35%	22 31%	103 35%	8 25%	125 34%	60 66%r	64 24%	5 21%
Yodel	125 24%	55 38%bd	26 15%	25 23%	19 22%	80 25%	44 23%	115 29%h	10 10%	4 12%	11 24%	43 31%	33 24%	33 26%	87 27%	4 12%	120 26%	54 47%r	66 17%	5 25%
Amazon Delivery Service/ Logistics	151 17%	60 28%b	26 10%	28 13%	36 18%b	86 18%	64 17%	129 20%h	21 10%	16 29%	18 20%	43 22%	47 21%	24 14%	108 21%	16 28%	132 18%	64 33%r	83 13%	4 9%
Other	89 46%	33 53%	18 51%	21 41%	17 38%	52 53%	38 40%	83 52%	7 20%	6 31%	16 72%	28 55%	25 48%	14 32%	69 55%	6 31%	83 49%	53 79%r	33 28%	3 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	306 9%	266 9%	39 8%	8 7%	270 9%f	21 7%	8 5%	6 8%	8 7%	33 9%	21 8%	13 6%	37 12%kp	38 11%k	61 12%kp	40 9%	18 6%	1 2%	20 8%
Collect +	124 27%	104 27%	19 24%	3 23%	106 28%	7 19%	8 30%	2 18%	6 34%	11 19%	9 28%	4 11%	13 30%	12 27%	38 53%r	2 7%	11 24%	* 4%	7 21%
DHL	142 31%	114 31%	28 35%	3 27%	124 32%	10 26%	5 29%	3 36%	3 20%	15 41%	10 26%	4 16%	20 47%	17 36%	35 42%	15 22%	5 17%	* 5%	10 30%
FedEx	132 38%	104 36%	28 48%	3 52%	117 39%	5 18%	7 56%	3 57%	3 30%	8 21%	11 46%	8 46%	22 58%	17 41%	37 37%	17 34%	7 24%	* 3%	5 20%
Evri	170 14%	149 15%	22 11%	1 7%	148 14%g	10 13%	11 17%g	2 6%	3 7%	28 16%	13 14%	9 9%	13 14%	25 22%hkp	28 22%hkp	21 11%	7 8%	* 2%	10 14%
DPD	140 25%	125 26%	16 20%	3 23%	125 26%	8 18%	6 20%	2 16%	6 18%	12 19%	12 22%	6 19%	14 30%	19 34%o	32 39%o	8 10%	16 35%	* 4%	8 19%
Parcelforce	116 14%	94 14%	21 15%	3 8%	100 15%	6 9%	8 21%e	2 11%	3 10%	10 13%	8 16%	8 17%	17 25%o	11 13%	24 21%o	9 7%	8 13%	1 10%	5 9%
TNT	111 53%	98 57%	13 36%	3 43%	99 53%	4 46%	5 68%	2 62%	5 54%	15 49%	9 46%	6 53%	18 68%	15 63%	20 69%	7 37%	4 23%	1 100%	3 40%
UPS	134 38%	108 38%	26 37%	3 35%	117 38%	8 35%	7 41%	2 34%	3 28%	15 39%	14 53%	4 21%	20 56%	18 40%	20 39%	17 29%	5 23%	* 7%	7 38%
UK Mail	133 32%	116 33%	18 26%	5 43%	118 32%	6 25%	7 38%	2 29%	3 24%	13 26%	15 38%	11 29%	3 39%	15 24%	36 43%	16 29%	4 15%	* 2%	6 28%
Yodel	125 24%	109 24%	16 24%	4 41%	107 24%	8 25%	9 30%	2 13%	5 21%	13 19%	4 12%	6 16%	18 43%	16 34%	30 35%	7 10%	6 24%	* 5%	7 29%
Amazon Delivery Service/ Logistics	151 17%	133 18%	18 17%	5 34%	133 18%	7 11%	8 18%	3 13%	4 12%	5 5%	15 20%i	8 11%	19 24%i	21 24%i	33 28%ikor	12 10%	16 29%ikor	* *	7 12%
Other	89 46%	71 46%	18 49%	5 50%	79 48%	4 24%	5 64%	1 33%	4 85%	11 49%	4 33%	5 43%	15 59%	5 20%	18 58%	11 57%	8 44%	- -	4 27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	306 9%	171 12%bd	62 5%	236 12%bd	127 7%	171 12%g	11 13%g	22 5%	62 5%	7 6%	17 3%	112 9%nq	124 9%nq	53 14%klnpq	11 4%	5 6%	236 9%nq	16 4%	132 8%	120 9%	34 14%rw	15 11%	3 9%	253 9%	18 10%	250 27%z	56 2%
Collect +	124 27%	68 38%bd	24 14%	99 36%bd	56 21%	68 38%	3 3%	4 13%	24 14%	1 17%	3 6%	53 31%q	43 22%	23 50%	6 13%	-	95 26%q	6 10%	42 21%	62 33%r	10 30%	8 24%	*	104 27%	8 20%	118 57%z	5 2%
DHL	142 31%	91 39%bd	8 9%	129 38%bd	47 24%b	91 39%	4 26%	6 15%	14 9%	1 13%	1 5%	60 35%q	57 31%q	19 39%	5 11%	1 10%	116 34%q	7 11%	63 28%	56 35%	21 58%	1 4%	1 15%	119 31%	2 8%	125 53%z	16 7%
FedEx	132 38%	87 44%b	35 21%	118 45%b	45 35%	87 44%	6 48%	12 10%	35 21%	4 46%	5 32%	57 43%	48 34%	15 42%	8 25%	5 43%	105 38%	13 30%	60 35%	59 43%	9 41%	4 34%	-	119 38%	4 23%	120 56%z	12 9%
Evri	170 14%	100 20%bd	35 8%	132 19%bd	67 10%	100 20%g	5 21%	12 9%	35 8%	1 4%	5 3%	64 15%nq	83 17%nq	16 13%n	3 3%	5 13%	146 16%nq	8 5%	80 14%	65 15%	16 18%	6 10%	2 11%	145 14%	8 10%	147 36%z	23 3%
DPD	140 25%	79 29%b	18 13%	121 31%b	60 23%	79 29%	2 18%	7 16%	18 13%	2 16%	2 7%	69 35%klnq	45 19%	18 33%nq	5 10%	3 17%	114 26%nq	8 12%	60 22%	57 26%	14 42%	6 22%	1 13%	117 24%	7 19%	126 46%z	14 5%
Parcelforce	116 14%	63 17%b	23 10%	91 17%b	51 12%	63 17%g	4 23%	3 3%	23 10%	2 11%	2 3%	48 16%	43 18%	18 20%n	4 4%	5 16%	90 20%	7 7%	54 14%	48 15%	9 21%	4 12%	1 9%	102 14%	5 11%	103 38%z	13 2%
TNT	111 53%	67 60%	14 36%	98 58%	44 47%	67 60%	2 39%	6 56%	14 36%	2 58%	2 28%	44 66%	38 47%	17 51%	6 31%	5 92%	83 56%	11 43%	43 53%	48 55%	15 64%	4 37%	1 34%	91 54%	6 36%	105 62%	6 16%
UPS	134 38%	90 52%bd	17 20%	117 45%bd	44 26%	90 52%	5 36%	4 21%	17 20%	1 14%	3 26%	61 45%	46 32%	21 54%	2 9%	4 29%	107 39%	6 15%	63 35%	50 41%	14 50%	4 26%	5 15%	113 38%	5 22%	126 60%z	7 5%
UK Mail	133 32%	80 37%b	22 20%	112 37%b	53 27%	80 37%	5 34%	5 13%	22 20%	2 15%	4 9%	51 32%	57 31%	17 42%	4 16%	4 45%	108 31%	8 23%	55 26%	57 33%	16 49%	1 7%	5 54%	112 30%	6 27%	123 49%z	10 6%
Yodel	125 24%	85 36%bd	12 7%	113 34%bd	40 16%	85 36%g	2 23%	5 14%	12 7%	1 9%	1 3%	54 30%nq	41 21%	24 40%klnpq	4 8%	2 8%	95 25%nq	6 8%	51 22%	59 28%	12 32%	1 6%	1 12%	110 25%	3 8%	112 46%z	13 5%
Amazon Delivery Service/ Logistics	151 17%	98 23%bd	9 9%	132 22%bd	52 14%	98 23%	12 55%	14 15%	18 9%	3 18%	5 7%	51 18%	68 19%	17 18%	11 12%	3 9%	120 18%	14 12%	75 18%	58 17%	11 20%	4 11%	-	133 18%	4 8%	133 37%z	17 3%
Other	89 48%	56 60%d	3 6%	87 59%d	34 36%	56 60%	4 54%	2 47%	3 6%	1 19%	1 6%	47 54%	20 38%	17 49%	3 22%	2 61%	67 48%	5 28%	40 42%	40 57%	8 37%	2 29%	1 7%	79 49%	3 25%	84 61%z	6 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	306 9%	32 16%b	265 8%	9 36%	115 13%e	163 7%	28 17%e	269 8%	27 40%gk	8 30%	2 6%	303 9%	-
Collect +	124 27%	7 26%	114 26%	3 53%	52 36%e	61 21%	10 37%	101 23%	18 100%	4 65%	* 100%	124 27%	-
DHL	142 31%	16 38%	123 31%	2 38%	57 44%e	64 23%	20 56%	125 29%	16 83%	-	* 59%	142 32%	-
FedEx	132 38%	17 45%	112 36%	4 71%	56 47%	65 32%	11 44%	110 35%	18 68%	4 97%	* 100%	132 38%	-
Evri	170 14%	11 22%	156 14%	4 38%	69 23%e	89 11%	13 20%	143 12%	20 55%	7 51%	-	170 14%	-
DPD	140 25%	12 35%	125 24%	3 50%	65 41%e	66 18%	9 22%	115 22%	20 80%	5 68%	* 12%	140 25%	-
Parcelforce	116 14%	8 14%	103 14%	6 75%	57 24%e	49 9%	10 24%	94 12%	17 66%	4 46%	-	116 14%	-
TNT	111 53%	10 58%	98 52%	3 100%	54 69%e	50 43%	8 47%	93 51%	17 68%	2 100%	* 100%	111 53%	-
UPS	134 38%	23 67%	109 34%	2 100%	64 53%e	60 28%	10 44%	110 34%	21 90%	3 96%	* 100%	134 38%	-
UK Mail	133 32%	18 62%	110 29%	5 52%	56 44%e	62 24%	15 45%	109 28%	20 75%	5 57%	* 11%	133 32%	-
Yodel	125 24%	9 51%	109 22%	7 92%	60 40%e	50 15%	15 44%	102 21%	22 84%	1 23%	-	125 24%	-
Amazon Delivery Service/ Logistics	151 17%	20 32%b	125 16%	5 73%	60 28%e	73 12%	18 36%e	126 15%	24 80%	1 13%	-	151 17%	-
Other	89 46%	8 43%	78 46%	3 66%	52 58%e	30 36%	7 36%	76 43%	9 69%	5 100%	* 100%	89 46%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	306 9%	91 11%	70 8%	66 8%	79 9%	35 12%	38 14%jk	19 8%	26 9%	24 8%	20 7%	17 6%	23 8%	25 9%	29 10%	21 7%	28 11%
Collect +	124 27%	45 34%b	21 18%	24 21%	34 33%	19 31%	16 42%	10 31%	11 28%	4 14%	6 13%	4 10%	11 32%	9 21%	18 47%	8 23%	8 26%
DHL	142 31%	49 41%	27 26%	34 28%	32 30%	13 31%	19 42%	16 53%	16 45%	3 10%	7 22%	4 11%	18 43%	11 27%	15 38%	11 30%	5 18%
FedEx	132 38%	39 42%	33 38%	23 29%	38 41%	13 43%	15 45%	11 39%	15 53%	14 46%	2 11%	9 29%	12 44%	24 56%	5 25%	8 29%
Evri	170 14%	65 22%bcd	38 14%	29 9%	38 12%	27 26%ijklmp	19 20%k	19 19%k	22 21%k	9 10%	8 9%	6 6%	6 10%	9 12%	15 13%	15 15%	9 9%
DPD	140 25%	38 29%	26 18%	35 25%	40 29%	15 28%	17 37%	7 20%	6 12%	11 19%	9 24%	9 23%	19 34%	7 15%	16 46%	14 26%	10 19%
Parcelforce	116 14%	39 19%	25 14%	24 12%	28 13%	11 19%i	19 26%i	9 12%i	12 21%i	* *	13 21%i	5 10%	6 9%	14 16%i	12 16%i	7 10%	9 12%i
TNT	111 53%	45 75%bcd	22 37%	19 51%	25 50%	16 62%	20 82%	10 95%	10 41%	2 12%	10 55%	4 27%	6 64%	9 68%	13 77%	8 37%	4 33%
UPS	134 38%	50 46%	22 27%	34 43%	27 33%	21 46%	20 46%	10 45%	9 31%	3 13%	10 35%	6 24%	10 41%	19 57%	17 63%	2 8%	9 29%
UK Mail	133 32%	46 40%c	27 25%	20 22%	40 37%	18 46%	15 44%	13 32%	15 33%	6 16%	6 23%	2 11%	8 23%	10 28%	19 50%	12 25%	10 39%
Yodel	125 24%	50 39%bcd	17 15%	31 24%	28 19%	20 41%o	20 40%	9 34%	11 33%	4 10%	2 5%	5 14%	13 26%	14 28%	17 32%	7 12%	4 12%
Amazon Delivery Service/ Logistics	151 17%	46 23%	30 14%	36 16%	39 17%	20 26%k	17 27%k	8 15%	10 14%	11 13%	9 16%	8 9%	14 20%	14 20%	17 22%	11 14%	11 15%
Other	89 46%	28 54%	12 33%	17 34%	33 59%	10 45%	13 60%	5 59%	5 40%	3 21%	4 43%	2 14%	9 41%	7 37%	12 72%	12 51%	9 57%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Royal Mail	306 5%	21 2%	284 6%a	130 15%d	176 3%	178 6%f	127 4%	94 11%ijklm	84 10%ijklm	51 5%klm	35 4%klm	24 2%	8 1%	9 1%	178 11%opq	87 4%pq	41 2%	17 1%	231 4%	72 8%r
Collect +	124 2%	1 *	122 2%a	83 10%d	41 1%	96 3%f	28 1%	46 6%ijklm	36 4%jklm	26 2%klm	11 1%	3 *	3 *	-	82 5%opq	37 2%pq	5 *	3 *	97 2%	26 3%
DHL	142 2%	7 1%	135 3%a	82 9%d	60 1%	88 3%f	54 2%	39 5%jklm	46 5%jklm	35 3%klm	13 2%klm	6 1%	2 *	*	85 5%opq	48 2%pq	8 *	2 *	97 2%	43 5%r
FedEx	132 2%	7 1%	126 3%a	77 9%d	55 1%	83 3%f	49 2%	33 4%jklm	50 6%ijklm	34 3%klm	10 1%kl	2 *	-	4 1%	82 5%opq	44 2%pq	6 *	*	98 2%	33 4%r
Evri	170 3%	11 1%	159 3%a	94 11%d	76 1%	88 3%	82 3%	53 6%ijklm	55 6%ijklm	34 3%klm	17 2%klm	6 1%	3 *	2 *	108 6%opq	51 3%pq	11 *	5 *	134 3%	35 4%
DPD	140 2%	2 *	138 3%a	83 10%d	57 1%	100 3%f	40 1%	31 4%klm	50 6%ijklm	36 3%klm	13 2%k	5 *	4 1%	2 *	81 5%opq	49 3%pq	11 *	6 *	104 2%	36 4%r
Parcelforce	116 2%	6 1%	109 2%a	62 7%d	54 1%	78 3%f	37 1%	26 3%klm	33 4%jklm	31 3%klm	14 2%l	9 1%l	-	2 *	60 4%pq	45 2%pq	11 *	2 *	89 2%	25 3%
TNT	111 2%	4 *	107 2%a	72 8%d	39 1%	80 3%f	31 1%	30 4%jklm	42 5%ijklm	23 2%klm	8 1%l	7 1%	-	*	72 4%opq	31 2%pq	7 *	*	84 2%	26 3%
UPS	134 2%	6 *	128 3%a	91 11%d	43 1%	95 3%f	39 1%	31 4%jklm	47 5%ijklm	34 3%klm	9 1%	6 1%	5 1%	2 *	79 5%opq	43 2%pq	13 *	7 *	98 2%	36 4%r
UK Mail	133 2%	9 1%	124 3%a	71 8%d	63 1%	88 3%f	46 1%	40 5%ijklm	38 4%jklm	27 2%klm	14 2%l	13 1%l	-	2 *	78 5%opq	41 2%pq	15 1%	2 *	95 2%	37 4%r
Yodel	125 2%	5 *	120 2%a	76 9%d	49 1%	83 3%f	42 1%	30 4%klm	37 4%klm	34 3%klm	17 2%klm	4 *	-	2 *	67 4%pq	51 3%pq	6 *	2 *	94 2%	29 3%
Amazon Delivery Service/ Logistics	151 2%	9 1%	142 3%a	88 10%d	62 1%	87 3%	63 2%	38 5%ijklm	60 7%ijklm	24 2%kl	16 2%kl	7 1%	1 *	5 1%	98 6%opq	40 2%pq	13 1%	*	115 2%	34 4%r
Other	89 1%	* *	89 2%a	66 8%d	24 *	59 2%f	31 1%	19 2%klm	30 3%jklm	24 2%klm	11 1%km	3 *	3 *	-	49 3%pq	35 2%pq	6 *	*	71 1%	18 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Total	Social Grade AB (a)	Social Grade C1 (b)	Social Grade C2 (c)	Social Grade DE (d)	Social Grade NETs ABC1 (e)	Social Grade NETs C2DE (f)	Working Status Working (g)	Working Status Not working (h)	Income Declared Under £11,500 per yea (i)	Income Declared £11,500 - £17,499 per ye (j)	Income Declared £17,500 - £29,999 per ye (k)	Income Declared £30,000 - £49,999 per ye (l)	Income Declared £50,000+ per yea (m)	Income Declared £11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Income Combined Over £11,500 per year (p)	State benefits Receive benefits (q)	State benefits Don't receive benefits (r)	State benefits Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Royal Mail	306 5%	104 9%bcd	71 4%	75 5%d	56 3%	175 6%f	131 4%	256 7%h	49 2%	21 4%	38 5%	97 6%	88 6%	52 5%	223 6%	21 4%	280 5%	93 7%r	192 4%	20 7%
Collect +	124 2%	51 4%bcd	33 2%	21 1%	18 1%	85 3%f	39 1%	114 3%h	10 *	7 1%	16 2%	33 2%	38 2%	29 3%	87 2%	7 1%	116 2%	60 5%rs	62 1%	2 1%
DHL	142 2%	69 6%bcd	29 2%	25 2%	19 1%	99 3%f	43 1%	132 4%h	10 *	10 2%	12 2%	33 2%	44 3%	42 4%jkn	89 2%	10 2%	131 3%	51 4%r	86 2%	4 1%
FedEx	132 2%	56 8%bcd	28 1%	25 2%	24 1%	83 3%f	49 2%	123 3%h	9 *	33 2%	26 4%	33 2%	31 2%	27 3%	91 2%	13 2%	118 2%	56 4%r	74 2%	2 1%
Evri	170 3%	68 6%bcd	40 2%	36 3%	26 2%	109 4%f	62 2%	148 4%h	23 1%	10 2%	13 2%	63 4%ij	50 3%	33 3%	126 3%	10 2%	160 3%	57 4%r	104 2%	9 3%
DPD	140 2%	43 4%bd	38 2%	33 2%	25 2%	82 3%	59 2%	128 3%h	13 1%	4 1%	16 2%	53 3%l	39 3%l	27 3%l	109 3%l	4 1%	136 3%o	64 5%r	67 1%	9 3%
Parcelforce	116 2%	56 5%bcd	24 1%	17 1%	18 1%	80 3%f	36 1%	109 3%h	7 *	7 1%	14 2%	39 2%	31 2%	25 2%	84 2%	7 1%	109 2%	52 4%r	59 1%	5 2%
TNT	111 2%	47 4%bcd	29 2%	20 1%	15 1%	76 2%f	35 1%	102 3%h	10 *	4 1%	10 1%	34 2%	40 3%l	22 2%	85 2%	4 1%	107 2%	52 4%rs	57 1%	3 1%
UPS	134 2%	69 6%bcd	21 1%	29 2%d	15 1%	90 3%f	44 1%	124 3%h	9 *	5 1%	19 3%	40 3%	40 3%	30 3%	99 3%	5 1%	129 2%o	63 5%rs	69 2%	1 *
UK Mail	133 2%	51 4%bcd	32 2%	33 2%d	17 1%	83 3%f	51 2%	120 3%h	13 1%	8 1%	18 3%	47 3%	38 2%	22 2%	103 3%	8 1%	125 2%	60 5%r	68 1%	5 2%
Yodel	125 2%	55 5%bcd	26 2%	25 2%	19 1%	80 3%f	44 1%	115 3%h	10 *	4 1%	11 2%	43 3%l	33 2%	33 3%l	87 2%	4 1%	120 2%o	54 4%r	66 1%	5 2%
Amazon Delivery Service/ Logistics	151 2%	60 5%bcd	26 2%	28 3%	36 2%	86 3%	64 2%	129 4%h	21 1%	16 3%	18 3%	43 3%	47 3%	24 2%	108 3%	16 3%	132 3%	64 5%rs	83 2%	4 1%
Other	89 1%	33 3%bd	18 1%	21 1%	17 1%	52 2%	38 1%	83 2%h	7 *	6 1%	16 2%	28 2%	25 2%	14 1%	69 2%	6 1%	83 2%	53 4%rs	33 1%	3 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Royal Mail	306 5%	266 5%	39 5%	8 4%	270 5%f	21 4%	8 3%	6 4%	8 3%	33 5%	21 4%	13 3%	37 7%hkp	38 7%hkp	61 8%hkp	40 5%	18 3%	1 1%	20 4%
Collect +	124 2%	104 2%	19 2%	3 2%	106 2%	7 1%	8 3%	2 1%	6 2%o	11 2%	9 2%o	4 1%	13 2%o	12 2%o	38 5%ijkor	2 *	11 2%o	*	7 2%o
DHL	142 2%	114 2%	28 3%	3 2%	124 2%	10 2%	5 2%	3 2%	3 1%	15 2%	10 2%	4 1%	20 4%kp	17 3%k	35 4%hkop	15 2%	5 1%	*	10 2%
FedEx	132 2%	104 2%	28 3%	3 2%	117 2%	5 1%	7 2%	3 2%	3 1%	10 1%	11 2%	8 2%	22 4%hipr	17 3%	22 3%	17 2%	7 1%	*	5 1%
Evri	170 3%	149 3%	22 3%	1 1%	148 3%g	10 2%	11 4%eg	2 1%	3 1%	28 4%hp	13 3%	9 2%	13 2%	25 4%hp	28 3%	21 2%	7 1%	*	10 2%
DPD	140 2%	125 2%	16 2%	3 2%	125 2%g	8 1%	6 2%	2 1%	6 2%	12 2%	12 2%	6 1%	14 3%	19 3%o	32 4%o	8 1%	16 3%o	*	8 2%
Parcelforce	116 2%	94 2%	21 2%	3 1%	100 2%	6 1%	8 3%	2 1%	3 1%	10 2%	8 2%	8 2%	17 3%o	11 2%	24 3%	9 1%	8 2%	1 1%	5 1%
TNT	111 2%	98 2%	13 1%	3 2%	99 2%	4 1%	5 2%	2 1%	5 2%	15 2%	9 2%	6 1%	18 3%opr	15 3%	20 2%	7 1%	4 1%	1 1%	3 1%
UPS	134 2%	108 2%	26 3%	3 2%	117 2%	8 1%	7 2%	2 1%	3 1%	15 2%	14 3%	4 1%	20 4%kp	18 3%kp	20 2%	17 2%	5 1%	*	7 2%
UK Mail	133 2%	116 2%	18 2%	5 3%	118 2%	6 1%	7 2%	2 1%	3 1%	13 2%	13 3%	8 2%	15 3%p	11 2%	36 4%hkpr	16 2%	4 1%	*	6 1%
Yodel	125 2%	109 2%	16 2%	4 3%	107 2%	8 1%	9 3%g	2 1%	5 2%	13 2%	4 1%	6 1%	18 3%jo	16 3%o	30 4%jop	7 1%	6 1%	*	7 2%
Amazon Delivery Service/ Logistics	151 2%	133 3%	18 2%	5 3%	133 3%	7 1%	8 3%	3 2%	4 2%	5 1%	15 3%i	8 2%	19 4%i	21 4%i	33 4%ior	12 1%	16 3%i	*	7 2%
Other	89 1%	71 1%	18 2%	5 3%	79 2%	4 1%	5 2%	1 1%	4 1%	11 2%	4 1%	5 1%	15 3%j	5 1%	18 2%	11 1%	8 2%	-	4 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Royal Mail	306 5%	171 7%bd	62 3%	236 7%bd	127 4%	171 7%g	11 6%	22 3%	62 3%	7 3%	17 2%	112 5%nq	124 5%nq	53 7%noq	11 2%	5 2%	236 5%nq	16 2%	132 5%	120 5%	34 5%	15 4%	3 2%	253 5%	18 3%	250 15%z	56 1%
Collect +	124 2%	68 3%bd	24 1%	99 3%bd	56 2%	68 3%g	3 1%	4 *	24 1%j	1 *	3 *	53 3%oq	43 2%	23 3%oq	6 1%	-	95 2%q	6 1%	42 2%	62 3%	10 1%	8 2%	*	104 2%	8 2%	118 7%z	5 *
DHL	142 2%	91 4%bd	8 *	129 4%bd	47 1%b	91 4%g	4 2%	6 1%	8 *	1 *	1 *	60 3%nq	57 2%q	19 2%	5 1%	1 1%	116 3%nq	7 1%	63 2%ux	56 2%ux	21 3%ux	1 *	1 1%	119 2%ux	2 *	126 8%z	16 *
FedEx	132 2%	87 4%bd	14 1%	118 3%bd	45 1%b	87 4%g	6 3%g	2 *	14 1%	4 2%	5 1%	57 3%	48 2%	15 2%	8 1%	5 2%	105 2%	13 2%	60 2%	59 2%	9 1%	4 1%	-	119 2%	4 1%	120 7%z	12 *
Evri	170 3%	100 4%bd	35 2%	132 4%bd	67 2%	100 4%g	5 3%	12 2%	35 2%j	1 1%	5 *	64 3%nq	83 3%nq	16 2%	3 1%	5 2%	146 3%nq	8 1%	80 3%	65 3%	16 2%	6 2%	2 1%	145 3%	8 2%	147 9%z	23 1%
DPD	140 2%	79 3%bd	18 1%	121 3%bd	60 2%b	79 3%g	2 1%	7 1%	18 1%	2 1%	2 *	69 3%lnq	45 2%	18 2%	5 1%	3 1%	114 3%nq	8 1%	60 2%	57 2%	14 2%	6 2%	1 1%	117 2%	7 1%	126 8%z	14 *
Parcelforce	116 2%	63 3%bd	23 1%	91 3%bd	51 2%	63 3%g	4 2%	3 *	23 1%j	2 1%	2 *	48 2%nq	43 2%	18 2%	4 1%	4 2%	90 2%	7 1%	54 2%	48 2%	9 1%	4 1%	1 1%	102 2%	5 1%	103 6%z	13 *
TNT	111 2%	67 3%bd	14 1%	98 3%bd	44 1%b	67 3%g	2 1%	6 1%	14 1%	2 1%	2 *	44 2%	38 2%	17 2%	6 1%	5 2%	83 2%	11 1%	43 2%	48 2%	15 2%	4 1%	1 1%	91 2%	6 1%	105 6%z	6 *
UPS	134 2%	90 4%bd	17 1%	117 3%bd	44 1%	90 4%g	2 1%	4 1%	17 1%	1 *	3 *	61 3%nq	46 2%n	21 3%nq	2 *	4 1%	107 2%nq	6 1%	63 2%	50 2%	14 2%	4 1%	1 1%	113 2%	6 1%	126 8%z	7 *
UK Mail	133 2%	80 3%bd	22 1%	112 3%bd	53 2%	80 3%g	5 3%	5 1%	22 1%	2 1%	4 *	51 2%n	57 2%	17 2%	4 1%	4 2%	108 2%nq	8 1%	55 2%	59 2%u	16 2%	*	5 3%u	112 2%u	6 1%	123 8%z	10 *
Yodel	125 2%	85 4%bd	12 1%	113 3%bd	40 1%b	85 4%g	2 1%	5 1%	12 1%	*	1 *	54 3%nq	41 2%	24 3%nq	4 1%	1 1%	95 2%q	6 1%	51 2%	59 2%x	12 2%	*	1 1%	110 2%	3 1%	112 7%z	13 *
Amazon Delivery Service/ Logistics	151 2%	98 4%bd	18 1%	132 4%bd	52 2%	98 4%g	12 6%g	14 2%	18 1%	3 1%	5 *	51 2%	68 3%	17 2%	11 2%	3 1%	120 3%	14 2%	75 3%x	58 2%	11 2%	4 1%	-	133 3%x	4 1%	133 8%z	17 *
Other	89 1%	58 2%bd	3 *	87 3%bd	34 1%b	58 2%g	4 2%g	2 *	3 *	1 *	1 *	47 2%lnq	20 1%	17 2%lq	3 1%	2 1%	67 1%	5 1%	40 2%	40 2%	8 1%	2 1%	*	79 2%	3 1%	84 5%z	6 *

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Royal Mail	306 5%	32 8%b	265 5%	9 22%ab	115 7%e	163 4%	28 9%e	269 5%	27 17%gjk	8 11%g	2 3%	303 5%	-
Collect +	124 2%	7 2%	114 2%	3 7%b	52 3%e	61 1%	10 3%e	101 2%	18 11%g	4 6%g	*	124 2%	-
DHL	142 2%	16 4%b	123 2%	2 5%	57 3%e	64 2%	20 6%de	125 2%	16 10%gjk	-	*	142 2%	-
FedEx	132 2%	17 4%b	112 2%	4 8%b	56 3%e	65 2%	11 4%e	110 2%	18 11%g	4 5%	*	132 2%	-
Evri	170 3%	11 3%	156 3%	4 9%b	69 4%e	89 2%	13 4%	143 2%	20 13%gjk	7 11%gjk	-	170 3%	-
DPD	140 2%	12 3%	125 2%	3 8%b	65 4%e	66 2%	9 3%	115 2%	20 12%gjk	5 8%gjk	*	140 2%	-
Parcelforce	116 2%	8 2%	103 2%	6 14%ab	57 3%e	49 1%	10 3%e	94 2%	17 11%gjk	4 6%gjk	*	116 2%	-
TNT	111 2%	10 3%	98 2%	3 8%b	54 3%e	50 1%	8 2%	93 2%	17 10%gjk	2 2%	*	111 2%	-
UPS	134 3%	23 6%b	109 2%	2 4%	64 4%e	60 1%	10 3%	110 2%	21 13%gjk	3 4%	*	134 2%	-
UK Mail	133 2%	18 8%b	110 2%	5 12%b	56 3%e	62 2%	15 5%e	109 2%	20 12%gjk	5 7%gjk	*	133 2%	-
Yodel	125 2%	9 2%	109 2%	7 17%ab	60 4%e	50 1%	15 5%e	102 2%	22 14%gjk	1 1%	-	125 2%	-
Amazon Delivery Service/ Logistics	151 2%	20 5%b	125 2%	5 13%b	60 4%e	73 2%	18 6%e	126 2%	24 15%gjk	1 1%	-	151 2%	-
Other	89 1%	8 2%	78 1%	3 8%b	52 3%e	30 1%	7 2%e	76 1%	9 6%gjk	5 7%gjk	*	89 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QJ9_NET_ANYONE_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Royal Mail	306 5%	91 6%	70 5%	66 4%	79 5%	35 7%	38 7%k	19 4%	26 5%	24 5%	20 4%	17 4%	23 4%	25 5%	29 5%	21 4%	28 6%
Collect +	124 2%	45 3%bc	21 1%	24 2%	34 2%	19 4%ijk	16 3%ik	10 2%	11 2%	4 1%	6 1%	4 1%	11 2%	9 2%	18 3%ik	8 2%	8 2%
DHL	142 2%	49 3%b	27 2%	34 2%	32 2%	13 2%	19 4%ikp	16 3%ik	16 3%ik	3 1%	7 1%	4 1%	18 3%ik	11 2%	15 3%i	11 2%	5 1%
FedEx	132 2%	39 2%	33 2%	23 1%	38 2%	13 2%k	15 3%k	11 2%	15 3%k	4 1%	14 3%k	2 *	9 2%	12 2%	24 5%iklop	5 1%	8 2%
Evri	170 3%	65 4%bcd	38 2%	29 2%	38 2%	27 5%ijklp	19 4%k	19 4%k	22 4%jk	9 2%	8 2%	1 *	9 2%	13 3%	13 2%	15 3%	9 2%
DPD	140 2%	38 2%	26 2%	35 2%	40 3%	15 3%	17 3%	7 1%	6 1%	11 2%	9 2%	9 2%	19 4%	7 1%	16 3%	14 3%	10 2%
Parcelforce	116 2%	39 3%	25 2%	24 2%	28 2%	11 2%i	19 4%ikl	9 2%i	12 2%i	* *	13 3%i	5 1%	6 1%	14 3%i	12 2%i	7 1%	9 2%i
TNT	111 2%	45 3%bc	22 1%	19 1%	25 2%	16 3%ikp	20 4%iklp	9 2%	10 2%	2 *	10 2%	4 1%	6 1%	9 2%	13 3%i	8 2%	4 1%
UPS	134 2%	50 3%bd	22 1%	34 2%	27 2%	21 4%iko	20 4%iko	10 2%	9 2%	3 1%	10 2%	6 1%	10 2%	19 4%iko	17 3%io	2 *	9 2%
UK Mail	133 2%	46 3%c	27 2%	20 1%	40 3%c	18 3%ijk	15 3%k	13 3%k	15 3%k	6 1%	6 1%	2 *	8 1%	10 2%	19 4%ijk	12 2%k	10 2%
Yodel	125 2%	50 3%b	17 1%	31 2%	28 2%	20 4%ijkp	20 4%ijkp	9 2%	11 2%i	4 1%	5 1%	* *	1 *	13 3%	14 3%ijp	7 1%	4 1%
Amazon Delivery Service/ Logistics	151 3%	46 3%	30 2%	36 2%	39 3%	20 4%	17 3%	8 2%	10 2%	11 2%	9 2%	8 2%	14 3%	14 3%	17 3%	11 2%	11 2%
Other	89 1%	28 2%b	12 1%	17 1%	33 2%b	10 2%	13 2%ik	5 1%	5 1%	3 1%	4 1%	2 *	9 2%	7 1%	12 2%k	12 2%k	9 2%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 466

QZ1. What is your working status?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Working full time (30hrs+ per week)	2673 43%	591 48%b	2082 42%	446 52%d	2228 42%	1609 53%f	1062 34%	339 41%lm	563 64%gklm	739 66%gklm	498 61%klm	451 39%lm	78 10%m	5 1%	902 53%pq	1237 64%npq	534 21%q	83 6%	2172 42%	475 52%r
Working part time (8-29hrs per week)	1014 16%	136 11%	878 18%a	207 24%d	807 15%	312 10%	698 22%e	212 26%hijklm	144 16%lm	166 15%lm	166 20%llm	225 20%lllm	72 10%m	30 5%	355 21%opq	331 17%pq	327 13%q	103 7%	820 16%	186 21%r
Not working (less than 8hrs per week) - retired	1265 21%	287 23%b	978 20%	57 7%	1208 23%c	590 20%	675 21%	5 1%	2 *	5 *	14 2%hi	185 16%ghij	524 69%ghijk	530 85%ghijkl	7 *	19 1%	1239 49%no	1054 76%nop	1224 23%s	36 4%
Not working (less than 8hrs per week) - unemployed/looking for work	217 4%	30 2%	186 4%	25 3%	191 4%	126 4%f	86 3%	36 4%lm	53 6%klm	52 5%lm	33 4%lm	37 3%lm	6 1%	-	89 5%pq	85 4%pq	42 2%q	6 *	159 3%	57 6%r
Not working (less than 8hrs per week) - student	197 3%	29 2%	168 3%	48 6%d	149 3%	107 4%	87 3%	176 21%hijklm	9 1%l	3 *	2 *	4 *	-	3 *	185 11%opq	5 *	7 *	3 *	120 2%	77 8%r
Not working (less than 8hrs per week) - housewife/househusband	315 5%	77 6%	238 5%	35 4%	279 5%	44 1%	270 9%e	19 2%	47 5%g	66 6%g	45 5%g	80 7%gm	35 5%	23 4%	66 4%	111 6%n	138 5%	58 4%	273 5%	41 5%
Not working (less than 8hrs per week) - unable to work due to disability/other	401 7%	67 5%	334 7%	31 4%	370 7%c	178 6%	223 7%	15 2%	42 5%g	78 7%g	56 7%g	148 13%ghijlm	36 5%g	26 4%g	57 3%	134 7%nq	210 8%nq	62 4%	376 7%s	21 2%
Refused/prefer not to say	88 1%	16 1%	72 1%	11 1%	77 1%	47 2%	40 1%	21 3%	14 2%	13 1%	8 1%	13 1%	10 1%	9 1%	35 2%	21 1%	32 1%	19 1%	69 1%	11 1%
NET Working	3687 60%	726 59%	2960 60%	653 76%d	3034 57%	1921 64%f	1761 56%	551 67%klm	706 81%gklm	905 81%gklm	664 81%gklm	676 59%lm	150 20%m	36 6%	1257 74%pq	1569 81%npq	861 34%q	186 13%	2992 57%	661 73%r
NET Not working	2394 39%	490 40%	1904 39%	197 23%	2197 41%c	1045 35%	1341 43%e	252 31%hij	153 18%	204 18%	150 18%	454 40%ghij	600 79%ghijk	582 93%ghijkl	404 24%o	354 18%	1636 65%no	1182 85%nop	2152 41%s	233 26%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 466

QZ1. What is your working status?

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Working full time (30hrs+ per week)	2673 43%	683 59%bcd	956 49%d	701 50%d	333 20%	1639 53%f	1034 34%	2673 73%h	-	34 6%	124 17%i	616 39%ij	864 56%ijkn	780 73%ijkln	1604 42%ij	36 6%	2513 49%o	279 22%	2319 51%qs	75 25%
Working part time (8-29hrs per week)	1014 16%	143 12%	324 17%a	260 19%a	287 17%a	467 15%	547 18%e	1014 27%h	-	109 20%m	166 23%m	295 19%m	241 16%m	112 11%	702 18%m	111 19%	843 16%	219 17%	734 16%	61 20%
Not working (less than 8hrs per week) - retired	1265 21%	203 18%	419 22%ac	221 16%	420 25%abc	622 20%	641 21%	-	1265 53%g	155 28%lmn	225 31%klmn	366 23%lm	267 17%m	86 8%	858 22%lm	172 29%p	1001 19%	213 16%	1010 22%qs	42 14%
Not working (less than 8hrs per week) - unemployed/looking for work	217 4%	10 1%	43 2%a	19 1%	144 9%abc	53 2%	164 5%e	-	217 9%g	80 14%jklmn	31 4%lm	51 3%lm	20 1%	15 1%	102 3%l	83 14%p	122 2%	108 8%rs	98 2%	11 4%
Not working (less than 8hrs per week) - student	197 3%	59 5%cd	72 4%d	40 3%d	26 2%	131 4%f	66 2%	-	197 8%g	23 4%	20 3%	36 2%	34 2%	38 4%	90 2%	24 4%	139 3%	24 2%	152 3%q	22 7%qr
Not working (less than 8hrs per week) - housewife/househusband	315 5%	25 2%	63 3%	88 6%ab	138 8%ab	89 3%	226 7%e	-	315 13%g	27 5%m	44 6%m	107 7%lm	73 5%m	21 2%	224 6%m	27 5%	260 5%	128 10%r	158 3%	28 9%r
Not working (less than 8hrs per week) - unable to work due to disability/other	401 7%	15 1%	46 2%	46 3%a	295 18%abc	61 2%	341 11%e	-	401 17%g	118 21%jklmn	96 13%klmn	86 5%m	48 3%m	9 1%	230 6%lm	119 20%p	252 5%	304 23%rs	70 2%	27 9%r
Refused/prefer not to say	88 1%	15 1%	21 1%	17 1%	34 2%	36 1%	52 2%	-	-	15 3%klmn	11 2%l	14 1%	7 *	8 1%	33 1%	16 3%p	42 1%	21 2%r	31 1%	36 12%qr
NET Working	3687 60%	825 72%bd	1280 66%d	961 69%d	620 37%	2106 68%f	1581 51%	3687 100%h	-	143 26%	290 40%i	911 58%ij	1104 71%ijkn	892 83%ijkln	2306 60%ij	147 25%	3356 65%o	498 38%	3053 67%qs	135 45%
NET Not working	2394 39%	313 27%	643 33%a	415 30%	1023 61%abc	955 31%	1438 47%e	-	2394 100%g	403 72%jklmn	417 58%klmn	646 41%lm	441 28%m	168 16%	1504 39%lm	424 72%p	1774 34%	777 60%rs	1488 33%	129 43%r

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 466

QZ1. What is your working status?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Working full time (30hrs+ per week)	2673 43%	2305 43%c	368 43%c	53 31%	2235 43%	229 44%	129 44%	80 47%	88 35%	290 43%h	211 41%	183 41%	215 40%	251 44%h	422 52%hijklmpq	380 45%hp	196 37%	26 38%	203 45%hp
Working part time (8-29hrs per week)	1014 16%	893 17%	121 14%	29 17%	862 17%	82 16%	48 16%	23 13%	51 20%	106 16%	81 16%	85 19%	92 17%	90 16%	137 17%	130 15%	92 17%	11 16%	71 16%
Not working (less than 8hrs per week) - retired	1265 21%	1046 20%	219 25%a	52 30%a	1050 20%	113 22%	66 22%	35 21%	59 24%ln	123 18%	118 23%ln	105 24%ln	89 16%	131 23%ln	114 14%	194 23%ln	117 22%n	17 24%n	97 22%n
Not working (less than 8hrs per week) - unemployed/looking for work	217 4%	197 4%c	19 2%	2 1%	192 4%	12 2%	9 3%	4 2%	8 3%	23 3%	19 4%	21 5%p	26 5%p	22 4%	38 5%p	27 3%	8 2%	1 2%	11 2%
Not working (less than 8hrs per week) - student	197 3%	180 3%	16 2%	4 2%	156 3%	22 4%	11 4%	7 4%	6 2%	22 3%	8 2%	11 2%	20 4%	13 2%	28 3%	24 3%	23 4%j	1 1%	22 5%j
Not working (less than 8hrs per week) - housewife/househusband	315 5%	265 5%	50 6%	9 5%	270 5%	24 5%	13 4%	8 5%	13 5%	36 5%	24 5%	24 5%	39 7%n	25 4%	30 4%	46 5%	34 6%	6 9%n	18 4%
Not working (less than 8hrs per week) - unable to work due to disability/other	401 7%	350 7%	52 6%	15 9%	345 7%	28 5%	16 5%	13 7%	21 9%knor	62 9%knor	41 8%kno	17 4%	55 10%knor	35 6%	33 4%	33 4%	47 9%knor	6 8%	22 5%
Refused/prefer not to say	88 1%	69 1%	18 2%	9 5%ab	76 1%	7 1%	4 1%	1 1%	4 2%	15 2%	7 1%	3 1%	8 1%	6 1%	10 1%	10 1%	12 2%	1 2%	6 1%
NET Working	3687 60%	3198 60%c	489 57%c	82 48%	3097 60%	311 60%	176 60%	103 60%	139 55%	395 59%	292 57%	267 60%	306 56%	341 60%	558 69%hijklmopqr	510 60%	288 54%	37 54%	273 61%
NET Not working	2394 39%	2038 38%	357 41%	81 47%a	2012 39%	200 39%	115 39%	67 39%	107 43%n	266 39%n	210 41%n	178 40%n	229 42%n	226 39%n	243 30%	324 38%n	229 43%n	30 44%n	170 38%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 466

QZ1. What is your working status?

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	Stamp usage 2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Working full time (30hrs+ per week)	2673 43%	1244 52%bd	769 34%	1737 50%bd	1262 38%b	1244 52%fg	21 11%g	-	769 34%ij	7 3%j	-	752 36%	1136 47%kp	364 45%k	301 51%kp	111 47%k	1888 42%k	412 50%kp	1092 43%v	1098 46%rtvx	278 41%	140 40%	51 32%	2191 44%vx	191 37%	793 49%z	1880 41%
Working part time (8-29hrs per week)	1014 16%	359 15%	397 18%	541 16%	579 17%a	359 15%g	37 19%g	-	397 18%j	41 18%j	-	340 16%	383 16%	148 18%	109 18%	28 12%	724 16%	137 16%	455 18%	367 16%	108 16%	64 18%	17 11%	822 17%	81 16%	363 22%z	651 14%
Not working (less than 8hrs per week) - retired	1265 21%	346 14%	694 31%acd	530 15%	879 27%ac	346 14%	44 23%e	346 44%ef	694 31%	84 37%	694 65%hi	570 28%lmnopq	472 19%mnq	110 14%	75 13%	35 15%	1042 23%lmnoq	110 13%	530 21%	437 18%	137 20%	95 27%rsw	59 37%rstw	968 20%	154 30%rstw	150 9%	1115 25%y
Not working (less than 8hrs per week) - unemployed/looking for work	217 4%	84 3%	68 3%	114 3%	99 3%	84 3%	28 15%e	84 11%e	68 3%	28 12%hj	68 6%h	60 3%	64 3%	44 5%klp	34 6%klp	15 6%klp	124 3%	49 6%klp	67 3%	91 4%	37 5%rw	13 4%	5 3%	159 3%	18 4%	53 3%	164 4%
Not working (less than 8hrs per week) - student	197 3%	63 3%	47 2%	99 3%	82 2%	63 3%	10 5%	63 8%e	47 2%	3 1%	47 4%h	40 2%	80 5%kp	40 5%kp	19 3%	16 7%klp	119 3%	35 4%kp	78 3%	79 3%	26 4%	8 2%	4 3%	157 3%	12 2%	57 3%	140 3%
Not working (less than 8hrs per week) - housewife/househusband	315 5%	114 5%	128 6%	171 5%	185 6%	114 5%	9 5%	114 15%ef	128 6%	11 5%	128 12%h	116 6%	123 5%	37 5%	28 5%	10 4%	238 5%	38 5%	131 5%	129 5%	33 5%	14 4%	7 4%	259 5%	21 4%	70 4%	245 5%
Not working (less than 8hrs per week) - unable to work due to disability/other	401 7%	171 7%	134 6%	229 7%	192 6%	171 7%	42 22%e	171 22%e	134 6%	48 21%hj	134 12%h	165 8%ln	141 6%	47 6%	24 4%	21 9%n	306 7%n	45 5%	185 7%	137 6%	41 6%	17 5%	17 10%	321 7%	34 7%	124 8%	278 6%
Refused/prefer not to say	88 1%	24 1%	24 1%	36 1%	36 1%	24 1%g	1 1%	-	24 1%j	2 2%j	-	20 1%	37 2%	22 3%knpq	4 1%	1 1%	57 1%	6 1%	31 1%	29 1%	20 3%rswx	2 1%	-	60 1%	2 *	19 1%	69 2%
NET Working	3687 60%	1602 67%bd	1165 52%	2278 66%bd	1841 56%b	1602 67%fg	58 30%g	-	1165 52%ij	48 21%j	-	1092 53%	1519 62%kp	512 63%kp	410 69%klop	139 58%	2612 58%k	549 66%kp	1547 60%vx	1465 62%vx	386 57%v	204 58%v	69 43%	3013 61%vx	272 53%	1157 71%z	2530 56%
NET Not working	2394 39%	778 32%	1071 47%acd	1143 33%	1436 43%ac	778 32%	134 69%e	778 100%ef	1071 47%	175 77%h	1071 100%hi	951 46%lmnpq	879 36%n	277 34%	180 30%	98 41%n	1830 41%lmnq	277 33%	991 39%	873 37%	275 40%	147 42%	92 57%rstuw	1864 38%	239 47%rsw	453 28%	1941 43%y

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ1. What is your working status?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Working full time (30hrs+ per week)	2673 43%	132 33%	2530 44%a	12 29%	447 26%	2091 50%df	135 42%d	2575 44%j	59 37%j	25 37%j	8 10%	2659 44%j	6 17%
Working part time (8-29hrs per week)	1014 16%	45 11%	962 17%a	7 17%	268 16%	681 16%	65 20%	963 17%j	38 24%j	9 13%j	* 1%	1010 17%j	3 9%
Not working (less than 8hrs per week) - retired	1265 21%	91 23%c	1172 20%c	2 6%	423 25%ef	818 20%f	24 7%	1166 20%	30 19%	15 23%	52 70%ghik	1211 20%	2 5%
Not working (less than 8hrs per week) - unemployed/looking for work	217 4%	6 2%	208 4%	3 7%	74 4%	131 3%	11 4%	201 3%	11 7%	1 2%	3 4%	213 4%	- -
Not working (less than 8hrs per week) - student	197 3%	6 1%	190 3%	1 2%	59 3%	111 3%	26 8%de	186 3%	4 2%	3 5%	* *	193 3%	4 11%
Not working (less than 8hrs per week) - housewife/househusband	315 5%	13 3%	302 5%	* *	81 5%	219 5%	15 5%	300 5%	7 5%	5 7%	3 4%	312 5%	- -
Not working (less than 8hrs per week) - unable to work due to disability/other	401 7%	97 24%b	289 5%	15 36%b	330 19%ef	57 1%	14 4%e	374 6%	7 5%	7 10%	8 10%	389 6%	5 15%
Refused/prefer not to say	88 1%	11 3%	75 1%	2 4%	23 1%	33 1%	32 10%de	66 1%	4 2%	2 3%	- -	72 1%	15 44%
NET Working	3687 60%	177 44%	3491 61%a	19 45%	715 42%	2772 67%d	200 62%d	3538 61%j	97 61%j	34 50%j	8 11%	3669 61%j	9 26%
NET Not working	2394 39%	213 53%b	2161 38%	21 50%	968 57%ef	1337 32%	90 28%	2226 38%	60 37%	32 47%	66 89%ghlk	2318 38%	11 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Table 466

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ1. What is your working status?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Working full time (30hrs+ per week)	2673 43%	687 45%	664 43%	687 44%	636 41%	237 45%	235 45%	215 43%	235 45%	193 38%	235 46%l	195 40%	265 50%ljkno	227 43%	220 41%	208 41%	207 42%
Working part time (8-29hrs per week)	1014 16%	235 15%	263 17%	238 15%	278 18%	82 16%	81 16%	72 14%	90 17%	101 20%	72 14%	77 16%	78 15%	82 16%	87 16%	99 20%	92 19%
Not working (less than 8hrs per week) - retired	1265 21%	312 20%	313 20%	321 21%	319 21%	110 21%	101 20%	101 20%	101 19%	110 22%	102 20%	109 22%	99 19%	113 21%	110 21%	107 21%	101 20%
Not working (less than 8hrs per week) - unemployed/looking for work	217 4%	66 4%c	54 3%	40 3%	57 4%	17 3%	23 4%	26 5%m	15 3%	18 4%	13 3%	16 3%	11 2%	21 4%	13 3%	22 4%	
Not working (less than 8hrs per week) - student	197 3%	37 2%	53 3%	57 4%	50 3%	16 3%	10 2%	11 2%	21 4%	15 3%	17 3%	20 4%	14 3%	23 4%	16 3%	18 4%	16 3%
Not working (less than 8hrs per week) - housewife/househusband	315 5%	93 6%	64 4%	76 5%	82 5%	25 5%	34 7%l	34 7%	25 5%	26 5%	14 3%	25 5%	28 5%	24 4%	35 7%l	25 5%	21 4%
Not working (less than 8hrs per week) - unable to work due to disability/other	401 7%	93 6%	109 7%	109 7%	90 6%	33 6%	27 5%	34 7%	31 6%	41 8%	38 7%	42 9%	25 5%	41 8%	30 6%	31 6%	29 6%
Refused/prefer not to say	88 1%	20 1%	21 1%	23 1%	23 2%	9 2%	6 1%	6 1%	7 1%	5 1%	9 2%	8 2%	8 1%	7 1%	12 2%	5 1%	6 1%
NET Working	3687 60%	921 60%	927 60%	925 60%	914 60%	319 60%	315 61%	287 58%	326 62%	294 58%	307 61%	273 56%	343 64%k	309 59%	307 58%	307 61%	300 61%
NET Not working	2394 39%	601 39%	593 38%	603 39%	598 39%	200 38%	196 38%	205 41%	192 37%	210 41%	192 38%	210 43%l	182 34%	211 40%	213 40%	195 38%	190 38%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Table 468

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	861 14%	51 4%	810 16%a	861 100%d	-	436 14%	423 13%	208 25%ijklm	200 23%ijklm	202 18%jklm	84 10%lm	98 9%m	47 6%	22 4%	409 24%opq	286 15%pq	166 7%	69 5%	678 13%	175 19%r
No	5308 86%	1182 96%b	4127 84%	-	5308 100%c	2577 86%	2719 87%	615 75%	672 77%	920 82%gh	738 90%ghi	1045 91%ghi	713 94%ghij	604 96%ghijk	1287 76%	1658 85%n	2362 93%no	1318 95%no	4534 87%s	730 81%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	861 14%	247 21%bcd	225 12%	223 16%bd	166 10%	472 15%f	389 13%	653 18%h	197 8%	74 13%	97 13%	230 15%	240 15%	181 17%	567 15%	74 13%	762 15%	257 20%rs	574 13%	30 10%
No	5308 86%	907 79%	1719 88%ac	1171 84%a	1511 90%ac	2625 85%	2682 87%e	3034 82%	2197 92%g	487 87%	621 87%	1341 85%	1313 85%	888 83%	3276 85%	513 87%	4410 85%	1040 80%	3998 87%q	270 90%q
I don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	861 14%	734 14%	127 15%	28 16%	743 14%g	58 11%	42 14%	18 11%	27 11%	83 12%	57 11%	80 18%hijr	89 16%hijr	74 13%	132 16%hr	124 15%	77 14%	8 12%	50 11%
No	5308 86%	4572 86%	736 85%	145 84%	4442 86%	460 89%	254 86%	152 89%d	223 89%kln	592 88%k	452 89%kl	368 82%	455 84%	499 87%	679 84%	721 85%	453 86%	61 88%	399 89%kln
I don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	861 14%	385 16%d	305 13%	525 15%	445 13%	385 16%g	32 17%g	69 9%	305 13%j	26 11%	102 10%	305 15%	336 14%	118 15%	76 13%	23 10%	641 14%	99 12%	451 18%stuvx	314 13%tuvx	56 8%	28 8%	8 5%	765 15%stuvx	36 7%	420 26%z	441 10%
No	5308 86%	2019 84%	1955 87%	2932 85%	2869 87%a	2019 84%	161 83%	708 91%ef	1955 87%	201 89%	969 90%h	1758 85%	2099 86%	692 85%	518 87%	215 90%	3857 86%	733 88%	2118 82%	2054 87%rw	625 92%rsw	325 92%rsw	152 95%rsw	4171 85%	477 93%rsw	1209 74%	4099 90%y
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	861 14%	75 19%b	776 14%	10 24%	338 20%e	473 11%	49 15%	783 13%j	57 35%gik	16 23%j	* *	856 14%j	4 13%
No	5308 86%	326 81%	4951 86%a	32 76%	1367 80%	3668 89%d	273 85%	5047 87%h	104 65%	52 77%	74 100%ghik	5203 86%h	31 87%
I don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	861 14%	227 15%	217 14%	192 12%	225 15%	92 18%gjkp	76 15%k	59 12%	71 14%	86 17%kg	59 12%	47 10%	76 14%	69 13%	85 16%k	85 17%kp	55 11%
No	5308 86%	1316 85%	1324 86%	1358 88%	1310 85%	435 82%	441 85%	440 88%e	453 86%	423 83%	448 88%e	444 90%efino	456 86%	458 87%	447 84%	423 83%	440 89%eio
I don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
I have internet access at home, and I personally use it	5830 95%	1108 90%	4722 96%a	783 91%	5047 95%c	2829 94%	2988 95%	764 93%	808 93%	1081 96%ghm	796 97%ghm	1101 96%ghm	720 95%m	560 89%	1572 93%	1878 97%npq	2381 94%	1280 92%	4929 95%	853 94%
I have internet access at home, but I don't personally use it	161 3%	41 3%	119 2%	57 7%d	104 2%	91 3%	70 2%	35 4%ijkl	47 5%ijkl	22 2%	11 1%	14 1%	12 2%	21 3%jk	82 5%opq	33 2%	46 2%	33 2%	128 2%	33 4%
I don't have internet access at home, but I use it elsewhere	68 1%	20 2%	48 1%	16 2%	52 1%	37 1%	32 1%	13 2%	7 1%	10 1%	9 1%	12 1%	14 2%	5 1%	20 1%	19 1%	30 1%	18 1%	59 1%	9 1%
I don't have access to the internet	74 1%	61 5%b	14 *	*	74 1%c	36 1%	38 1%	3 *	3 *	1 *	4 1%	10 1%i	14 2%ghi	39 6%ghijkl	5 *	5 *	63 3%no	53 4%no	71 1%s	3 *
I don't know	35 1%	2 *	33 1%	4 1%	31 1%	20 1%	15 *	10 1%i	8 1%	7 1%	2 *	5 *	1 *	2 *	18 1%pq	9 *	8 *	3 *	25 *	7 1%
NET Have internet at home	5991 97%	1150 93%	4841 98%a	840 98%	5151 97%	2920 97%	3057 97%	799 97%m	855 98%m	1103 98%lm	807 98%m	1115 98%m	732 96%m	581 93%	1654 97%pq	1910 98%pq	2427 96%	1312 95%	5056 97%	886 98%
NET Have internet access	6060 98%	1170 95%	4890 99%a	856 99%d	5203 98%	2957 98%	3089 98%	811 98%m	862 99%m	1114 99%m	816 99%m	1127 99%m	745 98%m	585 93%	1673 99%pq	1929 99%pq	2457 97%	1331 96%	5116 98%	895 99%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
I have internet access at home, and I personally use it	5830 95%	1102 96%cd	1881 97%cd	1297 93%	1549 92%	2983 96%f	2846 93%	3538 96%h	2226 93%	509 91%	654 91%	1465 93%	1513 97%ijkn	1047 98%ijkn	3633 95%ij	525 89%	4926 95%o	1183 91%	4386 96%qs	262 87%
I have internet access at home, but I don't personally use it	161 3%	32 3%b	27 1%	54 4%b	47 3%b	59 2%	102 3%e	97 3%	60 2%	13 2%	26 4%lm	61 4%lm	27 2%	14 1%	115 3%lm	14 2%	136 3%	53 4%r	95 2%	12 4%
I don't have internet access at home, but I use it elsewhere	68 1%	9 1%	17 1%	19 1%	24 1%	26 1%	43 1%	34 1%	32 1%	8 1%	17 2%lm	23 1%	7 *	5 *	47 1%	9 1%	56 1%	23 2%r	38 1%	7 2%
I don't have access to the internet	74 1%	3 *	11 1%	16 1%a	44 3%abc	14 *	60 2%e	8 *	66 3%g	29 5%klmn	21 3%klmn	8 *	2 *	-	31 1%lm	37 6%p	34 1%	31 2%r	39 1%	5 2%
I don't know	35 1%	8 1%	8 *	7 1%	13 1%	15 *	20 1%	9 *	11 *	3 1%	* *	14 1%l	3 *	3 *	18 *	3 *	21 *	6 *	14 *	16 5%qr
NET Have internet at home	5991 97%	1134 98%d	1908 98%d	1352 97%d	1596 95%	3042 98%f	2948 96%	3635 99%h	2286 95%	522 93%	680 95%	1526 97%ij	1540 99%ijkn	1061 99%ijkn	3747 98%ij	539 92%	5062 98%o	1236 95%s	4481 98%qs	274 91%
NET Have internet access	6060 98%	1143 99%d	1925 99%d	1370 98%d	1620 97%	3068 99%f	2990 97%	3669 100%h	2318 97%	529 94%	697 97%	1549 99%ij	1548 100%ijkn	1066 100%ijkn	3794 99%ij	547 93%	5117 98%o	1260 97%s	4520 99%qs	280 93%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
I have internet access at home, and I personally use it	5830 95%	4996 94%	834 97%a	165 96%	4907 95%	481 93%	276 94%	166 97%def	240 96%	624 92%	480 94%	430 96%	512 94%	554 97%ir	775 96%	788 93%	505 95%	66 95%	415 92%
I have internet access at home, but I don't personally use it	161 3%	146 3%	15 2%	2 1%	135 3%g	14 3%	10 3%g	2 1%	2 1%	31 5%hnp	13 3%	10 2%	16 3%h	13 2%	15 2%	26 3%h	9 2%	2 2%	13 3%h
I don't have internet access at home, but I use it elsewhere	68 1%	66 1%b	2 *	* *	56 1%	8 2%	3 1%	1 1%	5 2%m	8 1%	5 1%	5 1%	3 1%	1 *	7 1%	17 2%m	4 1%	-	8 2%m
I don't have access to the internet	74 1%	65 1%	9 1%	3 2%	58 1%	9 2%	6 2%	2 1%	3 1%	2 *	9 2%	3 1%	10 2%	6 1%	8 1%	7 1%	10 2%i	-	9 2%i
I don't know	35 1%	32 1%	3 *	3 1%	29 1%	5 1%	* *	* *	1 *	9 1%m	2 *	2 *	3 1%	-	5 1%	6 1%	1 *	2 2%jmp	4 1%
NET Have internet at home	5991 97%	5142 97%	849 98%	167 97%	5042 97%e	495 96%	286 97%	167 98%e	241 96%	656 97%	493 97%	439 98%	528 97%	567 99%hr	791 97%	814 96%	514 97%	67 98%	428 95%
NET Have internet access	6060 98%	5208 98%	851 99%	168 97%	5098 98%	504 97%	289 98%	168 99%	246 98%	664 98%	498 98%	444 99%	531 98%	568 99%	798 98%	831 98%	518 98%	67 98%	436 97%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
I have internet access at home, and I personally use it	5830 95%	2293 95%	2144 95%	3262 94%	3113 94%	2293 95%fg	172 89%	724 93%	2144 95%i	205 91%	1006 94%	1947 94%m	2318 95%m	741 91%	574 97%m	225 95%	4265 95%m	799 96%m	2483 97%stuvx	2247 95%tuvx	624 92%vx	310 88%	134 83%	4731 96%tuvx	444 86%	1468 90%	4362 96%y
I have internet access at home, but I don't personally use it	161 3%	68 3%	47 2%	109 3%	88 3%	68 3%	8 4%	26 3%	47 2%	3 1%	24 2%	51 2%	58 2%	38 5%klnpq	10 2%	4 2%	109 2%	14 2%	44 2%	68 3%r	29 4%rw	13 4%	3 2%	112 2%	16 3%	97 6%z	64 1%
I don't have internet access at home, but I use it elsewhere	68 1%	21 1%	30 1%	34 1%	43 1%	21 1%	3 2%	10 1%	30 1%	3 1%	14 1%	19 1%	26 1%	14 2%	3 1%	5 2%	45 1%	8 1%	14 1%	21 1%	12 2%rw	11 3%rsw	10 6%rstw	35 1%	21 4%rsw	33 2%z	35 1%
I don't have access to the internet	74 1%	17 1%	31 1%	38 1%	52 2%a	17 1%	8 4%e	16 2%e	31 1%	15 7%hj	26 2%	39 2%lm	21 1%	4 1%	6 1%	2 1%	60 1%	8 1%	16 1%	23 1%	5 1%	16 4%rstv	14 9%rstv	39 1%	29 6%rstv	20 1%	54 1%
I don't know	35 1%	6 *	9 *	15 *	18 1%	6 *	1 1%	2 *	9 *	- -	2 *	7 *	12 *	13 2%klnpq	* *	2 1%	18 *	2 *	11 *	8 *	10 1%rsw	3 1%	* *	19 *	3 1%	11 1%	25 1%
NET Have internet at home	5991 97%	2361 98%bd	2191 97%	3371 98%	3201 97%	2361 98%fg	181 93%	750 96%	2191 97%i	208 92%	1030 96%i	1999 97%	2376 98%	779 96%	584 98%m	229 96%	4375 97%	813 98%	2528 98%tuvx	2315 98%tuvx	654 96%uvx	323 91%	137 85%	4843 98%tuvx	460 90%	1565 96%	4426 97%y
NET Have internet access	6060 98%	2381 99%d	2220 98%	3405 98%	3244 98%	2381 99%fg	184 95%	759 98%	2220 98%i	211 93%	1044 97%i	2018 98%	2402 99%	793 98%	587 99%	234 98%	4420 98%	822 99%	2542 99%uvx	2337 99%uvx	666 98%uvx	335 95%	146 91%	4878 99%uvx	481 94%	1598 98%	4461 98%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
I have internet access at home, and I personally use it	5830 95%	345 86%	5451 95%ac	34 83%	1545 91%	4007 97%df	279 87%	5830 100%hijk	- -	- -	- -	5830 96%hij	- -
I have internet access at home, but I don't personally use it	161 3%	24 6%b	134 2%	3 7%	78 5%e	73 2%	9 3%	- -	161 100%gijk	- -	- -	161 3%g	- -
I don't have internet access at home, but I use it elsewhere	68 1%	7 2%	60 1%	1 2%	28 2%e	29 1%	11 3%e	- -	- -	68 100%ghij	- -	68 1%g	- -
I don't have access to the internet	74 1%	20 5%b	53 1%	1 3%	46 3%e	23 1%	6 2%e	- -	- -	- -	74 100%ghik	- -	- -
I don't know	35 1%	5 1%	28 *	2 5%b	9 1%	10 *	17 5%de	- -	- -	- -	- -	- -	35 100%
NET Have internet at home	5991 97%	369 92%	5585 98%ac	37 90%	1623 95%f	4080 99%df	288 90%	5830 100%ijk	161 100%i	- -	- -	5991 99%j	- -
NET Have internet access	6060 98%	376 94%	5645 99%ac	38 92%	1651 97%f	4109 99%df	299 93%	5830 100%j	161 100%j	68 100%j	- -	6060 100%j	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
I have internet access at home, and I personally use it	5830 95%	1437 93%	1460 95%	1480 95%a	1453 95%	491 93%	487 94%	459 92%	496 95%	483 95%	482 95%	468 95%	508 95%	505 96%	508 96%	485 96%	460 93%
I have internet access at home, but I don't personally use it	161 3%	55 4%b	30 2%	43 3%	33 2%	22 4%i	13 3%	20 4%	11 2%	8 2%	11 2%	9 2%	17 3%	17 3%	11 2%	9 2%	13 3%
I don't have internet access at home, but I use it elsewhere	68 1%	25 2%	12 1%	15 1%	17 1%	8 2%	8 2%	9 2%	5 1%	3 1%	4 1%	9 2%m	4 1%	1 *	3 1%	2 *	11 2%mo
I don't have access to the internet	74 1%	15 1%	24 2%c	9 1%	26 2%c	5 1%	7 1%	4 1%	5 1%	12 2%l	6 1%	3 1%	2 *	4 1%	6 1%	12 2%l	8 2%
I don't know	35 1%	10 1%	15 1%c	3 *	7 *	1 *	2 *	7 1%mo	8 1%mo	3 1%	5 1%	2 *	1 *	- -	3 1%	- -	3 1%
NET Have internet at home	5991 97%	1492 97%	1490 97%	1523 98%abd	1486 97%	513 97%	500 97%	480 96%	506 97%	491 96%	493 97%	477 97%	525 99%p	521 99%fghip	519 98%	493 97%	473 95%
NET Have internet access	6060 98%	1517 98%	1502 97%	1538 99%bg	1502 98%	521 99%	508 98%	488 98%	512 98%	494 97%	497 98%	486 99%	529 99%l	523 99%l	523 98%	495 98%	484 98%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 470

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
1	1563 25%	321 26%	1242 25%	180 21%	1383 26%c	682 23%	878 28%e	101 12%	174 20%g	241 22%g	216 26%gh	330 29%ghi	262 34%ghij	239 38%ghijk	275 16%	457 24%n	830 33%no	501 36%no	1420 27%s	133 15%
2	3371 55%	706 57%	2665 54%	452 53%	2918 55%	1701 56%f	1665 53%	280 34%	524 60%gj	742 66%ghjklm	405 49%g	627 55%g	443 58%gj	350 56%g	804 47%	1147 59%n	1420 56%n	793 57%n	2862 55%	480 53%
3	754 12%	139 11%	616 12%	141 16%d	613 12%	402 13%f	351 11%	231 28%hijklm	102 12%lm	95 9%m	122 15%lm	130 11%lm	45 6%	30 5%	333 20%opq	217 11%pq	204 8%q	75 5%	610 12%	135 15%r
4	352 6%	53 4%	298 6%	61 7%	291 5%	167 6%	181 6%	139 17%hijklm	46 5%lm	35 3%lm	74 9%hiklm	46 4%lm	8 1%	5 1%	185 11%opq	109 6%pq	58 2%q	12 1%	252 5%	96 11%r
5	84 1%	7 1%	77 2%a	20 2%d	64 1%	41 1%	42 1%	42 5%hijklm	17 2%ijkl	8 1%	4 *	8 1%	3 *	4 1%	59 3%opq	12 1%	14 1%	6 *	38 1%	44 5%r
6+	45 1%	7 1%	38 1%	6 1%	39 1%	20 1%	25 1%	32 4%hijklm	9 1%iklm	1 *	2 *	2 *	-	-	41 2%opq	2 *	2 *	-	29 1%	17 2%r
Mean	2.07	1.98	2.09a	2.20d	2.04	2.09	2.03	2.86hijklm	2.14iklm	1.95lm	2.09lklm	1.94lm	1.75	1.70	2.49opq	2.01pq	1.82q	1.72	2.00	2.46r
Std Dev.	1.02	0.86	1.06	1.00	1.03	0.95	1.08	1.62	1.06	0.70	0.92	0.83	0.64	0.65	1.41	0.80	0.74	0.65	0.97	1.23
Std Error	0.01	0.03	0.01	0.03	0.01	0.02	0.02	0.06	0.04	0.02	0.03	0.02	0.02	0.03	0.04	0.02	0.01	0.02	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
1	1563 25%	162 14%	533 27%ac	183 13%	685 41%abc	695 22%	868 28%e	745 20%	796 33%g	344 61%jklmn	342 48%klmn	491 31%lmn	192 12%m	56 5%	1025 27%lm	363 62%p	1114 22%	541 42%rs	955 21%	68 23%
2	3371 55%	738 64%bd	1025 53%d	901 65%bd	705 42%	1763 57%f	1606 52%	2147 58%h	1170 49%	149 27%	264 37%i	833 53%ij	1039 67%ijkn	718 67%ijkn	2136 56%ij	154 26%	2993 58%o	521 40%	2702 59%qs	148 49%q
3	754 12%	159 14%	229 12%	176 13%	190 11%	388 13%	366 12%	475 13%	273 11%	39 7%	69 10%	154 10%	207 13%ijk	175 16%ijkn	429 11%i	41 7%	657 13%o	146 11%	563 12%	45 15%
4	352 6%	68 6%	102 5%	109 8%bd	72 4%	170 6%	181 6%	241 7%h	105 4%	19 3%	29 4%	77 5%	78 5%	91 9%ijkln	184 5%	19 3%	302 6%o	67 5%	259 6%	26 9%
5	84 1%	21 2%d	34 2%d	17 1%	12 1%	55 2%f	29 1%	52 1%	33 1%	4 1%	6 1%	12 1%	28 2%	19 2%	46 1%	4 1%	71 1%	13 1%	62 1%	9 3%q
6+	45 1%	5 *	20 1%	7 *	14 1%	25 1%	21 1%	27 1%	18 1%	5 1%	8 1%	5 *	10 1%	8 1%	23 1%	5 1%	33 1%	8 1%	31 1%	5 2%
Mean	2.07	2.19bd	2.07d	2.21bd	1.85	2.12f	2.01	2.14h	1.95	1.60	1.77i	1.92ij	2.22ijkn	2.37ijkln	2.02ijk	1.59	2.11o	1.87	2.10q	2.37qr
Std Dev.	1.02	0.87	1.22	0.86	0.97	1.10	0.94	1.06	0.96	1.02	0.99	0.87	1.16	0.86	1.03	1.00	1.01	1.01	0.92	1.97
Std Error	0.01	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.03	0.03	0.02	0.04	0.01	0.03	0.01	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
1	1563 25%	1396 26%b	167 19%	45 26%	1306 25%	144 28%	71 24%	42 24%	69 27%q	172 25%	139 27%q	122 27%q	118 22%	133 23%	188 23%	232 27%q	133 25%	10 15%	134 30%lmnq
2	3371 55%	2842 54%	529 61%a	97 56%	2831 55%	298 58%	153 52%	89 52%	149 59%ln	370 55%	293 58%	252 56%	279 51%	327 57%	410 51%	453 54%	297 56%	48 70%iklmnopr	250 56%
3	754 12%	649 12%	105 12%	23 13%	629 12%	55 11%	44 15%e	25 15%e	24 10%	80 12%	49 10%	50 11%	77 14%	69 12%	120 15%hj	100 12%	60 11%	9 13%	46 10%
4	352 6%	304 6%	47 5%	8 4%	310 6%e	12 2%	19 7%e	11 6%e	7 3%	40 6%r	18 4%	21 5%	50 9%hijkpqr	35 6%r	64 8%hjqr	47 6%r	28 5%	1* 1%	11 3%
5	84 1%	72 1%	13 1%	1 1%	73 1%	6 1%	3 1%	3 2%	2 1%	10 1%	7 1%	1 *	13 2%k	8 1%	16 2%k	10 1%	8 1%	1 1%	5 1%
6+	45 1%	42 1%	3 *	* *	37 1%	3 1%	4 1%	* *	- -	4 1%	3 1%	2 1%	7 1%	2 *	13 2%	2 *	4 1%	- -	3 1%
Mean	2.07	2.06	2.10	1.98	2.07e	1.94	2.14e	2.09e	1.90	2.05hr	1.96	1.96	2.24hijkmopr	2.07hr	2.26hijkmopr	2.00	2.05h	2.01	1.92
Std Dev.	1.02	1.05	0.85	0.79	1.04	0.84	1.02	0.93	0.74	0.94	0.87	0.82	1.10	0.89	1.55	0.87	0.95	0.62	0.87
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.04	0.05	0.05	0.04	0.06	0.05	0.08	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
1	1563 25%	571 24%	591 26%	839 24%	859 26%	571 24%	120 62%eg	263 34%e	591 26%	147 65%hj	359 33%h	589 29%lmnq	587 24%	185 23%	115 19%	83 35%lmnpq	1176 26%n	198 24%	671 26%s	526 22%	173 25%	120 34%rstw	57 36%rstw	1198 24%	177 34%rstw	401 25%	1161 26%
2	3371 55%	1341 56%	1290 57%	1896 55%	1845 56%	1341 56%fg	46 24%	355 46%f	1290 57%i	64 28%	572 53%i	1108 54%	1360 56%mo	406 50%	365 61%kmop	113 47%	2468 55%m	477 57%mo	1404 55%ux	1334 56%ux	373 55%u	163 46%	82 51%	2738 55%ux	245 48%	809 50%	2562 56%y
3	754 12%	293 12%	230 10%	441 13%b	378 11%	293 12%f	12 6%	102 13%f	230 10%i	11 5%	96 9%	226 11%	291 12%	137 17%klpq	76 13%	25 10%	516 11%	101 12%	301 12%	315 13%	79 12%	46 13%	11 7%	615 12%	57 11%	245 15%z	509 11%
4	352 6%	145 6%	117 5%	207 6%	179 5%	145 6%	12 6%	43 6%	117 5%j	4 2%	32 3%	103 5%	142 6%	62 8%k	30 5%	12 5%	245 5%	41 5%	149 6%	140 6%	33 5%	19 5%	7 4%	288 6%	26 5%	116 7%z	235 5%
5	84 1%	42 2%d	21 1%	51 1%	30 1%	42 2%	3 2%	12 2%	21 1%	* *	8 1%	29 1%	30 1%	14 2%	7 1%	5 2%	59 1%	11 1%	28 1%	35 1%	17 2%f	2 *	3 2%	63 1%	4 1%	41 3%z	43 1%
6+	45 1%	12 1%	13 1%	23 1%	23 1%	12 1%	1 *	2 *	13 1%	1 *	5 *	9 *	26 1%	7 1%	2 *	2 1%	34 1%	4 *	16 1%	19 1%	6 1%	4 1%	1 1%	34 1%	5 1%	16 1%	29 1%
Mean	2.07	2.10bd	2.00	2.09bd	2.02	2.10fg	1.62	1.96f	2.00i	1.46	1.86i	1.99	2.09k	2.18kopq	2.08	1.96	2.05	2.05	2.04	2.11ruvx	2.12	1.96	1.90	2.07x	1.94	2.20z	2.02
Std Dev.	1.02	1.13	0.88	1.09	0.91	1.13	1.00	0.94	0.88	0.77	0.83	0.95	1.12	1.01	0.82	1.09	1.05	0.91	0.97	0.93	1.47	0.95	1.11	0.95	1.00	1.32	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.07	0.03	0.02	0.05	0.02	0.02	0.02	0.03	0.03	0.07	0.02	0.03	0.02	0.02	0.06	0.05	0.09	0.01	0.05	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
1	1563 25%	132 33%b	1421 25%	10 25%	551 32%ef	935 23%	77 24%	1426 24%	37 23%	35 51%ghk	57 77%ghik	1498 25%	8 22%
2	3371 55%	190 47%	3161 55%a	21 50%	763 45%	2462 59%df	146 45%	3231 55%ij	85 53%j	26 37%	14 19%	3341 55%ij	16 45%
3	754 12%	44 11%	704 12%	6 16%	233 14%e	467 11%	54 17%e	710 12%j	26 16%j	6 8%	2 2%	742 12%j	10 28%
4	352 6%	23 6%	326 6%	2 5%	117 7%e	204 5%	30 9%e	337 6%	10 6%	2 3%	-	350 6%	2 5%
5	84 1%	9 2%	75 1%	* 1%	26 2%	48 1%	10 3%e	83 1%	1 *	-	1 2%	83 1%	-
6+	45 1%	4 1%	40 1%	1 3%	15 1%	25 1%	5 2%	43 1%	2 1%	-	-	45 1%	-
Mean	2.07	2.01	2.07	2.19	2.04	2.05	2.38de	2.08ij	2.12ij	1.63j	1.30	2.07ij	2.17
Std Dev.	1.02	1.08	1.02	1.13	1.06	0.89	1.94	1.03	0.93	0.77	0.67	1.03	0.84
Std Error	0.01	0.05	0.01	0.16	0.02	0.01	0.11	0.01	0.08	0.10	0.08	0.01	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
1	1563 25%	383 25%	399 26%	383 25%	398 26%	145 27%	117 23%	120 24%	150 29%	114 22%	135 27%	120 24%	136 26%	127 24%	130 25%	129 25%	139 28%
2	3371 55%	862 56%b	786 51%	897 58%b	826 54%	281 53%	278 54%	304 61%ehijnp	271 52%	255 50%	260 51%	297 61%hijp	307 58%	292 55%	282 53%	284 56%	260 52%
3	754 12%	181 12%	215 14%	173 11%	186 12%	65 12%	75 14%g	41 8%	60 12%	79 16%gko	75 15%gko	46 9%	59 11%	67 13%	75 14%g	48 9%	62 13%
4	352 6%	82 5%	102 7%	76 5%	92 6%	24 5%	33 6%	25 5%	29 6%	43 9%ekl	29 6%	22 4%	23 4%	31 6%	33 6%	30 6%	29 6%
5	84 1%	17 1%	32 2%c	14 1%	21 1%	7 1%	4 1%	6 1%	11 2%	13 3%kp	8 2%	2 *	6 1%	6 1%	6 1%	13 2%kp	2 *
6+	45 1%	18 1%	7 *	8 1%	12 1%	6 1%	10 2%jl	2 *	2 *	4 1%	1 *	4 1%	1 *	3 1%	5 1%	3 1%	4 1%
Mean	2.07	2.09	2.10c	2.01	2.06	2.06	2.21gki	2.00	2.02	2.22ghjklmp	2.05	1.98	1.98	2.07	2.11	2.07	2.01
Std Dev.	1.02	1.24	0.98	0.86	0.98	1.15	1.60	0.86	0.96	1.06	0.90	0.85	0.81	0.91	1.03	0.99	0.91
Std Error	0.01	0.03	0.02	0.02	0.02	0.05	0.07	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
None	4294 70%	839 68%	3456 70%	461 53%	3834 72%c	2108 70%	2176 69%	499 61%hi	460 53%i	405 36%	540 66%hi	1033 90%ghij	736 97%ghijk	621 99%ghijkl	959 57%o	945 49%	2390 96%no	1357 98%nop	3819 73%s	448 49%
1	967 16%	186 15%	780 16%	231 27%d	736 14%	488 16%	478 15%	175 21%klm	231 27%gjklm	309 28%gjklm	154 19%klm	71 6%lm	22 3%m	4 1%	407 24%pq	463 24%pq	97 4%q	26 2%	727 14%	231 25%r
2	659 11%	147 12%	511 10%	119 14%d	540 10%	301 10%	355 11%	100 12%klm	135 16%klm	293 26%ghjklm	102 12%klm	26 2%lm	*	2 *	235 14%pq	395 20%npq	28 1%q	2 *	495 9%	149 16%r
3	181 3%	38 3%	144 3%	36 4%	146 3%	82 3%	99 3%	36 4%klm	33 4%klm	76 7%hjklm	23 3%klm	11 1%	2 *	-	70 4%pq	99 5%pq	13 *	2 *	119 2%	62 7%r
4	45 1%	18 1%b	27 1%	11 1%	33 1%	22 1%	22 1%	9 1%klm	10 1%klm	23 2%jklm	2 *	*	-	-	19 1%pq	25 1%pq	*	-	30 1%	15 2%r
5	17 *	3 *	14 *	2 *	15 *	10 *	7 *	3 *	*	14 1%hjklm	-	-	-	-	3 *	14 1%pq	-	-	17 *	*
6+	6 *	2 *	4 *	1 *	5 *	1 *	6 *	1 *	2 *	2 *	*	*	-	*	4 *	2 *	1 *	*	6 *	-
Mean	0.51	0.56	0.50	0.75d	0.47	0.49	0.53	0.66jklm	0.76jklm	1.18ghjklm	0.53klm	0.14lm	0.04	0.02	0.71pq	0.89npq	0.08q	0.03	0.45	0.86r
Std Dev.	0.91	0.98	0.90	1.02	0.89	0.88	0.94	1.03	0.99	1.15	0.85	0.49	0.22	0.25	1.01	1.08	0.37	0.23	0.88	1.04
Std Error	0.01	0.03	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.01	0.01	0.01	0.03	0.02	0.01	0.01	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Under £11,500 per yea	£11,500 - £17,499 per ye	£17,500 - £29,999 per ye	£30,000 - £49,999 per ye	£50,000+ per yea	£11,500 - £49,999	Under £11,500 per year	Over £11,500 per year	Receive benefits	Don't receive benefits	Don't know/ prefer not to say
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
None	4294 70%	690 60%	1445 74%ac	900 65%	1257 75%ac	2135 69%	2158 70%	2218 60%	2022 84%g	465 83%jklmn	555 77%lmn	1155 73%lm	1015 65%lm	594 56%	2725 71%lm	488 83%p	3513 68%	746 58%	3343 73%q	205 68%q
1	967 16%	248 21%bd	255 13%	245 18%bd	219 13%	503 16%	464 15%	756 20%h	197 8%	47 8%	88 12%	217 14%i	285 18%ijkn	239 22%ijkn	590 15%i	47 8%	861 17%o	284 22%r	631 14%	52 17%
2	659 11%	158 14%bd	193 10%d	181 13%bd	126 7%	352 11%	307 10%	525 14%h	121 5%	39 7%	51 7%	142 9%	177 11%ij	184 17%ijkln	371 10%	42 7%	579 11%o	179 14%r	450 10%	30 10%
3	181 3%	42 4%b	41 2%	37 3%	62 4%b	83 3%	99 3%	138 4%h	41 2%	6 1%	16 2%	44 3%	56 4%i	38 4%i	115 3%i	7 1%	161 3%o	57 4%r	115 3%	9 3%
4	45 1%	2 *	9 *	24 2%abd	10 1%	10 *	34 1%e	35 1%h	8 *	*	5 1%	11 1%	13 1%	6 1%	29 1%	*	37 1%	21 2%r	22 *	2 1%
5	17 *	12 1%bcd	1 *	2 *	3 *	12 *	5 *	12 *	3 *	*	3 *	*	6 *	6 1%k	9 *	*	14 *	5 *	10 *	2 1%
6+	6 *	2 *	*	3 *	1 *	2 *	4 *	4 *	2 *	*	-	2 *	2 *	2 *	4 *	*	6 *	5 *r	1 *	-
Mean	0.51	0.67bd	0.41	0.61bd	0.43	0.51	0.51	0.66h	0.26	0.28	0.38	0.44i	0.58ijkn	0.74ijkln	0.49ij	0.28	0.54o	0.74rs	0.44	0.53
Std Dev.	0.91	1.00	0.80	1.01	0.86	0.89	0.94	0.98	0.71	0.71	0.82	0.87	0.96	1.01	0.90	0.71	0.93	1.10	0.84	0.93
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.01	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01	0.03	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
None	4294 70%	3679 69%	615 71%	129 75%	3602 69%g	370 71%g	213 72%g	109 64%	182 73%n	482 71%n	383 75%mn	323 72%n	374 69%n	384 67%	497 61%	599 71%n	377 71%n	54 78%n	316 70%n
1	967 16%	818 15%	148 17%	20 12%	827 16%	74 14%	39 13%	27 16%	32 13%	87 13%	55 11%	71 16%	96 18%j	128 22%hijkopr	168 21%hijopr	117 14%	74 14%	9 13%	65 15%
2	659 11%	596 11%b	63 7%	16 9%	549 11%	58 11%	27 9%	24 14%df	26 11%	78 12%	49 10%	40 9%	44 8%	44 8%	121 15%jklmn	95 11%	51 10%	5 8%	53 12%
3	181 3%	152 3%	29 3%	6 3%	152 3%	12 2%	10 3%	8 8%de	8 3%	13 2%	14 3%	11 2%	23 4%	12 2%	25 3%	24 3%	22 4%	1 1%	11 2%
4	45 1%	42 1%	3 *	2 1%	36 1%	2 *	4 1%	2 1%	2 1%n	5 1%	8 2%np	4 1%n	6 1%np	5 1%	-	7 1%	-	-	2 1%
5	17 *	14 *	3 *	*	16 *	*	1 *	-	1 *	11 2%jklmnor	-	-	-	-	-	2 *	2 *	-	*
6+	6 *	4 *	2 *	-	4 *	1 *	1 *	*	-	-	-	-	1 *	1 *	-	-	3 *	-	1
Mean	0.51	0.52	0.47	0.45	0.51	0.47	0.52	0.64de	0.48	0.53	0.44	0.45	0.51	0.49	0.60jkq	0.49	0.51	0.32	0.49
Std Dev.	0.91	0.91	0.91	0.89	0.91	0.85	1.04	1.03	0.89	1.00	0.89	0.83	0.90	0.90	0.85	0.89	0.99	0.67	0.88
Std Error	0.01	0.01	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4662
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
None	4294 70%	1539 64%	1753 78%acd	2242 65%	2456 74%ac	1539 64%	155 80%e	626 81%e	1753 78%	201 89%h	976 91%h	1538 75%lmnpq	1630 67%	535 66%	405 68%	168 71%	3168 70%lm	573 69%	1758 68%	1612 68%	477 70%	278 79%rstw	142 89%rstuw	3369 68%	420 82%rstw	924 57%	3370 74%y
1	967 16%	467 19%bd	254 11%	641 19%bd	428 13%	467 19%fg	16 8%	76 10%	254 11%j	15 6%	59 6%	284 14%	395 16%	140 17%	107 18%k	37 15%	679 15%	144 17%	430 17%uvx	374 16%v	98 14%v	49 14%	11 7%	804 16%uvx	60 12%	407 25%z	560 12%
2	659 11%	283 12%b	207 9%	401 12%b	326 10%	283 12%g	21 11%	48 6%	207 9%ij	8 3%	28 3%	178 9%	303 12%k	94 12%k	59 10%	21 9%	481 11%k	80 10%	272 11%ux	285 12%uvx	74 11%ux	17 5%	7 5%	557 11%uvx	24 5%	221 14%z	438 10%
3	181 3%	88 4%bd	31 1%	130 4%bd	73 2%	88 4%	* 1%	21 3%	31 1%	1 1%	6 1%	47 2%	74 3%	31 4%	20 3%	8 3%	121 3%	28 3%	76 3%	73 3%	24 4%x	6 2%	* *	149 3%	6 1%	61 4%	121 3%
4	45 1%	23 1%bd	8 *	29 1%	14 *	23 1%	* *	3 *	8 *	2 1%j	* *	14 1%	21 1%	2 *	3 1%	5 2%m	35 1%	8 1%	22 1%	19 1%	1 *	2 *	1 *	41 1%	2 *	14 1%	31 1%
5	17 *	3 *	3 *	12 *	12 *	3 *	* *	3 *	3 *	-	* *	2 *	10 *	4 1%	* *	-	13 *	* *	9 *	4 *	5 1%	* *	-	12 *	* *	1 *	16 *
6+	6 *	2 *	4 *	2 *	4 *	2 *	* *	1 *	4 *	-	1 *	1 *	2 *	3 *	-	-	3 *	-	2 *	1 *	* *	1 *	-	3 *	1 *	1 *	5 *
Mean	0.51	0.59bd	0.37	0.58bd	0.44b	0.59fg	0.34	0.34	0.37ij	0.18	0.14	0.41	0.56kp	0.59kp	0.50	0.51	0.49k	0.50k	0.52uvx	0.54uvx	0.53uvx	0.33	0.17	0.53uvx	0.28	0.68z	0.45
Std Dev.	0.91	0.93	0.82	0.95	0.87	0.93	0.77	0.82	0.82	0.59	0.52	0.83	0.95	1.03	0.84	0.93	0.90	0.87	0.91	0.91	1.02	0.79	0.53	0.91	0.72	0.94	0.89
Std Error	0.01	0.02	0.02	0.02	0.02	0.02	0.05	0.03	0.02	0.04	0.02	0.02	0.02	0.04	0.03	0.06	0.01	0.03	0.02	0.02	0.04	0.04	0.04	0.01	0.03	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
None	4294 70%	288 72%	3983 70%	23 56%	1268 74%ef	2827 68%	199 62%	4054 70%h	94 58%	53 78%h	73 98%ghik	4201 69%h	20 58%
1	967 16%	58 14%	902 16%	7 17%	252 15%	653 16%	62 19%	902 15%	40 25%gjk	9 14%j	1 1%	952 16%j	13 38%
2	659 11%	38 9%	615 11%	6 16%	127 7%	489 12%d	43 13%d	640 11%j	14 8%j	3 5%	* *	657 11%j	1 4%
3	181 3%	17 4%	160 3%	5 11%b	42 2%	126 3%	14 4%	172 3%	7 5%	2 3%	* *	181 3%	* *
4	45 1%	* *	44 1%	- -	14 1%	28 1%	2 1%	41 1%	3 2%	- -	- -	45 1%	- -
5	17 *	- -	17 *	- -	* *	15 *	2 1%d	17 *	- -	- -	- -	17 *	- -
6+	6 *	* *	6 *	- -	2 *	5 *	- -	5 *	1 1%gjk	- -	- -	6 *	- -
Mean	0.51	0.46	0.51	0.82a	0.41	0.54d	0.65d	0.51j	0.73gjk	0.34j	0.02	0.52j	0.47
Std Dev.	0.91	0.86	0.92	1.08	0.83	0.94	0.98	0.91	1.24	0.73	0.16	0.92	0.59
Std Error	0.01	0.04	0.01	0.15	0.02	0.01	0.06	0.01	0.11	0.10	0.02	0.01	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
None	4294 70%	1098 71%	1075 70%	1078 70%	1044 68%	371 70%	365 71%	361 73%	365 70%	363 71%	347 68%	342 70%	352 66%	384 73%	368 69%	339 67%	337 68%
1	967 16%	249 16%	237 15%	238 15%	242 16%	92 17%	80 16%	77 15%	79 15%	73 14%	85 17%	80 16%	86 16%	72 14%	78 15%	78 15%	87 18%
2	659 11%	145 9%	158 10%	169 11%	187 12%	46 9%	61 12%	38 8%	59 11%	48 9%	51 10%	45 9%	70 13%g	53 10%	64 12%	68 13%g	55 11%
3	181 3%	39 3%	48 3%	45 3%	49 3%	14 3%	7 1%	17 3%	15 3%	17 3%	16 3%	20 4%f	12 2%	13 2%	20 4%	16 3%	14 3%
4	45 1%	7 *	17 1%	10 1%	10 1%	2 *	2 *	2 *	4 1%	7 1%	6 1%	1 *	6 1%	3 1%	3 1%	4 1%	3 1%
5	17 *	5 *	2 *	9 1%cd	1 *	2 *	*	2 *	2 *	-	*	*	2 *	5 1%	2 *	-	1 *	-
6+	6 *	*	4 *	-	2 *	*	-	-	1 *	*	2 *	-	-	-	-	2 *	-
Mean	0.51	0.46	0.53	0.52	0.53	0.47	0.45	0.45	0.53	0.50	0.54	0.50	0.59	0.45	0.52	0.58	0.51
Std Dev.	0.91	0.84	0.98	0.92	0.91	0.87	0.80	0.87	1.01	0.92	1.01	0.89	1.00	0.85	0.89	0.98	0.85
Std Error	0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
1	1305 21%	261 21%	1043 21%	114 13%	1191 22%c	613 20%	689 22%	71 9%	102 12%	133 12%	187 23%ghi	317 28%ghi	257 34%ghijk	237 38%ghijk	174 10%	320 16%n	811 32%no	495 36%no	1212 23%s	84 9%
2	2323 38%	462 38%	1860 38%	267 31%	2056 39%c	1124 37%	1194 38%	179 22%	275 32%gi	265 24%	243 30%gi	575 50%ghij	437 57%ghij	349 56%ghij	454 27%	507 26%	1362 54%no	786 57%no	2096 40%s	216 24%
3	1099 18%	215 17%	884 18%	200 23%d	899 17%	555 18%	543 17%	187 23%klm	239 27%jklm	282 28%klm	170 21%klm	143 13%lm	51 7%	27 4%	425 25%pq	452 23%pq	222 9%q	79 6%	860 16%	225 25%r
4	912 15%	203 16%	708 14%	168 19%d	744 14%	480 16%	430 14%	188 23%klm	177 20%klm	293 26%hjklm	157 19%klm	79 7%lm	8 1%	9 1%	365 22%pq	450 23%pq	96 4%q	17 1%	698 13%	198 22%r
5	360 6%	65 5%	295 6%	74 9%d	286 5%	163 5%	195 6%	121 15%hijklm	51 6%klm	106 9%hklm	58 7%klm	18 2%l	2 *	4 1%	172 10%pq	164 8%pq	23 1%	5 *	237 5%	119 13%r
6+	171 3%	25 2%	146 3%	38 4%d	133 2%	78 3%	91 3%	79 10%hijklm	27 3%klm	42 4%jklm	9 1%	9 1%	4 1%	* *	106 6%opq	51 3%pq	14 1%	5 *	109 2%	62 7%r
NET Any children	1875 30%	394 32%	1481 30%	400 47%d	1474 28%	905 30%	966 31%	325 39%klm	413 47%gjklm	717 64%ghjklm	282 34%klm	109 10%lm	24 3%m	6 1%	738 43%pq	999 51%npq	139 5%q	30 2%	1393 27%	457 51%r
Mean	2.57	2.55	2.58	2.95d	2.51	2.59	2.56	3.63hijklm	2.90jklm	3.11hijklm	2.82klm	2.08lm	1.78	1.72	3.20opq	2.80pq	1.90q	1.75	2.44	3.31r
Std Dev.	1.41	1.30	1.43	1.42	1.40	1.35	1.46	1.86	1.37	1.36	1.31	1.02	0.72	0.70	1.66	1.36	0.88	0.71	1.34	1.54
Std Error	0.02	0.04	0.02	0.05	0.02	0.02	0.03	0.07	0.05	0.04	0.05	0.03	0.02	0.03	0.04	0.03	0.02	0.02	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 472

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income (per year) - Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income (per year) - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
1	1305 21%	139 12%	463 24%ac	151 11%	550 33%abc	603 19%	702 23%e	563 15%	731 31%g	303 54%jklmn	281 39%klmn	396 25%lmn	165 11%m	41 4%	842 22%lm	322 55%p	913 18%	379 29%rs	873 19%	52 17%
2	2323 38%	421 37%	731 38%	569 41%d	600 36%	1152 37%	1169 38%	1237 34%	1042 44%g	142 25%	239 33%i	664 42%ijm	643 41%ijm	364 34%i	1546 40%ijm	145 25%	2008 39%o	364 28%	1854 41%q	104 35%
3	1099 18%	234 20%d	345 18%d	276 20%d	244 15%	579 19%	520 17%	816 22%h	271 11%	51 9%	92 13%	225 14%i	360 23%ijkn	258 24%ijkn	678 18%ijk	53 9%	991 19%o	217 17%	825 18%	57 19%
4	912 15%	243 21%bd	265 14%d	257 18%bd	146 9%	508 16%f	403 13%	704 19%h	193 8%	29 5%	57 8%	170 11%i	234 15%ijkn	299 28%ijkln	461 12%ij	31 5%	810 16%o	175 13%	686 15%	51 17%
5	360 6%	84 7%b	96 5%	84 6%	96 6%	180 6%	180 6%	256 7%h	102 4%	24 4%	28 4%	80 5%	103 7%j	76 7%j	211 5%	24 4%	306 6%	97 7%r	241 5%	23 8%
6+	171 3%	31 3%	43 2%	55 4%b	41 2%	75 2%	96 3%	111 3%	55 2%	12 2%	21 3%	36 2%	48 3%	31 3%	105 3%	12 2%	143 3%	65 5%r	93 2%	13 4%r
NET Any children	1875 30%	463 40%bd	498 26%	493 35%bd	420 25%	961 31%	913 30%	1469 40%h	372 16%	96 17%	163 23%i	416 27%i	538 35%ijkn	475 44%ijkln	1117 29%ij	99 17%	1659 32%o	550 42%rs	1230 27%	95 32%
Mean	2.57	2.86bd	2.48d	2.82bd	2.28	2.62f	2.52	2.81h	2.21	1.88	2.15i	2.36ij	2.80ijkn	3.11ijkln	2.50ijk	1.87	2.64o	2.60	2.54	2.69qr
Std Dev.	1.41	1.34	1.48	1.34	1.36	1.44	1.38	1.43	1.28	1.33	1.36	1.29	1.51	1.21	1.42	1.32	1.39	1.58	1.29	2.16
Std Error	0.02	0.04	0.03	0.04	0.03	0.03	0.03	0.02	0.02	0.06	0.05	0.03	0.04	0.04	0.02	0.05	0.02	0.04	0.02	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 472

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
1	1305 21%	1151 22%b	153 18%	40 23%	1083 21%	129 25%d	59 20%	34 20%	57 23%	151 22%	121 24%	109 24%mnq	99 18%	104 18%	146 18%	178 21%	117 22%	9 13%	120 27%lmnq
2	2323 38%	1953 37%	370 43%a	74 43%	1958 38%g	201 39%g	112 38%g	52 31%	108 43%nr	251 37%n	233 46%iklmnr	164 37%	195 36%	219 38%n	245 30%	335 40%n	208 39%n	40 58%hiklmnopr	161 36%
3	1099 18%	941 18%	158 18%	23 13%	933 18%	84 16%	47 16%	34 20%	39 16%	117 17%l	54 11%	92 20%jp	89 16%	144 26%hijlopr	183 23%hijlpr	149 18%j	66 12%	12 18%	72 16%l
4	912 15%	796 15%	115 13%	23 13%	756 15%	71 14%	50 17%	35 20%de	33 13%	90 13%	52 10%	63 14%	89 16%j	67 12%	145 18%jmo	124 15%	93 18%jmo	5 7%	66 15%
5	360 6%	323 6%	37 4%	9 5%	310 6%	22 4%	16 5%	11 7%	9 3%	48 7%hk	36 7%hk	14 3%	48 9%hkmor	24 4%	60 7%hk	38 4%	34 6%k	2 3%	20 5%
6+	171 3%	141 3%	30 3%	4 3%	145 3%	10 2%	11 4%e	5 3%	5 2%	19 3%	12 2%	8 2%	24 4%k	15 3%	32 4%	20 2%	11 2%	1 1%	9 2%
NET Any children	1875 30%	1626 31%	248 29%	44 25%	1583 31%	148 29%	82 28%	61 36%def	69 27%	193 29%	125 25%	126 28%	170 31%	189 33%j	314 39%hijklopqr	245 29%	152 29%	15 22%	133 30%
Mean	2.57	2.58	2.56	2.43	2.58e	2.40	2.65e	2.74de	2.38	2.58	2.40	2.41	2.76hjkoqr	2.56	2.86hijklmopqr	2.49	2.56	2.33	2.41
Std Dev.	1.41	1.42	1.34	1.30	1.42	1.27	1.47	1.39	1.20	1.44	1.35	1.19	1.43	1.29	1.78	1.26	1.39	0.99	1.31
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.05	0.05	0.06	0.07	0.07	0.06	0.07	0.07	0.09	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4662
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
1	1305 21%	450 19%	535 24%ac	665 19%	750 23%ac	450 19%	109 57%eg	229 29%e	535 24%	135 59%hj	346 32%h	514 25%lmnpq	479 20%	146 18%	91 15%	72 30%lmnpq	993 22%mn	163 20%	548 21%s	435 18%	146 21%	106 30%rstw	55 35%rstw	983 20%	162 31%rstw	298 18%	1006 22%y
2	2323 38%	843 35%	978 43%ac	1214 35%	1348 41%ac	843 35%f	32 17%	310 40%ef	978 43%i	65 29%	533 50%hi	824 40%m	887 36%	274 34%	247 42%mo	76 32%	1710 38%	323 39%	972 38%	872 37%	269 40%	131 37%	68 42%	1844 37%	199 39%	458 28%	1865 41%y
3	1099 18%	478 20%bd	338 15%	677 20%bd	538 16%	478 20%fo	20 10%	104 13%	338 18%j	13 6%	98 9%	320 15%	452 19%k	159 20%k	132 22%kop	34 14%	772 17%	166 20%k	440 17%	465 20%v	109 16%	62 18%	18 11%	905 18%	80 15%	372 23%z	728 16%
4	912 15%	410 17%bd	277 12%	570 16%bd	437 13%	410 17%fg	20 10%	79 10%	277 12%ij	3 1%	59 6%i	265 13%	386 16%k	145 18%kp	83 14%	31 13%	651 14%	114 14%	384 15%	392 17%tux	84 12%	34 10%	15 9%	776 16%ux	49 10%	298 18%z	613 14%
5	360 6%	155 6%b	92 4%	228 7%bd	165 5%	155 6%	6 3%	33 4%	92 4%j	10 4%	25 2%	99 5%	149 6%	58 7%	33 6%	18 8%	248 6%	52 6%	161 6%x	140 6%	40 6%	14 4%	3 2%	301 6%x	17 3%	141 9%z	219 5%
6+	171 3%	68 3%	40 2%	103 3%b	75 2%	68 3%	5 3%	23 3%	40 2%	1 *	10 1%	41 2%	83 3%kn	30 4%kn	8 1%	7 3%	124 3%	15 2%	63 2%	64 3%	33 5%rswx	7 2%	2 1%	127 3%	8 2%	62 4%z	109 2%
NET Any children	1875 30%	865 36%bd	507 22%	1215 35%bd	857 26%b	865 36%fg	39 20%	151 19%	507 22%ij	25 11%	95 9%	525 25%	805 33%kp	276 34%kp	189 32%k	70 30%k	1330 30%k	259 31%k	811 32%uvx	756 32%uvx	204 30%uvx	75 21%v	18 11%	1567 32%uvx	94 18%	704 43%z	1170 26%
Mean	2.57	2.69bd	2.37	2.68bd	2.46b	2.69fg	1.96	2.30f	2.37ij	1.64	1.99i	2.41	2.66kp	2.77knopq	2.58k	2.47	2.54k	2.55k	2.56uvx	2.64uvx	2.66uvx	2.29	2.07	2.60uvx	2.22	2.88z	2.47
Std Dev.	1.41	1.47	1.25	1.45	1.31	1.47	1.41	1.33	1.25	1.03	1.04	1.32	1.48	1.49	1.20	1.47	1.41	1.28	1.36	1.32	1.86	1.31	1.23	1.34	1.29	1.63	1.30
Std Error	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.04	0.03	0.07	0.03	0.03	0.03	0.05	0.05	0.09	0.02	0.04	0.03	0.03	0.07	0.07	0.10	0.02	0.06	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
1	1305 21%	110 28%b	1188 21%	6 14%	463 27%ef	789 19%	52 16%	1187 20%	27 17%	30 44%ghk	56 76%ghik	1244 21%	4 11%
2	2323 38%	138 34%	2169 38%	16 38%	611 36%	1614 39%f	99 31%	2219 38%j	52 33%	24 35%	15 20%	2295 38%j	13 36%
3	1099 18%	61 15%	1034 18%	4 11%	278 16%	757 18%	64 20%	1039 18%j	38 24%j	7 10%	2 2%	1084 18%j	13 37%
4	912 15%	52 13%	855 15%	5 13%	198 12%	654 16%d	60 19%d	881 15%j	23 14%j	4 5%	*	907 15%j	5 13%
5	360 6%	32 8%	321 6%	7 17%b	98 6%	231 6%	30 9%e	345 6%	12 7%	*	1 2%	357 6%	1 4%
6+	171 3%	8 2%	160 3%	3 7%	57 3%	97 2%	17 5%e	159 3%	9 5%	3 5%	-	171 3%	-
NET Any children	1875 30%	113 28%	1744 30%	18 44%	437 26%	1315 32%d	123 38%d	1777 30%j	67 42%gijk	15 22%j	1 2%	1859 31%j	15 42%
Mean	2.57	2.48	2.58	3.01	2.46	2.59d	3.02de	2.59ij	2.85ij	1.97j	1.31	2.59ij	2.63
Std Dev.	1.41	1.44	1.41	1.56	1.42	1.32	2.13	1.40	1.61	1.25	0.69	1.41	0.98
Std Error	0.02	0.07	0.02	0.22	0.03	0.02	0.12	0.02	0.14	0.16	0.08	0.02	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ4_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
1	1305 21%	330 21%	330 21%	325 21%	321 21%	115 22%	106 20%	109 22%	121 23%	94 19%	114 22%	103 21%	118 22%	104 20%	112 21%	102 20%	107 22%
2	2323 38%	610 40%b	539 35%	605 39%	569 37%	213 40%	184 36%	212 43%jl	189 36%	179 35%	170 34%	209 43%j	186 35%	210 40%	192 36%	190 37%	187 38%
3	1099 18%	263 17%	291 19%	276 18%	269 18%	90 17%	102 20%	71 14%	91 17%	95 19%	106 21%g	77 16%	97 18%	102 19%	89 17%	90 18%	90 18%
4	912 15%	219 14%	232 15%	231 15%	230 15%	66 12%	81 16%	72 14%	76 15%	87 17%	68 13%	69 14%	88 17%	74 14%	86 16%	68 13%	76 15%
5	360 6%	78 5%	100 6%	79 5%	103 7%	28 5%	24 5%	26 5%	35 7%	34 7%	32 6%	19 4%	31 6%	29 5%	38 7%	39 8%	27 5%
6+	171 3%	44 3%	50 3%	35 2%	42 3%	15 3%	20 4%	9 2%	13 2%	19 4%	18 3%	14 3%	13 2%	9 2%	16 3%	18 4%	8 2%
NET Any children	1875 30%	445 29%	466 30%	472 30%	491 32%	157 30%	151 29%	137 27%	160 30%	146 29%	160 32%	149 30%	180 34%	143 27%	164 31%	168 33%	159 32%
Mean	2.57	2.55	2.62	2.53	2.60	2.53	2.66	2.45	2.56	2.72gk	2.60	2.49	2.57	2.52	2.63	2.64	2.52
Std Dev.	1.41	1.54	1.41	1.31	1.37	1.49	1.79	1.27	1.43	1.41	1.41	1.36	1.33	1.24	1.39	1.42	1.28
Std Error	0.02	0.04	0.04	0.03	0.03	0.07	0.08	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Hearing. Poor hearing, partial hearing, or are deaf	318 5%	34 3%	283 6%a	54 6%	263 5%	183 6%f	133 4%	26 3%h	12 1%	35 3%h	23 3%	60 5%hij	82 11%ghijk	80 13%ghij	38 2%	58 3%	222 9%no	161 12%nop	297 6%s	20 2%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	230 4%	23 2%	207 4%a	60 7%d	170 3%	120 4%	108 3%	55 7%hijkl	32 4%	28 2%	23 3%	33 3%	28 4%	32 5%i	87 5%o	50 3%	93 4%	60 4%o	194 4%	36 4%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	498 8%	110 9%	388 8%	71 8%	427 8%	236 8%	262 8%	24 3%	40 5%	54 5%	48 6%g	125 11%ghij	84 11%ghij	122 20%ghijkl	65 4%	102 5%	332 13%no	207 15%no	470 9%s	27 3%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	186 3%	22 2%	164 3%a	31 4%	155 3%	91 3%	94 3%	15 2%	21 2%	26 2%	25 3%	51 4%ghi	21 3%	28 4%gi	35 2%	50 3%	100 4%no	49 4%	171 3%	15 2%
Breathing. Breathlessness or chest pains	335 5%	42 3%	292 6%a	49 6%	285 5%	173 6%	161 5%	39 5%h	18 2%	35 3%	35 4%h	88 8%ghij	65 9%ghij	54 9%ghi	57 3%	70 4%	208 8%no	120 9%no	310 6%s	25 3%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	177 3%	21 2%	156 3%a	45 5%d	131 2%	79 3%	98 3%	39 5%klm	39 4%klm	44 4%klm	26 3%lm	22 2%l	3 *	4 1%	78 5%pq	70 4%pq	29 1%	7 1%	155 3%	20 2%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	184 3%	10 1%	174 4%a	63 7%d	122 2%	108 4%f	72 2%	78 10%hijkl	43 5%jklm	36 3%klm	13 2%m	10 1%	3 *	-	122 7%opq	50 3%pq	13 1%	3 *	153 3%	31 3%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	636 10%	50 4%	586 12%a	151 18%d	486 9%	287 10%	342 11%	147 18%hijklm	106 12%lm	137 12%lm	89 11%lm	116 10%lm	31 4%	11 2%	253 18%opq	226 12%pq	158 6%q	42 3%	571 11%s	64 7%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	353 6%	57 5%	296 6%	59 7%	294 6%	131 4%	221 7%e	21 3%	32 4%	44 4%	38 5%	97 9%ghij	54 7%ghij	68 11%ghij	52 3%	82 4%	219 9%no	121 9%no	334 6%s	17 2%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4142 67%	952 77%b	3189 65%	473 55%	3668 69%c	2055 68%	2084 66%	474 58%	605 69%gm	812 72%gkm	611 74%gklm	750 66%gm	520 68%gm	368 59%	1080 64%	1424 73%npq	1638 65%	888 64%	3432 66%	677 75%r
Don't know	126 2%	8 1%	118 2%a	21 2%	105 2%	66 2%	60 2%	47 6%ijklm	30 3%jklm	23 2%l	9 1%	12 1%	2 *	4 1%	77 5%opq	31 2%pq	18 1%	6 *	80 2%	41 5%r
Prefer not to say	195 3%	40 3%	155 3%	28 3%	167 3%	89 3%	104 3%	40 5%lm	33 4%lm	39 3%lm	33 4%lm	32 3%	11 1%	8 1%	73 4%pq	72 4%pq	51 2%	19 1%	153 3%	31 3%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Table 473

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income Declared Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Income Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Hearing. Poor hearing, partial hearing, or are deaf	318 / 5%	57 / 5%	85 / 4%	59 / 4%	117 / 7%bc	141 / 5%	176 / 6%	118 / 3%	197 / 8%g	39 / 7%m	48 / 7%m	88 / 6%m	77 / 5%	34 / 3%	213 / 6%m	40 / 7%	253 / 5%	101 / 8%r	200 / 4%	17 / 6%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	230 / 4%	47 / 4%	53 / 3%	51 / 4%	77 / 5%b	100 / 3%	129 / 4%	124 / 3%	105 / 4%	27 / 5%m	37 / 5%m	63 / 4%	54 / 3%	25 / 2%	154 / 4%	29 / 5%	183 / 4%	80 / 6%r	139 / 3%	11 / 4%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	498 / 8%	73 / 6%	113 / 6%	97 / 7%	214 / 13%abc	186 / 6%	311 / 10%e	123 / 3%	371 / 16%g	78 / 14%lmn	82 / 11%lm	169 / 11%lm	85 / 5%m	34 / 3%	336 / 9%lm	85 / 15%p	383 / 7%	281 / 22%rs	192 / 4%	25 / 8%r
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	186 / 3%	31 / 3%	40 / 2%	50 / 4%b	65 / 4%b	71 / 2%	115 / 4%e	69 / 2%	115 / 5%g	21 / 4%m	27 / 4%m	69 / 4%m	45 / 3%	15 / 1%	140 / 4%m	23 / 4%	157 / 3%	106 / 8%rs	68 / 1%	12 / 4%r
Breathing. Breathlessness or chest pains	335 / 5%	49 / 4%	74 / 4%	67 / 5%	145 / 9%abc	123 / 4%	212 / 7%e	116 / 3%	212 / 9%g	56 / 10%klmn	51 / 7%m	94 / 6%m	78 / 5%m	24 / 2%	224 / 6%m	58 / 10%p	257 / 5%	157 / 12%r	156 / 3%	22 / 7%r
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	177 / 3%	20 / 2%	31 / 2%	34 / 2%	92 / 5%abc	51 / 2%	126 / 4%e	83 / 2%	88 / 4%g	24 / 4%lm	38 / 5%lmn	54 / 3%m	33 / 2%	14 / 1%	126 / 3%m	26 / 4%	142 / 3%	111 / 9%rs	57 / 1%	9 / 3%r
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	184 / 3%	41 / 4%b	35 / 2%	43 / 3%	66 / 4%b	76 / 2%	109 / 4%e	102 / 3%	81 / 3%	30 / 5%lmn	29 / 4%m	48 / 3%	41 / 3%	20 / 2%	118 / 3%	30 / 5%p	142 / 3%	93 / 7%r	75 / 2%	16 / 5%r
Your mental health. Anxiety, depression, or trauma-related conditions, for example	636 / 10%	80 / 7%	147 / 8%	121 / 9%	289 / 17%abc	227 / 7%	410 / 13%e	305 / 8%	321 / 13%g	107 / 19%klmn	126 / 18%klmn	189 / 12%lm	119 / 8%m	49 / 5%	434 / 11%lm	112 / 19%p	494 / 10%	309 / 24%rs	284 / 6%	44 / 15%r
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	353 / 6%	47 / 4%	87 / 4%	51 / 4%	168 / 10%abc	134 / 4%	219 / 7%e	102 / 3%	245 / 10%g	63 / 11%klmn	55 / 8%lm	114 / 7%lm	63 / 4%	27 / 3%	233 / 6%m	68 / 12%p	269 / 5%	190 / 15%rs	139 / 3%	24 / 8%r
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4142 / 67%	823 / 71%d	1406 / 72%d	1001 / 72%d	912 / 54%	2229 / 72%f	1913 / 62%	2772 / 75%h	1337 / 56%	275 / 49%	389 / 54%	988 / 63%ij	1148 / 74%ijkn	861 / 81%ijkln	2524 / 66%ij	287 / 49%	3598 / 70%o	526 / 41%	3476 / 76%qs	140 / 47%
Don't know	126 / 2%	23 / 2%	40 / 2%	26 / 2%	38 / 2%	63 / 2%	64 / 2%	86 / 2%h	34 / 1%	13 / 2%	17 / 2%	40 / 3%	24 / 2%	20 / 2%	80 / 2%	13 / 2%	100 / 2%	18 / 1%	98 / 2%	11 / 4%q
Prefer not to say	195 / 3%	31 / 3%	62 / 3%	39 / 3%	63 / 4%	93 / 3%	103 / 3%	114 / 3%	56 / 2%	25 / 4%klmn	19 / 3%	37 / 2%	27 / 2%	23 / 2%	84 / 2%	25 / 4%p	121 / 2%	33 / 3%	105 / 2%	58 / 19%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total		Rurality			Nation									Region						
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Hearing. Poor hearing, partial hearing, or are deaf	318 5%	260 5%	58 7%	13 7%	255 5%	27 5%	22 7%d	13 8%d	11 4%	25 4%	22 4%	17 4%	36 7%	29 5%	28 3%	50 6%	37 7%in	4 6%	23 5%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	230 4%	190 4%	40 5%	7 4%	192 4%	20 4%	11 4%	7 4%	11 4%	23 3%	12 2%	19 4%	22 4%	23 4%	34 4%	23 3%	24 5%	3 4%	18 4%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	498 8%	443 8%	55 6%	12 7%	410 8%	51 10%	26 9%	12 7%	24 9%n	49 7%	47 9%n	31 7%	57 10%n	53 9%n	34 4%	61 7%	54 10%n	11 16%ikno	39 9%n
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	186 3%	154 3%	32 4%	9 5%	147 3%	25 5%df	7 2%	7 4%	6 3%	18 3%	16 3%	13 3%	22 4%	16 3%	15 2%	17 2%	24 5%n	6 9%hijkmno	19 4%n
Breathing. Breathlessness or chest pains	335 5%	307 6%b	28 3%	7 4%	271 5%	41 8%d	14 5%	9 5%	14 6%n	37 5%	26 5%	25 6%	42 8%mn	22 4%	23 3%	42 5%	39 7%mn	10 14%hijkmno	31 7%n
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	177 3%	148 3%	29 3%	4 2%	147 3%	19 4%	8 3%	3 2%	4 2%	18 3%	12 2%	8 2%	24 4%m	9 2%	16 2%	41 5%hkmn	13 2%	1 1%	18 4%m
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	184 3%	153 3%	31 4%	8 5%	153 3%	20 4%	9 3%	3 2%	1 *	13 2%	14 3%h	16 4%h	22 4%h	13 2%	26 3%h	35 4%h	13 2%	* 1%	20 4%hi
Your mental health. Anxiety, depression, or trauma-related conditions, for example	636 10%	552 10%	85 10%	19 11%	529 10%	49 10%	38 13%	20 12%	25 10%	78 12%n	43 8%	39 9%	63 12%n	53 9%	58 7%	104 12%n	66 12%n	5 8%	44 10%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	353 6%	308 6%	45 5%	13 8%	280 5%	40 8%d	21 7%	12 7%	10 4%	30 4%	33 6%	23 5%	38 7%n	36 6%	30 4%	46 5%	36 7%	5 8%	35 8%hin
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4142 67%	3565 67%	576 67%	112 65%	3517 68%ef	322 62%	184 62%	118 69%ef	175 70%lpr	458 68%lp	357 70%lpqr	316 70%lpqr	328 60%	388 68%lp	582 72%lpqr	595 70%lpqr	318 60%	40 58%	282 63%
Don't know	126 2%	120 2%b	6 1%	2 1%	103 2%	14 3%	7 2%	2 1%	3 1%	20 3%o	5 1%	7 2%	18 3%jo	13 2%	19 2%	7 1%	10 2%	1 2%	13 3%o
Prefer not to say	195 3%	175 3%	20 2%	2 1%	165 3%	18 3%	8 3%	4 3%	7 3%	23 3%	13 3%	10 2%	22 4%	16 3%	28 3%	20 2%	25 5%	2 2%	16 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 473

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Hearing. Poor hearing, partial hearing, or are deaf	318 5%	114 5%	145 6%ac	161 5%	192 6%	114 5%	12 6%	58 7%e	145 6%	20 9%	103 10%h	125 6%nq	125 5%nq	46 6%nq	15 3%	5 2%	249 6%nq	20 2%	126 5%	124 5%	42 6%	13 4%	10 6%	250 5%	22 4%	112 7%z	206 5%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	230 4%	82 3%	87 4%	120 3%	125 4%	82 3%	10 5%	28 4%	87 4%	12 5%	50 5%	91 4%l	68 3%	34 4%	22 4%	12 5%	159 4%	34 4%	99 4%	76 3%	26 4%	11 3%	14 9%rstuw	174 4%	26 5%	112 7%z	118 3%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	498 8%	192 8%	191 8%	276 8%	275 8%	192 8%	29 15%e	134 17%e	191 8%	36 16%h	153 14%h	226 11%lmnpq	171 7%	53 7%	30 5%	17 7%	397 9%lnq	47 6%	208 8%	173 7%	65 9%	23 6%	30 19%rstuwx	381 8%	53 10%	154 9%	344 8%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	186 3%	66 3%	79 4%	99 3%	112 3%	66 3%	4 2%	39 5%e	79 4%	13 6%	52 5%	95 5%lmnpq	53 2%	18 2%	12 2%	6 3%	148 3%l	18 2%	92 4%s	50 2%	30 4%s	7 2%	3 2%	142 3%	10 2%	88 5%z	98 2%
Breathing. Breathlessness or chest pains	335 5%	142 6%	111 5%	195 6%	164 5%	142 6%	22 11%e	87 11%e	111 5%	24 10%h	73 7%	138 7%nq	123 5%	44 5%	21 4%	7 3%	261 6%q	28 3%	140 5%	127 5%	46 7%	13 4%	7 5%	267 5%	20 4%	123 8%z	212 5%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	177 3%	82 3%d	54 2%	101 3%	73 2%	82 3%	7 4%	25 3%	54 2%	8 4%	36 3%	74 4%n	66 3%n	21 3%n	4 1%	12 5%nq	140 3%n	16 2%	77 3%	70 3%	15 2%	10 3%	5 3%	147 3%	15 3%	82 5%z	94 2%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	184 3%	67 3%	52 2%	105 3%	91 3%	67 3%	9 4%	22 3%	52 2%	15 6%hj	29 3%	75 4%	58 2%	30 4%	16 3%	5 2%	132 3%	21 3%	71 3%	75 3%	26 4%	9 3%	* *	147 3%	10 2%	80 5%z	104 2%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	636 10%	244 10%	204 9%	364 11%	323 10%	244 10%	48 25%eg	121 16%e	204 9%	34 15%h	109 10%	227 11%	224 9%	95 12%	54 9%	30 13%	451 10%	84 10%	326 13%suwx	201 8%	66 10%	24 7%	15 9%	527 11%s	38 7%	242 15%z	394 9%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	353 6%	125 5%	157 7%ac	176 5%	208 6%	125 5%	18 9%	77 10%e	157 7%	37 16%h	123 11%h	154 7%lnoq	134 6%noq	44 5%noq	16 3%	4 2%	288 6%noq	19 2%	169 7%	132 6%	27 4%	18 5%	5 3%	301 6%	23 4%	114 7%z	239 5%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4142 67%	1671 70%d	1507 67%	2362 68%	2198 66%	1671 70%fc	86 44%	423 54%f	1507 67%ij	116 51%	621 58%	1312 64%	1690 69%km	506 62%	450 76%klmp	165 69%	3002 67%	616 74%klmp	1720 67%	1620 68%t	430 63%	246 70%	100 62%	3341 68%	345 67%	906 56%	3236 71%y
Don't know	126 2%	41 2%	35 2%	73 2%	67 2%	41 2%	10 5%eg	12 2%	35 2%	2 1%	8 1%	33 2%	46 2%	30 4%klpq	11 2%	3 1%	80 2%	14 2%	40 2%	45 2%	26 4%rsw	9 2%	4 2%	85 2%	13 2%	64 4%z	62 1%
Prefer not to say	195 3%	57 2%	69 3%	105 3%	117 4%	57 2%	7 4%	19 2%	69 3%	3 1%	21 2%	53 3%	75 3%	47 6%klmpq	10 2%	9 4%	128 3%	19 2%	63 2%	79 3%	33 5%rw	15 4%	4 3%	142 3%	19 4%	67 4%	129 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Hearing. Poor hearing, partial hearing, or are deaf	318 5%	58 14%b	259 5%	1 3%	318 19%ef	-	-	299 5%	9 5%	7 11%	3 4%	314 5%	-
Eyesight. Poor vision, colour blindness, partial sight, or blind	230 4%	35 9%b	189 3%	6 14%b	230 13%ef	-	-	204 3%	17 11%gk	1 2%	6 8%	222 4%	2 5%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	498 8%	170 42%b	316 6%	12 29%b	498 29%ef	-	-	425 7%	25 15%gk	8 12%	37 50%ghik	457 8%	3 10%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	186 3%	51 13%b	131 2%	4 10%b	186 11%ef	-	-	150 3%	25 15%gik	2 3%	8 10%gk	177 3%	2 5%
Breathing. Breathlessness or chest pains	335 5%	73 18%b	254 4%	7 17%b	335 20%ef	-	-	312 5%	8 5%	5 7%	8 11%	325 5%	2 5%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	177 3%	31 8%b	139 2%	8 18%b	177 10%ef	-	-	158 3%	9 6%	4 7%	1 2%	171 3%	4 12%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	184 3%	22 6%b	161 3%	1 3%	184 11%ef	-	-	168 3%	12 8%gk	2 3%	* *	183 3%	2 5%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	636 10%	80 20%b	543 9%	13 32%b	636 37%ef	-	-	592 10%	18 11%	14 20%gik	4 6%	625 10%	7 21%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	353 6%	65 16%b	277 5%	11 26%b	353 21%ef	-	-	327 6%	8 5%	7 10%	9 12%gk	342 6%	2 5%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4142 67%	104 26%	4030 70%ac	8 18%	-	4142 100%df	-	4007 69%hij	73 46%	29 43%	23 31%	4109 68%hij	10 27%
Don't know	126 2%	5 1%	120 2%	1 3%	-	-	126 39%de	107 2%	4 2%	8 11%ghik	1 2%	118 2%	7 19%
Prefer not to say	195 3%	8 2%	179 3%	8 20%ab	-	-	195 81%de	172 3%	6 3%	4 5%	5 6%	181 3%	10 28%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Hearing. Poor hearing, partial hearing, or are deaf	318 5%	73 6%	92 6%	69 5%	83 5%	24 5%	25 5%	24 5%	31 6%	31 6%i	30 6%	25 5%	15 3%	30 6%	38 7%d	20 4%	26 5%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	230 4%	64 4%	56 4%	42 3%	68 4%c	23 4%	18 4%	23 5%	21 4%	11 2%	23 5%	18 4%	12 2%	12 2%	28 5%i	18 3%	23 5%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	498 8%	116 8%	138 9%	112 7%	132 9%	29 5%	38 7%	49 10%em	41 8%	44 9%	53 10%em	45 9%	40 8%	27 5%	42 8%	36 7%	55 11%em
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	186 3%	42 3%	56 4%	38 2%	50 3%	21 4%	9 2%	12 2%	25 5%fm	17 3%	13 3%	13 3%	17 3%	8 2%	19 3%	12 2%	20 4%
Breathing. Breathlessness or chest pains	335 5%	71 5%	95 6%	92 6%	77 5%	23 4%	22 4%	26 5%	21 4%	33 6%	41 8%fhn	34 7%	27 5%	31 6%	23 4%	26 5%	29 6%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	177 3%	49 3%	59 4%d	39 3%	30 2%	17 3%	20 4%kp	12 2%	22 4%kp	14 3%	23 5%kop	6 1%	19 4%	14 3%	16 3%	8 2%	6 1%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	184 3%	35 2%	48 3%	47 3%	54 4%	15 3%	12 2%	9 2%	23 4%	14 3%	11 2%	12 2%	20 4%	16 3%	18 3%	19 4%	17 4%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	636 11%	165 11%	156 10%	148 10%	167 11%	56 11%	61 12%	48 10%	53 10%	52 10%	51 10%	47 10%	51 10%	50 10%	60 11%	58 12%	49 10%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	353 6%	83 5%	94 6%	90 6%	86 6%	25 5%	29 6%	30 6%	33 6%	19 4%	42 8%i	33 7%	28 5%	28 5%	32 6%	25 5%	29 6%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4142 67%	1072 69%b	992 64%	1072 69%b	1006 66%	381 72%hjkn	349 68%	342 69%	336 64%	332 65%	325 64%	318 65%	373 70%	381 72%hjkn	339 64%	336 66%	330 67%
Don't know	126 2%	29 2%	38 2%	33 2%	26 2%	8 2%	14 3%	6 1%	15 3%	13 3%	9 2%	15 3%	9 2%	10 2%	9 2%	9 2%	8 2%
Prefer not to say	195 3%	45 3%	50 3%	51 3%	50 3%	18 3%m	16 3%	10 2%	21 4%	16 3%	13 3%	25 5%gm	21 4%m	5 1%	20 4%m	17 3%m	13 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ6. Which of the following best describes you?

Base : All participants

	Total	Methodology CAPI (a)	Online (b)	Online business/hobby Sell online (c)	Don't sell online (d)	Gender Male (e)	Female (f)	Age 16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	Age NET 16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	Ethnicity NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
White - British	3553 58%	779 63%b	2774 56%	458 53%	3095 58%c	1661 55%	1884 60%e	392 48%	463 53%	581 52%	500 61%ghi	734 64%ghi	478 63%ghi	405 65%ghi	855 50%	1080 56%n	1618 64%no	884 64%no	3553 68%s	-
White - English	939 15%	113 9%	826 17%a	125 15%	814 15%	527 17%f	410 13%	84 10%	87 10%	126 11%	112 14%	201 18%ghi	171 22%ghijk	157 25%ghijk	172 10%	239 12%	529 21%no	327 24%no	939 18%s	-
White - Scottish	321 5%	83 7%b	238 5%	42 5%	279 5%	154 5%	165 5%	38 5%	40 5%	54 5%	44 5%	53 5%	51 7%	41 7%	78 5%	98 5%	145 6%	92 7%	321 6%s	-
White - Welsh	118 2%	15 1%	103 2%	13 2%	105 2%	52 2%	66 2%	13 2%	13 2%	26 2%	12 1%	28 2%	11 2%	14 2%	27 2%	38 2%	53 2%	26 2%	118 2%s	-
White - Irish	86 1%	15 1%	71 1%	9 1%	77 1%	40 1%	46 1%	13 2%	11 1%	16 1%	12 1%	26 2%m	7 1%	2 *	23 1%	27 1%	35 1%	9 1%	86 2%s	-
Any other white background (please specify)	195 3%	48 4%	147 3%	30 4%	165 3%	73 2%	122 4%e	29 4%klm	49 6%jklm	74 7%gjklm	21 3%m	14 1%m	7 1%	* *	78 5%pq	95 5%pq	22 1%	8 1%	195 4%s	-
Mixed - White and Black Caribbean	42 1%	14 1%	28 1%	5 1%	37 1%	29 1%f	13 *	15 2%jklm	5 1%	12 1%l	4 *	5 *	-	2 *	20 1%pq	16 1%pq	6 *	2 *	-	42 5%r
Mixed - White and Black African	57 1%	18 1%	39 1%	12 1%	45 1%	38 1%f	19 1%	6 1%	21 2%gjklm	23 2%jklm	2 *	4 *	-	-	27 2%pq	25 1%pq	4 *	* *	-	57 6%r
Mixed - White and Asian	57 1%	8 1%	48 1%	14 2%	42 1%	28 1%	29 1%	15 2%klm	8 1%	19 2%klm	7 1%	4 *	1%	-	23 1%pq	26 1%pq	7 *	4 *	-	57 6%r
Any other mixed background (please specify)	11 *	-	11 *	1 *	10 *	6 *	5 *	3 *	2 *	-	3 *	-	3 *	-	5 *	3 *	3 *	3 *	-	11 1%r
Asian and British Asian - Indian	193 3%	41 3%	152 3%	30 4%	162 3%	101 3%	92 3%	49 6%klm	44 5%klm	50 4%klm	24 3%lm	20 2%m	6 1%	1 *	92 5%pq	74 4%pq	26 1%	7 *	-	193 21%r
Asian and British Asian - Pakistani	79 1%	7 1%	72 1%	23 3%d	56 1%	47 2%	32 1%	18 2%klm	24 3%jklm	22 2%klm	8 1%	5 *	2 *	-	42 2%pq	31 2%pq	6 *	2 *	-	79 9%r
Asian and British Asian - Bangladeshi	37 *	5 *	32 1%	8 1%	29 1%	17 1%	18 1%	15 2%klm	11 1%jklm	8 1%kl	-	-	3 *	-	26 2%opq	8 *	3 *	3 *	-	37 4%r
Any other Asian background (please specify)	38 1%	10 1%	28 1%	5 1%	33 1%	14 *	24 1%	13 2%klm	11 1%klm	7 1%	4 *	1 *	1 *	-	24 1%opq	11 1%p	3 *	1 *	-	38 4%r
Black and Black British - Caribbean	90 1%	18 1%	73 1%	11 1%	79 1%	43 1%	48 2%	9 1%	13 1%	20 2%m	12 2%	25 2%m	10 1%	1 *	22 1%	33 2%p	36 1%	11 1%	-	90 10%r
Black and Black British - African	201 3%	30 2%	171 3%	59 7%d	142 3%	105 3%	97 3%	73 9%ijklm	51 6%jklm	45 4%klm	25 3%klm	7 1%	-	1 *	124 7%opq	70 4%pq	8 *	1 *	-	201 22%r
Any other Black background (please specify)	4 *	2 *	3 *	-	4 *	2 *	3 *	4 *	-	1 *	-	-	-	-	4 *	1 *	-	-	-	4 *r
Middle Eastern, including Arabic origin	24 *	10 1%b	14 *	2 *	22 *	10 *	14 *	11 1%ijlm	5 1%	3 *	-	5 *	-	-	16 1%opq	3 *	5 *	-	-	24 3%r
Chinese	53 1%	2 *	51 1%	4 1%	49 1%	39 1%f	14 *	16 2%klm	6 1%	13 1%m	11 1%m	6 1%	2 *	* *	22 1%pq	24 1%pq	8 *	2 *	-	53 6%r
Any other background (please specify)	18 *	7 1%	11 *	1 *	17 *	13 *	5 *	4 *	4 *	2 *	5 1%	2 *	-	1 *	8 *	7 *	4 *	1 *	-	18 2%r
I prefer not to answer	52 1%	7 1%	45 1%	8 1%	44 1%	15 1%	37 1%e	4 1%	6 1%	19 2%km	16 2%gjklm	2 *	4 *	1 *	10 1%	35 2%npq	7 *	4 *	-	-
NET White	5212 84%	1054 86%	4158 84%	678 79%	4534 85%c	2508 83%	2693 86%e	569 69%	663 76%g	877 78%g	701 85%ghi	1058 93%ghij	725 95%ghijk	619 98%ghijkl	1232 73%	1578 81%n	2402 95%no	1345 97%nop	5212 100%s	-
NET Mixed	167 3%	40 3%	127 3%	31 4%	135 3%	101 3%	66 2%	39 5%klm	35 4%klm	55 5%jklm	16 2%m	12 1%	8 1%	2 *	75 4%pq	71 4%pq	21 1%	9 1%	-	167 18%r
NET Asian	400 6%	65 5%	334 7%	70 8%	329 6%	217 7%	181 6%	111 13%jklm	95 11%jklm	100 9%jklm	47 6%klm	31 3%lm	14 2%m	1 *	206 12%opq	147 8%pq	46 2%	15 1%	-	400 44%r
NET Black	296 5%	50 4%	246 5%	70 8%d	226 4%	149 5%	147 5%	85 10%ijklm	64 7%klm	66 6%klm	38 5%lm	31 3%m	10 1%	3 *	149 9%opq	103 5%p	44 2%	12 1%	-	296 33%r
NET Other	42 1%	17 1%b	25 1%	3 *	39 1%	23 1%	19 1%	15 2%klm	9 1%l	5 *	5 *	7 1%	-	1 *	24 1%opq	10 1%	8 *	1 *	-	42 5%r
NET EMG	905 15%	172 14%	733 15%	175 20%d	730 14%	490 16%f	413 13%	250 30%hijklm	203 23%jklm	226 20%jklm	106 13%klm	82 7%lm	31 4%m	7 1%	453 27%opq	332 17%pq	120 5%q	38 3%	-	905 100%r

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 474

QZ6. Which of the following best describes you?

Base : All participants

	Total	Social Grade AB (a)	C1 (b)	C2 (c)	DE (d)	Social Grade NETs ABC1 (e)	C2DE (f)	Working Status Working (g)	Not working (h)	Income - Declared Under £11,500 per yea (i)	£11,500-£17,499 (j)	£17,500-£29,999 (k)	£30,000-£49,999 (l)	£50,000+ per yea (m)	£11,500-£49,999 (n)	Income - Combined Under £11,500 per year (o)	Over £11,500 per year (p)	State benefits Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
White - British	3553 58%	609 53%	1081 56%	845 61%ab	1018 61%ab	1690 55%	1863 61%e	2068 56%	1439 60%g	349 62%l	423 59%	951 61%lm	855 55%	592 55%	2230 58%	362 62%	2963 57%	776 60%	2620 57%	157 52%
White - English	939 15%	125 11%	303 16%a	229 16%a	281 17%a	427 14%	510 17%e	457 12%	469 20%g	83 15%	137 19%m	265 17%m	240 15%m	116 11%	642 17%m	91 15%	790 15%	221 17%s	692 15%s	26 9%
White - Scottish	321 5%	81 7%bcd	95 5%	65 5%	81 5%	176 6%	145 5%	185 5%	130 5%	19 3%	40 6%	71 5%	86 6%	57 5%	197 5%	19 3%	265 5%	54 4%	252 6%	15 5%
White - Welsh	118 2%	32 3%c	42 2%	15 1%	29 2%	74 2%f	44 1%	71 2%	47 2%	11 2%	7 1%	28 2%	35 2%	7 1%	71 2%	12 2%	100 2%	23 2%	87 2%	8 3%
White - Irish	86 1%	20 2%	26 1%	17 1%	22 1%	46 1%	40 1%	59 2%	27 1%	9 2%	14 2%	12 1%	24 2%	21 2%k	51 1%	10 2%	72 1%	22 2%	58 1%	6 2%
Any other white background (please specify)	195 3%	28 2%	73 4%	51 4%	43 3%	101 3%	94 3%	153 4%h	40 2%	11 2%	11 1%	52 3%j	51 3%	41 4%j	114 3%	11 2%	171 3%	42 3%	144 3%	9 3%
Mixed - White and Black Caribbean	42 1%	8 1%	12 1%	15 1%	7 *	20 1%	22 1%	29 1%	14 1%	1 *	5 1%	6 *	12 1%	13 1%	23 1%	1 *	38 1%	6 *	33 1%	4 1%
Mixed - White and Black African	57 1%	20 2%d	20 1%d	13 1%	5 *	40 1%f	17 1%	48 1%h	9 *	8 1%k	4 1%	3 *	27 2%kn	15 1%k	34 1%k	8 1%	49 1%	13 1%	42 1%	2 1%
Mixed - White and Asian	57 1%	17 1%	20 1%	9 1%	11 1%	37 1%	20 1%	41 1%	14 1%	1 *	3 *	6 *	31 2%ijkn	12 1%	40 1%	1 *	55 1%	10 1%	46 1%	-
Any other mixed background (please specify)	11 *	3 *	4 *	1 *	4 *	7 *	4 *	4 *	7 *	3 *	1 *	2 *	1 *	5 *n	3 *	3 *	8 *	1 *	7 *	4 1%qr
Asian and British Asian - Indian	193 3%	73 6%bcd	60 3%	26 2%	34 2%	133 4%f	60 2%	152 4%h	36 2%	20 4%	13 2%	37 2%	40 3%	51 5%jkln	90 2%	20 3%	159 3%	18 1%	157 3%q	17 6%q
Asian and British Asian - Pakistani	79 1%	11 1%	35 2%c	10 1%	23 1%	46 1%	33 1%	55 1%	24 1%	6 1%	4 1%	21 1%	29 2%	11 1%	53 1%	6 1%	67 1%	24 2%	50 1%	4 1%
Asian and British Asian - Bangladeshi	37 1%	7 1%	8 *	11 1%	11 1%	15 *	22 1%	25 1%	12 *	3 *	6 1%	9 1%	7 *	9 1%	23 1%	4 1%	31 1%	14 1%r	18 *	5 2%r
Any other Asian background (please specify)	38 1%	6 1%	14 1%	6 *	12 1%	20 1%	18 1%	25 1%	12 1%	3 1%	3 *	12 1%	4 *	7 1%	19 *	3 1%	34 1%	9 1%	26 1%	3 1%
Black and Black British - Caribbean	90 1%	16 1%	29 1%	20 1%	25 1%	44 1%	46 1%	60 2%	30 1%	14 2%	11 2%	21 1%	20 1%	12 1%	53 1%	15 3%	71 1%	21 2%	66 1%	3 1%
Black and Black British - African	201 3%	69 6%bcd	61 3%	32 2%	38 2%	131 4%f	71 2%	152 4%h	46 2%	10 2%	12 2%	49 3%	62 4%j	53 5%jkln	123 3%	11 2%	181 3%	26 2%	151 3%q	24 8%qr
Any other Black background (please specify)	4 *	-	-	1 *	3 *	1 *	3 *	4 *	-	*	*	*	3 *	-	-	2 *	3 *	-	4 *	1 *
Middle Eastern, including Arabic origin	24 *	3 *	12 1%	6 *	3 *	15 *	10 *	17 *	7 *	2 *	10 1%klmn	-	2 *	1 *	13 *	2 *	20 *	8 1%	15 *	2 1%
Chinese	53 1%	16 1%d	24 1%d	7 *	7 *	39 1%f	14 *	36 1%	15 1%	4 1%	11 2%k	7 *	16 1%	14 1%	34 1%	4 1%	49 1%	1 *	52 1%q	-
Any other background (please specify)	18 *	1 *	5 *	4 *	8 *	6 *	12 *	13 *	5 *	1 *	*	*	7 *	1 *	3 *	9 *	1 *	16 *	3 *	15 *	-
I prefer not to answer	52 1%	10 1%	20 1%	12 1%	10 1%	30 1%	22 1%	34 1%	10 *	1 *	2 *	8 1%	10 1%	10 1%	20 1%	1 *	31 1%	3 *	37 1%	11 4%qr
NET White	5212 84%	894 78%	1620 83%a	1222 88%ab	1474 88%ab	2514 81%	2697 88%e	2992 81%	2152 90%g	483 86%m	632 88%m	1380 88%lm	1292 83%	853 80%	3304 86%lm	505 86%	4361 84%	1139 88%rs	3853 84%s	221 74%
NET Mixed	167 3%	47 4%d	56 3%d	37 3%	27 2%	103 3%f	63 2%	121 3%h	44 2%	13 2%	12 2%	17 1%	70 5%jkn	45 4%jkn	100 3%k	13 2%	150 3%	30 2%	128 3%	9 3%
NET Asian	400 6%	112 10%cd	141 7%cd	59 4%	88 5%	253 8%f	147 5%	293 8%h	100 4%	36 6%	38 5%	87 6%	95 6%	91 9%jkn	219 6%	38 6%	340 7%	67 5%	304 7%	29 10%qr
NET Black	296 5%	85 7%bcd	91 5%	53 4%	67 4%	176 6%f	120 4%	217 6%h	77 3%	25 5%	24 3%	73 5%	82 5%	65 6%	179 5%	28 5%	254 5%	47 4%	221 5%	28 9%qr
NET Other	42 1%	4 *	16 1%	10 1%	12 1%	20 1%	22 1%	30 1%	12 1%	3 1%	10 1%kln	7 *	4 *	4 *	21 1%	3 1%	36 1%	11 1%	29 1%	2 1%
NET EMG	905 15%	249 22%bcd	304 16%cd	160 11%	193 11%	552 18%f	352 11%	661 18%h	233 10%	77 14%	84 12%	184 12%	251 16%jkn	205 19%ijkn	519 14%	81 14%	780 15%	154 12%	682 15%q	68 23%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ6. Which of the following best describes you?

Base : All participants

	Total	Rurality — Urban (a)	Rural including Remote (b)	Remote Rural (c)	Nation — England (d)	Scotland (e)	Wales (f)	NI (g)	Region — North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
White - British	3553 58%	3011 57%	543 63%a	95 55%	3123 60%ef	169 33%	155 52%e	107 62%ef	174 69%kmnoqr	444 66%knqr	358 70%klmnoqr	259 58%nqr	340 63%nqr	355 62%nqr	352 43%r	504 60%nqr	338 64%nqr	28 40%	141 31%
White - English	939 15%	775 15%	164 19%a	24 14%	896 17%efg	16 3%	20 7%eg	7 4%	48 19%lnqr	119 18%nr	80 16%nr	112 25%ijlnqr	70 13%r	112 20%lnqr	70 9%r	165 19%lnqr	120 23%ijlnqr	5 8%r	11 2%
White - Scottish	321 5%	270 5%	50 6%	25 14%ab	40 1%	277 54%dfg	2 1%	2 1%	7 3%ijlmno	5 1%	4 1%	7 2%o	4 1%	3 *	3 *	-	7 1%o	28 40%hijklmnop	249 56%hijklmnopq
White - Welsh	118 2%	92 2%	26 3%a	10 6%a	23 *	2 *	93 31%deg	*	-	4 1%	2 *	-	7 1%kmn	-	-	-	2 *	8 1%kmnor	1 *
White - Irish	86 1%	71 1%	15 2%	7 4%ab	42 1%	*	1 *	42 25%def	-	5 1%	3 1%	2 *	-	6 1%	14 2%lr	10 1%	2 *	*	*
Any other white background (please specify)	195 3%	175 3%	20 2%	6 4%	166 3%	17 3%	7 2%	5 3%	3 1%	8 1%	5 1%	9 2%	18 3%	18 3%	49 6%hijk	29 3%	27 5%hij	4 6%hij	13 3%
Mixed - White and Black Caribbean	42 1%	40 1%	2 *	-	40 1%	-	2 1%e	-	-	1 *	2 *	1 *	7 1%pr	4 1%	23 3%hijkmopr	2 *	-	-	-
Mixed - White and Black African	57 1%	57 1%b	*	-	52 1%	3 1%	2 1%	*	2 1%	8 1%	1 *	-	3 *	7 1%p	24 3%jklopr	8 1%	-	-	3 1%
Mixed - White and Asian	57 1%	48 1%	9 1%	2 1%	54 1%	1 *	1 *	1 *	1 *	7 1%	6 1%	7 1%	5 1%	3 1%	10 1%	12 1%	3 1%	-	1 *
Any other mixed background (please specify)	11 *	11 *	*	-	8 *	4 1%d	*	-	-	2 *	1 *	-	-	1 *	3 *	-	-	-	4 1%o
Asian and British Asian - Indian	193 3%	181 3%bc	12 1%	*	185 4%efg	5 1%	3 1%	1 *	3 1%	14 2%	12 2%	18 4%hpr	21 4%hr	19 3%r	52 6%hijpqr	39 5%hpr	7 1%	-	5 1%
Asian and British Asian - Pakistani	79 1%	76 1%b	*	-	72 1%	4 1%	2 1%	1 1%	-	11 2%ho	14 3%hkmopr	4 *	19 3%hkmopr	3 *	20 2%hkmop	2 *	2 *	-	4 1%
Asian and British Asian - Bangladeshi	37 1%	33 1%	4 *	*	36 1%	1 *	-	*	2 1%p	5 1%	1 *	-	1 *	3 *	16 2%jkpr	6 1%	-	-	1 *
Any other Asian background (please specify)	38 1%	36 1%	2 *	-	34 1%	1 *	2 1%	*	1 1%	1 *	1 *	3 1%	4 1%	3 1%	13 2%	4 *	3 1%	1 1%	1 *
Black and Black British - Caribbean	90 1%	86 2%b	4 *	*	90 2%efg	-	1 *	-	-	9 1%pr	3 1%	5 1%pr	16 3%hijpr	5 1%	44 5%hijkmopr	8 1%	-	-	-
Black and Black British - African	201 3%	201 4%bc	1 *	*	187 4%fg	10 2%	2 1%	2 1%	4 2%	8 1%	9 2%	10 2%	22 4%ip	20 3%p	77 10%hijklmopqr	33 4%ip	5 1%	1 2%	9 2%
Any other Black background (please specify)	4 *	4 *	-	-	4 *	-	-	-	2 1%in	-	-	-	-	-	-	3 *	-	-	-
Middle Eastern, including Arabic origin	24 *	24 *	-	-	23 *	1 *	-	-	-	6 1%	1 *	-	1 *	1 *	13 2%kop	-	-	-	1 *
Chinese	53 1%	49 1%	4 *	*	47 1%	3 1%	2 1%	1 1%	3 1%	6 1%	3 1%	8 2%l	1 *	2 *	6 1%	13 2%	4 1%	-	3 1%
Any other background (please specify)	18 *	18 *	*	*	15 *	1 *	1 *	*	-	1 *	-	1 *	-	-	1 *	9 1%o	-	3 1%	1 *
I prefer not to answer	52 1%	46 1%	6 1%	3 2%	48 1%	3 1%	1 *	*	1 *	9 1%	1 *	5 1%	4 1%	7 1%	14 2%	5 1%	1 *	-	3 1%
NET White	5212 84%	4395 83%	818 95%a	167 97%a	4290 83%	481 93%d	278 94%d	163 96%d	232 93%klmno	586 87%ln	452 89%ln	389 87%ln	438 81%n	494 86%n	488 60%	710 84%n	501 95%ijklmno	67 97%iklmno	415 92%iklmno
NET Mixed	167 3%	156 3%b	11 1%	2 1%	154 3%g	8 1%	4 2%	*	3 1%	18 3%p	11 2%	8 2%	15 3%p	15 3%p	61 7%hijklmopqr	21 2%p	3 1%	-	8 2%
NET Asian	400 6%	376 7%bc	24 3%	1 *	374 7%efg	14 3%	8 3%	4 2%	9 4%	39 6%	32 6%r	31 7%pr	47 8%hpqr	30 5%	106 13%hijklmopqr	64 8%hpr	17 3%	1 1%	13 3%
NET Black	296 5%	291 5%bc	5 1%	*	281 5%efg	10 2%	3 1%	2 1%	6 2%	17 2%	11 2%	15 3%p	38 7%hijkpr	25 4%p	121 15%hijklmopqr	44 5%pr	5 1%	1 2%	9 2%
NET Other	42 1%	42 1%	*	*	38 1%	2 *	1 *	*	-	7 1%o	1 *	1 *	1 *	3 *	22 3%hijklmopr	-	3 1%	-	2 *
NET EMG	905 15%	865 16%bc	40 5%	3 2%	848 16%efg	34 7%	16 6%	7 4%	18 7%	81 12%hpqr	55 11%p	55 12%hpqr	101 19%hijkmpqr	73 13%hpqr	309 38%hijklmopqr	129 15%hpqr	27 5%	2 3%	32 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ6. Which of the following best describes you?

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
White - British	3553 58%	1393 58%	1391 62%ac	1954 57%	1952 59%	1393 58%	113 58%	487 63%	1391 62%	155 68%	670 63%	1252 61%lmnq	1379 57%	447 55%	319 54%	140 59%	2631 58%	459 55%	1539 60%s	1315 56%	389 57%	190 54%	100 63%	2854 58%	291 57%	882 54%	2672 59%y
White - English	939 15%	320 13%	402 18%ac	483 14%	565 17%ac	320 13%	32 16%	143 18%e	402 18%	36 16%	231 22%h	359 17%nc	359 15%	118 15%	68 11%	32 14%	717 16%nc	100 12%	366 14%	351 15%	116 17%	71 20%rw	28 18%	717 15%	99 19%rw	216 13%	723 16%y
White - Scottish	321 5%	111 5%	124 6%	167 5%	180 5%	111 5%	6 3%	39 5%	124 6%	9 4%	61 6%	101 5%	138 6%	34 4%	39 7%	8 3%	238 5%	47 6%	129 5%	119 5%	43 6%	18 5%	9 6%	248 5%	27 5%	74 5%	247 5%
White - Welsh	118 2%	39 2%	49 2%	63 2%	73 2%	39 2%	5 2%	14 2%	49 2%	5 2%	22 2%	31 2%	43 2%	17 2%	21 4%klp	6 3%	74 2%	27 3%klp	49 2%	44 2%	9 1%	10 3%	6 4%	93 2%	16 3%	25 2%	94 2%
White - Irish	86 1%	36 1%	27 1%	53 2%	44 1%	36 1%	3 2%	7 1%	27 1%	3 1%	11 1%	30 1%	32 1%	13 2%	8 1%	3 1%	62 1%	11 1%	40 2%	32 1%	6 1%	6 2%	2 1%	72 1%	8 1%	14 1%	72 2%
Any other white background (please specify)	195 3%	73 3%	66 3%	106 3%	100 3%	73 3%	4 2%	15 2%	66 3%j	2 1%	15 1%	38 2%	68 3%	52 6%klp	30 5%klp	7 3%	106 2%	37 4%klp	72 3%	85 4%	24 4%	10 3%	2 1%	158 3%	12 2%	57 4%	138 3%
Mixed - White and Black Caribbean	42 1%	15 1%	10 *	27 1%	22 1%	15 1%	-	1 *	10 *	-	6 1%	10 *	21 1%	4 *	7 1%	-	32 1%	7 1%	16 1%	21 1%	4 1%	1 *	-	37 1%	1 *	8 1%	34 1%
Mixed - White and Black African	57 1%	43 2%bcd	8 *	47 1%bd	12 *	43 2%g	3 2%g	2 *	8 *	2 1%	3 *	15 1%	23 1%	9 1%	8 1%	1 1%	38 1%	10 1%	22 1%	21 1%	11 2%	2 *	-	44 1%	2 *	26 2%z	31 1%
Mixed - White and Asian	57 1%	29 1%	16 1%	40 1%	27 1%	29 1%	-	3 *	16 1%	1 *	6 1%	19 1%	19 1%	7 1%	9 2%	3 1%	38 1%	12 1%	21 1%	19 1%	10 1%	6 2%	1 *	40 1%	7 1%	26 2%z	31 1%
Any other mixed background (please specify)	11 *	7 *	4 *	7 *	4 *	7 *	2 1%	6 1%	4 *	1 *	1 *	4 *	3 *	2 *	-	2 1%	7 *	2 *	4 *	5 *	2 *	-	-	9 *	-	1 *	10 *
Asian and British Asian - Indian	193 3%	76 3%b	42 2%	126 4%b	91 3%	76 3%g	8 4%g	6 1%	42 2%	6 3%	8 1%	62 3%	84 3%	20 2%	25 4%	2 1%	146 3%	27 3%	75 3%	94 4%ux	14 2%	4 1%	3 2%	169 3%x	7 1%	72 4%z	121 3%
Asian and British Asian - Pakistani	79 1%	42 2%bd	20 1%	49 1%	27 1%	42 2%	4 2%	11 1%	20 1%	2 1%	6 1%	12 1%	54 2%kq	7 1%	6 1%	-	66 1%	6 1%	31 1%	37 2%	7 1%	5 1%	-	67 1%	5 1%	42 3%z	37 1%
Asian and British Asian - Bangladeshi	37 1%	15 1%	8 *	26 1%	19 1%	15 1%	1 1%	7 1%	8 *	2 1%	2 *	5 *	15 1%	6 1%	7 1%k	3 1%k	21 *	11 1%kp	10 *	21 1%	4 1%	-	2 1%	32 1%	2 *	19 1%z	19 *
Any other Asian background (please specify)	38 1%	7 *	9 *	19 1%	21 1%	7 *	-	*	9 *	2 1%	*	3 *	29 1%knq	4 *	*	1 *	32 1%	1 *	16 1%	17 1%	5 1%	-	-	33 1%	-	12 1%	25 1%
Black and Black British - Caribbean	90 1%	44 2%bcd	10 *	65 2%bd	30 1%	44 2%	7 4%	13 2%	10 *	-	3 *	26 1%	31 1%	9 1%	13 2%	11 5%klmp	58 1%	24 3%klmp	38 1%	34 1%	6 1%	9 3%	3 2%	72 1%	12 2%	22 1%	68 2%
Black and Black British - African	201 3%	104 4%bc	34 1%	136 4%bc	65 2%	104 4%g	4 2%	16 2%	34 1%	-	10 1%	69 3%	68 3%	37 4%	19 3%	8 4%	137 3%	27 3%	99 4%	76 3%	15 2%	9 3%	1 1%	175 4%	10 2%	75 5%z	125 3%
Any other Black background (please specify)	4 *	2 *	3 *	2 *	3 *	2 *	2 1%eg	-	3 *	-	-	4 *	-	-	-	-	4 *	-	4 *	-	1 *	-	-	4 *	-	4 *	1 *z
Middle Eastern, including Arabic origin	24 *	7 *	1 *	15 *b	9 *	7 *	-	2 *	1 *	-	-	1 *	14 1%	2 *	2 *	2 1%k	16 *	4 *	3 *	15 1%r	1 *	2 *	-	18 *	2 *	8 1%	16 *
Chinese	53 1%	10 *	26 1%a	22 1%	38 1%	10 *	*	-	26 1%	1 *	9 1%	1 *	20 1%	11 1%	6 1%	3 1%	31 1%	10 1%	13 *	24 1%	6 1%	5 2%	3 2%r	37 1%	9 2%r	23 1%z	30 1%
Any other background (please specify)	18 *	6 *	1 *	16 *b	12 *	6 *	1 *	1 *	1 *	-	1 *	1 *	9 *	1 *	4 1%k	3 1%kp	10 *	7 1%kp	6 *	11 *	-	2 *	-	16 *	2 *	3 *	15 *
I prefer not to answer	52 1%	24 *	9 *	36 1%b	20 1%	24 *	1 *	4 1%	9 *	1 *	2 *	*	27 1%k	11 *	3 1%	2 *	36 1%	5 *	17 1%	24 1%	6 *	4 *	-	42 1%	4 1%	20 1%	31 1%
NET-White	5212 84%	1971 82%	2060 91%acd	2826 82%	2915 88%ac	1971 82%	162 84%	705 91%ef	2060 91%	210 93%	1011 94%h	1810 88%lmnq	2018 83%	681 84%	484 82%	196 82%	3828 85%	681 82%	2195 85%s	1947 82%	589 86%s	305 86%	148 92%sw	4142 84%	452 88%s	1267 78%	3945 87%y
NET Mixed	167 3%	94 4%bcd	38 2%	121 4%bd	65 2%	94 4%g	5 2%	12 2%	38 2%	4 2%	16 1%	49 2%	66 3%	22 3%	25 4%	6 2%	114 3%	30 4%	62 2%	66 3%	28 4%	9 3%	1 1%	129 3%	10 2%	61 4%z	106 2%
NET Asian	400 6%	151 6%	105 5%	241 7%b	195 6%	151 6%g	13 7%	25 3%	105 5%	12 5%	27 3%	94 5%	202 8%kq	48 6%	44 7%k	10 4%	296 7%k	54 7%	145 6%	194 8%rtux	35 5%	14 4%	8 5%	338 7%	22 4%	167 10%z	232 5%
NET Black	296 5%	150 6%bd	46 2%	202 6%bd	98 3%	150 6%g	12 6%	29 4%	46 2%	-	13 1%	99 5%	99 4%	45 6%	32 5%	19 8%klp	199 4%	51 6%	141 5%	110 5%	22 3%	18 5%	4 3%	251 5%	22 4%	102 6%z	194 4%
NET Other	42 1%	13 1%	3 *	31 1%b	21 1%	13 1%	1 1%	3 *	3 *	-	1 *	3 *	23 1%	3 *	6 1%	5 2%k	26 1%	11 1%k	9 *	26 1%r	1 *	3 *	-	35 1%	3 1%	11 1%	31 1%
NET EMG	905 15%	408 17%bd	191 8%	596 17%bd	379 11%b	408 17%g	31 16%g	69 9%	191 8%j	16 7%	58 5%	245 12%	390 16%k	118 15%	106 18%k	40 17%	635 14%	146 18%kp	356 14%	397 17%rtvx	86 13%	45 13%	13 8%	753 15%v	57 11%	341 21%z	564 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ6. Which of the following best describes you?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
White - British	3553 58%	270 67%b	3258 57%	25 59%	1046 61%ef	2354 57%f	153 48%	3366 58%	93 58%	38 55%	40 54%	3497 58%	16 46%
White - English	939 15%	54 14%	879 15%	5 12%	300 18%ef	610 15%f	29 9%	879 15%	23 14%	13 19%	19 26%gk	915 15%	4 12%
White - Scottish	321 5%	24 6%	296 5%	1 2%	106 6%	195 5%	19 6%	295 5%	8 5%	7 10%	9 12%gk	309 5%	3 7%
White - Welsh	118 2%	5 1%	113 2%	* 1%	32 2%	78 2%	8 3%	114 2%	2 1%	1 2%	*	118 2%	-
White - Irish	86 1%	2 1%	82 1%	1 2%	26 2%	54 1%	6 2%	85 1%	*	*	-	86 1%	*
Any other white background (please specify)	195 3%	3 1%	192 3%a	1 1%	36 2%	142 3%d	17 5%d	189 3%	2 1%	-	2 3%	191 3%	2 6%
Mixed - White and Black Caribbean	42 1%	1 *	41 1%	-	15 1%	26 1%	2 1%	40 1%	3 2%	-	-	42 1%	-
Mixed - White and Black African	57 1%	2 *	55 1%	* 1%	12 1%	43 1%	1 *	55 1%	2 1%	-	-	57 1%	-
Mixed - White and Asian	57 1%	-	55 1%	2 4%a	13 1%	40 1%	3 1%	55 1%	1 1%	-	-	57 1%	-
Any other mixed background (please specify)	11 *	-	10 *	1 2%ab	5 *	6 *	-	11 *	-	-	-	11 *	-
Asian and British Asian - Indian	193 3%	1 *	191 3%a	-	20 1%	163 4%d	10 3%d	183 3%	7 4%	-	-	190 3%	3 8%
Asian and British Asian - Pakistani	79 1%	7 2%	71 1%	* 1%	13 1%	57 1%	9 3%d	70 1%	5 3%	1 2%	-	77 1%	2 7%
Asian and British Asian - Bangladeshi	37 1%	5 1%	30 1%	1 3%b	13 1%	22 1%	2 1%	35 1%	-	-	2 2%	35 1%	-
Any other Asian background (please specify)	38 1%	2 *	35 1%	1 2%	6 *	29 1%	3 1%	36 1%	2 1%	-	-	38 1%	-
Black and Black British - Caribbean	90 1%	5 1%	85 1%	-	15 1%	62 2%	13 4%d	89 2%	1 1%	-	-	90 1%	-
Black and Black British - African	201 3%	9 2%	191 3%	2 4%	25 1%	154 4%d	22 7%de	189 3%	4 3%	5 7%	1 2%	199 3%	1 4%
Any other Black background (please specify)	4 *	-	4 *	-	-	4 *	-	4 *	-	-	-	4 *	-
Middle Eastern, including Arabic origin	24 *	-	24 *	-	8 *	12 *	5 1%e	22 *	-	2 3%gk	-	24 *	-
Chinese	53 1%	6 1%	48 1%	-	8 *	43 1%	2 1%	46 1%	7 4%gk	-	-	53 1%	-
Any other background (please specify)	18 *	1 *	17 *	-	4 *	14 *	-	18 *	-	-	-	18 *	-
I prefer not to answer	52 1%	1 *	48 1%	2 6%ab	3 *	32 1%d	16 5%de	49 1%	-	-	*	49 1%	3 9%
NET White	5212 84%	360 90%bc	4820 84%	32 77%	1547 91%ef	3432 83%f	233 72%	4929 85%	128 79%	59 87%	71 96%ghjk	5116 84%	25 72%
NET Mixed	167 3%	3 1%	161 3%a	3 7%a	45 3%	115 3%	7 2%	161 3%	6 4%	-	-	167 3%	-
NET Asian	400 6%	21 5%	376 7%	3 6%	59 3%	315 8%d	26 8%	370 6%	22 13%gijk	1 2%	2 2%	393 6%	5 15%
NET Black	296 5%	14 3%	280 5%	2 4%	40 2%	220 5%d	36 11%de	283 5%	6 4%	5 7%	1 2%	293 5%	1 4%
NET Other	42 1%	1 *	41 1%	-	11 1%	26 1%	5 1%	40 1%	-	2 3%gk	-	42 1%	-
NET EMG	905 15%	39 10%	858 15%a	8 18%	155 9%	677 16%d	73 23%de	853 15%j	33 21%j	9 13%	3 4%	895 15%j	7 19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ6. Which of the following best describes you?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
White - British	3553 58%	932 60%	869 56%	876 57%	876 57%	323 61%k	311 60%	298 60%	300 57%	290 57%	279 55%	262 53%	314 59%	300 57%	331 62%kp	278 55%	268 54%
White - English	939 15%	213 14%	240 16%	235 15%	250 16%	88 17%g	70 14%	55 11%	96 18%g	67 13%	77 15%	81 17%g	71 13%	83 16%	79 15%	82 16%	90 18%cg
White - Scottish	321 5%	68 4%	91 6%	88 6%	75 5%	23 4%	20 4%	24 5%	26 5%	38 7%	27 5%	34 7%	28 5%	25 5%	27 5%	27 5%	21 4%
White - Welsh	118 2%	23 2%	26 2%	39 3%	29 2%	10 2%	5 1%	8 2%	8 2%	10 2%	8 2%	16 3%	15 3%	9 2%	6 1%	16 3%	8 2%
White - Irish	86 1%	22 1%	21 1%	20 1%	23 2%	5 1%	4 1%	14 3%i	12 2%	3 1%	6 1%	7 1%	7 1%	7 1%	7 1%	6 1%	9 2%
Any other white background (please specify)	195 3%	47 3%	61 4%	48 3%	40 3%	13 2%	22 4%	12 2%	23 4%n	17 3%	21 4%	21 4%	18 3%	9 2%	9 2%	15 3%	17 3%
Mixed - White and Black Caribbean	42 1%	10 1%	10 1%	14 1%	8 1%	3 1%	* *	7 1%f	1 *	3 1%	7 1%	4 1%	5 1%	5 1%	3 1%	1 *	4 1%
Mixed - White and Black African	57 1%	21 1%b	7 *	14 1%	14 1%	2 *	6 1%	13 3%ehjn	4 1%	1 *	2 *	5 1%	5 1%	4 1%	4 1%	4 1%	7 1%
Mixed - White and Asian	57 1%	17 1%	18 1%	8 1%	13 1%	11 2%fk	2 *	4 1%	3 1%	5 1%	11 2%fk	1 *	3 1%	4 1%	4 1%	4 1%	4 1%
Any other mixed background (please specify)	11 *	2 *	2 *	5 *	2 *	-	1 *	2 *	1 *	-	2 *	2 *	2 *	1 *	2 *	-	-
Asian and British Asian - Indian	193 3%	44 3%	57 4%	48 3%	44 3%	10 2%	20 4%	14 3%	13 2%	24 5%ekn	20 4%	8 2%	21 4%	19 4%	9 2%	17 3%	17 4%
Asian and British Asian - Pakistani	79 1%	21 1%	22 1%	20 1%	16 1%	6 1%	10 2%	5 1%	6 1%	11 2%	6 1%	4 1%	7 1%	8 2%	5 1%	6 1%	5 1%
Asian and British Asian - Bangladeshi	37 1%	8 1%	4 *	9 1%	17 1%b	4 1%	2 *	2 *	1 *	-	2 *	4 1%	3 1%	1 *	7 1%i	8 2%i	2 *
Any other Asian background (please specify)	38 1%	14 1%	15 1%c	4 *	6 *	1 *	7 1%k	6 1%	1 *	5 1%	9 2%kmp	-	3 1%	1 *	4 1%	2 *	* *
Black and Black British - Caribbean	90 1%	16 1%	28 2%	21 1%	26 2%	7 1%	3 1%	5 1%	6 1%	6 1%	16 3%f	6 1%	6 1%	9 2%	8 1%	11 2%	8 2%
Black and Black British - African	201 3%	54 3%	38 2%	60 4%	50 3%	15 3%	22 4%	17 3%	11 2%	16 3%	11 2%	19 4%	18 3%	23 4%	14 3%	20 4%	16 3%
Any other Black background (please specify)	4 *	-	-	-	4 *	-	-	-	-	-	-	-	-	-	4 1%	-	-
Middle Eastern, including Arabic origin	24 *	3 *	4 *	7 *	9 1%	-	3 1%	-	-	4 1%	-	4 1%	1 *	2 *	-	4 1%	5 1%
Chinese	53 1%	18 1%d	12 1%	18 1%	6 *	6 1%	4 1%	8 2%ln	9 2%lln	1 *	2 *	* *	1 *	11 2%lnp	-	4 1%	1 *
Any other background (please specify)	18 *	3 *	6 *	3 *	7 *	-	2 *	1 *	-	6 1%e	-	1 *	1 *	1 *	-	2 *	5 1%
I prefer not to answer	52 1%	7 *	11 1%	15 1%	19 1%	2 *	1 *	3 1%	5 1%	4 1%	2 *	4 1%	4 1%	7 1%	8 2%	2 *	9 2%f
NET White	5212 84%	1305 85%	1307 85%	1306 84%	1294 84%	461 87%	434 84%	410 82%	464 89%gjm	424 83%	419 82%	421 86%	452 85%	432 82%	458 86%	424 84%	412 83%
NET Mixed	167 3%	50 3%	38 2%	41 3%	37 2%	16 3%	8 2%	26 5%fhijo	8 2%	9 2%	21 4%h	12 3%	14 3%	13 2%	13 2%	10 2%	15 3%
NET Asian	400 6%	105 7%	109 7%	98 6%	88 6%	27 5%	43 8%	35 7%	30 6%	40 8%	39 8%	23 5%	34 6%	40 8%	26 5%	36 7%	26 5%
NET Black	296 5%	70 5%	66 4%	80 5%	81 5%	22 4%	26 5%	22 4%	17 3%	22 4%	27 5%	25 5%	24 5%	31 6%	26 5%	31 6%	23 5%
NET Other	42 1%	6 *	10 1%	10 1%	16 1%	-	5 1%	1 *	-	10 2%eghjn	-	5 1%	3 *	2 *	-	4 1%	10 2%eghjn
NET EMG	905 15%	231 15%	223 14%	229 15%	222 14%	65 12%	82 16%h	85 17%h	55 10%	81 16%h	87 17%h	66 13%	76 14%	87 17%h	66 12%	81 16%h	74 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Table 475

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Under £11,500 per year	561 9%	115 9%	446 9%	74 9%	487 9%	220 7%	339 11%e	77 9%l	64 7%	69 6%	78 9%i	114 10%i	74 10%i	85 14%ghi	141 8%	147 8%	273 11%no	159 11%no	483 9%	77 9%
£11,500 - £17,499 per year	718 12%	138 11%	580 12%	97 11%	621 12%	333 11%	385 12%	88 11%	80 9%	116 10%	73 9%	127 11%	111 15%hij	123 20%ghijk	168 10%	189 10%	361 14%no	234 17%no	632 12%	84 9%
£17,500 - £29,999 per year	1571 25%	175 14%	1396 28%a	230 27%	1341 25%	723 24%	840 27%	190 23%	254 29%gij	260 23%	167 20%	289 26%j	207 27%j	205 33%gijk	444 26%o	427 22%	700 28%o	411 30%o	1380 26%s	184 20%
£30,000 - £49,999 per year	1553 25%	246 20%	1307 26%a	240 28%	1313 25%	790 26%	761 24%	182 22%m	229 26%m	334 30%gkm	231 28%gm	278 24%m	195 26%m	105 17%	411 24%	565 29%npq	578 23%	300 22%	1292 25%	251 28%
£50,000+ per year	1069 17%	160 13%	909 18%a	181 21%d	888 17%	634 21%f	434 14%	154 19%lm	170 20%lm	263 23%gklm	184 22%klm	198 17%lm	65 9%	35 6%	324 19%pq	447 23%npq	298 12%q	100 7%	853 16%	205 23%r
I don't know/ I prefer not to answer	697 11%	399 32%b	298 6%	39 5%	658 12%c	311 10%	383 12%	133 16%hijk	75 9%	80 7%	89 11%i	136 12%i	107 14%hi	75 12%i	208 12%o	169 9%	319 13%o	183 13%o	572 11%	104 11%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Under £11,500 per year	561 9%	12 1%	80 4%a	43 3%a	426 25%abc	93 3%	468 15%e	143 4%	403 17%g	561 100%jklmn	-	-	-	-	-	561 95%p	-	274 21%rs	258 6%	29 10%r
£11,500 - £17,499 per year	718 12%	52 4%	177 9%a	98 7%a	392 23%abc	228 7%	490 16%e	290 8%	417 17%g	-	718 100%iklmn	-	-	-	718 19%iklm	-	718 14%o	303 23%rs	389 9%	25 8%
£17,500 - £29,999 per year	1571 25%	165 14%	563 29%a	409 29%a	434 26%a	729 24%	843 27%e	911 25%	646 27%	-	-	1571 100%ijlmn	-	-	1571 41%ijlm	-	1571 30%o	386 30%rs	1127 25%	59 20%
£30,000 - £49,999 per year	1553 25%	336 29%d	583 30%d	436 31%d	198 12%	919 30%f	634 21%	1104 30%h	441 18%	-	-	-	1553 100%ijkmn	-	1553 40%ijkm	-	1553 30%o	172 13%	1353 30%qs	28 9%
£50,000+ per year	1069 17%	451 39%bcd	330 17%d	245 18%d	42 3%	781 25%f	288 9%	892 24%h	168 7%	-	-	-	-	1069 100%ijkln	-	-	1069 21%o	79 6%	974 21%qs	16 5%
I don't know/ I prefer not to answer	697 11%	138 12%	209 11%	163 12%	185 11%	347 11%	348 11%	346 9%	319 13%g	-	-	-	-	-	-	26 5%	261 5%	83 6%	471 10%q	143 48%qr

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Under £11,500 per year	561 9%	501 9%	60 7%	23 13%b	477 9%	35 7%	36 12%deg	13 8%	23 9%	74 11%r	42 8%	45 10%	49 9%	55 10%	78 10%	58 7%	52 10%	5 7%	31 7%
£11,500 - £17,499 per year	718 12%	629 12%	89 10%	20 11%	605 12%	56 11%	31 10%	26 15%def	35 14%	81 12%	74 15%l	63 14%	52 10%	61 11%	83 10%	89 11%	67 13%	6 8%	50 11%
£17,500 - £29,999 per year	1571 25%	1364 26%	207 24%	39 23%	1340 26%	120 23%	70 24%	41 24%	75 30%kmr	178 26%	140 28%	99 22%	155 29%kr	134 23%	192 24%	219 26%	148 28%r	24 34%kr	97 22%
£30,000 - £49,999 per year	1553 25%	1319 25%	234 27%	49 29%	1314 25%g	130 25%	74 25%	35 21%	64 25%	154 23%	141 28%	121 27%	144 27%	148 26%	192 24%	218 26%	131 25%	16 23%	114 25%
£50,000+ per year	1069 17%	889 17%	179 21%a	27 15%	879 17%	108 21%d	51 17%	30 17%	24 10%	92 14%	72 14%l	84 19%hl	50 9%	119 21%hijl	189 23%hijlp	167 20%hil	82 15%hl	16 23%hil	92 21%hijl
I don't know/ I prefer not to answer	697 11%	603 11%	94 11%	15 9%	570 11%	68 13%	33 11%	25 15%d	29 11%	96 14%jkpq	39 8%	37 8%	93 17%hjkmnopq	58 10%	77 10%	91 11%	49 9%	3 4%	66 15%jknpq

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 475

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Stamp usage 1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	1st class usage Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	2nd class usage Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Reliance on postal service for sending/receiving letters and cards Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Reliance on postal service for sending/receiving parcels Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	Affordability challanges ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Under £11,500 per year	561 9%	191 8%	217 10%	295 9%	321 10%	191 8%	191 98%eg	131 17%e	217 10%	217 96%hj	165 15%h	201 10%n	225 9%n	70 9%n	29 5%	29 12%nq	426 9%n	58 7%	217 8%	207 9%	64 9%	34 10%	31 19%rstuw	423 9%	64 13%rsw	185 11%z	376 8%
£11,500 - £17,499 per year	718 12%	257 11%	266 12%	395 11%	405 12%	257 11%f	-	143 18%ef	266 12%i	-	179 17%hi	279 14%l	243 10%	100 12%	62 10%	29 12%	521 12%	90 11%	305 12%	247 10%	89 13%	43 12%	24 15%	552 11%	67 13%	212 13%	506 11%
£17,500 - £29,999 per year	1571 25%	593 25%	600 27%	851 25%	858 26%	593 25%f	-	204 26%f	600 27%i	-	311 29%i	572 28%	598 25%	189 23%	152 26%	55 23%	1171 26%	206 25%	702 27%t	597 25%	143 21%	92 26%	30 19%	1299 26%t	122 24%	456 28%z	1115 25%
£30,000 - £49,999 per year	1553 25%	674 28%bd	551 24%	912 26%	789 24%	674 28%fg	-	152 20%f	551 24%j	-	208 19%i	468 23%	672 28%ko	214 26%	151 25%	47 20%	1140 25%	197 24%	644 25%	605 26%	181 27%	93 26%	28 17%	1249 25%	120 23%	407 25%	1146 25%
£50,000+ per year	1069 17%	454 19%	385 17%	628 18%	560 17%	454 19%fg	-	40 5%f	385 17%lj	-	90 8%i	331 16%	440 18%	123 15%	129 22%kmp	46 19%	771 17%	175 21%kmp	453 18%ux	443 19%ux	109 16%	39 11%	23 15%	897 18%ux	63 12%	253 16%	816 18%
I don't know/ I prefer not to answer	697 11%	236 10%	242 11%	376 11%	381 12%	236 10%f	3 2%	109 14%ef	242 11%i	10 4%	118 11%i	213 10%	257 11%	115 14%kljp	72 12%	33 14%	470 10%	105 13%	247 10%	269 11%	96 14%rw	53 15%rw	25 16%	516 10%	78 15%rw	116 7%	581 13%y

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Under £11,500 per year	561 9%	60 15%b	495 9%	6 15%	248 15%e	275 7%	38 12%e	509 9%	13 8%	8 11%	29 38%ghik	529 9%	3 8%
£11,500 - £17,499 per year	718 12%	72 18%b	641 11%	5 12%	293 17%ef	389 9%	36 11%	654 11%	26 16%	17 24%gk	21 28%gjk	697 12%	* 1%
£17,500 - £29,999 per year	1571 25%	124 31%b	1432 25%	15 36%	506 30%e	988 24%	78 24%	1465 25%j	61 38%gjk	23 33%j	8 11%	1549 26%j	14 40%
£30,000 - £49,999 per year	1553 25%	71 18%	1478 26%a	5 12%	355 21%	1148 28%df	51 16%	1513 26%ij	27 17%j	7 11%	2 3%	1548 26%ij	3 9%
£50,000+ per year	1069 17%	39 10%	1027 18%a	4 9%	165 10%	861 21%df	43 13%	1047 18%hj	14 8%j	5 8%	-	1066 18%hj	3 9%
I don't know/ I prefer not to answer	697 11%	36 9%	654 11%	7 17%	139 8%	482 12%d	76 24%de	642 11%	20 12%	8 12%	15 20%	670 11%	12 33%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Under £11,500 per year	561 9%	144 9%	141 9%	117 8%	158 10%c	42 8%	50 10%	51 10%	50 9%	43 8%	49 10%	34 7%	39 7%	45 9%	65 12%klp	59 12%k	35 7%
£11,500 - £17,499 per year	718 12%	181 12%	186 12%	179 12%	173 11%	60 11%	68 13%	52 10%	59 11%	69 13%	58 12%	57 12%	57 11%	64 12%	65 12%	52 10%	55 11%
£17,500 - £29,999 per year	1571 25%	438 28%bc	376 24%	357 23%	400 26%	162 31%ijkmn	137 27%	139 28%	139 27%	117 23%	120 24%	105 21%	129 24%	123 23%	126 24%	138 27%	135 27%
£30,000 - £49,999 per year	1553 25%	370 24%	392 25%	415 27%	376 25%	131 25%	109 21%	131 26%	136 26%	136 27%	121 24%	123 25%	142 27%	150 28%f	116 22%	115 23%	145 29%fn
£50,000+ per year	1069 17%	261 17%	262 17%	292 19%	254 17%	79 15%	94 18%	88 18%	71 14%	84 16%	107 21%ehp	90 18%	114 21%ehp	89 17%	88 16%	92 18%	74 15%
I don't know/ I prefer not to answer	697 11%	149 10%	184 12%	190 12%	174 11%	54 10%	58 11%	37 7%	69 13%g	61 12%g	53 10%	82 17%egjimop	52 10%	56 11%	72 14%g	50 10%	52 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Methodology CAPI (a)	Methodology Online (b)	Online business/hobby Sell online (c)	Online business/hobby Don't sell online (d)	Gender Male (e)	Gender Female (f)	Age 16-24 (g)	Age 25-34 (h)	Age 35-44 (i)	Age 45-54 (j)	Age 55-64 (k)	Age 65-74 (l)	Age 75+ (m)	Age NET 16-34 (n)	Age NET 35-54 (o)	Age NET 55+ (p)	Age NET 65+ (q)	Ethnicity NET White (r)	Ethnicity NET EMG (s)
Unweighted Base	688	339	349	40	648	301	385	150	72	87	72	129	109	69	222	159	307	178	593	76
Weighted Base	697	399	298	39**	658	311	383	133*	75*	80*	89*	136*	107*	75*	208	169	319	183	572	104*
Effective Base	432	244	188	26	407	195	236	89	44	54	50	83	70	45	133	103	197	114	360	60
Under £11,500	26 / 4%	19 / 5%	7 / 2%	* / *	26 / 4%	9 / 3%	18 / 5%	5 / 3%	1 / 1%	- / -	1 / 1%	8 / 6%	2 / 2%	9 / 13%ghijl	5 / 3%	1 / 1%	20 / 6%o	12 / 6%o	22 / 4%	4 / 4%
Over £11,500	261 / 37%	200 / 50%b	61 / 21%	14 / 35%	247 / 38%	133 / 43%f	127 / 33%	56 / 42%	28 / 38%	32 / 41%	33 / 37%	47 / 35%	34 / 32%	30 / 40%	84 / 40%	65 / 39%	111 / 35%	64 / 35%	204 / 36%	56 / 54%r
I don't know	74 / 11%	30 / 8%	44 / 15%a	1 / 3%	73 / 11%	35 / 11%	40 / 10%	36 / 27%ijklm	15 / 20%ijklm	5 / 6%	3 / 3%	9 / 6%	4 / 4%	3 / 4%	51 / 25%opq	8 / 5%	15 / 5%	7 / 4%	63 / 11%	10 / 10%
I prefer not to answer	335 / 48%	150 / 38%	185 / 62%a	24 / 61%	311 / 47%	135 / 43%	198 / 52%	37 / 28%	31 / 41%	43 / 53%g	52 / 58%g	72 / 53%g	67 / 63%gh	33 / 44%	68 / 33%	95 / 56%n	172 / 54%n	100 / 55%n	283 / 50%s	34 / 33%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	688	136	204	154	193	340	347	297	359	-	-	-	-	-	-	23	225	91	440	157
Weighted Base	697	138*	209	163	185	347	348	346	319	-**	-**	-**	-**	-**	-**	26**	261	83*	471	143*
Effective Base	432	80	126	100	128	205	227	193	226	-	-	-	-	-	-	18	152	59	278	97
Under £11,500	26 4%	4 3%	1 1%	6 4%	15 8%b	5 2%	21 6%e	4 1%	22 7%g	-	-	-	-	-	-	26 100%	-	15 18%rs	9 2%	3 2%
Over £11,500	261 37%	71 51%bcd	74 35%	54 33%	61 33%	145 42%	114 33%	158 46%h	102 32%	-	-	-	-	-	-	-	261 100%	35 42%s	217 46%s	8 6%
I don't know	74 11%	9 7%	21 10%	14 9%	30 16%a	30 9%	45 13%	28 8%	44 14%	-	-	-	-	-	-	-	-	15 18%r	43 9%	16 11%
I prefer not to answer	335 48%	54 39%	113 54%a	89 54%a	79 43%	167 48%	168 48%	157 45%	152 48%	-	-	-	-	-	-	-	-	18 22%	201 43%q	116 81%qr

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	688	495	193	79	364	120	107	97	37	53	28	29	63	39	40	40	35	9	111
Weighted Base	697	603	94*	15**	570	68*	33*	25*	29*	96*	39**	37**	93*	58*	77*	91*	49*	3**	66*
Effective Base	432	386	49	15	322	54	61	65	33	49	27	27	60	36	38	38	33		51
Under £11,500	26	26	*	-	25	-	1	1	1	2	2	-	3	5	3	2	7	-	-
	4%	4%	*	-	4%	-	2%	5%e	3%	2%	6%	-	3%	8%	4%	2%	15%ilor	-	-
Over £11,500	261	229	32	3	221	19	17	3	9	16	18	22	31	15	48	48	16	*	19
	37%	38%	34%	19%	39%g	28%g	52%eg	11%	33%	16%	45%	58%	33%i	27%	61%hilmpr	52%imr	32%	10%	29%
I don't know	74	59	16	1	55	5	5	9	6	18	3	4	8	1	5	5	4	1	5
	11%	10%	16%	7%	10%	8%	15%	35%def	22%mnor	19%m	9%	11%	8%	2%	7%	6%	8%	19%	8%
I prefer not to answer	335	289	46	11	269	44	10	12	15	60	15	12	52	37	21	37	22	2	42
	48%	48%	49%	73%	47%f	64%df	31%	49%f	42%	63%no	40%	31%	56%n	64%no	27%	40%	46%	71%	64%no

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 476

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Stamp usage				1st class usage				2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels								Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class time and HH income <£11.5 (f)	Use 1st class time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class time and HH income <£11.5 (i)	Use 2nd class time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
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Unweighted Base	688	229	228	357	356	229	3	115	228	8	128	200	262	111	70	39	462	109	259	267	89	44	21	526	65	115	573
Weighted Base	697	236	242	376	381	236	3**	109*	242	10**	118*	213	257	115*	72*	33**	470	105*	247	269	96*	53*	25**	516	78*	116*	581
Effective Base	432	148	147	227	227	148	3	73	147	6	82	130	158	71	47	23	288	71	158	166	57	32	15	323	48	76	357
Under £11,500	26 4%	3 1%	10 4%	11 3%	18 5%	3 1%	3 100%	3 3%	10 4%	10 100%	10 8%	9 4%	7 3%	7 6%	2 3%	1 3%	16 3%	4 3%	8 3%	8 3%	5 5%	5 9%	1 5%	16 3%	6 8%	6 5%	21 4%
Over £11,500	261 37%	93 39%	85 35%	154 41%	147 39%	93 39%	-	33 31%	85 35%	-	39 33%	76 36%	95 37%	46 39%	35 48%	9 28%	171 36%	44 42%	97 39%	100 37%	29 31%	24 45%	8 33%	196 38%	32 41%	27 23%	233 40%y
I don't know	74 11%	15 6%	24 10%	29 8%	39 10%	15 6%	-	11 10%	24 10%	-	13 11%	23 11%	27 11%	14 12%	5 8%	3 10%	50 11%	9 8%	29 12%	30 11%	10 10%	3 5%	2 10%	58 11%	5 7%	9 8%	65 11%
I prefer not to answer	335 48%	126 53%	123 51%	181 48%	178 47%	126 53%	-	61 56%	123 51%	-	57 48%	105 49%	128 50%	49 42%	29 40%	19 59%	233 50%	48 46%	114 46%	132 49%	52 54%	21 41%	13 53%	246 48%	35 44%	74 63%z	261 45%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z
* small base; ** very small base (under 30) ineligible for sig testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	688	47	627	14	152	462	74	631	15	10	19	656	13
Weighted Base	697	36**	654	7**	139*	482	76*	642	20**	8**	15**	670	12**
Effective Base	432	29	399	8	95	294	45	397	10	7	12	413	8
Under £11,500	26 / 4%	3 / 8%	23 / 3%	1 / 10%	15 / 11%ef	12 / 2%	- / -	16 / 3%	1 / 6%	1 / 9%	8 / 57%	18 / 3%	- / -
Over £11,500	261 / 37%	10 / 28%	251 / 38%	* / 2%	34 / 24%	213 / 44%df	14 / 18%	247 / 38%	7 / 38%	4 / 43%	3 / 21%	258 / 38%	- / -
I don't know	74 / 11%	10 / 28%	63 / 10%	2 / 23%	28 / 20%e	38 / 8%	9 / 11%	69 / 11%	3 / 14%	- / -	1 / 10%	72 / 11%	1 / 12%
I prefer not to answer	335 / 48%	13 / 36%	318 / 49%	4 / 64%	62 / 45%	219 / 45%	54 / 71%de	311 / 48%	8 / 42%	4 / 49%	2 / 13%	323 / 48%	10 / 88%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

Table 476

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	688	162	183	182	161	58	61	43	71	60	52	77	49	56	68	49	44
Weighted Base	697	149	184	190	174	54*	58*	37**	69*	61*	53*	82*	52**	56*	72*	50*	52*
Effective Base	432	104	117	108	107	40	36	28	42	43	32	45	28	36	44	32	31
Under £11,500	26 4%	3 2%	10 5%	4 2%	10 6%	* *	1 2%	2 5%	4 6%	3 6%	2 4%	1 2%	2 3%	1 2%	7 10%	- -	3 5%
Over £11,500	261 37%	48 32%	76 41%	85 45%d	52 30%	19 36%	19 33%	10 26%	34 49%	21 34%	21 39%	32 39%	26 49%	28 49%	21 29%	13 26%	17 34%
I don't know	74 11%	15 10%	22 12%	27 14%	11 6%	4 8%	6 10%	5 14%	4 6%	9 14%	9 17%n	17 20%n	3 6%	7 13%	2 3%	6 11%	3 6%
I prefer not to answer	335 48%	83 55%bc	77 42%	74 39%	102 59%bc	30 56%	32 55%	20 55%	28 40%	28 46%	21 40%	32 39%	22 42%	20 36%	42 58%	32 63%km	28 55%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Under £11,500 per year	587 10%	134 11%	454 9%	74 9%	513 10%	229 8%	357 11%e	82 10%i	64 7%	69 6%	79 10%i	122 11%hi	76 10%i	95 15%ghijkl	146 9%	148 8%	293 12%no	171 12%no	505 10%	81 9%
Over £11,500 per year	5172 84%	919 75%	4253 86%a	762 89%d	4410 83%	2614 87%f	2547 81%	669 81%	762 87%gkim	1005 90%gjklm	688 84%	939 82%	613 81%	496 79%	1431 84%pq	1693 87%pq	2049 81%	1109 80%	4361 84%	780 86%
I don't know	74 1%	30 2%b	44 1%	1 *	73 1%c	35 1%	40 1%	36 4%hijklm	15 2%ij	5 *	3 *	9 1%	4 *	3 *	51 3%opq	8 *	15 1%	7 *	63 1%	10 1%
I prefer not to answer	335 5%	150 12%b	185 4%	24 3%	311 6%c	135 4%	198 6%e	37 5%	31 4%	43 4%	52 6%hi	72 6%hi	67 9%ghim	33 5%	68 4%	95 5%	172 7%no	100 7%no	283 5%	34 4%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Under £11,500 per year	587 10%	16 1%	81 4%a	49 4%a	441 26%abc	98 3%	489 16%e	147 4%	424 18%g	561 100%jklmn	-	-	-	-	-	587 100%p	-	289 22%rs	267 6%	32 11%r
Over £11,500 per year	5172 84%	1074 93%bcd	1728 89%d	1241 89%d	1127 67%	2802 90%f	2369 77%	3356 91%h	1774 74%	-	718 100%i	1571 100%i	1553 100%i	1069 100%i	3843 100%i	-	5172 100%o	975 75%s	4061 89%qs	136 45%
I don't know	74 1%	9 1%	21 1%	14 1%	30 2%	30 1%	45 1%	28 1%	44 2%g	-	-	-	-	-	-	-	-	15 1%	43 1%	16 5%qr
I prefer not to answer	335 5%	54 5%	113 6%	89 6%	79 5%	167 5%	168 5%	157 4%	152 6%g	-	-	-	-	-	-	-	-	18 1%	201 4%q	116 39%qr

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Under £11,500 per year	587 10%	527 10%b	60 7%	23 13%b	501 10%e	35 7%	36 12%eg	14 8%	24 10%	76 11%r	44 9%	45 10%	52 10%	59 10%	81 10%	60 7%	60 11%r	5 7%	31 7%
Over £11,500 per year	5172 84%	4430 84%	742 86%c	138 80%	4360 84%g	434 84%	243 82%	135 79%	208 83%	521 77%	445 88%il	388 87%il	432 79%	476 83%i	704 87%il	742 88%ilr	443 84%i	62 90%i	372 83%i
I don't know	74 1%	59 1%	16 2%	1 1%	55 1%	5 1%	5 2%	9 5%def	6 3%jmnop	18 3%jmno	3 1%	4 1%	8 1%	1 *	5 1%	5 1%	4 1%	1 1%	5 1%
I prefer not to answer	335 5%	289 5%	46 5%	11 7%	269 5%	44 8%df	10 4%	12 7%df	12 5%	60 9%hjknop	15 3%	12 3%	52 10%hjknop	37 8%jkn	21 3%	37 4%	22 4%	2 3%	42 9%hjknop

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Under £11,500 per year	587 10%	194 8%	227 10%	306 9%	339 10%a	194 8%	194 100%eg	134 17%e	227 10%	227 100%hj	175 16%h	210 10%n	231 10%n	77 10%n	31 5%	31 13%nq	441 10%n	62 7%	225 9%	214 9%	69 10%	39 11%	32 20%rstuw	439 9%	71 14%rsw	190 12%z	397 9%
Over £11,500 per year	5172 84%	2070 86%d	1887 83%	2940 85%	2758 83%	2070 86%fg	-	571 73%f	1887 83%ij	-	827 77%i	1726 84%	2048 84%o	671 83%	528 89%klmop	185 78%	3774 84%o	713 86%o	2201 86%tvx	1992 84%vx	550 81%v	291 82%v	113 70%	4193 85%tvx	403 79%	1355 83%	3817 84%
I don't know	74 1%	15 1%	24 1%	29 1%	39 1%	15 1%	-	11 1%	24 1%	-	13 1%	23 1%	27 1%	14 2%	5 1%	3 1%	50 1%	9 1%	29 1%	30 1%	10 1%	3 1%	2 1%	58 1%	5 1%	9 1%	65 1%y
I prefer not to answer	335 5%	126 5%	123 5%	181 5%	178 5%	126 5%f	-	61 8%ef	123 5%l	-	57 5%l	105 5%	128 5%	49 6%	29 5%	19 8%	233 5%	48 6%	114 4%	132 6%	52 8%rw	21 6%	13 8%	246 5%	35 7%	74 5%	261 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
		Housebound			**Disability**			**Internet access**					
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Under £11,500 per year	587 10%	63 16%b	518 9%	7 16%	263 15%e	287 7%	38 12%e	525 9%	14 9%	9 13%	37 50%ghik	547 9%	3 8%
Over £11,500 per year	5172 84%	315 79%	4828 84%ac	29 69%	1353 79%f	3598 87%df	221 69%	4926 84%j	136 84%j	56 82%j	34 46%	5117 84%j	21 59%
I don't know	74 1%	10 3%b	63 1%	2 4%	28 2%	38 1%	9 3%e	69 1%	3 2%	-	1 2%	72 1%	1 4%
I prefer not to answer	335 5%	13 3%	318 6%	4 11%a	62 4%	219 5%d	54 17%de	311 5%	8 5%	4 6%	2 3%	323 5%	10 29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ7/QZ8. Household Income - Combined

Base : All participants

	Total	Quarter				Month												
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Under £11,500 per year	587 10%	147 10%	151 10%	121 8%	168 11%c	42 8%	52 10%	53 11%	54 10%	46 9%	51 10%	35 7%	40 8%	46 9%	72 13%eklp	59 12%	37 8%
Over £11,500 per year	5172 84%	1298 84%	1291 84%	1328 86%d	1254 82%	451 85%n	427 83%	420 84%	439 84%	426 84%	426 84%	407 83%	467 88%no	453 86%n	416 78%	412 81%	427 86%n
I don't know	74 1%	15 1%	22 1%	27 2%d	11 1%	4 1%	6 1%	5 1%	4 1%	9 2%	9 2%	17 3%eghlnp	3 1%	7 1%	2 *	6 1%	3 1%
I prefer not to answer	335 5%	83 5%	77 5%	74 5%	102 7%	30 6%	32 6%	20 4%	28 5%	28 6%	21 4%	32 7%	22 4%	20 4%	42 8%gilm	32 6%	28 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)
Unweighted Base	6169	1015	5154	841	5328	2978	3178	798	807	1140	772	1175	844	633	1605	1912	2652	1477	5511	615
Weighted Base	6169	1233	4936	861	5308	3013	3142	824	873	1122	822	1142	760	627	1696	1944	2529	1387	5212	905
Effective Base	3793	737	3056	512	3282	1838	1945	527	519	686	481	724	482	377	1044	1167	1583	859	3272	499
Yes	1296	252	1044	257	1040	581	709	150	211	284	172	239	116	124	361	456	479	240	1139	154
	21%	20%	21%	30%d	20%	19%	23%e	18%	24%gl	25%gklm	21%l	21%l	15%	20%	21%q	23%pq	19%	17%	22%s	17%
No	4572	901	3671	574	3998	2309	2256	606	612	785	620	860	610	478	1219	1405	1948	1088	3853	682
	74%	73%	74%	67%	75%c	77%f	72%	74%	70%	70%	75%i	75%hi	80%ghik	76%hi	72%	72%	77%no	78%no	74%	75%
I don't know	83	11	72	9	74	44	38	37	15	10	4	2	9	5	52	15	16	14	53	27
	1%	1%	1%	1%	1%	1%	1%	5%hijklm	2%k	1%	1%	*	1%k	1%	3%opq	1%	1%	1%	1%	3%r
I prefer not to answer	217	68	149	21	196	78	139	30	34	42	25	41	25	20	64	67	86	45	168	41
	4%	6%b	3%	2%	4%	3%	4%e	4%	4%	4%	3%	4%	3%	3%	4%	3%	3%	3%	3%	5%

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	6169	1451	1853	1225	1639	3304	2864	3375	2714	570	739	1528	1577	1067	3844	593	5136	1368	4501	300
Weighted Base	6169	1153	1943	1394	1677	3097	3071	3687	2394	561	718	1571	1553	1069	3843	587	5172	1296	4572	300
Effective Base	3793	715	1170	840	1070	1884	1908	2109	1661	366	457	984	948	611	2388	384	3148	851	2753	193
Yes	1296 21%	133 12%	246 13%	219 16%ab	697 42%abc	379 12%	916 30%e	498 14%	777 32%g	274 49%klmn	303 42%klmn	386 25%lm	172 11%m	79 7%	861 22%lm	289 49%p	975 19%	1296 100%rs	-	-
No	4572 74%	964 84%d	1621 83%d	1120 80%d	867 52%	2585 83%f	1987 65%	3053 83%h	1488 62%	258 46%	389 54%i	1127 72%ij	1353 87%ijkn	974 91%ijkln	2870 75%ij	267 45%	4061 79%o	-	4572 100%qs	-
I don't know	83 1%	19 2%	20 1%	20 1%	23 1%	39 1%	44 1%	31 1%	44 2%g	10 2%	9 1%	13 1%	13 1%	9 1%	36 1%	11 2%	48 1%	-	-	83 28%qr
I prefer not to answer	217 4%	37 3%	57 3%	34 2%	90 5%abc	94 3%	124 4%	104 3%	85 4%	19 3%lm	16 2%m	46 3%lm	15 1%	7 1%	76 2%lm	20 3%p	88 2%	-	-	217 72%qr

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6169	4172	1997	912	3299	1125	970	775	349	375	358	363	368	372	383	370	361	168	957
Weighted Base	6169	5305	864	173	5185	518	295	171	250	676	509	449	544	574	811	844	529	69*	449
Effective Base	3793	3296	499	203	2897	505	529	510	329	357	337	343	347	347	366	351	338	64	441
Yes	1296 21%	1151 22%b	146 17%	33 19%	1103 21%e	89 17%	65 22%e	39 23%e	52 21%	140 21%	113 22%	73 16%	149 27%hiknor	130 23%k	156 19%	173 21%	117 22%	13 19%	76 17%
No	4572 74%	3882 73%	690 80%a	130 75%	3836 74%	399 77%g	217 73%	121 71%	186 74%l	474 70%	381 75%l	366 82%hijlmp	365 67%	424 74%l	617 76%l	645 76%l	378 71%	53 76%	346 77%il
I don't know	83 1%	77 1%	6 1%	4 2%	65 1%	8 1%	6 2%	4 2%d	1 1%	18 3%m	5 1%	5 1%	9 2%	2 *	10 1%	8 1%	7 1%	2 3%m	6 1%
I prefer not to answer	217 4%	195 4%	22 3%	6 3%	181 3%	23 4%	7 2%	7 4%	11 4%k	43 6%jkmo	11 2%	4 1%	21 4%k	17 3%	28 3%k	19 2%	27 5%jko	1 2%	21 5%jko

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Total	Stamp usage				1st class usage			2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challanges	
		1st class - all/most of the time (a)	2nd class - all/most of the time (b)	Use 1st class (c)	Use 2nd class (d)	Use 1st class all/most of the time (e)	Use 1st class all/most of the time and HH income <£11.5 (f)	Use 1st class all/most of the time and Not Working (g)	Use 2nd class all/most of the time (h)	Use 2nd class all/most of the time and HH income <£11.5 (i)	Use 2nd class all/most of the time and Not Working (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	Very reliant (r)	Fairly reliant (s)	Neither reliant nor not reliant (t)	Not very reliant (u)	Not at all reliant (v)	Net reliant (w)	Net not reliant (x)	ANY affordability challenges (y)	No affordability challenges (z)
Unweighted Base	6169	2347	2279	3402	3334	2347	203	896	2279	215	1164	2089	2380	830	585	259	4469	844	2680	2344	642	317	153	5024	470	1517	4652
Weighted Base	6169	2404	2260	3457	3313	2404	194	778	2260	227	1071	2063	2435	811	594	238	4498	832	2568	2368	681	353	160	4936	514	1629	4540
Effective Base	3793	1459	1392	2102	2035	1459	129	553	1392	146	712	1265	1478	521	359	154	2743	512	1595	1450	412	210	102	3044	312	987	2806
Yes	1296 / 21%	524 / 22%	426 / 19%	744 / 22%	646 / 19%	524 / 22%	92 / 48%eg	282 / 36%e	426 / 19%	114 / 50%hj	289 / 27%h	493 / 24%lnp	454 / 19%	176 / 22%	99 / 17%	65 / 27%ln	948 / 21%	164 / 20%	571 / 22%	478 / 20%	129 / 19%	70 / 23%	37 / 23%	1049 / 21%	107 / 21%	452 / 28%z	844 / 19%
No	4572 / 74%	1755 / 73%	1756 / 78%ac	2540 / 73%	2541 / 77%ac	1755 / 73%fg	91 / 47%	434 / 56%	1756 / 78%ij	108 / 48%	754 / 70%i	1491 / 72%o	1867 / 77%kmo	574 / 71%	473 / 80%kmop	153 / 64%	3358 / 75%o	627 / 75%o	1897 / 74%	1763 / 74%	508 / 75%	269 / 76%	114 / 71%	3660 / 74%	383 / 74%	1082 / 66%	3490 / 77%y
I don't know	83 / 1%	32 / 1%	19 / 1%	40 / 1%	27 / 1%	32 / 1%	6 / 3%	19 / 2%	19 / 1%	-	3 / *	15 / 1%	28 / 1%	30 / 4%klmpq	7 / 1%	2 / 1%	43 / 1%	8 / 1%	21 / 1%	42 / 2%r	12 / 2%	5 / 1%	*	63 / 1%	5 / 1%	30 / 2%	52 / 1%
I prefer not to answer	217 / 4%	93 / 4%	59 / 3%	134 / 4%b	100 / 3%	93 / 4%	5 / 2%	43 / 6%	59 / 3%	5 / 2%	25 / 2%	64 / 3%	85 / 4%	30 / 4%	14 / 2%	19 / 8%klmnpq	150 / 3%	33 / 4%	79 / 3%	85 / 4%	32 / 5%	10 / 3%	9 / 6%	164 / 3%	19 / 4%	64 / 4%	154 / 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g - h/i/j - k/l/m/n/o/p/q - r/s/t/u/v/w/x - y/z

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6169	425	5693	51	1824	4027	318	5873	136	59	71	6068	30
Weighted Base	6169	401	5727	42*	1706	4142	322	5830	161*	68*	74*	6060	35**
Effective Base	3793	250	3513	30	1102	2487	208	3588	93	42	48	3724	21
Yes	1296 21%	179 45%b	1104 19%	13 31%	720 42%ef	526 13%	51 16%	1183 20%	53 33%gk	23 34%gk	31 41%gk	1260 21%	6 17%
No	4572 74%	200 50%	4355 76%ac	17 41%	894 52%	3476 84%df	202 63%d	4386 75%hij	95 59%	38 56%	39 53%	4520 75%hij	14 39%
I don't know	83 1%	7 2%	74 1%	2 5%	30 2%	41 1%	11 3%e	66 1%	7 4%gk	5 7%gk	* *	78 1%	5 14%
I prefer not to answer	217 4%	15 4%	193 3%	9 22%ab	61 4%e	99 2%	57 18%de	196 3%	5 3%	2 3%	5 6%	203 3%	10 30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - Jan 2023 to Dec 2023 (Online/F2F)

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Total	Quarter				Month											
		Q1 2023 (a)	Q2 2023 (b)	Q3 2023 (c)	Q4 2023 (d)	Jan 2023 (e)	Feb 2023 (f)	Mar 2023 (g)	Apr 2023 (h)	May 2023 (i)	Jun 2023 (j)	Jul 2023 (k)	Aug 2023 (l)	Sep 2023 (m)	Oct 2023 (n)	Nov 2023 (o)	Dec 2023 (p)
Unweighted Base	6169	1543	1541	1550	1535	520	520	503	520	518	503	521	524	505	521	512	502
Weighted Base	6169	1543	1541	1550	1535	528	517	498	524	509	508	491	532	527	532	507	496
Effective Base	3793	975	968	929	923	335	318	323	324	327	317	305	314	310	320	303	300
Yes	1296 21%	329 21%	306 20%	290 19%	371 24%bc	105 20%	115 22%	110 22%	112 21%	96 19%	98 19%	105 21%	89 17%	96 18%	148 28%eijlm	116 23%	106 21%
No	4572 74%	1143 74%d	1167 76%d	1192 77%d	1071 70%	396 75%n	372 72%	375 75%n	390 74%n	386 76%n	391 77%n	359 73%n	422 79%fno	410 78%no	349 66%	359 71%	363 73%n
I don't know	83 1%	19 1%	21 1%	28 2%	14 1%	9 2%	7 1%	4 1%	12 2%n	3 1%	7 1%	11 2%n	7 1%	10 2%	2 *	5 1%	7 1%
I prefer not to answer	217 4%	51 3%	47 3%	40 3%	80 5%abc	18 3%	23 4%	10 2%	11 2%	24 5%	12 2%	16 3%	13 3%	10 2%	33 6%ghjlm	27 5%ghjm	20 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p